Merchant Account FAQ

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General

Q: Who is Fiserv?

Fiserv is one of the world's leading financial technology companies. They provide the secure payment network that processes credit card transactions, deposits, and reporting for millions of businesses and financial institutions. Fiserv (previously known as CardConnect) is our partner of choice for credit card processing for all of our products: GiveSmart Events, GiveSmart Fundraise, and GiveSmart Donor CRM.

When you accept payments through our platform, Fiserv is the underlying processor that moves the funds between your donor's bank and your organization's account. They also provide tools for payment security, fraud prevention, and transaction reporting. Fiserv's proprietary gateway and patented tokenization make payments simple, integrated, and secure.

In short, Fiserv helps ensure your payments are processed safely, quickly, and reliably.

Please visit the Fiserv website for additional information.

Q: Will I be contacted by Fiserv, and if so, what emails should I add to an allow list?

To help ensure you receive Fiserv emails and prevent them from being filtered as spam or junk mail, please add the following domains to your safe sender's or allow list:

- **cardpointe.com**
- **fiserv.com**

Adding these domains to your allow list will help ensure important communications are delivered to your inbox.

Q: Will I have any direct interaction with Fiserv?

Possibly. You should pay attention to the registration email from donotreply@cardpointe.com ONLY if you have access to the GiveSmart Fundraise and GiveSmart Donor CRM platforms.

At this time, those platforms have direct admin access to the Fiserv CardPointe merchant center, where organization's can view transactions and funding reports to aid in account reconciliation, submit CardPointe support tickets for any transaction research, and update merchant account information for their GiveSmart Fundraise and GiveSmart Donor CRM merchant accounts.

The GiveSmart Events platform integrates with the Fiserv CardPointe merchant center. This means you can see all of the transaction data in your actual Event Site reporting and your GiveSmart Events Org Hub.

Q: What is CardPointe?

CardPointe is the name of Fiserv's admin dashboard for your merchant account.
The CardPointe web application offers an intuitive user interface for complete control of your

account.

The CardPointe interface contains the following pages:

- Dashboard - Displays transaction activity, recent funding events, funding trends, and notifications.
- My Account - View your Merchant Accounts and manage PCI compliance.
- Reporting - Access transactions, gateway batches, funding events, chargebacks and statement archive.
- Administration - Manage users (adding and/or updating access)

Q: What if I am asked to complete a PCI questionnaire from Fiserv directly?

For the time being, organizations can disregard the PCI Compliance email and unsubscribe if you should get any emails from Fiserv CardPointe donotreply@cardpointe.com regarding your PCI Compliance. The subject may include *"Your PCI compliance status requires attention."* The message's subject may state, *"According to our records, your annual PCI Self-Assessment Questionnaire, or SAQ, has been started but is incomplete."*

Our customers are compliant under the GiveSmart PCI compliance umbrella, this may be subjected to change. If so, communication will be sent to the organization.

Submitting the Merchant Account Application

Q: Why is it important to take the time to complete the merchant application? Should I double-check it before I submit it?

Any errors in the merchant account submissions will result in a delay in the application boarding process. If inaccurate information is provided on the application, there will be a Fiserv Underwriting manual review of the application that can take ten or more business days to resolve. If inaccurate information is submitted, the Fiserv Underwriting team will create a ticket that will notify a GiveSmart Merchant Support team member, who will reach out to the organization to troubleshoot. The merchant application will be pending until the review is complete.

Check the information you entered carefully before submission to avoid these unnecessary delays.

Q: Who should fill out the merchant application, primarily if I work for a third-party company hired by the organization/company?

Organizations typically fill out and submit the merchant application for their subscription platforms. The funding received via the merchant account that processes the credit cards is tied to the organization/charity by its tax ID number, legal name, and bank account on file. Fiserv requires an exact match between the tax ID number, the organization's legal name, and the name on the bank account.

Important: The merchant account application must be sent directly to the financial signer for completion. If the person who signed the GiveSmart agreement will not be the signer for the merchant account application, please go to the agreement and select *"Share with others."* You will be able to share the agreement directly with the signer.

Q: Are there any special restrictions if we submit this merchant application as a for-profit?

Only customers registered as non-profits can accept donations through a Fiserv merchant account. If this does occur on a for-profit campaign site, then there is the chance that Fiserv's Risk team may review and/or cancel that transaction, which can lead to merchant account cancellation.

Q: We do not have checks available for our bank account. Can I use a deposit slip instead of a voided check?

Unfortunately, the only acceptable documents for proof of a transactional bank account are:

- Voided check *(Non-starter)*
- Bank letter on bank letterhead *(Dated within the past 90 days)*

Q: Our previous and/or current credit card processor did not require us to provide our personal information on the merchant application; why does Fiserv require it?

Certain merchant providers, like Stripe, Square, etc., do not require those details on their applications because they underwrite their accounts AFTER boarding. Eventually, the others will ask for this information, just not upfront.

For our merchant provider, Fiserv, their sponsor bank, Wells Fargo/Pathword, requires them to collect the Know Your Customer (KYC) information to abide by the Bank Secrecy Act/Anti-Money Laundering Customer Identification Program (BSA/AML CIP) regulations for collecting on all merchant account signers at the time of signing the merchant account application.

Q: What if I do not see my professional title as an option from the 'Title' dropdown?

We have worked with Fiserv for the main titles with the authority to create a merchant account, with little to no issues with account setup. Therefore, if you do not see your title, we typically recommend 'Partner' as the option.

Q: Why is my Social Security Number required?

The Social Security Number (SSN) requirement is part of the Know Your Customer (KYC) policy, which is directly related to the USA Patriot Act/Anti-Money Laundering Act.

This policy ensures that monies are not being raised for nefarious reasons. Therefore, certain information is required to protect all parties involved (organization, processing vendor, and GiveSmart). This is a federal requirement that GiveSmart must follow to remain PCI compliant and protect your organization from someone creating processing accounts fraudulently under the organization or account owner/signer's name. This information is required by our Merchant Provider sponsor bank, Wells Fargo/Pathword, to abide by the BSA/AML CIP regulations for collecting on all signers.

At this time, having the SSN requirement for creating a merchant account has been demonstrated to be an effective means of discouraging criminal use of these merchant accounts. It remains one of the easiest ways for financial institutions to comply with US government regulations regarding the verification of customer identity and fraud prevention.

For additional information on this requirement, please visit the FFIEC website.

Special Note: Providing the required personal information on the application will not make the signer personally liable for the account. Once you submit your merchant account application, the information you provide will be checked against the list of Specially Designated Nationals (SDNs) and similar lists maintained by the U.S. government. This will not result in a hard inquiry on your credit report or affect your credit score. The SSN requirement is used for verification purposes, and the information is fully encrypted upon submission.

Q: What address should I list on the merchant application if we only have a PO Box and no brick-and-mortar physical location?

Fiserv is required to have a physical location on each application per card brand regulations and the Know Your Customer policy. Instead of a PO Box or shipping retail location, the signer's (a board member or executive director) home address can be used. Additional documentation, typically the signer's driver's license, will be required.

Q: What are the best practices to be aware of for successfully boarding a merchant application?

Below are some tips the signer/account owner should note when filling out the merchant application.

	Tips & Recommendation
Tax ID on File with the IRS	Enter your organization's Tax ID (TIN). If your organization is a 501(c)3, you may be required to provide your 501(c)3 Determination Letter that you received from the IRS or a copy of Form 1023 as proof of in-process tax-exempt status. **Please double-check that the tax ID number and the exact legal name are entered, and do not enter a variation of the legal name.**

Business/Legal Name on File with the IRS	The **exact** Legal Name and Tax ID must match to prevent **IRS Backup Withholding (BUW)** issues**.** If your merchant account is placed into BUW, please note: • The IRS will withhold a percentage of the organization's sales until corrected (usually 24%-40%). • **The organization/account owner on file will receive a notification letter to resolve a BUW at the address on file. PLEASE KEEP YOUR SIGNER AND ADDRESS ON FILE UP TO DATE.** • The letter will provide the required documentation to resolve the matter, typically a W9, 147C, or 501c3 document to correct. The document will need to be sent to Fiserv. • Once CardConenct processes the documents, your organization will see the percentage being withheld stop. • **The funds that were then withheld during the BUW are not released until your organization files that year's impacted taxes (e.g. 2022 funding would reflect when you complete your taxes in 2023).**
Commonly Known As/Doing Business As (DBA)	Your organization's “Doing Business As” (DBA) name may be different from its Legal Name. **Special Note**: The DBA name will appear on donor credit card statements, your campaign homepage, public page footers, and automated receipts sent to guests and donors. **It’s important that your donors easily recognize the DBA to prevent chargebacks.**
Voided Check/Bank Verification Letter	If uploading a Voided Check, it must include all of the following: • The organization’s legal or DBA name • Account and Routing numbers clearly visible • If uploading a Bank Letter, it must include all of the following: • Bank letterhead • Business name • Routing and account number • Contact info for the bank rep • Signed and dated by the bank rep within the last 90 days **Special Note:** You will not be able to submit the application without uploading one of the above documents. If you run into any errors attaching a voided check or bank verification letter, then recommended troubleshooting steps are to download a copy of the document to your desktop, take a screenshot and upload that version.

Financial Signer Personal Information	The following personal information is required per the Know Your Customer policy. • Full Legal Name • Date of Birth • Residence Address • Social Security Number ◦ The SSN is required on the application, in adherence to federal banking and anti-fraud laws such as the Patriot Act, which requires Fiserv to strictly verify the identity of signers of new merchant accounts. This verification also protects merchants if someone attempts to fraudulently create processing accounts in their name. Please double-check to make sure you've entered your SSN correctly, as inaccuracies here will likely cause delays with account approval.

Once the application has been submitted

Q: How long will my application take to get approved and boarded to the platform?

> Applications will take at least 5 business days to be approved. That said, please review all aspects of the application for accuracy in order to prevent any delays with account approval.

Q: Why would a fraud alert verification call occur on my merchant application and why would Fiserv need to call me to verify information?

> A fraud alert verification call will occur if the signer of the merchant application places a phone number on their Experian credit report where they want to be contacted if a company is verifying any personal information. This number could be a home, mobile or work number.
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> If a verification is needed, then Fiserv will call the signer of the account directly with the number on their Experian report (can be updated at anytime). If Fiserv is unable to speak with the signer, then they will leave a message with their call back number. Noting that due to security and compliance reasons, Fiserv agents are not permitted to share their direct contact information with anyone but the signer. However, they can schedule another time to call if that would be preferred. If that is needed then please update your GiveSmart representative.
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> **Special Note**: With calling the number on the Experian report, it is a way to assure that they are speaking to the signer and not calling a requested number that could belong to someone possibly trying to commit fraud.

Q: Why is it important to provide any required documentation IF requested by GiveSmart after we have submitted the merchant application?

If additional documentation is required to fulfil the Know Your Customer (KYC) policy then GiveSmart will reach out to the organization. If the request is not fulfilled within 30 days, then the original application will be declined. This will require GiveSmart having to reopen the merchant application to be resubmitted by your organization. So expect a delay.

Funding

Q: How does Fiserv handle refunds and chargebacks if we have a deposit-only account?

If you have an account type that does not allow debits (often applicable to universities, hospitals, and government agencies), please contact your Community Brands representative to discuss alternative payment processing solutions.

Q: What is an ACH ID and is it required?

Per the National Automated Clearing House Association (NACHA) a merchant must add our ACH ID to the bank for which they are receiving credits and debits. (Disclaimer: This may not be required by the bank account you are placing on file, however, it is always best to check with your bank representative).

Organizations typically have numerous vendors running transactions through the same account, a block is often placed on the account to allow the organization to regulate which vendors are approved to process electronic debits. Therefore, it is essential to add prior to processing to ensure a block does not occur. In order to add our ACH the process is simple, all you will need to do is phone or email your bank and request to add ACH ID **G592126793** to the bank account as an ACH Originator.

Should a block be detected once funds are processed, then it will result in funds being held, as well as, a bank letter/email being required stating that the ACH ID has been added to then release the funds in a lump sum.

Q: How and when are funds deposited into our account?

Transactions are batched at 8:50 PM CST each business day and deposited into your account within 5 business days of the batch date. *i.e. If your event takes place on a Saturday, you can expect a deposit by the following Friday.*

For GiveSmart Events, the credit card processing fee will be netted from your total proceeds prior to any deposit being made. i.e. If you have a processing fee of 3.5% and your event raised $500,000, the total amount deposited would be $500,000 - $17,500 (3.5% of $500,000) = $482,500. For GiveSmart Fundraise and DonorCRM there will be a gross deposit, with the fees debited at the end of the month.

Chargebacks and refunds are processed as they arise. i.e. If your event takes place on a Saturday, you can expect a deposit by the following Friday. If you have a processing fee of 3.5% and someone requests a $1,000 refund on Tuesday the following week, upon issuing the refund the guest will receive the full amount and you will see a debit of $1,000.

Q: When funds are deposited into our account, what description should I be looking for?

The description for all deposits/withdrawals will read: MERCHANT BANKCD. This description will also include your organizations Merchant ID. Your Merchant ID can be found within the Global Settings of a Campaign.

Q: Are we able to use this merchant account to process transactions outside of GiveSmart?

Unfortunately, not at this time. Your merchant account is a sub-account of Momentive Software which allows us to absorb any monthly fees you would ordinarily pay.

Q: How do I obtain a report that details the transactions included in each deposit/batch?

The event site dashboard is where you can find all of your reporting from your event. The report titled “Batch Report” will provide details of the transactions included in each batch deposited into your account. You can populate these details by selecting the date of the batch you’re looking for.

Q: Do we have to re-submit bank information for each new event/campaign in the future ?

No, once you have established a merchant account, new events/campaigns created under your organization will automatically be linked to that account.

The only time you will need to submit additional information is if your account information changed since your initial application was submitted. If changes have been made to your banking information, legal name/tax id change, dba name change or signer/account owner change, then please contact our Support team, who will be happy to assist you. All change forms for the Events platform are located in your Org Hub within the Account tab. Our customers on the Fundraise and DonorCRM can enter those change tickets directly through the Fiserv platform.

Risk and Compliance

Q: Does GiveSmart have any security and/or compliance documents to ensure our organization is doing proper vendor due diligence?

Yes we do! You are able to view our security statement HERE. This document provides details about our security practices. If you need any additional compliance documents then please reach out to your GiveSmart representative.

Q: Is there a Risk or Fraud team that is able to view my account and work to prevent any fraudulent activity?

Yes, Fiserv has a dedicated Risk team that focuses on the activity of the merchant accounts on our platform to protect the organizations from fraudulent activity.

This team will be responsible to identify any carding attacks. If that occurs, then a member from the GiveSmart team will reach out to the merchant account owner to provide this update with any troubleshooting steps needed to resolve it. This team will also view periods of unexpected surges in processing. When this occurs there are occasions where the fees may be debited prior to the deposit being made (Events platform) due to the funding setup.

Therefore, we recommend our customers to email our Support team to inform them of a surge after a long period of no activity, this way they are able escalate to Fiserv to prevent any risk delays and/or documentation requests (transaction details, monthly bank statements, etc).

If you have any other questions, please feel free to reach out to your GiveSmart representative!