

Partner Support for Nets Easy

WHO

WHEN TO CONTACT

EXAMPLE

HOW

Sales Support

Doubts related to commercial or transaction operations:

- Kickback or commission
- Transaction disputes or reversals
- Merchant termination or account closure requests

"A merchant is asking about kickback payments for the last quarter."

"I need to confirm the process for terminating a merchant contract."



+45 70 20 30 77

(Opening hours 8-16)



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<https://support.nets.eu/>

Partner Account Manager

For strategic and partnership-related topics, such as:

- Contract or commercial updates
- Partnership initiatives and joint campaigns
- KPI discussions and performance reviews
- Business review meetings

"I want to review our quarterly performance."

"We'd like to propose a new co-marketing campaign."



Your dedicated partner manager



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Onboarding support & integration specialist

After your merchant contract has been signed and you need assistance with any of the following: Checking the status of merchant onboarding; Resolving missing or incorrect documents/IDs; Verifying submitted files or onboarding progress
Get support you on: API documentation or credentials; Test environment setup and sandbox access; Troubleshooting integration errors or API responses

"The merchant's KYC documents haven't been validated yet."

"I need to confirm if the merchant has completed their onboarding checklist."

"We're getting an error response from the transaction API."

"How can I test recurring payment functionality in the sandbox?"



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https://developer.nexigroup.com/en-EU

General Support

For any issues where you're unsure which team to contact, or if a system or portal isn't working properly

"The partner portal isn't loading properly."

"I can't access a merchant's dashboard."



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