

Product Questionnaire

Corporate Merchant Account

Legal Business Name	
DBA	
Business Contact Name	
Business Contact Email	
Business Contact Phone	
Business Address	
City, State, Zip	
Legal State of Incorporation	
Legal Contact Name	
Legal Contact Email	
Legal Contact Phone	
Technical Contact Name	
Technical Contact Phone	
Technical Contact Email	
Company Website	

Is this merchant already set up with an existing account?	
What is the account ID?	
Should this merchant be set up under an existing affiliation?	
Under what affiliation should this account be set up?	
Will this customer sign up online and agree to terms there?	
Merchant type - Sole proprietor.	
What is the name of the Sole Proprietor?	
Merchant type - Network marketing or party plan company.	
Is the account for an existing company?	
Merchant type - Municipality.	

Merchant type - Library.	
Should this have the Library reduced pricing model?	
Merchant type - Financial institution.	
Merchant type - Will merchant charge convenience fees to cardholders.	
Merchant type - Large merchant (processes over \$250,000 per month.)	
Merchant type - International (Not multi-currency)	
Is this a Canadian Merchant?	
What is the Canadian MID?	
Is this for Australia?	
Is this for New Zealand?	
Is this a JCB Japanese Yen merchant?	
What is the transaction fee (in Yen)?	
What is the discount fee (expressed as a percentage)?	
What is the implementation fee (in Yen)?	
What is the per wire transfer fee (in Yen)?	
What is the refund fee (in Yen)?	
What is the Yen per transaction limit?	
What is the Yen monthly limit?	
What is the chargeback fee (in Yen)?	
What is the annual fee (in Yen)?	
What is the ACH return fee (in Yen)?	
Merchant type - Multi-currency account settling into USD.	
Additional basis points to charge for currency conversion:	
Please provide a business description for this merchant.	
What is the EIN or SSN of the client to be boarded?	
Will the merchant process using one of ProPay's APIs?	
Will any API processing be performed using ProtectPay?	
What is the ProtectPay monthly fee?	
What is the ProtectPay per transaction rate?	

What is the ProtectPay storage rate?

What is the ProtectPay Setup Fee?

What is the ProtectPay extraction fee?

Will they use hosted payment page?

Will they use SPI?

What is this merchant's merchant category code?

Should this merchant's account expire?

Fees - Will we bill merchant using a cost plus model? (Beyond Withholdings)

What is the Visa BPS?

What is the Visa auth fee?

What is the MasterCard BPS?

What is the MasterCard auth fee?

What is the Discover BPS?

What is the Discover auth fee?

What is the American Express BPS?

What is the American Express auth fee?

Fees - Should this account gross settle?

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

Fees - Will we be charging an annual fee to this merchant?

What is the annual fee?

Fees - What is this merchant's per-transaction refund fee? (Withholding)

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

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

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

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

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

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

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

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

Fees - Define separate card present rates?

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

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

What is the MasterCard present percentage rate? (Withholding)

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

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

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

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

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

Fees - What will ProPay charge as a Chargeback per-transaction fee?

Fees - What is the domestic ACH out fee?

Fees: What is the ACH Return Fee?

Fees - Billed to someone other than the contact listed in the header?

What is the payment contact name?

What is the payment contact email?

What is the payment method type?

What is the payment billing address?

What is the billing City, State and Zip Code?

What is this person being billed for? (Please list all items.)

Limits - What is the credit card per transaction processing limit?

Limits - What is the credit card monthly processing limit?

Limits - Should the merchant be set up on ProPay's soft limits feature?

What is the threshold for soft limits?

Does this merchant need to authorize and capture separately?

Will this merchant process ACH payments?

What is the ACH payments per transaction fee?

What is the ACH payments percentage fee?	
What are the ACH payments hold days?	
What is the ACH per transaction limit?	
What is the ACH monthly limit?	
What is this merchant's funding cutoff time (MST)?	
How many CC hold days will ProPay require for this merchant?	
Explain reason for hold days.	
Should this account be able to void captured transactions?	
Should funds in this account be automatically swept to its bank?	
What is the frequency?	
Does this account require sweep reporting?	
Select Advanced Sweep Report	
Select 835 Deposit Detail Report	
Should these reports be sent via email rather than SFTP?	
If email, enter destination email address here.	
Should this account have a line of credit?	
What is the line of credit?	
Will the merchant build a solution for Mobile processing?	
Will the merchant use a mobile SDK to build their own app?	
Will the merchant use Master Mobile?	
Should the account auto-debit DDA for negative balances?	
Should this account automatically refund fees on payment return?	
Should this merchant be allowed to process CC credits?	
What is the CC credit per transaction rate?	
What is the CC credits transaction limit?	
What is the CC credits monthly limit?	
Why should this merchant be able to issue CC credits?	
Is this merchant's profit to be considered as part of a BPS/per transaction residual?	

What are the basis points?

What is the per transaction rate?

What is the referrer contact name?

What is the referrer contact email?

Is the referrer an existing vendor?

Is this merchant's profit to be considered as part of a percentage AGR revenue share?

What is the percentage AGR?

What is the referrer contact name?

What is the referrer contact email?

Is the referrer an existing vendor?

Should primary business contact be added to notifications system?

Should primary technical contact be added to notifications system?