

# Product Questionnaire

ProFac Silver

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	

Define Pricing for Rev Share with Buy Rate.	
Who is the revenue share payable to?	
What is the billing street address of payee?	
What is the city, state and zip code of the payee?	
What is the contact email address of the payee?	
Is the payee an existing vendor in our system?	
What is the residual for Visa/MasterCard/Discover Fees?	
What is the buy rate for American Express fees?	
What is the residual for American Express fees?	
What is the Buy Rate for the Standard BIN Access fee per transaction?	

What is the buy rate for Visa/MasterCard/Discover/American Express authorization fee per transaction?	<hr/>
What is the residual for Visa/MasterCard/Discover/American Express authorization fee per transaction?	<hr/>
What is the buy rate for Voice/IVR per authorization?	<hr/>
What is the residual for Voice/IVR per authorization?	<hr/>
What is the buy rate for SplitPay per transaction?	<hr/>
What is the residual for SplitPay per transaction?	<hr/>
What is the buy rate for ACH as acceptance method per transaction?	<hr/>
What is the residual for ACH as acceptance method per transaction?	<hr/>
What is the buy rate for ProtectPay tokenization and storage (per card stored and on file per month)?	<hr/>
What is the residual for ProtectPay tokenization and storage (per card stored and on file per month)?	<hr/>
What is the buy rate for ProtectPay Gateway per transaction?	<hr/>
What is the residual for ProtectPay Gateway per transaction?	<hr/>
What is the buy rate for ProtectPay tokenization extraction (per card stored and on file, one time)?	<hr/>
What is the buy rate for Monthly Support Fee (per MID)?	<hr/>
To whom should this be billed?	<hr/>
What is the residual for Monthly Support Fee (per MID)?	<hr/>
To whom should this be billed?	<hr/>
What is the buy rate for Chargeback Fee?	<hr/>
To whom should this be billed?	<hr/>
What is the residual for Chargeback Fee?	<hr/>
What is the buy rate for Retrieval Request Fee?	<hr/>
What is the residual for Retrieval Request Fee?	<hr/>
What is the buy rate for DDA Change Fee (cannot be modified)?	<hr/>
What is the buy rate for ACH Return Fee?	<hr/>
What is the residual for ACH Return Fee?	<hr/>
What is the buy rate for Sub-merchant Deposits?	<hr/>
What is the residual for Sub-merchant Deposits?	<hr/>
What is the buy rate for Monthly Account on File Fee?	<hr/>

What is the buy rate for PCI Validation through ControlScan (monthly, if required)?	<hr/>
What is the residual for PCI Validation through ControlScan (monthly, if required)?	<hr/>
What is the buy rate for Application and Underwriting Fee per account boarded?	<hr/>
What is the buy rate for Monthly Minimum Fee (for this portfolio, applies to Network/Risk Fees only)?	<hr/>
What is the buy rate for Sub-merchant Boarding via ProPay API (per month per interface to ProPay API)?	<hr/>
What is the buy rate for Annual Fee (over \$100 must receive prior approval from ProPay)	<hr/>
What is the residual for Annual Fee?	<hr/>
What is the buy rate for 1099K Issuance Fee per document?	<hr/>
What is the buy rate for 1099K Reject Fee per document?	<hr/>
What is the buy rate for TSYS EnsureBill setup per sub-merchant?	<hr/>
What is the buy rate for TSYS EnsureBill per item updated?	<hr/>
What is the residual for TSYS EnsureBill per item updated?	<hr/>
How is this to be billed?	<hr/>
What is the buy rate for Guardian Cybershield Original ID per Sub-merchant?	<hr/>
What is the residual for Guardian Cybershield Original ID per Sub-merchant?	<hr/>
What is the buy rate for Guardian Cybershield SSL Certification Fee per Sub-merchant?	<hr/>
What is the residual for Guardian Cybershield SSL Certification Fee per Sub-merchant?	<hr/>
What is the buy rate for Guardian Cybershield SSL per transaction?	<hr/>
What is the residual for Guardian Cybershield SSL per transaction?	<hr/>
What is the buy rate for Spendback (per transaction)?	<hr/>
What is the residual for Spendback (per transaction)?	<hr/>
What is the buy rate for Daily Detail File (per month per file)?	<hr/>
What is the buy rate for Investigation Fee (e.g. ACH trace, bank confirmations, etc.) (per investigation)?	<hr/>
What is the buy rate for Processing Fee (for unclaimed property transferred to a governmental body)?	<hr/>
What is the buy rate for Printed Monthly Statement Fee (if requested) (per month)?	<hr/>
What is the buy rate for Intensive Investigation Fee? (per hour)	<hr/>
What is the buy rate for ACH Notification of Change Fee (per item)?	<hr/>

What is the buy rate for ACH stop payment/customer cancellation fee (per item)?

Define Pricing for Buy Rate (No Rev Share).

### What is the buy rate for American Express fees?

Define buy rate for Standard BIN Access fee per transaction (required)?

BIN Accss tiers - Tier 1 \$0-\$5mm a month in processing:

Bin Access Tiers - Tier 2 \$5-\$10mm a month in processing:

BIN Access Tiers - Tier 3 \$10-\$15mm a month in processing:

BIN Access Tiers - Tier 4 \$15mm + a month in processing:

What is the buy rate for Visa/MasterCard/Discover/American Express authorization fee per transaction?

What is the buy rate for Voice/IVR per authorization?

What is the buy rate for SplitPay per transaction?

What is the buy rate for ACH as acceptance method per tansaction?

What is the buy rate for ProtectPay tokenization and storage (per card stored and on file per month)?

### What is the buy rate for ProtectPay Gateway per Transaction?

What is the buy rate for ProtectPay tokenization extraction (per card stored and on file, one time)?

What is the buy rate for Monthly Support Fee (per MID)?

What is the buy rate for Chargeback Fee?

What is the buy rate for Retrieval Request Fee?

What is the buy rate for DDA Change Fee (Cannot be modified)?

What is the buy rate for ACH return fee?

What is the buy rate for sub-merchant deposits?

What is the buy rate for Monthly Account on File Fee?

What is the buy rate for PCI Validation through ControlScan (monthly, if required)?

What is the buy rate for Application and Underwriting Fee per account boarded?

What is the buy rate for Monthly Minimum Fee (for the portfolio, applies to Network/Risk Fees only)?

What is the buy rate for Sub-merchant Boarding via ProPay API (per month per interface to ProPay API)?

What is the buy rate for Annual Fee (Over \$100 must receive prior approval from ProPay)?

What is the buy rate for 1099K Issuance Fee per document?

What is the buy rate for 1099K Reject Fee per document?	
What is the buy rate for TSYS EnsureBill setup per Sub-merchant?	
What is the buy rate for TSYS EnsureBill per item updated?	
What is the buy rate for Guardian Cybershield Original ID per Sub-merchant?	
What is the buy rate for Guardian Cybershield SSL Certification Fee per Sub-merchant?	
What is the buy rate for Guardian Cybershield SSL per transaction?	
What is the buy rate for SpendBack (per transaction)?	
What is the buy rate for Daily Detail File (per month per file)?	
What is the buy rate for Investigation Fee (e.g. ACH trace, bank confirmations, etc) (per investigation)?	
What is the buy rate for Processing Fee (for unclaimed property transferred to a governmental body, where permitted by law)?	
What is the buy rate for Printed Monthly Statement Fee (if requested) (per month)?	
What is the buy rate for Intensive Investigation Fee (per hour)?	
What is the buy rate for ACH Notification of Change Fee (per item)?	
What is the buy rate for ACH stop Payment/Customer Cancellation Fee (per item)?	
Are any fees to be 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 billing address?	
What is the billing city, state and zip code?	
Should affiliation be set up under an existing partner program?	
What is the name of the existing parent affiliation?	
Will this affiliation act as a ProFac Gold? (Partner assumes all Risk responsibility.)	
Will merchants under this affiliation agree to terms on ProPay website?	
Is this Partner a MasterCard registered facilitator?	
Enter MasterCard facilitator ID	
Is this affiliation for merchants outside of the US?	
Is this for Canada?	

TO THE POLICE.

## What is the Canadian MID?

Is this for Australia?

Is this for New Zealand?

Facilitation - Will the partner process on behalf of its merchants using an API?

Should the entire ProPay experience be hidden from each merchant?

Should Risk notices be sent to the partner rather than individual merchants?

## Should partner have ability to edit accounts via API?

Should customer be allowed to turn services on and off?

Will partner use ProtectPay for processing onto their merchants?

Will they use hosted payment page?

Will ProtectPay customer use any PMI other than HPP?

What is the ProtectPay per transaction rate?

Processing: Will accounts authorize and capture separately?

Processing: Will partner perform SplitPay against its merchants' transactions?

Processing : Will partner perform disbursements to its member accounts?

Are disbursements being used to support an aggregation model?

What is the disbursement per transaction fee?

To whom should this be billed?

Boarding - Will partner ever board merchants via API?

### Will they integrate Guardian Cybershield into signup requirements?

Boarding - Will partner ever board merchants via ProPay website?

What is the requested referral ID?

Does partner want a co-branded sign-up page?

### Will they integrate Guardian Cybershield into signup requirements?

Boarding - Will partner ever board merchants via FILE?

What is the default MCC for new accounts?

Should funds of accounts under this program be swept?

What is the frequency?

Do we need to perform "split sweeps?"

What is the ACH-In per transaction limit?

What is the ACH-In monthly limit?

Do we need to perform clearing sweeps?

Should merchants under this affiliation use a custom ACH descriptor for deposits?

## What is the descriptor?

Will account holders under this program receive ProPay MasterCard?

Will the cards be customized?

Capture any text that will appear on custom card design.

### What is the artwork resubmission fee?

Is the insert customized?

What is the custom insert fee?

What is the custom insert change fee?

## Should we ship domestic cards to corporate?

Should we ship international cards to corporate?

Should accounts be prevented from changing on file banking information?

Do merchants under this program need a custom merchant descriptor prefix?

### What is the descriptor?

Should merchants receive a custom signup email?

Will the partner build a solution for Mobile processing?

Will partner build integrated app for mobile (using SDK and APIs)?

Will the partner build Master mobile for their merchants?

Will partner "URL Scheme" our mobile app to prepopulate transaction data?

Will partner need to purchase swipe devices for its users?

Number of Devices?

## EMV or Mag Stripe?

Define reporting.

Select ProFac Report Suite.

If these should not be sent in the default frequency, define frequency here:

Select Residual Statement Report.

Select Enhanced Signup Report.

Please define the frequency in which this report should be sent.

Select Gross Billing Invoice Report.

Select NOC Report.

Should primary business contact be added to notifications system?

Should primary technical contact be added to notifications system?

---

---

---

---

---

---

---

---