Business Question Dictionary
New Tier

Do merchants need to void captured transactions?

What does the question mean?
ProPay is unique in that we allow most merchants to void transactions even after they've captured them. Once a transaction has been sent through to settlement, it can no longer be voided though.

Some merchants require very predictable patterns for when transactions can be voided. Meanwhile, ProPay reserves the right to send transactions through the card-brand networks multiple times per day so that we do not delay the money coming back to us.

Given our mutliple settlement times, we give merchants the option to have us just disallow voids after the merchant has captured the transaction. (Customers can still issue refunds.) Additionally, as part of negotiating a very large merchant deal, ProPay's Finance team may INSIST that the voiding of captured transactions be turned off especially if that merchant wants us to speed up the settlement process of funds into their account.

Who cares to know?
- Implementations Team needs to know this to set it up correctly on production

Upon which documents does this question appear?
- TIF-Corporate Merchant Account

Does this question trigger an approval requirement?
No

Additional Notes:

Do the card present rates differ from the card not present rates?

What does the question mean?
Should the rates be different depending on whether the card is present at the time of the transaction?

If yes, you will be asked to enter those rates next.

Who cares to know?
- Implementations Team

Upon which documents does this question appear?
- New Tier Form

Does this question trigger an approval requirement?
No

Additional Notes:

Explain reason for hold days

Fees - Should this be a 3-pay tier?

Customers who sign up for this tier will be expected to pay the amount specified as signup fee 3x.

What does the question mean?
Should the merchant be set to pay a specified amount 3 times rather than lumping it into one payment?

Who cares to know?
- Sales Engineer
- Pricing Committee

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If yes, Pricing Committee approval will be required

Additional Notes:
Customers who sign up for this tier will be expected to pay the amount specified as signup fee 3x.

Fees - What is the renewal fee for this tier?

What does the question mean?
What should the merchant be charged each year to renew his/her account?

Who cares to know?
- Sales Engineer

Upon which documents does this question appear?
- New Tier Form

Does this question trigger an approval requirement?
No

Additional Notes:
If the account is non-expiring, enter 0.00

Fees - What is the signup fee for this tier?

What does the question mean?
What should be charged at the time of signup to activate the account?

Who cares to know?
- Sales Engineer
- Pricing Committee

Upon which documents does this question appear?
- New Tier Form

Does this question trigger an approval requirement?
Yes
- If <$39.95, Pricing Committee approval will be required,

Additional Notes:

Fees - What should be the "ACH Out" fee for accounts under this tier?

Fee is paid when money is moved out of ProPay account to customer's bank.

What does the question mean?
What fee should ProPay charge to move money from a ProPay accounts to a bank account?

Who cares to know?
- Sales Engineer
- Finance
- Pricing Committee

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If <0.10, Pricing Committee approval will be required

Additional Notes:
Fee is paid when money is moved out of ProPay account to customer's bank.

Fees - What should ProPay charge as an ACH return fee?

Charged in the event of failed ACH payments or failed bank deposits.

What does the question mean?
What fee should ProPay charge in case a transfer to a customer's bank account fails and is returned to his/her ProPay account?

Who cares to know?
- Sales Engineer
- Finance
- Pricing Committee

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If <10, Pricing Committee approval will be required

Additional Notes:
Charged in the event of failed ACH payments or failed bank deposits.

Fees - Will we bill these merchants using a cost plus model?

What does the question mean?
Will the account be set up with Cost Plus?

Who cares to know?
- Finance (If cost plus)
- Implementations Team
- Pricing Committee
- Legal

Upon which documents does this question appear?
- Corporate Merchant Fact Sheet
- TIF-Corporate Merchant Account
- Agreement request form

Does this question trigger an approval requirement?
Yes
- Pricing Committee

Additional Notes:

Is this a standard US Merchant tier?

Enter no if this is for canada or another international market.

What does the question mean?

Who cares to know?
- Implementations Team
- Risk
- Finance

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If no, Risk approval will be required
- If no, Finance approval will be required

Additional Notes:
Enter no if this is for Canada or another international market.

Processing - Should these merchants be allowed to add funds from their bank?

Processing - Should these merchants be allowed to process ACH payments?

What does the question mean?
Should the account holder have the ability to process ACH payments?

Who cares to know?
- Sales Engineer will need to help teach the customer how to do this
- Implementations Team

Upon which documents does this question appear?
- New Tier Form

Does this question trigger an approval requirement?
Yes
- If yes, Legal approval will be required

Additional Notes:

Processing - Should these merchants be allowed to process credit cards?

What does the question mean?
Should merchants signed up under this tier be able to charge credit cards?

Who cares to know?
- Sales Engineer
- Implementations Team

Upon which documents does this question appear?
- New Tier Form

Does this question trigger an approval requirement?
No

Additional Notes:

Processing - Will partner perform Spendback against merchants' balances?

Taking money from merchants, not part of a specific transaction.

What does the question mean?
Processing feature – How will this company process transactions? Please engage a Sales Engineer resource to help design a facilitator model that works for your customer. As the sales rep understands the nature of the specific Profac, he or she should select, from the PMA, the correct transaction types/processing features.

Spendback: Money that exists in a ProPay account can be pulled from a member account to a second account owned by the facilitator. Remember, while SplitPay allows the facilitator to take money from a transaction (and, as a result does not require that money be maintained in an account in order to work) Spendback requires that money be maintained in the source account. This has significant impact on whether or not sweeps will work with these accounts.

Who cares to know?
- Sales Engineer needs to know that Spendback is going to be used in order to train the customer and set them up correctly on test.
- Implementations needs to know that Spendback is going to be used in order to set the customer up correctly on production.

Upon which documents does this question appear?
- TIF
- Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:
Typically, Spendback carries a cost of 1% as a money-making instrument for ProPay.

Should accounts under this tier be non-expiring?

Frequently set for "corporate" accounts.

What does the question mean?
If the accounts should be set to expire each year, choose no. If the account should never expire, and never be renewed, choose yes.

Who cares to know?
- Sales Engineer
- Pricing Committee
- Implementations Team

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If yes, Pricing Committee approval will be required,

Additional Notes:
Frequently set for "corporate" accounts.

Should accounts under this tier be provided with multi-level login?

What does the question mean?
Should the account be set up to allow one administrator over the account and multiple users with different login information?

Who cares to know?
- Implementations Team

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:

Should Know Your Customer be performed on new accounts?

KYC Is not performed for ProFac "Gold"

What does the question mean?
Should ProPay run Know Your Customer to validate new accounts?
Know Your Customer can use EIN or social security number to validate new accounts. If an account fails, secondary validations can be run manually through the ProPay Validations Team.

Who cares to know?
- Sales Engineer
- Risk
- Implementations Team

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If no, Risk approval will be required

Additional Notes:
KYC Is not performed for ProFac "Gold"

Should merchants under this tier be equipped with Faster Funds?

Should ProPay Validate EIN?

Rather than SSN

What does the question mean?
Should ProPay do a business validation rather than a personal validation? With a business validation, the EIN will be run through the system to validate. If you choose no, social security numbers will be validated.

Who cares to know?
- Sales Engineer
- Risk
- Implementations Team

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If yes, Risk approval will be required

Additional Notes:

Should the account auto-debit DDA for negative balances?

What does the question mean?
Should the account automatically pull funds from the bank account on file to resolve a negative balance?

Who cares to know?
- Implementations Team needs to know this to set it up on production.

Upon which documents does this question appear?
- TIF-Corporate Merchant Account

Does this question trigger an approval requirement?
No

Additional Notes:
Account should be set up with sweeps for this feature as it does not work without a sweep job in place.

What does the question mean?
The gross-settle feature causes that the revenue associated with fees is taken from the merchant, by ProPay, using a separate transaction. This is as opposed to our "Netting" those fees from each transaction when the merchant processes.

The transaction that ProPay uses to pull fees as part of a gross-settle event can be paid via:
- a credit card
- a bank account
- a ProPay account (can be the same account or a different one)

Who cares to know?
- Implementations Team needs to know this in order to set it up on production.
- Finance

Upon which documents does this question appear?
- TIF-Corporate Merchant Account
- Corporate Merchant Fact Sheet

Does this question trigger an approval requirement?
- If yes, Finance

Additional Notes:
Do not confuse gross-settle with cost-plus.

With Gross-Settle, you set a processing rate on the account and our system automatically keeps track of what is owed. Then, during a single event, the sum of those fees is collected via a transaction as described above.

With Cost-Plus, on the other hand, we don't even keep track of the fee. ProPay's finance team calculates fees to be taken from the merchant after analyzing our own costs. With Cost-Plus, there CAN be an initial withholding rate, though, that is collected as a net amount or via Gross-Settle.

They are not mutually exclusive, but they are not the same thing.

Should the merchants be set up on ProPay's soft limits feature?

What does the question mean?
Should this account have the ability to continue processing after they have reached their limits?

If yes, you will be asked to provide a threshold for soft limits.

Who cares to know?
- Risk (to approve the feature)
- Implementations Team needs to know this in order to set it up on production

Upon which documents does this question appear?
- Corporate Merchant Fact Sheet

Does this question trigger an approval requirement?
Yes
- If yes, Risk

Additional Notes:
Soft Limits allows your customer to continue processing credit cards after his or her monthly limit is reached. It also completely turns off any checks of a per-transaction limit. (With Soft Limits there becomes no per-transaction limit at all.)

Along with this feature being turned on, a threshold will need to be set. When a customer's processing exceeds this threshold (a percentage above the normal limit) certain of his or her services are automatically disabled. This action keeps money in the ProPay account (while still allowing it to process) so that ProPay's Risk Team can reach out and work with the customer to obtain additional information needed to set higher limits on the account.

Should the tier be visible/allowed on the web during signups?
Some tiers are made invisible if they are not to be made available to the general public.

What does the question mean?
Should this tier be visible and available to the general public, so they can be signed up online.

Who cares to know?
- Implementations Team

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:
Some tiers are made invisible if they are not to be made available to the general public.

Should there be a line of credit for merchants who sign up under this tier?

Lines of credit are useful if accounts' balances are swept. Without a LOC, swept accounts cannot issue refunds.

What does the question mean?
Should merchants be allotted a certain amount to go negative in their accounts in order to grant refunds after the account was swept?

Who cares to know?
- Sales Engineer
- Risk

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:
Lines of credit are useful if accounts' balances are swept. Without a LOC, swept accounts cannot issue refunds.

Should these merchants also be able to swipe?

Should these merchants have access to the ProPay mobile app?

Should they have the ability to issue credits?

Typically not an option for affiliates.

What does the question mean?
Should the merchant have the capability of distributing credits?

Who cares to know?
- Sales Engineer
- Risk

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If yes, Risk approval will be required

Additional Notes:
Typically not an option for affiliates.

Should this tier include a JAK card reader?

What does the question mean?
Should merchant who sign up for this tier automatically receive a JAK card reader at no extra expense?

Who cares to know?
- Sales Engineer

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:

Should we disallow additional product purchases?

ProPay JAKs, etc. Some parters do not want us to cross-sell our products.

What does the question mean?
Should the account be set up to allow the merchant to purchase ProPay products?

Who cares to know?
- Sales Engineer

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:
ProPay JAKs, etc. Some parters do not want us to cross-sell our products.

What are the ACH hold days?

What does the question mean?
How long should the ACH payment be held before being made available in the ProPay account?

Who cares to know?
- Implementations Team

Upon which documents does this question appear?
- TIF-Corporate Merchant Account

Does this question trigger an approval requirement?
Yes
- If < 1, Finance

Additional Notes:

What are the CC hold days?

What does the question mean?
How many days should the funds be held before being made available in the ProPay account?

Who cares to know?
- Sales Engineer
- Finance

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:

What are the terms of gross settle? (Weekly, monthly, etc)

What is the ACH notification of change fee?

What does the question mean?

Who cares to know?
- Sales Engineer
- Finance

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:

What is the ACH payment monthly limit?

What does the question mean?
What is the highest amount that a merchant should be able to charge his/her customers in one month for ACH processing?

If the merchant needs a one-time increase, the ProPay limits team can temporarily raise the limits. They may ask for extra documentation. If the merchant needs a permanent increase, he/she will need to submit a request via email to limits@propay.com.

Remember that splitting transactions in order to be within the limits is against ProPay policy and will result in a hold on the account.

Who cares to know?
- Sales Engineer
- Risk

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:

What is the ACH payment per transaction limit?

What does the question mean?
What is the highest amount that a merchant should be able to charge his/her customer in one transaction for ACH processing?

If the merchant needs a one-time increase, the ProPay limits team can temporarily raise the limits. They may ask for extra documentation. If the merchant needs a permanent increase, he/she will need to submit a request via email to limits@propay.com.

Remember that splitting transactions in order to be within the limits is against ProPay policy and will result in a hold on the account.

Who cares to know?
- Sales Engineer
- Risk

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:

What is the ACH payment per transaction rate?

What does the question mean?
What is the amount that ProPay should charge for each ACH transaction that is processed?

Who cares to know?
- Sales Engineer
- Finance

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If <0.75, Pricing Committee approval will be required

Additional Notes:

What is the ACH payment percentage rate?

What does the question mean?
What percentage of the transaction will be taken as a fee for ACH processing?

Who cares to know?
- Sales Engineer
- Finance

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:

What is the American Express auth fee?

What does the question mean?
What is the authorization fee that will be charge for American Express transactions on Cost Plus?

Who cares to know?
- Finance (to charge it)

Upon which documents does this question appear?
- TIF
- Fact Sheet

Does this question trigger an approval requirement?
Yes
- If < 2.75, Pricing Committee

Additional Notes:

What is the American Express BPS?

What does the question mean?

Who cares to know?
- Finance (if cost plus)
- Implementations Team
- Pricing Committee
- Legal

Upon which documents does this question appear?
- TIF
- Fact Sheet

Does this question trigger an approval requirement?
Yes
- If <10, Pricing Committee

Additional Notes:
This should be expressed as a percentage.

What is the American Express card not present per transaction rate? (Withholding)

What does the question mean?
What are the basis points that will be taken as a fee for American Express processing with the card not present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If less than 0.30, Pricing Committee approval will be required.

Additional Notes:

What is the American Express card not present percentage rate? (Withholding)

If 2%, enter 2.0 (Not .02).

What does the question mean?
What percentage of the transaction will be taken as a fee for American Express processing with the card not present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If lower than 2.99%, Pricing Committee

Additional Notes:
If 2%, enter 2.0 (not 0.02).

What is the American Express card present percentage rate? (Withholding)

If 2%, enter 2.0 (Not .02).

What does the question mean?
What percentage of the transaction will be taken as a fee for American Express processing with the card present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If lower than 2.99%, Pricing Committee

Additional Notes:
If 2%, enter 2.0 (not 0.02).

What is the American Express present per transaction rate? (Withholding)

What does the question mean?
What are the basis points that will be taken as a fee for American Express processing with the card present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If less than 0.20, Pricing Committee approval will be required.

Additional Notes:

What is the CC Chargeback fee?

What does the question mean?
How much will ProPay take as a fee with every chargeback that occurs on this account?
A chargeback occurs when a customer disputes a charge that was made on his or her card. The funds in question are taken out of the ProPay account, and held until the card-holders bank decides whether the funds belong to the card-holder or the merchant. At that time, the funds are returned to whomever they belong to.
ProPay typically takes a fee from the merchant whenever a chargeback occurs. The default fee for the chargeback is $10.

Who cares to know?
- Sales Engineer
- Finance

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If <$10, Pricing Committee approval will be required.

Additional Notes:

What is the CC credit monthly limit?

What is the CC credit per transaction limit?

What is the CC credit per transaction rate?

What is the CC monthly limit?

What does the question mean?
What is the highest amount that a merchant should be able to charge his/her customers in one month?
If the merchant needs a one-time increase, the ProPay limits team can temporarily raise the limits. They may ask for extra documentation. If the merchant needs a permanent increase, he/she will need to submit a request via email to limits@propay.com.

Who cares to know?
- Sales Engineer
- Risk

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If >$3000, Risk approval will be required.

Additional Notes:

What is the CC per transaction limit?

What does the question mean?
What is the highest amount that a merchant should be able to charge his/her customer in one transaction?
If the merchant needs a one-time increase, the ProPay limits team can temporarily raise the limits. They may ask for extra documentation. If the merchant needs a permanent increase, he/she will need to submit a request via email to limits@propay.com.
Remember that splitting transactions in order to be within the limits is against ProPay policy and will result in a hold on the account.

Who cares to know?
- Sales Engineer
- Risk

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If >$500, Risk approval will be required.

Additional Notes:

What is the Discover auth fee?

What does the question mean?
What is the authorization fee that will be charge for Discover transactions on Cost Plus?

Who cares to know?
- Finance

Upon which documents does this question appear?
- Fact Sheet

Does this question trigger an approval requirement?
Yes
- If < 0.1, Pricing Committee

Additional Notes:

What is the Discover BPS?

What does the question mean?
What are the basis points that will be charge for Discover transactions on Cost Plus?

Who cares to know?
- Finance

Upon which documents does this question appear?
- Fact Sheet

Does this question trigger an approval requirement?
Yes
- If < 0.2, Pricing Committee

Additional Notes:

What is the Discover card not present per transaction rate? (Withholding)

What does the question mean?
What are the basis points that will be taken as a fee for Discover processing with the card not present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If less than 0.30, Pricing Committee approval will be required.

Additional Notes:

What is the Discover card not present percentage rate? (Withholding)

What does the question mean?
What percentage of the transaction will be taken as a fee for Discover processing with the card not present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If lower than 2.69%, Pricing Committee

Additional Notes:
If 2%, enter 2.0 (not 0.02).

What is the Discover card present per transaction rate? (Withholding)

What does the question mean?
What are the basis points that will be taken as a fee for Discover processing with the card present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If less than 0.20, Pricing Committee approval will be required.

Additional Notes:

What is the Discover card present percentage rate? (Withholding)

If 2%, enter 2.0 (Not .02).

What does the question mean?
What percentage of the transaction will be taken as a fee for Discover processing with the card present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If lower than 2.49%, Pricing Committee

Additional Notes:
If 2%, enter 2.0 (not 0.02).

What is the frequency of this fee?

Monthly or yearly

What does the question mean?
How often should the account be required to renew?

Who cares to know?
- Sales Engineer

Upon which documents does this question appear?
- New Tier Form

Does this question trigger an approval requirement?
No

Additional Notes:
This is typically a monthly or yearly fee.

What is the funding cutoff time (MST)?

Please include time zone (EST MST CST PST)

What does the question mean?
Time must be entered in MST. AM/PM must also be included.

Who cares to know?
- Sales Engineer

Upon which documents does this question appear?
- New Tier Form

Does this question trigger an approval requirement?
No

Additional Notes:
Defining the cutoff for funding correctly is important because it helps to set up convenient "batches" of transactions. It is between cutoff and cutoff that each batch will appear as a deposit to ones bank, for example, when merchants are set up with automatic sweeps. Cutoffs are frequently set as midnight in the time zone where merchants for this tier intend to operate. Some sales reps even set up separate tiers to support good cutoffs because each tier can have only one value for this setting.

What is the Line of Credit amount?

What does the question mean?
What is the amount that the merchant should be able to go negative in order to grant refunds after a sweep was performed?

Who cares to know?
- Sales Engineer
- Risk

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:

What is the MasterCard auth fee?

What does the question mean?
What is the authorization (per transaction) fee that will be charge for MasterCard transactions on Cost Plus?

Who cares to know?
- Implementations Team
- Finance

Upon which documents does this question appear?
- TIF
- Fact Sheet

Does this question trigger an approval requirement?
Yes
- If < 0.1, Pricing Committee

Additional Notes:

What is the MasterCard BPS?

What does the question mean?
What are the basis points that will be charged for MasterCard transactions on Cost Plus?

Who cares to know?
- Finance
- Implementations Team

Upon which documents does this question appear?
- TIF
- Fact Sheet

Does this question trigger an approval requirement?
Yes
- If < 0.2, Pricing Committee

Additional Notes:

What is the MasterCard not present per transaction rate? (Withholding)

What does the question mean?
What are the basis points that will be taken as a fee for MasterCard processing with the card not present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If less than 0.30, Pricing Committee approval will be required.

Additional Notes:

What is the MasterCard not present percentage rate? (Withholding)

If 2%, enter 2.0 (Not .02).

What does the question mean?
What percentage of the transaction will be taken as a fee for MasterCard processing with the card not present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If lower than 2.69%, Pricing Committee

Additional Notes:
If 2%, enter 2.0 (not 0.02).

What is the MasterCard present per transaction rate? (Withholding)

What does the question mean?
What are the basis points that will be taken as a fee for MasterCard processing with the card present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If less than 0.20, Pricing Committee approval will be required.

Additional Notes:

What is the MasterCard present percentage rate? (Withholding)

If 2%, enter 2.0 (Not .02).

What does the question mean?
What percentage of the transaction will be taken as a fee for MasterCard processing with the card present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If lower than 1.99%, Pricing Committee

Additional Notes:
If 2%, enter 2.0 (not 0.02).

What is the refund fee?

What does the question mean?
What is the fee that ProPay will charge merchants when they refund a transaction?

Who cares to know?
- Sales Engineer
- Finance

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If <$0.10, Pricing Committee approval will be required.

Additional Notes:

What is the Spendback per transaction fee?

What does the question mean?
A percentage rate is the primary money-making instrument for Spendback. You can also charge a per-transaction fee (I guess…I've never tried it.)

Who cares to know?
- Implementations team needs to know in order to set things up correctly in production.

Upon which documents does this question appear?
- Fact Sheet
- TIF

Does this question trigger an approval requirement?
No

Additional Notes:
NA

What is the spendback percentage fee?

What does the question mean?
A percentage rate is the primary money-making instrument for Spendback. You can also charge a per-transaction fee (I guess…I've never tried it.)

Who cares to know?
- Implementations team needs to know in order to set things up correctly in production.

Upon which documents does this question appear?
- Fact Sheet
- TIF

Does this question trigger an approval requirement?
No

Additional Notes:
NA

What is the threshold for soft limits?

Please enter as a percentage.

What does the question mean?
At what point after the limit has been reached should the ability to use funds be turned off?
For example, if the limit is set at $1000, and the threshold is 150%, the ability to use funds in the account will be turned off after $1500 has been processed.
To have the ability to use funds turned back on, ProPay's Risk team will just have to go into the account.
In cases where the amount processed grossly outweighs the threshold, additional documents may be required to turn that ability back on.

Who cares to know?
- Sales Engineer
- Risk

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:
Please enter as a percentage.

What is the Visa auth fee?

What does the question mean?
What is the authorization fee that will be charge for Visa transactions on Cost Plus?

Who cares to know?
- Implementations Team
- Finance

Upon which documents does this question appear?
- TIF
- Fact Sheet

Does this question trigger an approval requirement?
Yes
- If <0.1, Pricing Committee

Additional Notes:

What is the Visa BPS?

What does the question mean?
What are the basis points that will be charge for Visa transactions on Cost Plus?

Who cares to know?
- Implementations Team
- Finance

Upon which documents does this question appear?
- TIF
- Fact Sheet

Does this question trigger an approval requirement?
Yes
- If <0.2, Pricing Committee

Additional Notes:

What is the Visa card not present per transaction rate? (Withholding)

What does the question mean?
What are the basis points that will be taken as a fee for Visa processing with the card not present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If less than 0.30, Pricing Committee approval will be required.

Additional Notes:

What is the Visa card not present percentage rate? (Withholding)

If 2%, enter 2.0 (Not .02).

What does the question mean?
What percentage of the transaction will be taken as a fee for Visa processing with the card not present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If lower than 2.69%, Pricing Committee

Additional Notes:
If 2%, enter 2.0 (not 0.02).

What is the Visa card present per transaction rate? (Withholding)

What does the question mean?
What are the basis points that will be taken as a fee for Visa processing with the card present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If less than 0.20, Pricing Committee approval will be required.

Additional Notes:

What is the Visa card present percentage rate? (Withholding)

If 2%, enter 2.0 (Not .02).

What does the question mean?
What percentage of the transaction will be taken as a fee for Visa processing with the card present?

Who cares to know?
- Finance
- Sales Engineer
- Pricing Committee
- Legal

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
Yes
- If lower than 1.99%, Pricing Committee

Additional Notes:
If 2%, enter 2.0 (not 0.02).

What should be the ACH in monthly limit?

For loading of funds or to support automated pulls for negative balances. Not for E Check processing.

What does the question mean?
What is the maximum amount that a customer should be allotted to transfer FROM his/her bank account TO his/her ProPay account in one month?

Who cares to know?
- Sales Engineer
- Finance

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:
For loading of funds or to support automated pulls for negative balances. Not for E-Check processing.

What should be the the ACH in per transaction limit?

For loading of funds or to support automated pulls for negative balances. Not for E Check processing.

What does the question mean?
What is the maximum amount that a customer should be allotted to transfer FROM his/her bank account TO his/her ProPay account at one time?

Who cares to know?
- Sales Engineer
- Finance

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:
For loading of funds or to support automated pulls for negative balances. Not for E-Check processing.

What should the minimum score be?

Default is 20.

What does the question mean?

What is the lowest score that the validation test can receive to consider the validation successful?

Who cares to know?
- Sales Engineer
- Risk

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?

No

Additional Notes:

The default is 20

What should this tier be named?

What does the question mean?

How should the tier be named for all parties that need to see it?

Who cares to know?
- Sales Engineer needs to know this so as the tiers are being created, the name will go in correctly.

Upon which documents does this question appear?
- New Tier Form

Does this question trigger an approval requirement?

No

Additional Notes:

What does the question mean?
Which bank will be sponsoring the merchant?

Who cares to know?
- Sales Engineer
- Finance

Upon which documents does this question appear?
- New Tier Form
- New Tier Fact Sheet

Does this question trigger an approval requirement?
No

Additional Notes:

Can pull from pending balance

What does the question mean?

Enhanced Spendback is a subset of normal Spendback that allows partner organizations to pull money from accounts under its program which has not yet funded.

It is important to understand that, in order for ESB to work, the source accounts still have to have funds in their 'Pending' balance (They have processed a credit card, but ProPay has not yet made the funds available.) Furthermore, ESB requires that the 'pending' plus 'available' balance is sufficient to cover all ESB transactions.

Who cares to know?

- Legal
- Risk
- SE needs to know to teach customer how to work with Enhanced Spendback
- Implementations team needs to know in order to set this up in production

Upon which documents does this question appear?

- Fact Sheet
- TIF
- Agreement Request Form

Does this question trigger an approval requirement?

- Legal approval
- Risk Approval

Additional Notes:

ESB transactions drive the available balance on source accounts negative. The pending balance remains positive until ProPay 'funds' when the pending balance goes to 0 and the available balance goes to previous pending plus the current negative balance in available.

The recipient account doesn't get ESB funds immediately into their <u>available</u> balance upon initiation of the transaction. Instead, the recipient's <u>pending</u> balance goes up until the source account is funded. At funding, the recipient's pending balance goes to 0 and its available balance goes up by the amount previously held as pending.