

ACS Technologies/ServiceU Information Sheet for Credit Card and ACH/EFT



ACS Technologies has created a way to take the pain and confusion out of the process of setting up your website for accepting online payments. We have partnered with ServiceU to take the headache out of the process and give you the highest level of security.

We recommend that you use Axia as your merchant account provider. On the following page is the Axia Information Sheet. In order to setup an Axia account, complete this information sheet and fax it to Jeff Citro at 805-962-5135.

Additional information about some frequently asked questions is also provided. If you have additional questions about setting up your Merchant Account with Axia, contact Jeff Citro at:

Jeff Citro
805.962.6114 x106 phone
805.962.5135 fax
jcitro@axia-eft.com
www.axia-eft.com

For information on the pricing of the Event Registration and Online Giving functionality in Access ACS, go to www.accessacs.com/pricing.

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Merchant Information

Legal Name _____ DBA _____
Location _____ City _____ ST _____ ZIP _____
If Leasing Site, Landlord Name _____ Ph # () _____ - _____
Location Contact _____ Ph. # () _____ - _____ Fax # () _____ - _____
Email _____ Web Site _____
Mailing Address _____ City _____ ST _____ ZIP _____
Corporate Contact _____ Ph. # () _____ - _____ Fax # () _____ - _____
Customer Service Phone # () _____ - _____
Check One: Corp. _____ Sole Prop _____ Partnership _____ LLC _____ Non-Profit _____ Other _____
Federal Tax ID#: _____ - _____ # Years In Business _____ Years At Location _____ # of Loc's _____
Merchandise or Product Type & Description: Donations _____ Events _____

Bank Reference

Depository Bank _____ Address _____ City _____ ST _____
Contact _____ Ph. # () _____ - _____ Account # _____

PLEASE SUBMIT A VOIDED CHECK FROM THE ABOVE ACCOUNT.
For Non Profit Merchants: Please submit a 501c letter.
For Existing Visa/Mastercard Merchants, Please Submit the Last 3 Months Processing Statements

Owner/Officer/Director/ Principal Information

1st Principal Name _____ Title _____ Ownership % _____
Home Address _____ City _____ ST _____ ZIP _____
Home Phone# () _____ - _____ Soc. Sec. # _____

Business Trade References

Bus. Name _____ Contact _____ Acct# _____ Ph# () _____ - _____
Bus. Name _____ Contact _____ Acct# _____ Ph# () _____ - _____

Current Processing Information

Amex # _____ Discover # _____ Diners # _____
Monthly Volume \$ _____ Average Transaction Amount \$ _____ Max Transaction Amount \$ _____
If not currently processing, please estimate the amounts

ACH/Virtual Check Processing Information

% of ACH's with written approval from customers for access to their checking account _____ %
ACH Monthly Volume \$ _____ Average Transaction Amount \$ _____ Max Transaction Amount \$ _____
Please contact Axia if you have multiple bank accounts and would prefer to separate your ACH transactions accordingly

Information Sheet FAQs

Who is Axia?

Axia is a merchant services provider that provides payment processing. For more information on the company, please visit their website at <http://www.axia-ef.com>.

Who is ServiceU?

ACS Technologies has partnered with ServiceU to provide the processing of credit card information and ACH processing with your merchant provider. By partnering with ServiceU, your constituents' credit card and bank account information does not go through the ACS databases at all. This information is entered into screens that go directly into ServiceU's systems and are kept secure there. Why? For your security.

In an attempt to combat increases in credit card fraud, Visa, MasterCard, and other major credit cards got together and defined jointly published standards for securing credit card information. These standards, called the Payment Card Industry (PCI) Data Security Standards, define the best practices for handling, storing, and transmitting credit card information.

Visa's Cardholder Information Security Program (CISP) is designed to ensure that all merchants that store, process, or transmit Visa cardholder data, protect it properly. To achieve CISP compliance, merchants and service providers must adhere to the Payment Card Industry (PCI) Data Security Standard.

To become CISP compliant, vendors must go through a rigorous audit to meet the stringent requirements. ServiceU has gone through this audit. One such requirement is to have a quarterly network scan performed by a qualified scanning vendor. ServiceU exceeds this requirement with nightly scans performed by ScanAlert.

ACS Technologies has worked with ServiceU to integrate the ServiceU credit card handling screens into our product. ServiceU gathers the sensitive data, stores it, and processes it through the payment gateway and merchant account. And because ServiceU is CISP compliant, you can be assured that your data is kept secure.

Do I have to sign up with ServiceU and pay them too?

No, you should not sign up with ServiceU. Everything is handled through ACS Technologies. All you have to do is sign up for the ACS Technologies services and get your merchant account (Axia). We do the rest.

I don't know how much my annual credit card (bankcard) and ACH (Virtual Check) volume or average transaction will be. How does that affect my rates?

If you do not know how much volume you will be doing in bankcard or ACH please estimate as best you can. Your rates are not affected by the transaction size and volume that you do.

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How much do I pay? What are my rates?

There are different rates for credit cards and ACH, or virtual check. Your credit card transactions will have a processing fee of 2.39% and a transaction fee of \$.35. ACH transactions will have a per item fee of \$.15. Bankcard transactions will have Batch Settlement fees of \$.35. ACH transactions will have Batch Settlement fees of \$.25. Batch settlement is when all the transactions for the day are sent to be processed and paid.

What does ACH mean?

ACH is an automatic debit or credit to someone's bank account. It stands for Automated Clearing House.

How will I pay my fees to Axia?

Our financial partner, Net1 Financial, will automatically debit your account for each month's fees around the 2nd or 3rd of the next month. For example, your October fees will be debited from your account on November 2nd or November 3rd. During your first month of processing your Ach per item fees will be taken individually until the monthly billing cycle can begin. Your credit will always be done in a monthly fashion.

How long does it take to get my deposit after I run a transaction?

The deposit time for credit card transactions will be 3 days. The deposit time for ACH transactions will be 4/5 days.

We are a non profit organization so there is no owner. Do I have to complete the ownership information section and sign the guarantor line?

Even though there is no true owner, Axia still needs a director or manager or senior staff member within the organization to fill out their information. They will be the one to sign the processing agreement to verify that all the stated information is true and accurate. The person giving their ownership information has to be the same person signing the agreement.

Does the signer of the non-profit organization have to give their social security number?

No, because you are a non profit organization and providing your 501c or other tax exempt status paperwork, a social security number is not required.

We don't have checks. What else can we use to confirm banking information?

If you don't have checks that you can fax please contact your bank and have them write a

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letter on their bank letterhead verifying your account and routing number.

What if I don't have a toll free customer service phone number?

Please put the number in which your members and attendees can best reach you for questions or concerns, even if it is not a toll free number.

How will I know when people have registered or donated online?

All your reporting will be accessible through Access ACS.