



ISV/Platform: Merchant (SMB) FAQs

Merchant FAQs

1. Why did Paysafe take these actions on my merchant account?

Due to the unprecedented economic impact of the current COVID-19 situation, Paysafe, like many other payment service providers, has had to implement some essential short-term measures to protect the long-term business interests of its customers and itself. This includes imposing a temporary hold on certain funds of a small sub-segment of the merchants we serve.

This decision was taken in accordance with our contractual relationships and was not taken lightly. We continue to monitor these actions on a daily basis, and it is our full intention to return to business as usual as soon as the current economic conditions stabilize.

We are also very sympathetic to the challenge's businesses are facing and, as a gesture of goodwill, have made the decision to credit all transaction fees related to refunds through the end of April.

2. Is it legal for Paysafe to do this?

Yes, these actions are legal and in accordance with the terms and conditions of your Merchant Agreement. The decision to implement these temporary reserve requirements was not taken lightly and is expressly provided for in our merchant contracts. It is our full intention to return to business as usual as soon as possible, and we are already reversing this measure wherever a merchant is able to provide us with the necessary information to indicate that they are able to adapt their business model to the current economic climate.

3. What is a 'rolling reserve'?

As risk protection should your account incur customer chargebacks, we have put a rolling reserve on your account, which means that every day you process transactions, a percent of the total volume will be held in a sub-account of your Paysafe account. The rolling reserve is held for a period of two (2) months, then released monthly beginning on the first day of the third (3rd) month.

For example, if you processed, \$1,000 in April and there was a 20% rolling reserve, we would hold \$200 in a sub-account, which would then be released on July 1st.

4. What are our options if we've adapted our business model?

We understand that many of our customers have mobilized or adapted their business model due to the pandemic and could be exempt from the temporary rolling reserves.

Should you wish for us to reconsider, please contact us by email at covid.isv@paysafe.com with the following pieces of information and we will review your individual circumstances.

- Recent financial statements or bank statements



- What steps has your business taken to adapt to the COVID-19 impact?
- Description of payments taken (monthly memberships, pay per use, packages)
- Will the current restrictions on travel or public gatherings prevent your business from fulfilling its obligations to customers?

Once received, we will review all submissions and corresponding documentation and reply directly to you within three (3) business days.

5. What is Netbanx and how is it connected to my business management software?

Netbanx is the Paysafe customer portal, where you can access a wide variety of tools, programs and information including:

- Process payments online using the Virtual Terminal
- Re-process credits and refunds
- Generate transaction and processing reports
- Access your monthly statement

Due to the current situation of Covid-19, please note that all overdraft transactions / debits and credits that were previously authorized are no longer in effect at this time. In order for a credit to be completed during this time the funds must first be available in your Paysafe merchant account balance. The credits will be in status "PENDING" until the balance is positive. Please access your transaction activity report in the NETBANX back-office to obtain the most up to date amounts. As a reminder, pending refunds will expire 7 days from their issuance. Please also consider that if the credits have expired, they will have to be re-processed by you. According to VISA and MasterCard, customer refunds for credit card transactions need to be processed by the same means, otherwise you run the risk of being exposed to chargebacks.

Netbanx is often connected to other business management software.

If you use a different software to report on your transactions but you cannot locate pending credits or declined credits, please contact your software support team.

Please visit this link for a demo of [Netbanx](#). Or checkout our merchant [portal](#) for even more [resources](#).

[Netbanx Login](#)

[Forget your password?](#)

Email Customer Support

North America: customersupport@paysafe.com

United Kingdom: uk.customerservice@paysafe.com