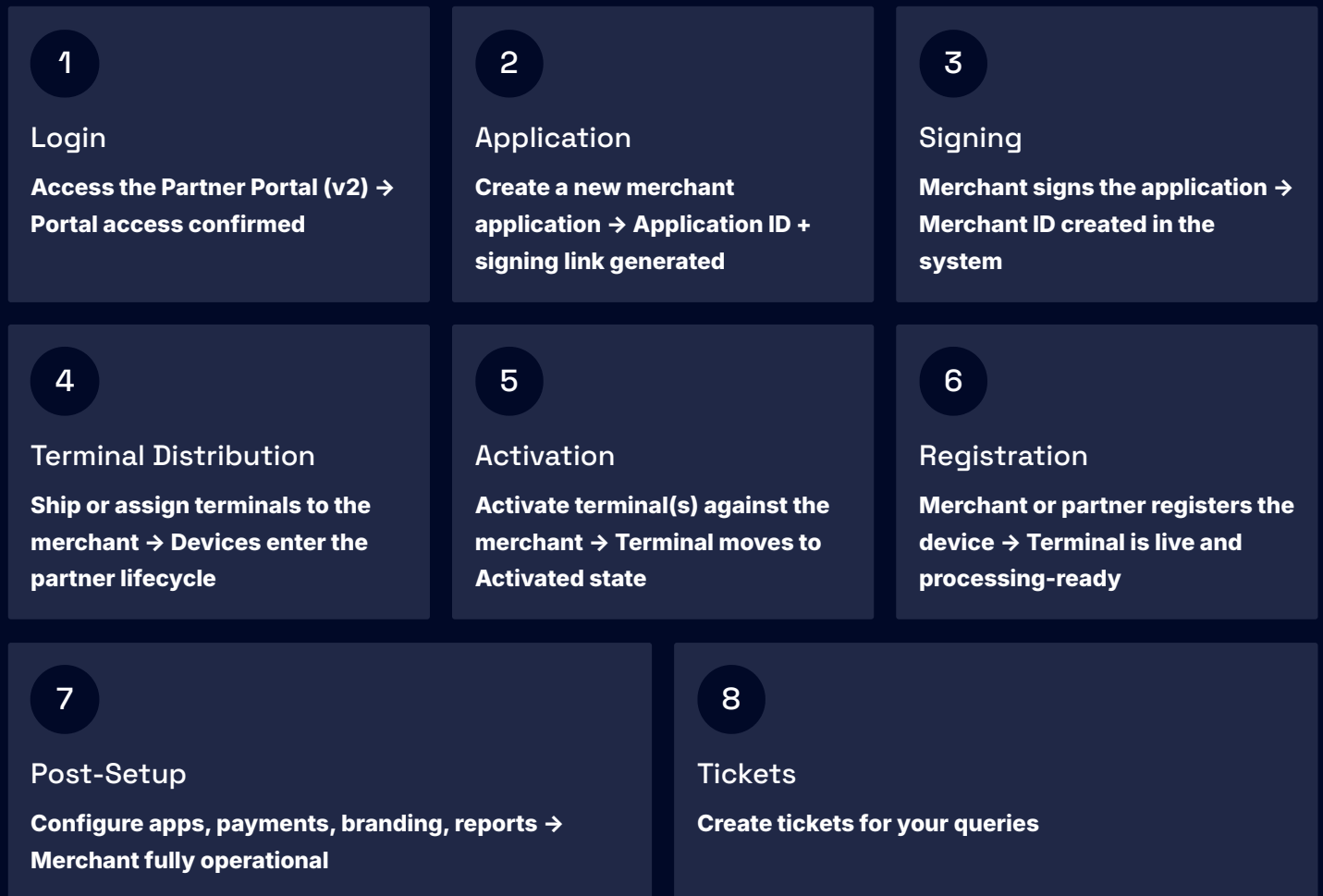


Welcome to **Surfboard Payments** Partner Portal Guide

**Your end-to-end guide to onboarding merchants, distributing terminals, and managing the full partner lifecycle —
from first login to live payments.**

The Complete Partner Journey

As a Surfboard partner, your primary responsibility is to onboard merchants onto the Surfboard platform and ensure their payment terminals are operational. The lifecycle follows a clear sequence:



STEP 1

Partner Login

Log in to the Surfboard Partner Portal. Your account has a defined role — your primary job within the portal is to onboard merchants and manage their terminal distribution.

③ Portal URL: <https://partner.surfboardpayments.com/>

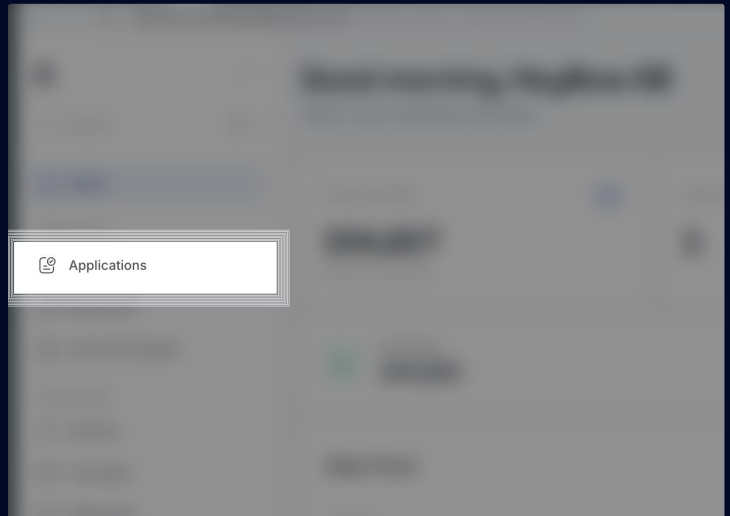
Once authenticated, you will land on the main dashboard where the left-side navigation panel gives you access to all core partner functions: Applications, Merchants, Devices, Shipments, Returns, Branding, Billing Plans, Integrations, and Settings.

Create a Merchant Application

Once logged in, navigate to the Applications section to begin onboarding a new merchant. Follow the steps below carefully to ensure all required fields are completed.

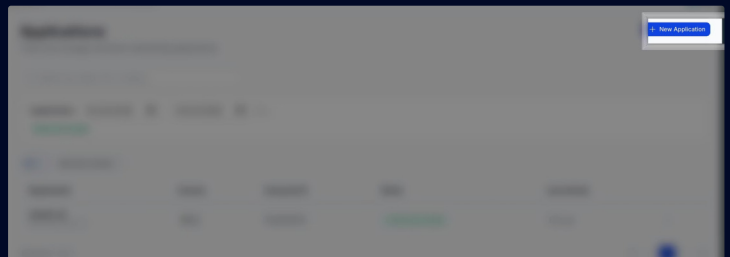
1. Go to Applications

Go to the Applications section from the left navigation.



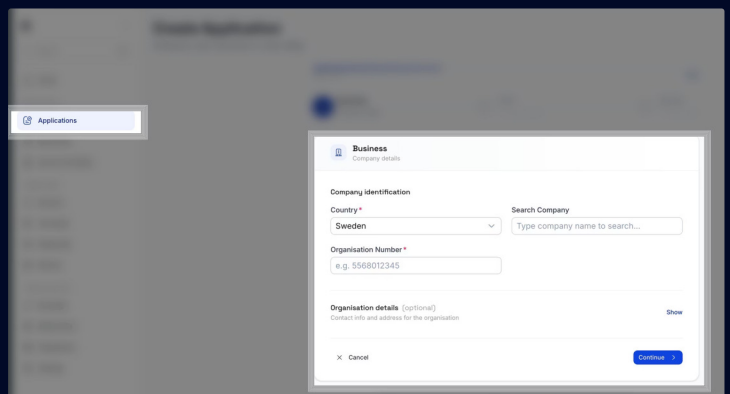
2. Click New Application

Click "New Application".



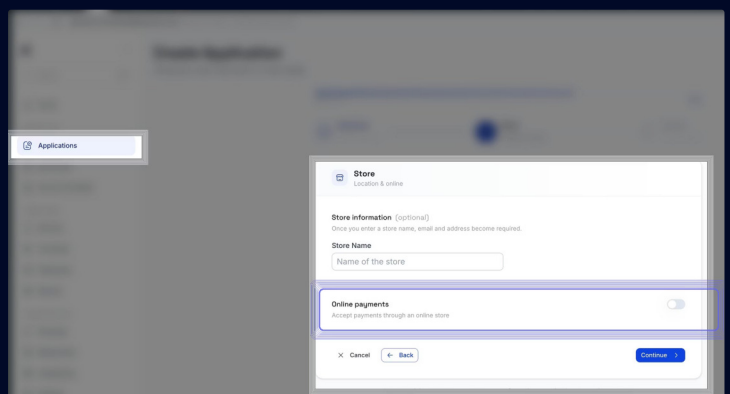
3. Fill in Merchant Details

Search for the company and fill in all required merchant details under the Business field.



4. Add Store Information

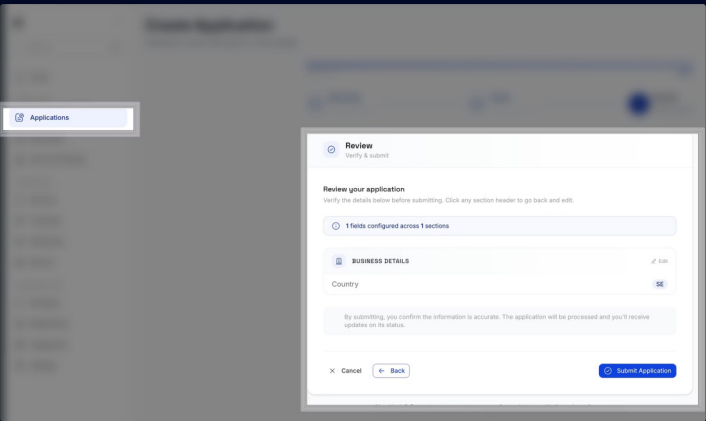
Add the store information under the Store field. Turn on the Online payments toggle button if you want to activate the online store and receive payments online.



Create a Merchant Application (continued)

5. Review and Create

Review your application and click "Submit".



Upon successful creation, the system will generate two key items:

Application ID	Unique identifier for this merchant application. Use to track status in the applications list.
Signing Link	A link the merchant uses to sign their agreement. Copy and share directly with the merchant.

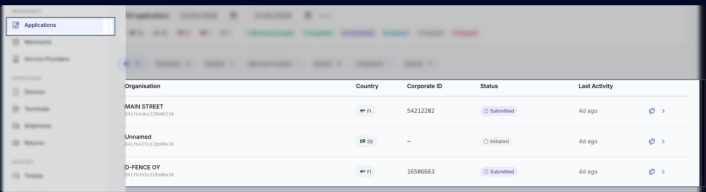
⚠ The signing link is time-sensitive with a validity of 72 hours. Share it with the merchant promptly after creating the application.

Track Application Status

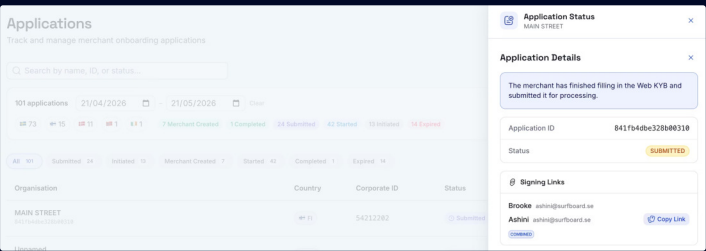
After creating an application, you can monitor its progress from the Applications section.

1. The applications list shows all applications with their current statuses.

2. Click any application to view its full details.



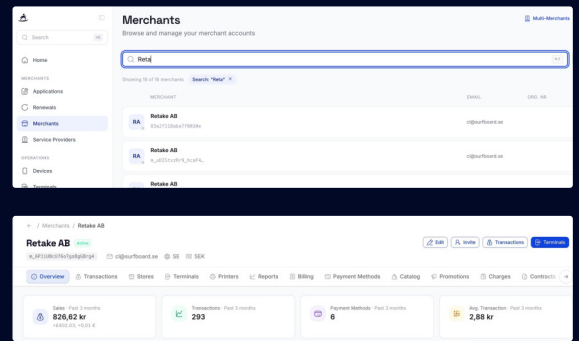
3. If a signing link exists, it is visible in the application detail and can be copied and resent to the merchant.



i Once the merchant signs the agreement via the signing link, Surfboard reviews the KYB and the merchant is then onboarded. Should any clarification be required, the partner should contact the merchant for additional details.

Merchant Signs & Gets Onboarded

1. The merchant appears in the system with a unique Merchant ID. Click the Merchant tab in the left panel to access your Merchants.
2. Clicking the "Merchant" takes you to the merchant's overview page.
3. From the overview page, you can manage terminals, stores, and settings for that merchant.



STEP 3.1

OVERVIEW - The first button under Merchants. It displays a summary of your sales, transactions, and payment methods.

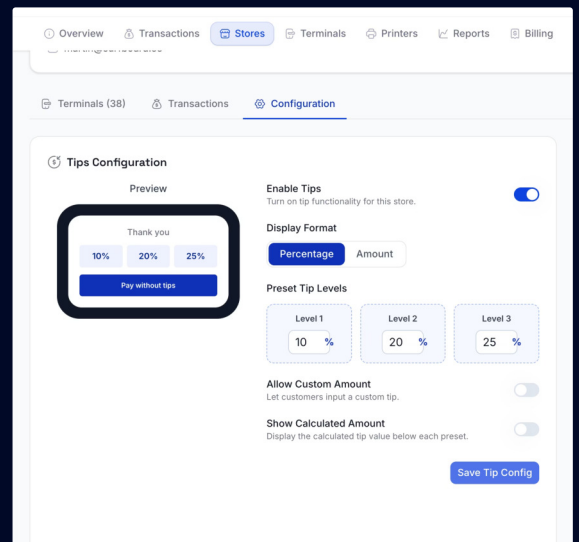
TRANSACTIONS - Displays a list of all transactions that have taken place. Tap a transaction to view its full details, and from there you can also initiate a refund.

STORES - Displays a list of your stores. Tap a store to view its details, including who it belongs to. Tap Edit Store to update the store's details. To configure tipping, tap the Configuration button where you can set a preset tip amount.

Both options offer the same settings:

- **Enable Tips** — Toggle tip functionality on or off.
- **Display Format** — Choose whether tip options appear as a Percentage or a fixed Amount.
- **Preset Tip Levels** — Set up to three preset tip options (e.g. 10%, 20%, 25%) that customers can select at checkout.
- **Allow Custom Amount** — When enabled, customers can enter their own tip value. A Default Custom Amount can also be pre-set.
- **Show Calculated Amount** — Optionally display the calculated tip value beneath each preset option.

Once configured, tap Save Tip Config to apply the changes.



❗ Tips can be configured in two ways:

Merchant level — In the merchant's Configuration tab, select Tips to apply tip settings across all terminals for that merchant.

Terminal level — Tips can also be configured individually per terminal via the terminal's own Configuration tab.

←

Reports

Billing

Payment Methods

Catalog

Promotions

Charges

Contracts

Users

Service Providers

Configuration

Hardware

Cash Register

Merchants > m_JdCzJ_ZWVzQOOeR-R... > Configuration

Tips

Branding

Terminal Defaults

Application

Tip Configuration

Configure tip settings across all terminals for this merchant.

Preview

Thank you

10%20%25%

Pay without tips

Enable Tips

Turn on tip functionality for this merchant.

Display Format

PercentageAmount

Preset Tip Levels

Level 1

10%

Level 2

20%

Level 3

25%

Allow Custom Amount

Let customers input a custom tip.

Show Calculated Amount

Display the calculated tip value below each preset.

Save Tip Config

TERMINALS — Displays a list of your terminals. Tap a terminal to manage it — you can rename it, change its assigned store, move it between merchants, or delink it. You can also view all transactions that have taken place on that terminal.

[illegible]

Note: The Open POS on Reboot toggle is enabled by default. This means the POS app will launch automatically every time the terminal restarts.

REPORTS — Download your daily and ECR reports from this section. ECR reports are available to subscribed merchants only.



STEP 3.1

CATALOG

Add and manage your products, and view everything you have added.

Add Product

Name *
Product name

Type *
Product

Unit Type *
Fixed

Selling Price *
0.00

Cost Price
0.00

Category *
e.g. electronics, food

Unit
Pieces

VAT %
25

Barcode
Optional

HSN Code
Optional

Description *
Product description

Generate with AI

Product Images *
Upload images or paste URLs — at least one required

Upload Paste URL

Choose Images PNG, JPEG or SVG · max 2 MB each

PROMOTIONS

Create and manage promotional campaigns for your store.

Create Promotion

Campaign Name *
Internal name

Headline *
Short title

Body
Promotion description

Use "Text" for bold

Image URL
https://...

Redirect URL
Where the promotion links to
https://...

Schedule
Start End
dd/mm/yyyy, --:-- --:-- dd/mm/yyyy, --:-- --:--

Assign to Stores

☐ Retake AB

☐ Fiserv-test

☐ Retake AB

☐ AMEX Testing

CASH REGISTER

Add a cash register to a merchant account to enable cash register reporting.

Note for Swedish merchants: Registering a cash register is mandatory under Swedish government regulations. If a Swedish merchant does not have a cash register connected, they will not be compliant with local tax law.

USERS

Invite users to access the merchant account and assign them a role. Each user's level of access is determined by their assigned role.



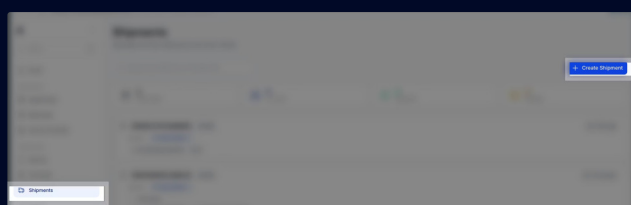
STEP 4

Terminal Distribution

Once a merchant is onboarded, you need to distribute payment terminals to them. There are two methods — both are equally supported on the platform. From the partner portal,

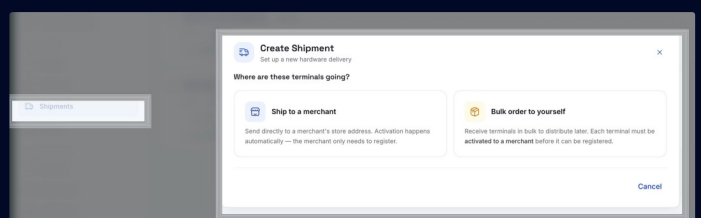
01

1. select "Create Shipment".



02

2. then choose one of the two sub-options:



Terminal Distribution Methods

Method 1 — Bulk order to yourself

Receive terminals in bulk to distribute later. Each terminal must be activated to a merchant before it can be registered.

1. Select which terminal you want to be shipped.
2. Fill in your "ship to" address, review the page, and click Submit.

Note: Bulk order option is only available if you have a PCI-compliant storage facility and have signed the additional storage addendum.

Create Shipment
Set up a new hardware delivery

Change

Bulk to yourself

1 Products2 Ship to3 Review

Select Products
Click items from the catalog to add them to your order.

All 12Terminals 8Accessories 4

DH10 Multicomm Hub (B)
Accessory499,00 kr

+

SurfAlone (U2000) (Dark Blue)
Terminal4 499,00 kr

1

SurfMini (S30) (Dark Blue) (incl. Charging Stand)
Terminal1 499,00 kr

+

SurfPad Pro (P300) (Dark Blue) (w SIM)
Terminal2 699,00 kr

+

SurfPrint Pro (N950) (Dark Blue)
Terminal2 799,00 kr

+

SurfPrint Pro Charging Base (N950) (W/Dark Blue)
Accessory299,00 kr

+

SurfPrint Pro Multicom Base (N950/N950K) (W/Dark Blue)
Accessory599,00 kr

+

YOUR ORDER

1

SurfAlone (U2000) (Dark Blue)
4 499,00 kr

1

Items1 item

Total4 499,00 kr

CancelContinue

Create Shipment
Set up a new hardware delivery

Change

Bulk to yourself

1 Products2 Ship to3 Review

⚠️ Activation required before registration
Bulk orders are shipped to you — not to a merchant. Before a merchant can register any of these terminals, you must activate each one to its destination merchant (Merchant → Terminals → Activate, or via the [Activate Terminal API](#)).

Your Ship-To Address

Recipient Name *

Address *

Address Line 2

Address Line 3

Postal Code *

City *

Country *

Email

Phone

Delivery Instructions

← BackContinue

Terminal Distribution Methods

Method 2 — Ship to a merchant

Send directly to a merchant's store address. You should activate and register the terminal. The merchant only needs to handle registration if you choose not to do it on their behalf.

1. Select which terminal you want to be shipped.
2. Select the merchant you want to ship it to.
3. Select the store.
4. Review and submit the request.

Create Shipment
Set up a new hardware delivery

Ship to merchant

1 Products 2 Merchant 3 Store 4 Review

Select Products
Click items from the catalog to add them to your order.

Search products...

All (33) Terminals 8 Accessories 4

- DH10 Multicom Hub (B) Accessory 499,00 kr
- SurfAlone (U2000) (Dark Blue) Terminal 4 499,00 kr
- SurfMini (S30) (Dark Blue) (incl. Charging Stand) Terminal 1 499,00 kr
- SurfPad Pro (P300) (Dark Blue) (w SIM) Terminal 2 699,00 kr
- SurfPrint Pro (N950) (Dark Blue) Terminal 2 799,00 kr
- SurfPrint Pro Charging Base (N950) (W/Dark Blue) Accessory 299,00 kr
- SurfPrint Pro Multicom Base (N950/N950K) (W/Dark Blue) Accessory 599,00 kr

Cancel Continue

YOUR ORDER
No items yet
Click a product from the catalog to start your order.

Create Shipment
Set up a new hardware delivery

Ship to merchant

Products 2 Merchant 3 Store 4 Review

Select Merchant

Search merchant by name, ID, email...

Back Continue

Create Shipment
Set up a new hardware delivery

Ship to merchant

Products Merchant 3 Store 4 Review

Select Store

1 store

Retak Store
Barnhusgatan 4 Stockholm SE
integrations@surfboard.se

Back Continue

Create Shipment
Set up a new hardware delivery

Ship to merchant

Products Merchant Store 4 Review

ORDER SUMMARY

Charger EU Socket USB C 20W Wall White x 1

SHIP TO Retake AB

Recipient Name *
Retake AB

Address *
Barnhusgatan 4

Address Line 2 Apt, suite, etc. Address Line 3 c/o, building

Postal Code * 11123 City * Stockholm

Country * Sweden Email integrations@surfboard.

Phone * +76 0064312

Delivery Instructions
Special delivery instructions (optional)

Back Create Shipment

Once the order is placed, you can view the status of the terminals under the Shipments tab. You can track the courier status by clicking the Track Order button.

Understanding Device States

Every terminal on the Surfboard platform moves through a defined set of lifecycle states. Understanding these states is critical for troubleshooting and merchant support. Click Devices tab on the left to access your terminals.

- Your Stock

Partner — activate the terminal to a merchant.

- Activated

Merchant or Partner — register the device.

- Registered

Merchant — begin taking payments.

Applications Terminals Merchants Service Providers	Your Stock 11		
	Serial No	Model	Device Serial
	NCCA05148230	SurfprintPro Newland	NCCA05148230
Devices	NCCA05148220	SurfprintPro Newland	NCCA05148220

Device is in the partner's own inventory. Ready to be assigned to a merchant.

Terminal has been activated and linked to a specific merchant.

Devices

Manage your hardware stock, activated devices, and registered terminals

Search by serial, terminal ID, merchant ID...

Your Stock 11

Activated 1

Registered 21

These devices are activated to a merchant and ready to be registered — assign each to a store from the row action to turn it into a terminal.

Serial No	Model	Merchant	Device Serial	Firmware	OS	Connectivity	Status
NDD200075836	SurftouchPro newland	Cask Taste AB	NDD200075836	—	SurfOS 13	IMEI: 490154453002921 IMSI: 490154453002921 UICCID: 8942310222007980206	SHIPPED

Device is fully registered, live, and operational on the merchant's account.

Your Stock 11 Activated 1 Registered 21							
Terminal ID	Serial No	Merchant	Model	Firmware	OS	Connectivity	Status
841865552c79d00d04	NCC603868805	Fyrvest AB	SurfprintPro newland	—	SurfOS 13	IMEI: 866244949157895 IMSI: 490154203275519 UICCID: 89100423481493627778	IN USE Reassign merchant
841917d1ac7d301b04	3225000281	Maskingruppen i Staffanstorp AB	Surftouch Datecs	—	SurfOS 10	IMEI: 866246040172860 IMSI: 866246040172860 UICCID: 8942310222007969280	IN USE Reassign merchant
83fac64df95ed00104	3125001721	83cfd84a1ffbb0010e	Surfprint datecs	—	SurfOS 20	IMEI: 359706073170002 IMSI: 359706073170002 UICCID: 8942310222008000218	IN USE Reassign merchant

⚡ STEP 5

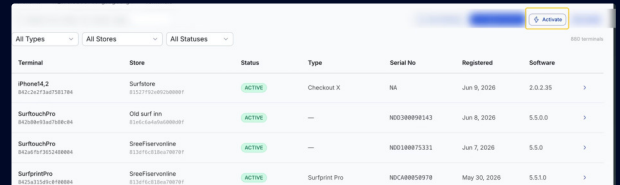
Activate the Terminal

Activate the Terminal to a Merchant

How to activate a terminal:

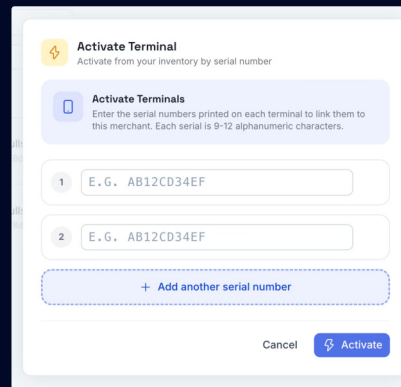
Method A

1. Go to the merchant's button on the left and select the merchant you want to activate the Terminal for. Click "Terminals" button on the top and click "Activate" button, a pop up will appear. Enter the terminal serial number found on the sticker on the back of the device and click "Activate".



Terminal	Store	Status	Type	Serial No	Registered	Software
iPhone4.2	SurfStore	ACTIVE	Checkout X	NA	Jun 9, 2026	2.0.2.35
SurfPointPro	Old surf in	ACTIVE	---	N003889143	Jun 8, 2026	5.0.0
SurfPointPro	SurfStore	ACTIVE	---	N003889143	Jun 8, 2026	5.0.0
SurfPointPro	SurfStore	ACTIVE	---	N003889143	Jun 8, 2026	5.0.0
SurfPointPro	SurfStore	ACTIVE	---	N003889143	Jun 8, 2026	5.0.0

2. To activate multiple terminals simultaneously, click the + button in the pop-up before confirming.



Activate Terminal
Activate from your inventory by serial number

Activate Terminals
Enter the serial numbers printed on each terminal to link them to this merchant. Each serial is 9-12 alphanumeric characters.

1 E.G. AB12CD34EF

2 E.G. AB12CD34EF

+ Add another serial number

Cancel Activate

3. When you click "Activate", the terminal is now linked to this merchant and moves to Activated state.

Or

Method B

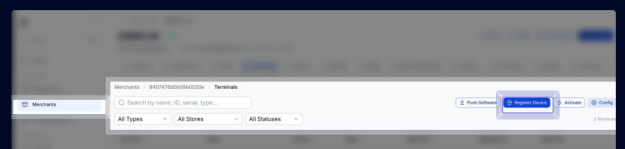
1. Select the Devices button on the left side panel. Click "Your Stock".
2. Select "ship" on the Terminal you want to ship to a Merchant.
3. Search for the merchant's name, click Ship Device, and the terminal will be activated.
4. To activate multiple terminals simultaneously, click the + button in the pop-up before confirming.
5. When you click "Activate", the terminal is now linked to this merchant and moves to Activated state.

📦 STEP 6

Register the Terminal

To Register a Device

1. Click the "Activated" button next to your stock button and you will find the list of activated devices, click the 3 dots and select "register".

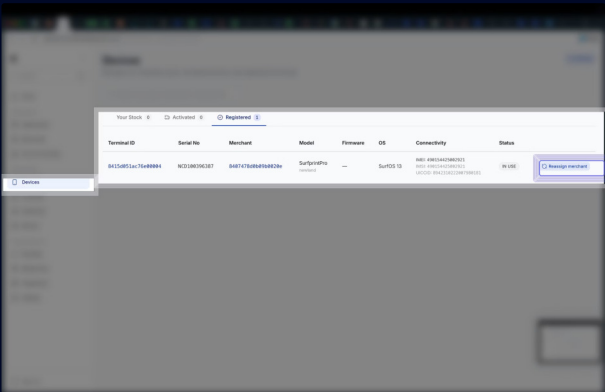


Reassign, Return & Portal Settings

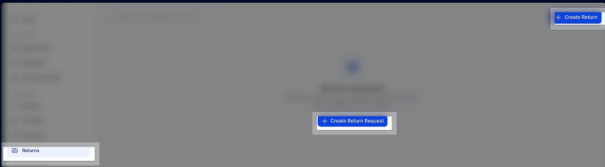
- 1. Click the three dots under the Activated button and select "Reassign Merchant" to move the device to another merchant.

or

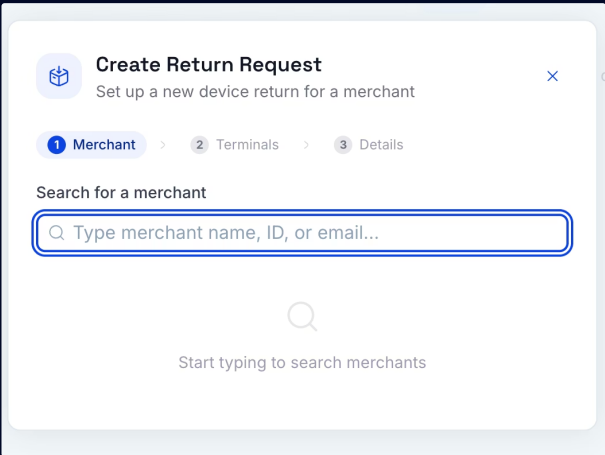
- 2. Select the Registered button on top and select "Reassign Merchant" to move the device to another merchant.



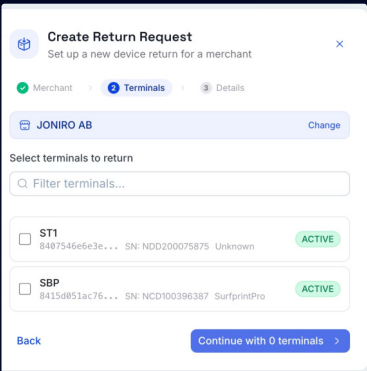
- 1. To create a return, click "Returns" in the left panel and click "Create Return" Request.



- 2. Search for the merchant you want to return the terminal from.



- 3. Select the terminal you want to return.



4. Review the details and click Submit.

The screenshot shows the 'Return Requests' interface. At the top, there's a title 'Return Requests' and a subtitle 'Manage device returns and track return request status'. Below this is a search bar 'Search by merchant, email, ID...'. A breadcrumb trail shows 'Merchant' (active), 'Terminals', and 'Details'. The main section is titled 'Return Items (1)' and contains a list of items. The first item is 'ST1 8487546e63e...' with a 'Serial Number' of 'NDD200075875' and a 'Reason' dropdown set to 'Select reason'. There's a toggle for 'Stop billing for this device' and a 'Comment' field with placeholder text 'Additional notes (optional)'. Below this is the 'Return Shipping Address' section with fields for 'Name' (JONIRO AB), 'Email' (johan.hedberg@thebulls.se), 'Phone' (+46 (S...)), 'Address' (Street address), 'City' (Halmstad), 'Postal Code' (Postal code), 'Country' (Sweden), and 'Delivery Instructions' (Special instructions (option)). At the bottom are 'Back' and 'Submit Return Request' buttons.

Portal Settings

Branding

You can select the brand colours and logo.

Billing Plans

You can choose the billing plans as discussed with your **Key Account Manager**.

Integrations

Any custom integrations you've built using Surfboard's APIs and developer tools will appear here once approved by the Surfboard team. After approval, you can push them directly to your merchants' terminals.

Settings

To update your password and other account related details.

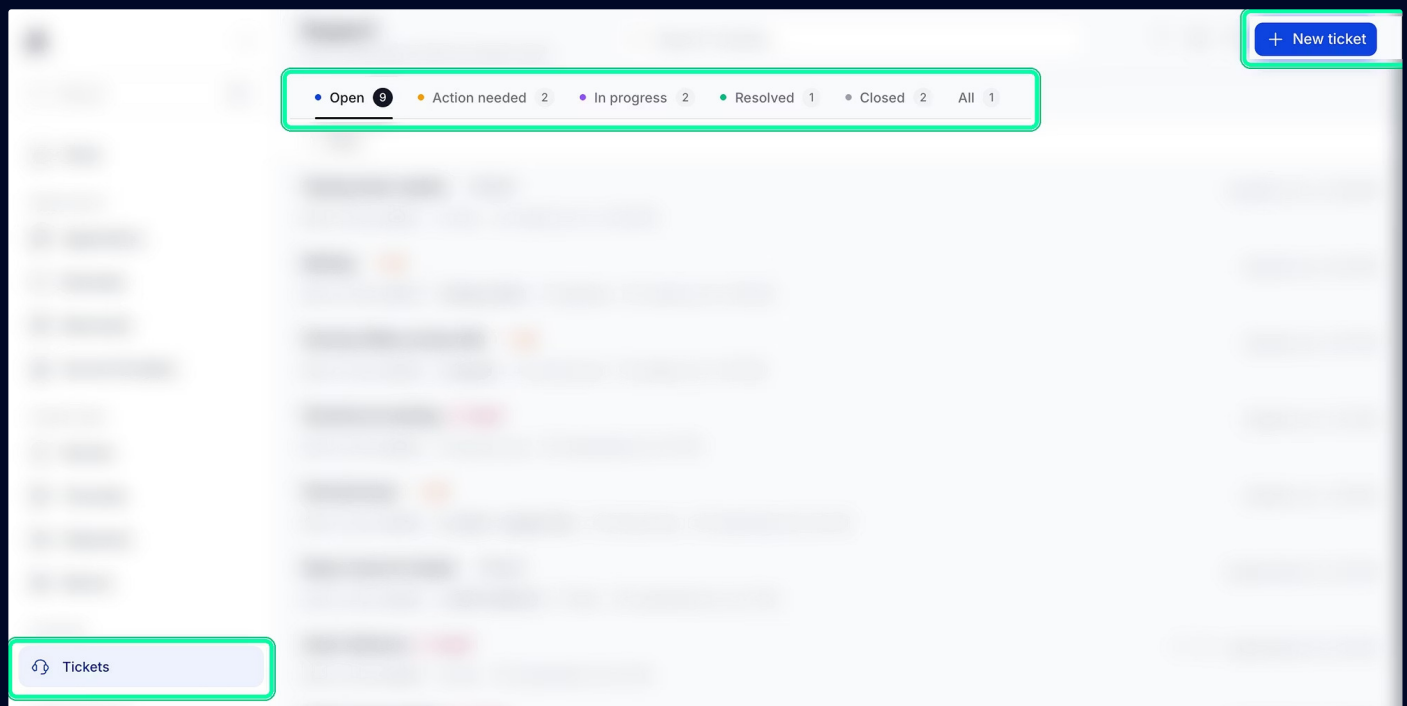
Tickets

How to raise, manage, and respond to support tickets

The Support Ticketing system is available within the Surfboard Partner Portal and allows you to raise, track, and respond to support requests directly with the Surfboard team. All communication related to an issue is kept in one place, making it easy to follow the full history of a conversation.

Navigating to Support Tickets

To access the ticketing system, log in to the Partner Portal and locate the sidebar on the left-hand side of the screen. Under the Support section, click Tickets.



From the Tickets page you can:

- **View all tickets and their current status**
- **Search for a specific ticket using the search bar at the top**
- **Filter tickets using the + Filter option**
- **Switch between status tabs to focus on tickets requiring attention**
- **Create a new ticket using the + New Ticket button in the top-right corner**

The Status Tabs

Across the top of the ticket list, you will see tabs that group your tickets by their current status. The number displayed next to each tab shows how many tickets are in that state.

Ticket Status & List Overview

Status Tab Reference

The number displayed next to each tab shows how many tickets are in that state.

 Open

Ticket has been submitted and is awaiting a response from Surfboard.

 Action Needed

Surfboard has responded and is waiting for further information from you.

 In Progress

Surfboard is actively investigating or resolving the issue.

 Resolved

The issue has been resolved. Review and confirm, or reopen if needed.

 Closed

The ticket has been closed and no further action is required.

Ticket List Overview

Each ticket in the list displays the following information at a glance:

- **Ticket title and priority badge (Urgent, High, Normal, or Low)**
- **Unique ticket ID (e.g. SURF-ACT104-000012)**
- **Merchant name, if a merchant has been linked to the ticket**
- **Issue type (e.g. Terminal Issue, Payment Issue, Integration)**
- **Date and time the ticket was created**
- **Date and time of the most recent update.**

Type Options

- **Terminal Issue** — problems with a physical payment terminal
- **Payment Issue** — transaction failures, declined payments, or payment processing errors
- **Account Issue** — login, permissions, or account configuration problems
- **Integration** — API, webhook, or third-party integration queries
- **Billing** — invoicing, fees, or billing plan queries
- **Other** — any issue that does not fit the above categories

Priority Levels

 Urgent

Critical issue causing immediate disruption to payments or operations.

 High

Significant issue affecting functionality. Needs prompt resolution.

 Normal

Standard issue with moderate impact. Default priority.

 Low

Minor issue or general enquiry with minimal operational impact.

Creating a Ticket dialog box

Ticket title *

B

I

U

Describe the issue. What happened, what did you expect, steps to reproduce... *

● Priority · Normal ▾

📎 Type · Other ▾

🏪 Merchant ▾

📎 Attach files

🔗 Add link

drop · paste · 5 MB max

Add a title to create the ticket.

Cancel

Create ticket

① Priority

● Urgent

● High

● Normal ✓

● Low

② Type

Terminal Issue

Payment Issue

Account Issue

Integration

Billing

Other ✓

③ Merchant

Link a merchant if this issue is about

Search merchants...

Type at least 2 characters to search.

Raising a New Ticket

To raise a support ticket, click the + New Ticket button in the top-right corner of the Support page. A ticket creation form will appear.

Completing the Form

Ticket Title (**required**)

Enter a clear and concise title that summarises the issue. This field is mandatory — the system will not allow you to submit the ticket without it. The title field also supports bold, italic, underline, and link formatting.

Description (**required**)

Use the description area to explain the issue in detail. Include:

- What happened
- What you expected to happen
- Steps to reproduce the issue, if applicable

The description editor supports basic rich text formatting: bold, italic, underline, and hyperlinks.

Merchant (optional)

If the issue is specific to one of your merchants, use the Merchant field to link them to the ticket. Click the Merchant dropdown and type at least two characters to search.

Attachments and Links

You can attach supporting files (drag, paste, or browse — 5 MB maximum per file) or add a hyperlink using the Add link option.

Submitting the Ticket

Once you have completed the form, click the Create ticket button. The ticket will be created immediately and assigned a unique ID. You will be taken directly to the ticket view, and the Surfboard support team will be notified.

 *If the Create ticket button is greyed out or the form does not submit, check that both the Ticket title and Description fields have been filled in, as these are required.*

Responding to a Ticket

When the Surfboard team replies to your ticket, you will receive a notification. To respond, open the ticket and use the reply box at the bottom of the page.

Writing a Reply

1. Open the ticket from the ticket list by clicking on the ticket title.
2. Scroll to the reply box at the bottom of the page.
3. Click into the Write a reply... area and type your message.
4. Use the formatting toolbar above the reply box to apply bold, italic, underline, or link formatting if needed.
5. Attach any relevant files using the Attach files option, or add a reference link using Add link (5 MB maximum per file).
6. Press Enter to send your reply, or use Shift + Enter to add a new line within your message before sending.
7. Click the Reply button to submit your response.

i *Replying to a ticket will notify the Surfboard support team immediately. If you need to provide additional context or attachments, make sure to include everything before submitting, as each reply creates a new message in the thread.*

The screenshot displays a ticket interface for a ticket titled "Terminal problem" (SURF-ACTI04-000012). The ticket is marked as "Open", "Urgent", and a "Terminal Issue". It was opened by "You" 5 hours ago. The ticket description is "TERMINAL NOT WORKING". The "COMMENTS" section shows 6 comments, with the first one from "You" 5 hours ago and subsequent ones from "Surfboard Support" (SURFBOARD) 5 hours ago. A reply box is highlighted at the bottom, containing a formatting toolbar (B, I, U, link icon) and the placeholder text "Write a reply...". Below the reply box are links for "Attach files" and "Add link (5 MB max)". On the right side, the "WATCHERS" section shows "isv_partner_beta@surfboard.se (you)" with an "Unwatch" button. The "STATUS" section shows "Status" as "Open" and "Priority" as "Urgent". The "DETAILS" section shows "Type" as "Terminal Issue" and "Severity" as "Medium". The "IDENTITY" section shows "Link merchant" and "No linked merchant". The "TIMELINE" section shows the ticket was opened on Jun 15, 2026, at 07:43 PM, with the first response at 07:51 PM and the last response at 07:56 PM, all 5 hours ago.

Notifications

The Partner Portal notifies you whenever there is new activity on your tickets. You do not need to manually check the ticket list — the notification system will alert you as soon as the Surfboard team responds.

The Bell Icon

The bell icon is located in the top-right corner of the portal, to the left of the + New Ticket button. When you have unread notifications, a blue badge will appear on the bell showing the number of unread items.

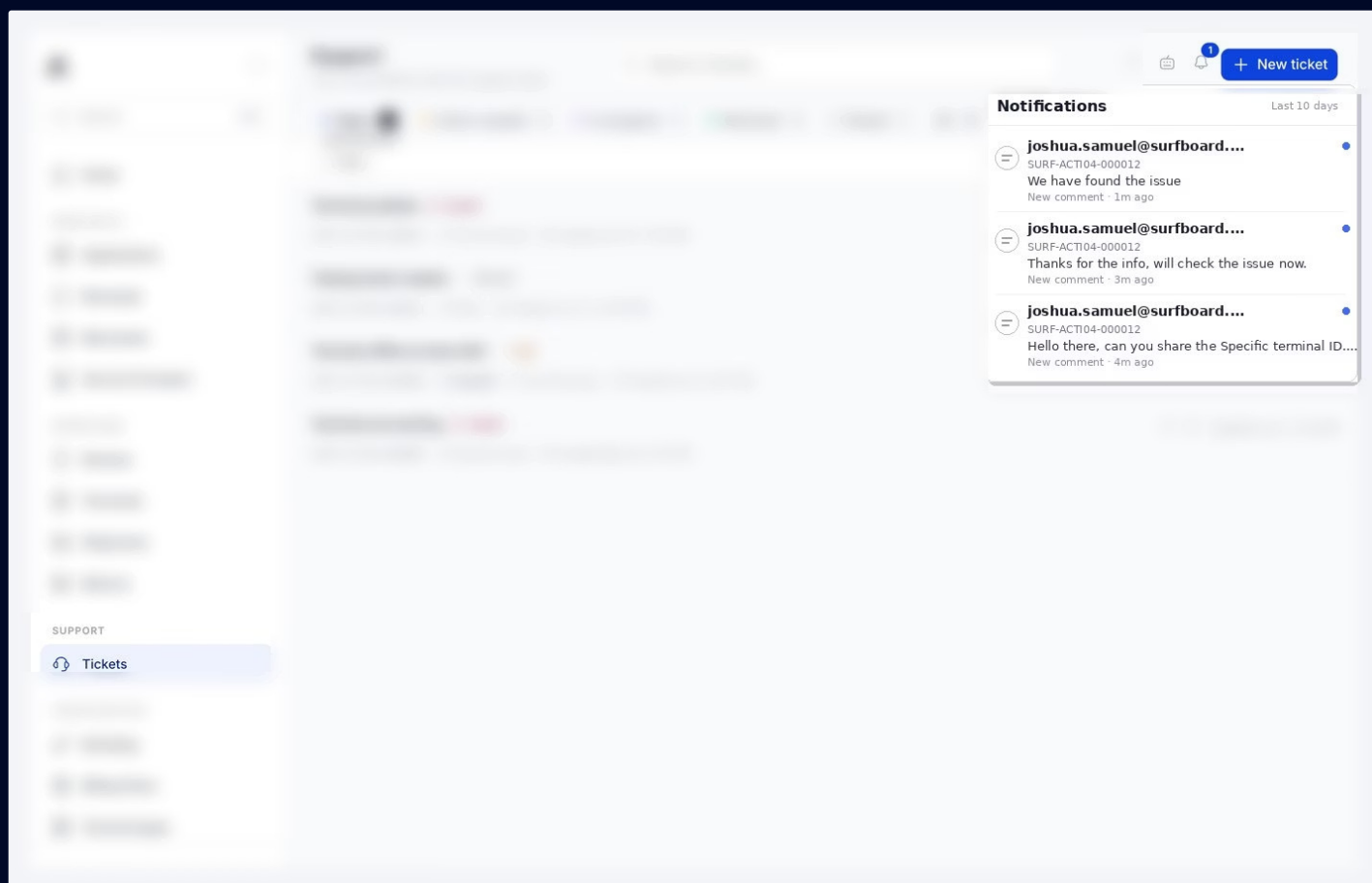
Click the bell icon to open the Notifications panel. The panel shows activity from the last 10 days.

Acting on a Notification

Click on any notification entry to go directly to the relevant ticket. Once viewed, the notification will be marked as read and the blue dot will be removed.

Notifications panel with unread items

i If you would like to stop receiving notifications for a specific ticket, open the ticket and click the Unwatch button in the Watchers section of the right-hand sidebar.



Best Practices

Following these guidelines will help ensure your tickets are resolved as quickly and efficiently as possible.

-  Use a descriptive ticket title
Avoid vague titles like 'Issue' or 'Problem'. A clear title such as 'Terminal offline at Store #42 — unable to process payments' helps the team triage faster.
 -  Set the correct priority
Only use Urgent for issues causing immediate, widespread disruption. Raising the priority unnecessarily can delay resolution of genuinely critical tickets.
 -  Select the right type
Choosing the correct issue type routes your ticket to the most relevant team within Surfboard.
 -  Link a merchant where relevant
If the issue is specific to one merchant, always link them so the support team can look up their account details without needing to ask.
 -  Include as much detail as possible upfront
Describe what happened, what you expected, and the steps that led to the issue. Attach screenshots or logs where available.
 -  Respond promptly when status is Action Needed
This status means the Surfboard team is waiting on information from you. Delays in responding may affect how quickly your issue is resolved.
 -  Monitor your notifications
Keep an eye on the bell icon so you do not miss a reply. You can also check the Action Needed tab in the ticket list at any time.
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We wish you a pleasant experience with us.
for queries email support@surfboardpayments.com