



Frequently Asked Questions for Platform Partners

Version 1.1
September 14, 2018

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General

What is Paysafe?

Paysafe is your platform's payment provider. Paysafe provides the technology, merchant accounts, and risk and fraud mitigation that merchants need in order to accept integrated payments through your platform.

What is Netbanx?

Netbanx is the name of Paysafe's payments platform. It refers to both the gateway technology and merchant back office.

How can we explain the difference between Paysafe and Netbanx?

You can say that Paysafe is the name of the company and Netbanx is the name of our technology or product. An analogy, like Apple/iPad or Honda/Civic might be useful as well.

Onboarding Questions

Why do merchants need to fill out an application with Paysafe? Why does Paysafe need so much personal information?

In order to accept payments through your platform, a merchant needs to have a merchant account with Paysafe. Paysafe needs business and owner information in order to underwrite the account. This is standard process when applying for a merchant account. For more information, the merchant can consult the terms and conditions that they will be asked to accept at the end of the online application process.

Why do merchants need to validate their banking info via void cheque or microdeposit?

Merchants have to provide their routing information on the online application. However, there is a potential for human error here. For example, if an applicant entered an incorrect digit, Paysafe would not be able to deposit the funds. As a responsible payment provider, Paysafe uses either a microdeposit or void cheque to double-check that the right person is getting paid into the right bank account. It's one way that Paysafe protects the merchant's money.

Will this application affect the merchant's credit score? Is this a hard or soft pull?

Paysafe performs certain types of credit and identity checks before approving a merchant account. With the online application, these are soft enquiries, or “soft pulls” which will not affect a merchant's credit score. They help Paysafe confirm the applicant's identity and understand some basic background information. However, some applications will be deferred for a for manual review, which requires a full credit check. This “hard pull” will impact the applicant's credit score. Deferred applications can occur for a variety of reasons, such as if an applicant skips sections of the application or enters incorrect information. It can also occur if the business model does not appear to fit the parameters of what we can accept via auto-approval. Please note that applicants in certain sectors, such as schools, government, and charities, are exempt from having a hard pull done on their credit, but this must be done through a paper application. Please consult your Relationship Manager for more information.

To minimize the chance of a manual review / hard pull, applicants should follow these tips:

- DON'T: Skip any parts of the application.
- DO: Use the name that appears on their Social Insurance card. No nicknames or aliases please.
- DON'T: Make any typos or omissions in their address.

Payment Questions

What are Days in Arrears?

Days in Arrears is the number of days that funds will be held in the merchant's account before it will be released. If you are not sure how many days in arrears your merchants are on, please contact your Relationship Manager.

Here are some examples to help you understand the timing and set merchant expectations:

For merchants on One Day in Arrears:

- Monday: Merchant processes transactions
- Monday night: Monday's transactions are settled or "batched out"
- Tuesday: Funds held (Day 1)
- Wednesday: Paysafe releases the funds, triggering EFT or ACH process.
- Within 3 business days, the funds show up in the merchant's destination account.

For merchants on Two Days in Arrears

- Monday: Merchant processes transactions
- Monday night: Monday's transactions are settled or "batched out"
- Tuesday: Funds held (day 1)
- Wednesday: Funds held (day 2)
- Thursday: Paysafe releases the funds, triggering EFT or ACH process.
- Within 3 business days, the funds show up in the merchant's destination account.

How do payment schedules work? What are the different options?

Payment schedules are the days of the week or month that Paysafe will release the funds to the merchant.

The following are the payment schedules that are available with Paysafe depending on the risk level of merchant/merchant portfolio:

- Every 4 weeks
- Every 2 weeks
- Every week
- Every day Monday through Friday
- Every Monday, Tuesday, Wednesday, Thursday
- Every Monday and Wednesday
- Every Tuesday and Thursday
- Every Tuesday and Friday
- Every Monday, Wednesday and Friday

*Please be advised that these are the days that Paysafe will release the funds, it can take up to 3 business days for the bank to post the funds to the merchant's account.

How will the merchant know when they will get paid?

If the merchant logs into their Paysafe Merchant Portal, they can see their next payments in the Account Statement Tab. This will allow them to know when their next payout will be. Please note that this is the day Paysafe will release the funds, this does not take into account that the bank will take 1 to 3 business days to post the funds to the merchant account.

Below is an example of how the payment date will appear on the merchant portal:

The screenshot shows the Netbanx merchant portal interface. At the top, there is a navigation bar with the Netbanx logo and user information: [20180513-2309] Welcome, teolip | Help | Sign Out. Below the navigation bar, there are tabs for Messages (24), Account Statement (selected), Virtual Terminal, Batch Upload, Reports, Customer Profiles, Accounts, and Settings. Underneath, there are sub-tabs for On Demand, Monthly Statement, and Cover Page. The main content area is titled 'Account Information' and displays a table with the following data:

Current Balance	0.00 CAD	Next Payment Date	Monday Jul 02, 2018
Security Balance	0.00 CAD	Visa Credit Ratio	Jun 18 0.00 %
Reserve Balance	0.00 CAD	Settlement Count: 174331 / Credit Count: 0	

At the bottom of the account information section, there are input fields for Start Date (2018-06-01), End Date (2018-06-29), Sub-Account (Current), and a checkbox for Show Summary. A Generate button is also present.

Are there minimum payment amounts?

In the majority of cases there is a \$5 minimum balance, however this can be increased as per the request of the merchant.

Why do the funds show up in the merchant's bank account several days later than the payment date specified in Netbanx?

The payment date specified in Netbanx is the date when Paysafe releases the funds to the merchant. On an account statement, the merchant would see "EFT sent" (Canada) or "ACH sent" (US). This initiates an EFT or ACH (or E-check) process that involves Paysafe, the acquiring bank, a processing bank for EFT/ACH, and the merchant's own bank. Once Paysafe releases the funds, we have no control over how quickly the different banks move the funds. Merchants should see the funds in their bank account within three business days of Paysafe sending payment.

It might be useful to illustrate this to the merchant by explaining that it is the same idea as having accounts at two different banks and wanting to transfer funds from one to the other. It normally takes up to three business days for the funds to show up in the destination account.

What could prevent a merchant from being paid?

There can be many reasons why a payout is not made. Here are a few examples:

Payments on Hold: Merchants bank account information has not been validated yet. There are 3 ways that a merchant can validate their bank account information:

- Micro-deposit
- Void check
- Bank letter

Threshold not met:

Insufficient balance in the merchant account.

Security:

Transactional activity is closely monitored by the Paysafe risk department and certain events may trigger a risk review. In those cases, it is possible that flagged transactions are placed on hold pending the risk investigation.