



## Merchant Ag Customer Success Update

We're excited to share an update on how we'll continue supporting your success with Merchant Ag.

Our goal is simple: **to help you stay informed, gain value, and get assistance when you need it.**

### What This Means for You

Moving forward, your Customer Success experience will be delivered through **periodic digital touchpoints**. This approach gives you the flexibility to engage with us at a pace that best fits your business.

You are always important to us, and this model allows us to provide consistent value while ensuring fast, efficient support whenever you request it.

## Your Merchant Ag Success Resources

### Ongoing Education & Self-Guided Growth

You'll continue to have access to regularly updated digital resources, including:

- How-to guides
- Video walk-throughs
- Best-practice tips
- Training content for both new and experienced users
- Scheduled one-on-one sessions with a Subject Matter Expert (as needed)

### Monthly Topic-Focused Webinars (New!)

Our Customer Success team will now host **monthly webinars** highlighting:

- High-impact features
- Common workflow challenges
- Tips from our Subject Matter Experts
- New enhancements
- Live Q&A

*(And if you have ideas for future topics, we'd love to hear them!)*

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These sessions are available to **all Merchant Ag clients**.

Each month, we'll share registration links so you can join live or watch recordings at your convenience. You can also find the registration link here, and previous webinar recordings can be accessed here as well.

## **Support When You Need It**

Whenever you encounter questions, challenges, or system issues, our **Support Team** is your first and best point of contact for timely and effective resolution.

### **Support Contact Options:**

- **Email:** [agribusinesserpssupport@ever.ag](mailto:agribusinesserpssupport@ever.ag)
- **Phone:** 615.864.8555
- **Support Portal:** If you're set up—contact the support team if you need access

Our team is equipped to quickly diagnose, assist, and escalate issues as needed.

## **Staying Connected With Success**

Our Customer Success Team is readily available. Reach out anytime if you have:

- New workflows you'd like to explore
- Questions about system capabilities
- Feedback about your experience
- Training needs
- Interest in webinars or digital resources

### **Your Customer Success Contacts:**

#### **Elizabeth Mitsdarffer – Relationship Manager**

[elizabeth.mitsdarffer@ever.ag](mailto:elizabeth.mitsdarffer@ever.ag)

#### **Hanna Pudenz – Subject Matter Expert**

[hanna.pudenz@ever.ag](mailto:hanna.pudenz@ever.ag)

If we see signs that your team would benefit from more hands-on engagement, we'll proactively reach out.

## Major Release Highlights

*The items below will be reviewed in further detail in February during our Major Release Webinar.*

### Fortis Surcharging

- Add surcharges to credit card transactions

### Connect API Updates (Energy, Commodity & Grain)

- Improved third-party integrations
- Completion of StoneX enhancements

### Global Payments Integration

- New credit card processor option

### Commodity & Grain Enhancements

- Additional Specialty Contract updates
- Bushel integration improvements
- New Market Prices management tools

### Auto Settlement Updates (F1 & F3)

- A/R settlements to multiple customers in one process

### CFA Loan Integration

- Third-party funding option added

### Prairie Systems Integration

- Feed integration via Smart Order platform

## Future Enhancements

- Penny-rounding solution for federal changes (Q1)  
*We are aware of the federal guidelines, and this fix is forthcoming.*

- Multiple products on Energy Sales Contracts
- Mobility updates publishing to the Apple Store by the end of January (enabling 2025 features)
- Ability to initiate credit card payments on the Customer Portal

## Your Feedback Matters

We want your input—you can submit enhancement ideas or feedback anytime through the [Aha Feedback Portal](#). ([Download](#) instructions to sign up.)

We've taken your feedback into account and successfully executed the highest-priority items submitted through the Aha Feedback Portal in 2025.

### Customer-Submitted Enhancements (Aha Ideas)

- **Inventory:** Item discount percentage increased to 99.99%
- **Oil & Energy:**
  - Tank name/address added to Scheduled Orders
  - Ability to sell products not tied to a tank
  - Base price now shown on invoices and tickets
- **Financial:**
  - Print multiple financial statements
  - AP comments included in GL export
  - Customer Portal payments now create deposit records
- **Commodity & Grain:**
  - Grace periods for delivery periods
  - Warning for duplicate customer reference values

## We Appreciate You

Thank you for being part of the Merchant Ag community. We're committed to supporting your success through stronger digital resources, clearer communication, and easier ways to get help when you need it.

If you have any questions or would like to share feedback, please don't hesitate to reach out.

### The Merchant Ag Customer Success Team