

SecureCheck™

Operating Procedures and User Guide

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Introduction

This document explains how the SecureCheck service works with your SecureNet Virtual Terminal Payment Gateway account; specifies the procedures, policies, and processing guidelines applicable to SecureCheck; and answers frequently asked questions about the SecureCheck service.

IMPORTANT: You must review this document carefully in order to understand your responsibilities when initiating and processing SecureCheck transactions. The procedures and policies related in this document are incorporated into the SecureCheck Service Agreement by reference. Accordingly, failure to operate SecureCheck properly and in accordance with the procedures, policies, regulations and laws dictated in this document may result in the suspension or termination of your SecureCheck service.

What is SecureCheck?

SecureCheck is a SecureNet payment service that allows merchants to accept electronic check payments for goods and services purchased via several methods, including mail order/telephone order and e-commerce Web sites. It also allows merchants to collect paper checks and convert them into electronic checks, a process discussed in more detail in the [“Types of SecureCheck Transactions”](#) section of this document.

An electronic check works much like a regular check, only instead of using a paper check to provide their bank account, routing number and payment authorization, the customer provides the merchant with the necessary payment information through other methods, allowing the merchant to process the information electronically.

The SecureCheck service uses the Automated Clearing House (ACH) Network to process fund transfers from customer bank accounts to merchant bank accounts. The ACH Network is the group of financial institutions and similar entities within the banking industry that work together to facilitate the processing and clearing of electronic check payments. SecureCheck transactions are strictly governed by ACH processing rules established by the National Automated Clearing House Association (NACHA), in addition to the Electronic Funds Transfer Act and Regulation E, as established by the Federal Reserve Board.

Who is it Available to?

The SecureCheck service is available to SecureNet Payment Gateway merchants that are:

U.S. citizens or residents that are at least 18 years of age and have been issued a social security number (SSN); **OR**

United States or foreign based corporations, (e.g., limited liability companies (LLCs), limited liability partnerships (LLPs) or sole proprietors) that only use the SecureCheck service for customers using U.S. bank accounts; **AND** that hold and maintain a bank account in the United States with a U.S. based financial institution.

Applying for SecureCheck

In order to use SecureCheck, you must first complete an application and go through the account underwriting process. Underwriting involves verifying a merchant's identity and evaluating the potential financial risk and creditworthiness of that merchant. The SecureCheck service requires underwriting because SecureNet acts as the acquirer for SecureCheck transactions. This is different from credit card transactions, where your merchant bank account provider is the acquirer.

You may request a SecureCheck Application from your reseller, or the sales organization through which you obtained your SecureNet Payment Gateway account. Detailed instructions on how to complete and submit the Application are included on the Application.

Once the SecureCheck Application and any other required documentation (e.g., financial and banking information) is submitted, SecureNet begins the underwriting process. You may check the status of your SecureCheck Application by contacting your SecureNet Registered Sales Agent.

SecureCheck Fees and Settings

Pricing and processing settings for the SecureCheck Service are determined by your reseller or the sales organization through which you obtained your SecureNet Payment Gateway account on a per-merchant basis, and depend on the underwriting of your SecureCheck account.

However, the following SecureCheck Service fees and processing settings will apply:

SecureCheck Fee Amounts

- SecureCheck Setup Fee – One-time fee for SecureCheck account setup
- SecureCheck Monthly Minimum Fee – The minimum monthly SecureCheck Service fee charged by SecureNet in the event that it is not exceeded by transaction processing fees (i.e., per-transaction fees and discount fees) for the month
- SecureCheck Discount Rate– The percentage per-transaction fee charged by SecureNet. (This rate may vary from month to month depending on the pricing structure established for your account. Contact your reseller with any questions regarding your Discount Rate.)
- SecureCheck Per Transaction Fee – The per-transaction fee charged by SecureNet. (This fee may vary from month to month depending on the pricing structure established for your account. Contact your reseller with any questions regarding your Discount Rate.)
- Chargeback Fee – The fee charged by SecureNet for each chargeback received for a SecureCheck transaction
- SecureCheck Returned Item Fee – The fee charged by SecureNet for each returned item received for a SecureCheck transaction

SecureCheck Processing Settings

- SecureCheck Per-Transaction Limit – The maximum dollar amount allowed for a single SecureCheck transaction
- SecureCheck Monthly Processing Limit – The total dollar amount of charges and refunds allowed per month for SecureCheck transactions
- SecureCheck Funds Holding Period – The number of days proceeds for your SecureCheck transactions are held before being deposited to your merchant bank account

Overview of SecureCheck Transaction Process

When initiating a SecureCheck transaction, the merchant needs to collect the following information from the customer:

- their bank's nine-digit ABA routing number
- their bank account number
- bank account type (checking, business checking or savings)
- the name on the bank account
- the transaction amount
- the check number (only required for transactions where a customer's paper check is converted to an electronic payment. See the section of this document titled "[Types of SecureCheck Transactions](#)" for more information.)

The customer can find their bank's ABA routing number and their bank account number at the bottom of one of their paper checks.

This information can be given verbally (such as over the telephone for a call center transaction), or in writing, which includes electronically via the Internet (i.e., via a payment form on an e-commerce Web site). For transactions involving the actual paper check, a check reading device must be used to collect the above information. For a list of check reading device providers, see [Appendix F](#).

Note: Sensitive bank information should NEVER be transmitted via e-mail.

When accepting SecureCheck transactions from a Web site, you will need to provide your customers with an electronic check payment option on your Web site's payment form. If electronic check is selected, the payment form should prompt the customer for the necessary bank account information, including their bank's ABA routing number, their bank account number, bank account type (checking, business checking or savings), the name on the bank account, and transaction amount.

Note: SecureNet validates the ABA routing number against a commercially available list of valid routing numbers. To prevent transaction errors, Web merchants should program their payment form to allow the customer to enter only nine digits for the ABA routing number.

Note: SecureNet validates the ABA routing number against a commercially available list of valid routing numbers. To prevent transaction errors, Web merchants should program their payment form to allow the customer to enter only nine digits for the ABA routing number. When entering a transaction via the SecureNet Virtual Terminal or creating a Recurring Billing record, select the **Charge a Bank Account** option as the payment method.

Note: Certain SecureCheck transaction types may not be submitted via the Virtual Terminal or used to create recurring billing records. See the section of this document titled "Types of SecureCheck Transactions" for more information.

You may also submit a batch of SecureCheck transactions using the Upload Transactions feature of the Virtual Terminal.

Note: If you are processing recurring transactions, SecureNet's Recurring Billing solution is an ideal solution to use with SecureCheck. With Recurring Billing, you do not need to enter recurring transactions manually. Simply create a Recurring Billing "account" that includes the customer's payment information, billing amount, and a specific billing interval and duration. Recurring Billing does the rest, automatically generating the subsequent recurring transactions based on the schedule you set.

Once submitted, bank account information is encrypted and sent securely via the Internet to the SecureNet payment servers.

Automated Clearing House (ACH) Network

When SecureNet receives a SecureCheck transaction, it initiates an Automated Clearing House (ACH) entry, or transaction, via the ACH Network. The ACH Network is the group of financial institutions and similar entities within the banking industry that work together to facilitate the processing and clearing of electronic check payments.

Processing electronic transactions may involve the following parties:

- The **Originator** is the person or organization that initiates a SecureCheck transaction (i.e., you, the merchant).
- SecureNet receives SecureCheck transaction requests from many originators and submits them as ACH transactions to the **Originating Depository Financial Institution (ODFI)**.
- The **ODFI** receives ACH transactions and submits them to the **ACH Network** for clearing.
- The **ACH Network** provides clearing, delivery and settlement services for ODFIs and RDFIs.
- The **Receiving Depository Financial Institution (RDFI)** is the bank that receives an ACH transaction in behalf of the receiver (i.e., your customer's bank) from the ACH Network.
- The **Receiver** is the person or organization that authorized the originator to initiate the ACH transaction (i.e., your customer).

How a SecureCheck transaction is processed

There are two main types of SecureCheck transactions:

- A **Charge** is initiated to take money from the customer's bank account and transfer it to your merchant bank account. Most SecureCheck transactions are ACH charges.
- A **Credit**, (also called a **Refund**), is initiated to transfer money back to the customer's bank account.

The diagram below illustrates how SecureCheck transactions are processed through the SecureNet Payment Gateway.

Figure 1. The SecureCheck transaction flow

1. The Originator, or merchant, receives authorization from a customer to charge his or her bank account based on the authorization requirements for the specific SecureCheck transaction type (see the section of this document titled "[Types of SecureCheck Transactions](#)").

The customer provides all of the required bank account information for the SecureCheck transaction type.

The transaction is submitted, purchase and payment information is securely transmitted via the Internet to an SecureNet Payment Gateway server.

The transaction is accepted or rejected based on initial data validation and security criteria defined by the SecureNet Payment Gateway. A few reasons for rejection at this stage of processing include invalid routing number, insufficient information to process the credit, the credit exceeds the amount of the original charge transaction, etc.

2. If accepted, SecureNet formats the transaction information and sends it as an ACH transaction to its bank (the **ODFI**) with the rest of the transactions received that day.
3. The **ODFI** receives transaction information and passes it to the **ACH Network** for settlement.

The **ACH Network** uses the bank account information provided with the transaction to determine the bank that holds the customer's account (or the **RDFI**).

4. The **ACH Network** instructs the **RDFI** to charge or credit the customer's account (the customer is the **Receiver**).

The RDFI passes funds from the customer's account to the ACH Network. The RDFI also notifies the ACH Network of any administrative returns (in the event that funds could not be collected from the customer's bank account) or unauthorized returns, or "chargebacks" (in the event that the customer disputes the purchase). Reasons why a SecureCheck transaction might be returned include, but are not limited to: not sufficient funds (NSF), invalid account number, account closed, or account frozen. Reasons why a SecureCheck transaction might be returned as unauthorized include, but are not limited to: customer advises not authorized, stop payment, or authorization revoked.

In the event of a returned transaction, SecureNet will post the return to the merchant.

5. The ACH Network relays the funds to the ODFI (SecureNet's bank).
6. The ODFI passes any returns to SecureNet.
7. After the funds holding period, SecureNet initiates a separate ACH transaction to deposit SecureCheck proceeds to the merchant's bank account.

General limitations, liabilities, and prohibited activities

The following general limitations apply to SecureCheck:

- The SecureCheck service only processes transactions in U.S. dollars.
- Only U.S. based personal checking, savings, and business checking accounts may be used for processing SecureCheck transactions. Some banks may disallow certain types of these accounts from being used. Please contact your bank to verify the types of checking accounts from which you may process SecureCheck transactions.
- Due to the nature of the ACH Network, SecureCheck transactions are NOT authorized or processed in real time.
- Because funds are not verified in real time, SecureCheck transactions are NOT guaranteed. For example, unauthorized transactions may result in returns and/or chargebacks. (For more information, see the section of this document titled "Returns.")
- Merchants must present SecureCheck transactions within one (1) business day after the date of the transaction between the customer and the merchant.
- Merchant may NOT present any SecureCheck transactions for third parties or transactions that did not originate as a transaction between a customer and the merchant. For example, you may not process a SecureCheck transaction to transfer funds to your merchant bank account from a friend's bank account, or transfer funds to or from your merchant bank account for any reason other than the purchase of or refund for goods or services provided by your business.
- SecureNet sets your monthly processing dollar volume and per-transaction dollar amount limits based on the underwriting of your SecureCheck account.
- SecureCheck transaction proceeds are deposited to the merchant's bank account after the funds holding period established for their account by SecureNet. The length of the funds holding period varies by merchant.
- The SecureCheck Service may NOT be used to attempt to collect on paper checks that have been returned NSF.
- The use of the SecureCheck Service as a personal bill paying service.

SecureNet reserves the right to suspend or terminate the SecureCheck Service in the event of a merchant violation.

Payment Authorization and Authentication for SecureCheck Transactions

In order to process SecureCheck transactions, merchants are required to (1) obtain the proper payment authorization from the customer prior to submitting a charge transaction against their bank account, and (2) authenticate that the customer is who they say they are.

Payment authorization must be obtained in a variety of ways including via hard copy or electronically. Please see the following section titled "[Types of SecureCheck Transaction](#)" for information about specific authorization requirements for each transaction type.

In conjunction with the payment authorization, merchants must use a system that is capable of authenticating the identity of a customer (the owner or signer on the bank account used for online payment).

A proper payment authorization must include all of the following elements:

- Clear and conspicuous statement of the terms of the transaction, including amount
- Written language displayed to the customer that is readily identifiable as an authorization by the customer to the transaction (i.e., "I authorize Merchant to charge my bank account"), and that is capable of being reproduced
- Evidence of the customer's identity
- The date the authorization was granted and the effective date of the transaction (the transaction may not be processed before the effective date)
- The bank account number to be charged
- The nine-digit ABA routing number of the customer's bank

To view samples of SecureCheck transaction payment authorizations, see [Appendix A](#).

For authentication purposes, merchants can establish accounts for repeat customers and issue a username and password or personal identification number (PIN) for online transactions at their site. These types of identity credentials should not be issued until the customer has sufficiently been identified such as through a credit check or review of identification.

The identity authentication and payment authorization must occur simultaneously. It is not acceptable to identify a customer at the time of logging in to a Web site and then later consider that login an authentication for the purposes of authorizing an ACH transaction.

Payment Authorization for Recurring Transactions

If a merchant desires to use SecureCheck to accept recurring transactions for goods or services that are delivered or performed on a regular basis, the proper payment authorization must also include the following:

- (1) the frequency of the charge,
- (2) the duration of time for which the customer's payment authorization is granted,
- (3) written language indicating that the customer may revoke the authorization by notifying the merchant as specified in the authorization.

To view samples of SecureCheck transaction payment authorizations, see [Appendix A](#).

In addition, the merchant is required to:

- (1) refrain from completing an initial or subsequent recurring transaction after receiving a cancellation notice from a customer; and
- (2) require a customer that elects to renew a recurring transaction (upon expiration of the original subscription) to complete and deliver a request and authorization for the renewal of such recurring transaction.

Record Retention Requirements

All authorizations must be retained by the merchant for two (2) years after the completion of a transaction, the completion of a final recurring transaction or after the revocation of payment authorization. In the case of paper authorizations, the original authorization must be retained. For authentications made over the telephone or via the Internet, the merchant must retain a copy of the authorization and a record of the authentication. For transactions that involve a paper check, a copy of the check must be kept for a minimum of two years as the signed check is considered to be the customer's authorization. Additional information about record retention requirements specific to the different SecureCheck transaction type is included in the section of this document titled "[Types of SecureCheck Transactions](#)."

NACHA grants customers 60 days to identify an unauthorized charge. If a customer identifies an unauthorized charge after the 60-day period, the customer's bank can request a copy of the original authorization for the transaction from the merchant through the ODFI. If the appropriate authorization is not provided to the customer's bank within 10 banking days, the ODFI is permitted to allow the customer's bank to return the transaction.

Note: Although NACHA and SecureNet require record retention for customer authorization records for a period of two (2) years, the statute of limitations for state laws governing transaction disputes may dictate a period anywhere between two (2) to seven (7) years. SecureNet recommends that you familiarize yourself with these laws.

Merchants must be capable of providing a copy of such authorization to the customer upon request. In addition, SecureNet may request the original or a copy of a customer's

payment authorization at any time. Merchants will have three (3) business days to comply with such a request.

See the following sections for information about any specific record retention requirements for the different SecureCheck transaction types.

Types of SecureCheck Transactions

There are several ways that SecureCheck transactions may be originated, or received by the merchant. Each of these transaction types is governed by certain processing conditions, specific payment authorization requirements, and additional requirements as established by NACHA.

Your ability to process any or all of the SecureCheck transaction types supported by SecureNet depends on the underwriting and risk profile of your SecureCheck account. The type of SecureCheck transactions you will need to process also depends on your business model. SecureCheck supports the following six types of ACH transactions:

Accounts Receivable Conversion (ARC)

ARC is a single-entry debit against a customer's checking account. ARC allows merchants to collect payments received in the mail or left in a drop-box, and convert them to an electronic payment later. Merchants do not return the check to the customer or present it to the bank for payment.

ARC Restrictions

ARC transactions may only be submitted if the customer's original check has been sent through the U.S. mail or left in a drop box. Merchants must use a check reading device to capture the MICR line (routing number, account number and check serial number), but may key in the transaction amount manually. For a list of check reading device providers, see [Appendix F](#). ARC transactions may only be submitted to the payment gateway through a batch upload transaction or through an Application Programming Interface (API).

Note: Server Integration Method merchants (SIM) must use the batch upload feature of the Merchant Interface while Advanced Integration Method (AIM) merchants may use an API to submit the required transaction information.

Check Requirements

To submit an ARC entry, the check must:

- (1) Contain a pre-printed serial number
- (2) Not contain an Auxiliary On-Us Field in the MICR line (positioned to the left of the routing number or the external processing code)
- (3) Be in the amount of \$25,000 or less

(4) Be completed and signed by the customer

Checks that may not be used for ARC entries include:

- Checks that contain an Auxiliary On-Us Field in the MICR line (see [Appendix E](#) for an example of a check that contains an Auxiliary On-Us Field)
- Checks in an amount greater than \$25,000
- Third-party checks
- Demand drafts and third-party drafts that do not contain the signature of the customer
- Checks provided by a credit card issuer for purposes of accessing a credit account or checks drawn on home equity lines of credit
- Checks drawn on an investment company as defined in the Investment Company Act of 1940
- Obligations of a financial institution (e.g. travelers checks, cashier's checks, official checks, money orders, etc)
- Checks drawn on the U.S. Treasury, a Federal Reserve Bank, or Federal Home Loan Bank
- Checks drawn on a state or local government that are not payable through, or at, a participating Depository Financial Institution
- Checks payable in a medium other than U.S. currency

Notice Requirements

Before accepting checks that will be used for ARC entries, merchants must provide their customers with a clear and readily understandable notice that includes the following, or substantially similar language:

"When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction."

The notice must be provided in a clear and conspicuous manner, meaning it must be easily accessible to customers.

Until January 1, 2010, the following language, or substantially similar language, must also be included to ensure that customers understand that their checks are being converted to an electronic payment that will clear their account faster than standard electronic check processing.

"When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day you make your payment, and you will not receive your check back from your financial institution."

Storage Requirements

Once the payment information is captured from the check, merchants must retain an image or copy of the face of the check for at least two years from the settlement date (the date the ARC entry posts to the customer's account) and destroy the original check. The face of the copy must state that it is a copy. Upon written request from the RDFI, merchants must provide a copy of the check, with "Copy" written on its face, at no charge and within 10 business days of receiving the request. The physical check may not be re-presented for payment.

Opt Out Requirement

Merchants are required to provide customers with an option to opt out of the ARC entry process. Once a customer chooses to opt out, merchants may not process any subsequent ARC entries for that account until otherwise notified by the customer.

ARC Authorization Requirements

If a merchant receives a customer's signed check after the merchant has posted the appropriate notices in a conspicuous location, they have the customer's authorization to process an ARC entry.

Back Office Conversion (BOC)

BOC is a one-time charge transaction against a customer's checking account. BOC allows merchants to collect a check written at a point of sale (checkout counter, manned bill payment location, service call location) and convert it to an ACH debit during back office processing. Merchants do not return the check to the customer or present it to the bank for payment.

BOC Restrictions

BOC transactions may only be submitted if the original check has been provided at either the point of purchase or a manned bill payment location. The merchant must use a check reading device to capture the MICR line (routing number, account number and check serial number), but may key in the transaction amount manually. For a list of check reading device providers, see [Appendix F](#). BOC transactions may only be submitted to the payment gateway through a batch upload transaction or through an Application Programming Interface (API).

Note: Server Integration Method merchants (SIM) must use the batch upload feature of the Merchant Interface while Advanced Integration Method (AIM) merchants may use an API to submit the required transaction information.

Check Requirements

To submit a BOC entry, the check must:

- (1) Contain a pre-printed serial number;
- (2) Not contain an Auxiliary On-Us Field in the MICR line (positioned to the left of the routing number)
- (3) Be in an amount of \$25,000 or less

(4) Be completed and signed by the customer

Checks that may not be used for BOC entries include:

- Checks that have not been encoded in magnetic ink
- Checks that contain an Auxiliary On-Ups Field in the MICR line (see [Appendix E](#) for an example of a check that contains an Auxiliary On-Ups Field)
- Checks in an amount greater than \$25,000
- Third-party checks
- Demand drafts and third-party drafts that do not contain the signature of the customer
- Checks provided by a credit card issuer for purposes of accessing a credit account or checks drawn on home equity lines of credit
- Checks drawn on an investment company as defined in the Investment Company Act of 1940
- Obligations of a financial institution (e.g., traveler's checks, cashier's checks, official checks, money orders, etc.)
- Checks drawn on the Treasury of the United States, a Federal Reserve Bank or a Federal Home Loan Bank
- Checks drawn on a state or local government that are not payable through or at a participating DFI
- Checks payable in a medium other than U.S. currency

Notice Requirements

Before accepting a check that will be used for a BOC entry, merchants must provide the customer with a clear and readily understandable notice that includes the following, or substantially similar language:

"When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. For inquiries, please call <customer service number>."

The notice must be posted in a prominent and conspicuous location at the point of purchase or manned bill payment location. A copy of the notice, or similar language, must also be provided to the customer on their receipt or other takeaway at the time of the transaction.

Until January 1, 2010, the following language, or substantially similar language, must also be included to ensure that customers understand their checks are being converted to an electronic payment that will clear their account faster than standard electronic check processing.

"When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day you make your payment, and you will not receive your check back from your financial institution."

The above language does not have to be included on the receipt or takeaway given to the customer. Both notices must include a working customer service telephone number that is answered during normal business hours for customer inquiries.

Storage Requirements

Once the payment information is captured from the check, merchants must retain an image or copy of the face of the check for at least two years from the settlement date (the date the BOC entry posts to the customer's account) and destroy the original check. The face of the copy must state that it is a copy. Upon written request from the RDFI, merchants must provide a copy of the check, with "Copy" written on its face, at no charge and within 10 business days of receiving the request. The physical check may not be re-presented for payment.

Opt Out Requirement

Merchants are required to provide customers with an option to opt out of the BOC entry process.

BOC Authorization Requirements

If a merchant receives a customer's signed check after the merchant has posted the appropriate notices in a conspicuous location at the point of sale and on the customer's receipt or other takeaway, they have the customer's authorization to process a BOC entry.

Cash Concentration or Disbursement (CCD)

CCD is a charge or credit transaction against a customer's business checking account. One-time or recurring CCD transactions are typically fund transfers to or from corporate entities.

CCD Restrictions

CCD transactions may only be submitted against business or corporate checking accounts.

CCD Authorization Requirements

An authorization agreement from the corporate customer is required for CCD transactions. To view a sample of written language for a SecureCheck transaction payment authorization, see [Appendix A](#).

Prearranged Payment and Deposit Entry (PPD)

PPD is a charge or credit transaction initiated by a merchant against a customer's personal checking or savings account. All credit transactions to personal banking accounts must be submitted as PPD, regardless of the original transaction type.

PPD Restrictions

PPD transactions may only be submitted against personal checking and savings accounts. PPD transactions may only be originated when payment and deposit terms between the merchant and the customer are prearranged and in writing; meaning that the terms and transaction schedule are arranged between the customer and the merchant in advance of the actual date and time the transaction is submitted. In addition, a PPD transaction cannot be used for telephone-initiated or Internet-initiated transactions, or for converting a paper check into an electronic payment.

PPD Authorization Requirements

A written paper authorization from the customer is required for one-time transactions and a written paper authorization agreement indicating that the customer is authorizing a recurring charge to their bank account is required for recurring transactions. For PPD transactions, the customer's payment authorization may NOT be received via telephone or the Internet.

To view a sample of written language for a SecureCheck transaction payment authorization, see [Appendix A](#).

For recurring PPD transactions, the customer may revoke the standing payment authorization by notifying the merchant as specified in the payment authorization (e.g., calling a given telephone number, writing to a given address, etc.). Merchants are required to notify customers in writing at least 10 calendar days in advance of when the date or amount of a SecureCheck transaction is changed.

Point-of Purchase Entry (POP)

A POP is a charge transaction transmitted by the merchant after payment and deposit terms between the merchant and the customer are prearranged and in writing. This type of transaction is performed in a retail environment. The merchant converts the check to an electronic payment using a MICR reading device only for non-recurring, in-person (i.e. at the point-of purchase) transactions.

POP Restrictions

Internet-Initiated Entry (WEB)

WEB is a charge transaction against a customer's personal checking or savings account. One-time or recurring WEB transactions may be originated via the Internet.

WEB Restrictions

WEB transactions may only be submitted against personal checking and savings accounts. Merchants are responsible for preventing potentially fraudulent transactions by ensuring that

WEB transactions are received from customers whose identities are authenticated, whether it is a PIN at the time of checkout or some other means required by the merchant.

WEB Authorization Requirements

For a WEB entry, authorization is obtained from the customer via the Internet during the payment or checkout process. Implementation of payment authorization language is up to the merchant, as long as it complies with the authorization requirements stated below. It is also recommended that payment authorization language appear on the same page that collects the customer's banking account information.

The customer's payment authorization must:

- (1) be capable of display on a computer screen or other visual display that permits the customer to read and/or print it,
- (2) be readily identifiable as an authorization, and
- (3) clearly and conspicuously state its terms including the dollar amount, the effective date of the transfer, and whether the authorization is for a one-time purchase or for a recurring transaction.

An authorization statement combined with a clickable button, clearly stating that by clicking the customer is providing authorization, should be considered for obtaining payment authorizations associated with WEB transactions.

To view a sample of a Web language for a SecureCheck transaction payment authorization, see [Appendix A](#).

For recurring WEB transactions, the merchant must also provide a notice that the customer may revoke the standing payment authorization by notifying the merchant as specified in the payment authorization (e.g., calling a given telephone number, writing to a given address, etc.). Merchants are required to notify customers at least 10 calendar days in advance of when the date or amount of a recurring SecureCheck transaction is changed. (Notice only needs be given once, in advance of the next recurring transaction.)

Settlement

Because SecureCheck payments are made from a customer's bank account, the settlement process is different from credit card transaction processing.

For SecureCheck transactions, "Settlement" occurs when the payment gateway initiates an ACH transaction through the ACH Network to request the collection of funds for a purchase from the customer's bank account. "Funding" occurs when funds collected for SecureCheck transactions are deposited to your merchant bank account.

Settlement for SecureCheck transactions occurs each business day (excluding bank holidays). SecureCheck transactions submitted to SecureNet before your daily settlement cut-off time are

sent to the bank the following business day, and the settlement time for each batch of transactions marks the beginning of the SecureNet funds hold period. Transfer of SecureCheck proceeds to your bank account occurs on the business day after the transactions are considered collected by the system. For more information about the timeframe for settlement, see [Appendix B](#).

Note: Because the availability of funds is not verified in real time, you should wait at least the same amount of time as your funds holding period before shipping or providing access to merchandise purchased using SecureCheck.

SecureCheck Settlement Report

The SecureCheck Settlement report manages all funds for SecureCheck transactions processed and lists the following information for each entry:

- **Date** – The date of the statement entry.
- **Type** – The type of entry or action taking place. For example, Settlement or Transfer.
- **Description** – The description field further describes the type of entry or action taking place.
- **Debit or Credit** – Indicates the amount being deposited or transferred from your SecureCheck sub-account.
- **Balance** – The current dollar amount in your SecureCheck Report sub-account. A negative balance indicates funds owed to SecureNet. A positive balance indicates funds owed to you.

You may view the SecureCheck Settlement report in the Virtual Terminal (only users with the appropriate permissions will be able to access this setting).

1. Click **Reports and Statements** tab
2. Click **SecureCheck Settlement Report**

Funding

Funding refers to the transfer of SecureCheck proceeds from SecureNet to your merchant bank account, following the funds holding period. For SecureCheck transaction processing, SecureNet acts as the acquirer, which is why you are required to go through an underwriting process to obtain a SecureCheck account.

SecureNet uses several different “sub-accounts” to manage the flow of settlement funds for your SecureCheck account. They are:

- **SecureCheck Settlement sub-account** – Manages all funds received from SecureCheck settlements
- **Billing Reserve sub-account** – Manages a portion of SecureCheck settlement funds withheld by SecureNet for service fees. These funds are applied toward your monthly billing.

- SecureCheck Reserve sub-account (if applicable) – Manages a percentage of SecureCheck settlement funds withheld by SecureNet to cover potentially high risk transactions

An electronic statement for each of these sub-accounts applicable to your payment gateway account is included in the **Reports and Statements** option of the Virtual Terminal.

The SecureCheck funding process includes the following steps:

1. Proceeds for a batch of SecureCheck transactions are collected and deposited into a settlement “sub-account” to manage your SecureCheck settlement funds.
2. From these batch settlement funds, SecureNet assesses all applicable fees for your SecureCheck transactions including: per-transaction fees, discount fees, returned item or chargeback fees.
3. SecureNet also assesses risk reserve withholdings, if applicable, from your batch settlement funds and places them in your Reserve sub-account. For more information about the Risk Reserve, see the section of this document title “[Reserves.](#)”
4. After the funds holding period established for your SecureCheck account, SecureNet initiates an ACH transaction to transfer the remaining proceeds from the batch to your merchant bank account.
5. At the appropriate time, SecureNet will transfer funds or a portion of funds held in your risk reserve to your merchant bank account.

For more information about the timeframe for funding, see [Appendix B](#).

SecureCheck Fee Withholding Summary

The SecureCheck Fee Withholding Summary in the Merchant Interface provides information about how usage fees for batches eligible for the next payment gateway billing are assessed. A Fee Withholding Summary is created each time the payment gateway identifies usage fees that need to be held for your account or excess funds that were previously held that are now available for funding.

To view the SecureCheck Settlement Fee Withholding Summary for a specific usage fees transfer event in the Merchant Interface (only users with the appropriate permissions will be able to access this setting):

1. Click **Statements** in the main menu
1. Click **SecureCheck Settlement Statement**
2. Locate and click on a usage fees transfer entry (e.g., Billing Transfer) for which you would like to view calculation details

The fee withholding summary provides the following information:

- **Batches Eligible for Billing** – Lists batches that have settled successfully but have not yet been billed and for which payment gateway usage fees are being assessed.
- **Transaction Count Statistics** – Provides statistics for the types of transactions for which usage fees should be withheld (i.e., charge and refund transactions).
- **Dollar Volume Statistics** – Indicates the dollar volume per transaction type for transactions included in the eligible batches.
- **Fee Summary** – This section provides a break down of the usage fees for your payment gateway account, including:
 - o Returned Item – Reports any returned items included in the eligible batches and indicates the usage fees assessed.
 - o Chargeback – Reports any chargebacks included in the eligible batches and indicates the usage fees assessed.
 - o Batches – Reports the number of eligible batches and indicates the batch fees assessed.
 - o Per-Transaction Fee (Tier Type) – Provides information about the pricing structure, Cumulative or Stepped Tier, used to calculate per-transaction fees assessed for transactions included in the eligible batches.
 - o Discount Rate (Tier Type) – Provides information about the discount rate structure, Cumulative or Stepped Tier, used to calculate discount rate fees assessed for transactions included in the eligible batches.
 - o Total Usage Fees for Batches Eligible for Billing – Provides a total dollar amount of usage fees that should be held in Billing Reserve for eligible batches.
- **Funds Withholding Calculation** – Indicates the amount of funds that are being held for usage fees related to eligible batches. The amount held will depend on the amount of funds in your account's Billing Reserve at the time the Fee Withholding Summary is created. Funds in your Billing Reserve will be applied toward the amount of usage fees that should be held for batches eligible for billing. Any remaining amount of usage fees will then be held. In the event that the amount of funds available in your Billing Reserve is greater than the total amount of usage fees that should be held for eligible batches, the remaining funds will be released.

SecureCheck Settlement Funding Calculation

The SecureCheck Settlement Funding Calculation page in the Merchant Interface describes how the amount funded to your merchant bank account for a specific batch settlement was calculated.

To view the SecureCheck Settlement Funding Calculation for a specific funding event in the Merchant Interface (only users with the appropriate permissions will be able to access this setting):

1. Click **Statements** in the main menu
2. Click **SecureCheck Settlement Statement**
3. Locate and click on the Funding Calculation entry, or funding event, for which you would like to view calculation details

The SecureCheck Settlement Funding Calculation for the eCheck Out entry you selected appears listing the following information:

- **Billing Status** – Your current billing status: Current and Delinquent
- **Active Since** – The date your payment gateway account was activated
- **Billing Balance** – The current billing balance owed for your payment gateway account.
- **Batches Available for Funding on [Date]** – This section lists the statement date(s) and batch settlement date(s) for batches which have completed the funds holding period.
- **Charge Transactions During Funds Holding Period [Date Range]** – This section lists batches that occurred during the funds holding period for the current settlement funding calculation. Funds from charge transactions included in these batches are not yet available due to the required funds holding period and are therefore not included in the current settlement funding.
 - o Total Charge Transactions – The total amount of charge transactions processed during the funds holding period for the current settlement funding calculation
- **Funding Amount Calculation**
 - o Beginning Balance – Indicates the account balance of SecureCheck transaction processing funds in your SecureCheck Settlement sub-account at the time of the funding calculation
 - o Minus Total Held Charge Transactions – Indicates the amount deducted for charge transactions for which the funds holding period is not yet over
 - o Minus Approved Refunds – Indicates the amount reserved for currently approved refund transactions
- **Total Amount Fund on [Date]** – Indicates the total amount funded to your merchant bank account for the settlement funding event. When this amount is negative, no amount is funded (there were no funds in your SecureCheck Settlement sub-account available for funding).

Returns and Chargebacks

SecureCheck transactions that are submitted successfully to the ACH Network, but that are later rejected because they could not be successfully processed through the ACH Network are called "Returns."

There are three types of Returns:

- . **Insufficient funds** returns occur when the customer's bank account does not have sufficient funds to cover the SecureCheck transaction.
- . **Unauthorized Returns or "Chargebacks"** occur when (1) the customer claims he or she did not authorize the SecureCheck transaction or had revoked his or her authorization, (this may also happen when the "customer" and the actual account holder are not the same person, i.e., identity theft) (2) the transaction was for a different dollar amount than was originally authorized, or (3) the transaction was settled prior to the date of the customer's authorization. Additional reasons for chargebacks are listed in the Returns table below.
- . **Administrative returns**, or Returned Items, include all other reasons for a return: account closed, account number invalid, non-transaction account, account frozen, etc.

Note: SecureNet does NOT automatically resubmit charges returned from a customer's bank due to NSF. You may resubmit transactions returned as NSF or "uncollected funds" up to two (2) additional times for a total of three (3) submissions (original submission plus two resubmissions). Continued attempts after this point may result in a fine and possible sanctions from NACHA.

All unsuccessful SecureCheck transactions returned through the ACH Network will include a return code to indicate the reason for the return. You are responsible for taking any appropriate action when SecureCheck transactions are returned.

For more information about ACH return codes, see [Appendix C](#).

The amount of each Return, along with a Returned Item fee or Chargeback fee, is posted to your SecureCheck Settlement sub-account and statement. If sufficient funds do not exist in your SecureCheck ACH Settlement sub-account, SecureNet will initiate a charge to your bank account for the amount your SecureCheck Settlement sub-account is overdrawn.

You may view several SecureCheck return reports in the Merchant Interface (only users with the appropriate permissions will be able to access this setting).

1. Click **Returns** in the main menu
2. Select the report you would like to use to look up returns:

Returns by Settlement Date – Use this report to look up all returned items and chargebacks that were settled on a certain date or within a date range.

Returns by Batch Date – Use this report to look up all returned items and chargebacks received for original transactions in a certain batch or for all original transactions included in multiple batches within a date range.

Returns by Transaction ID – Use this report to look up returned items and chargebacks associated with a specified transaction.

3. Select or enter the necessary report criteria
4. Click **Run Report**

You may click on any transaction ID in the report results to view details for the original transaction.

Chargebacks

For transactions made from personal checking and savings bank accounts, NACHA grants a sixty (60) calendar day window (beginning from the date the bank first made its statement with the transaction listed available to the customer) during which a customer may return a charge item erroneously posted to the customer's bank account.

Note: In the event that your chargeback return rate for any one SecureCheck transaction type exceeds 1%, NACHA may require you to provide additional information.

Precautions should be taken to minimize the risk of potential losses when using the SecureCheck service. To reduce the potential for chargebacks, you must ensure that you are receiving the

proper payment authorization prior to processing an SecureCheck transaction. You may also want to consider waiting to ship goods until after SecureCheck transaction proceeds are deposited in your merchant bank account (following the required SecureNet holding period).

You can view batch chargeback statistics in the Merchant Interface (only users with the appropriate permissions will be able to access this setting).

1. Click **Transaction Statistics** in the main menu
2. Select **Settled** from the Transaction Type drop-down list
3. Select the date for the batch you would like to view in the Start Date and End Date drop-down lists (or you may select a date range to view statistics for multiple batches)
4. Click **Run Report**

In the report, refer to the Charge Transaction Chargeback and Return Statistics and Refund Transaction Chargeback and Return Statistics sections of the results.

Notifications of Change (NOC)

A Notification of Change (“NOC”) is an ACH notice from a customer’s bank indicating that a SecureCheck transaction included incorrect customer or payment information. The bank will correct the information, post the transaction to the customer’s bank account, and notify you that payment information needs to be updated.

All Notifications of Change will include a code that indicates the necessary change. You are responsible for taking any appropriate action when an NOC is received. For more information about ACH NOC codes, see [Appendix D](#).

You must make the necessary changes prior to originating the next SecureCheck transaction for the same customer. If you are using Automated Recurring Billing (ARB) or another recurring billing solution, be sure to update information in your subscription records. SecureNet maintains a database of all NOC entries. All submitted SecureCheck transactions are screened against this list. If the data is not corrected, you will receive an error when attempting to process a new transaction for the customer. Repeated attempts to resubmit an uncorrected transaction may result in a fine and possible sanctions from NACHA.

You may view Notifications of Change received for your SecureCheck transactions in the Merchant Interface (only users with the appropriate permissions will be able to access this setting).

1. Click **Notice of Change** in the main menu
2. Select a date range from the **Start Date** and **End Date** drop-down lists
3. Click **Run Report**

Reserves

SecureNet may require a Risk Reserve account as a condition for providing the SecureCheck services. The Risk Reserve account holds a certain percentage or amount of your SecureCheck proceeds in reserve to cover potential costs incurred from high risk or chargebacked transactions.

The following factors are considered when determining whether a Risk Reserve account is required for your account:

- . How long your company has been in business
- . How long your company has conducted business with SecureNet
- . Your company’s transaction history with SecureNet
- . The creditworthiness of the financial information you have provided
- . The creditworthiness of the personal guarantee you have provided
- . Your company’s industry type

There are two types of risk reserve accounts: Fixed and Rolling.

Before we discuss what these types of risk reserves are, here are a couple of definitions that may help you understand how the risk reserve works.

- . The **Reserve Rate** is the percentage rate at which funds are withheld from each SecureCheck batch settlement for your account.
- . The **Reserve Target** is the maximum dollar amount that can be held in your risk reserve account.
- . The **Reserve Holding Days** is the number of days funds are held in your reserve account.

Rolling Risk Reserve

A rolling reserve is implemented by specifying a Reserve Rate and number of Reserve Holding Days. The reserve balance is established by withholding funds from your batch settlement at the Reserve Rate and no Reserve Target is specified. Rather, each amount withheld is retained for a specified number of Reserve Holding Days.

As with fixed reserves, rolling reserve withholdings from settlement funds show on the SecureCheck Settlement statement as a negative “Intra Account” item and on the Reserve statement as a positive “Intra Account” item. The SecureCheck Settlement statement balance is reduced and the Reserve statement balance is increased by the same amount.

Rolling reserves are automatically released to your merchant bank account at a set interval. After the last day of holding, the amount of funds held from that original batch settlement will be transferred back to the SecureCheck Settlement statement where available funds will be subsequently deposited to your bank account.

In the event that the Reserve Rate and Reserve Holding Days are modified, changes become effective after the next batch settlement.

You can look up the Risk Reserve Method for your SecureCheck account in the Merchant Interface:

1. Click **Merchant Profile** in the main menu.
2. Click the **Risk Reserve** link.

Note: If the Risk Reserve link does not appear in the Merchant Interface, then there is no Risk Reserve setting for your payment gateway account.

1. Refer to the **Risk Reserve Method** in the Risk Profile section

Fixed Risk Reserve

For a Fixed Risk Reserve, the reserve balance is established by either, (1) the receipt of a lump sum deposit from you, the merchant, or (2) withholding funds at the Reserve Rate established for the account from each batch settlement until the reserve balance is equal to the Reserve Target. Your Fixed Risk Reserve may also be established by a combination of lump sum deposit and withholding of settlement funds.

Reserve withholdings from settlement funds show on the SecureCheck Settlement statement as a negative “Intra Account” item and on the Reserve statement as a positive “Intra Account” item (as funds are being transferred from your SecureCheck Settlement sub-account to the Reserve sub-account). The SecureCheck Settlement statement balance is reduced and the Reserve statement balance is increased by the same amount.

Fixed reserves are not automatically released to your merchant bank account—manual intervention is required. The Reserve Holding Days does not apply to a Fixed Reserve. Risk reserve funds will be withheld at the Reserve Rate until the Reserve Target is met. In the event that the Reserve Target setting for your account is reduced, the difference between the reserve balance and the new Reserve Target will be transferred back to the SecureCheck Settlement statement, where available funds will be subsequently deposited to your bank account.

When your Reserve Rate and Reserve Target are modified, changes become effective for the next batch settlement.

Frequently Asked Questions (FAQs)

These FAQs are organized into the following categories:

[About the SecureCheck Application Process](#)

[About Processing SecureCheck Transactions](#)

[About Payment Authorization](#)

[About SecureCheck Settlement and Funding](#)

[About Returns and Notifications of Change](#)

[About SecureCheck Statements](#)

About the SecureCheck Application Process

[Does the principal name on my SecureCheck application have to match the principal name on my SecureNet Payment Gateway account?](#)

[How does the SecureCheck application approval process work?](#)

[How long does the SecureCheck application process take?](#)

[How do I check the status of my SecureCheck application?](#)

What are my SecureCheck processing limits and who sets them?

Does the principal name on my SecureCheck service application have to match the principal name on my SecureNet Payment Gateway account?

Yes, the principal name on your SecureCheck Service Application must be the same as on your SecureNet Payment Gateway account.

How does the SecureCheck Application approval process work?

The SecureNet SecureCheck Department reviews your SecureCheck Service Application and accompanying documentation based on pre-determined underwriting criteria.

SecureNet may request additional information or documentation from you prior to making a decision about your application. In addition, SecureNet may require a risk reserve (the withholding of a percentage of SecureCheck funds to cover potential costs incurred by high risk transactions) prior to activation of the service. (For more information about risk reserves, see the FAQ titled "[What is a Risk Reserve?](#)")

After your application is reviewed, you will be notified via e-mail of the underwriting decision. The e-mail will include the monthly and per-transaction processing limits for your SecureCheck account and any other applicable fees. If your application is declined, the e-mail will provide the reason(s) for the decline.

How long does the SecureCheck application process take?

The SecureCheck application and underwriting process may take up to three (3) business days when complete and correct information is provided. If the application is incomplete or required

documents are missing, you will receive an e-mail notifying you that additional information is required in order to complete the approval process. In this case, the application process may take one (1) to three (3) business days.

How do I check the status of my SecureCheck application?

To check the status of your SecureCheck application in the Merchant Interface, click **Merchant Profile** in the main menu. The status of your SecureCheck application will be listed in the Payment Methods section. Please wait at least three (3) business days after submission to check the status of your SecureCheck application.

What are my SecureCheck processing limits and who sets them?

The maximum processing limit amounts available to you depend on the information provided in the SecureCheck service application. When filling out the SecureCheck application, you may request certain monthly and per-transaction processing limits within the maximum amounts dictated by the application criteria.

The monthly processing limit is the maximum dollar amount you may process for the total number of SecureCheck transactions processed per month. The per-transaction processing limit

is the maximum dollar amount you may process for a single SecureCheck transaction. Your requested limits will be reviewed during the underwriting process. However, the SecureNet SecureCheck Department will ultimately set your processing limits.

Once you have established a transaction history with SecureNet, you may request a processing limits increase by e-mailing echeckchangerequests@SecureNet. At that time, the SecureNet SecureCheck Department will review your account history and may approve, modify, or decline the request to increase your processing limits.

You may view processing limits for your SecureCheck account in the SecureNet Merchant Interface:

1. Click **Merchant Profile** in the main menu
2. Click the **Risk Reserve** link

About Processing SecureCheck Transactions

Are there transaction fees associated with SecureCheck?

What minimum required information is needed to process an SecureCheck transaction?

How does the customer know their bank's ABA routing number?

What type of bank accounts can be used for SecureCheck transactions?

What are the SecureCheck types? When would I submit a certain type?

Can I issue a credit/refund with SecureCheck?

Is the Fraud Detection Suite (FDS) available for SecureCheck transactions?

Is the Address Verification System (AVS) filter available for SecureCheck transactions?

Is the Automated Recurring Billing (ARB) service available for SecureCheck transactions?

Who can I contact with questions about the SecureCheck service?

How do I request an SecureCheck processing limit increase?

How do I cancel the SecureCheck service?

Are there transaction fees associated with SecureCheck?

Yes. Some SecureCheck service fees (including the application and setup) are determined by SecureNet while other fees (discount rate, monthly minimum, and per-transaction fees) are

determined by your reseller or the sales organization through which you obtained your SecureNet Payment Gateway account on a per-merchant basis.

Once enabled for SecureCheck, you may view your SecureCheck fees in the SecureNet [Merchant Interface](#).

1. Click **Merchant Profile** in the main menu
2. Select the **Fees** link next to SecureCheck

What minimum required information is needed to process an SecureCheck transaction?

The minimum required information to process an SecureCheck transaction is:

- . The customer's name as it appears on their bank account
- . The customer's bank account number
- . The type of bank account (checking, business checking, savings)
- . The ABA routing number for the customer's bank
- . The amount of the transaction
- . Whether the transaction is a charge or a refund

Information about collecting bank account information on your Web site's payment form can be found in the [Implementation Guides](#). See the guide for your connection method at <http://www.authorizenet.com/support/guides.php>.

How does the customer know their bank's ABA routing number?

The customer can locate their bank's ABA routing number (as well as their bank account number) at the bottom of one of their paper checks. The ABA routing number is always nine digits.

Figure 2: Finding the ABA routing number and bank account number on a paper check

What type of bank accounts can be used for SecureCheck transactions?

Only U.S. based personal checking, savings, and business checking accounts may be used for processing SecureCheck transactions. Some banks may disallow certain types of these accounts from being used. Please contact your bank to verify the types of checking accounts from which you may process SecureCheck transactions.

What are the SecureCheck types? When would I submit a certain type?

SecureCheck supports the following transaction types:

- . **Accounts Receivable Conversion (ARC)** – A single-entry debit against a customer's checking account. ARC allows merchants to collect payments received in the mail or left in a drop-box, and convert them to an electronic payment later. The customer's check is not returned to the customer by either the merchant or the bank. Combined with notices posted by the merchant, the signed check serves as transaction authorization.
 - . **Back Office Conversion (BOC)** – A one-time charge transaction against a customer's checking account. BOC allows merchants to collect a check written at a point of sale (checkout counter, manned bill payment location, service call location) and convert it to an ACH debit during back office processing. The merchant does not return the check to the customer. Combined with notices posted by the merchant, the signed check serves as transaction authorization.
 - . **Cash Concentration or Disbursement (CCD)** – A charge or credit against a business checking account. One-time or recurring CCD transactions are fund transfers to or from a corporate entity. A standing payment authorization is required for recurring transactions.
 - . **Prearranged Payment and Deposit Entry (PPD)** – A charge or credit against a personal checking or savings account. PPD transactions may only be originated when payment and deposit terms are prearranged with the customer, for example, with Automated Recurring Billing (ARB) transactions. A written payment authorization from the customer is required for one-time transactions and a written standing authorization is required for recurring transactions.
 - . **Telephone-Initiated Entry (TEL)** – A one-time charge against a personal checking or savings account. TEL transactions may only be originated when a business relationship with the customer already exists; or if no relationship exists, only when the customer initiates the telephone call. Payment authorization is obtained from the customer via the telephone. There is no recurring billing option for TEL.
- **Internet-Initiated Entry (WEB)** – A one-time or recurring charge against a personal checking or savings account initiated via the Internet. Payment authorization is also obtained from the customer via the Internet.

When submitting transactions from the Virtual Terminal or creating a new ARB subscription, the SecureCheck type may be automatically populated depending on whether the transaction is a charge or refund, and depending on the Bank Account Type selected. For example, charge and credit transactions to a business checking account will always be CCD.

Transactions submitted from a Web site should default to WEB. For transactions submitted via an uploaded transaction file, you will need to include the appropriate SecureCheck type based on the descriptions above.

Can I issue a credit/refund with SecureCheck?

Yes, you may issue a credit/refund for SecureCheck transactions. The following requirements apply:

- . The original SecureCheck transaction for which the refund is being issued must have been processed through the SecureNet Payment Gateway.
- . SecureCheck refunds must be submitted with the transaction ID of the original SecureCheck transaction.

. The amount of the refund must be less than or equal to the dollar amount of the original transaction.

. The sum amount of multiple refunds submitted against the same original transaction must be less than or equal to the dollar amount of the original transaction.

. There must be available funds (meaning funds that are no longer in the holding period) in your SecureCheck Settlement sub-account to cover the refund. (For more information about your SecureCheck Settlement statement, see the FAQ titled "[What is my SecureCheck Settlement Statement?](#)") If sufficient funds do not exist in your SecureCheck Settlement sub-account, the refund transaction will be rejected.

Is the Fraud Detection Suite (FDS) available for SecureCheck transactions?

No. The Fraud Detection Suite, a fraud detection and prevention tool that is an add-on to the SecureNet Payment Gateway, is available only for credit card transactions.

Is the Address Verification System (AVS) filter available for SecureCheck transactions?

No. The AVS filter, which matches customer-provided billing addresses with address information on file at the customer's credit card issuing bank, is available only for credit card transactions. **Is the Automated Recurring Billing (ARB) service available for SecureCheck transactions?**

Yes, but not for all SecureCheck transaction types. For more information on which SecureCheck transaction types can be used with the ARB service, please see the "[Types of SecureCheck Transactions](#)" section of this document. The ARB service allows you to schedule and automate

recurring transactions, and is an ideal solution for recurring SecureCheck transactions. For details on how to sign up for ARB, click Recurring Billing in the Merchant Interface main menu.

Who can I contact with questions about the SecureCheck service?

SecureNet's free account and technical support is available to answer your questions Monday through Friday, from 6 AM – 6 PM Pacific Time. You may contact SecureNet Customer Support via phone at 1-877-447-3938, e-mail at support@SecureNet, or by online chat from within the Merchant Interface.

How do I request an SecureCheck processing limit increase?

To request a processing limit increase, send an e-mail to echeckchangerequests@SecureNet.

How do I cancel the SecureCheck service?

To cancel your SecureCheck service, contact your reseller or the sales organization through which your SecureNet Payment Gateway was set up. You may also send an e-mail to echeckchangerequests@SecureNet.

About Payment Authorization

Do I have to receive an authorization from the customer to charge their bank account?

What information is needed for a customer's authorization to charge their bank account?

How long do I need to keep the customer's authorization after charging their bank account?

Can I charge the customer's bank account prior to receiving authorization?

Do I have to receive an authorization from the customer to charge their bank account?

Yes, you must have proper authorization from your customer prior to initiating an SecureCheck transaction. This is required by the National Automated Clearing House Association (NACHA), as well as federal legislation.

For detailed information, see the section of this document titled "Payment Authorization and Authentication for SecureCheck Transactions."

What information is needed for a customer's authorization to charge their bank account?

Payment authorization may be obtained in a variety of ways, either physically on a piece of paper, electronically onscreen or for ARC and BOC entries, by posting required notices before accepting a customer's check. A proper payment authorization must include all of the following elements:

- . Clear and conspicuous statement of the terms of the transaction, including amount
- . Written language displayed to the customer that is readily identifiable as an authorization by the customer to the transaction (i.e., "I authorize Merchant to charge my bank account), and that is capable of being reproduced
- . For ARC and BOC entries only, the customer's signed check serves as authorization if the merchant has posted the required notices. For more information, see ARC and BOC entries under the section of this document titled "Types of SecureCheck Transactions."
- . Evidence of the customer's identity
- . The date the authorization was granted and the effective date of the transaction (the transaction may not be processed before the effective date)
- . The bank account number to be charged
- . The nine-digit ABA routing number of the customer's bank

For recurring transactions, the following must also be provided:

- . The frequency of the charge
- . The duration of time for which the customer's payment authorization is granted
- . Written language indicating that the customer may revoke the authorization by notifying the merchant as specified in the authorization.

To view samples of SecureCheck transaction payment authorizations, see [Appendix A](#).

How long do I need to keep the customer's authorization after charging their bank account?

Evidence of your customer's authorization must be kept for two (2) years after the date the authorization ended. For a single transaction, two (2) years is sufficient. For a recurring transaction, the authorization must be kept for two (2) years after the final transaction occurred, or when the customer's authorization ended.

Note: Although NACHA and SecureNet require record retention for customer authorization records for a period of two (2) years, the statute of limitations for state laws governing transaction disputes may dictate a period anywhere between two (2) to seven (7) years. SecureNet recommends that you familiarize yourself with these laws.

Can I charge the customer's bank account prior to receiving authorization?

No. You may submit a bank account charge through the SecureNet Payment Gateway ONLY AFTER you are in receipt of the customer's payment authorization.

About SecureCheck Settlement and Funding

[What is my daily batch cut-off time?](#)

[How often do my SecureCheck transactions settle?](#)

[How does SecureNet bill for SecureCheck service fees?](#)

[How long does it take for SecureCheck proceeds to be deposited to my merchant bank account?](#)

[Why is there a holding period for SecureCheck batch settlement funds?](#)

[Why is my bill for SecureCheck fees more than the amount withheld?](#)

[What does SecureNet do with my SecureCheck settlement funds?](#)

[When can I ship the goods to the customer?](#)

[Why was my SecureCheck transaction authorized and then later rejected?](#)

[How do I find my "failed review" and "under review" transactions?](#)

What is my daily batch cut-off time?

The daily settlement cut-off time is the time of day SecureNet batches all transactions submitted for your account. The default cut-off time is 3:00 PM PST. You may customize this cut-off time for your account in the Merchant Interface (only users with the appropriate permissions will be able to access this setting).

1. Click **Settings** in the main menu.
2. Click **Transaction Cut-Off Time** in the Business Settings section.
3. Select the desired cut-off time from the appropriate drop-down lists.
4. Click **Submit**.

How often do my SecureCheck transactions settle?

SecureCheck batch settlement occurs each business day, excluding banking holidays. SecureCheck transactions submitted each day are sent to the ACH Network the following business day at 10:00 AM PST. Transactions submitted after the daily batch cut-off time are included with the following business day's batch.

How does SecureNet bill for SecureCheck service fees?

SecureNet assesses usage fees for the SecureCheck service by withholding funds from your transaction processing proceeds.

There are a few important things to remember about what happens with your account when usage fees are assessed:

1. The payment gateway identifies batches that have successfully settled, have not yet been billed, and are eligible for billing.
2. After assessing the appropriate transaction processing and services fees based on the transaction types and counts included in the eligible batches, the payment gateway looks at the available balance of your billing reserve that can be applied for usage fees.
3. Depending on the balance of your billing reserve, the payment gateway will either withhold any necessary additional funds from your processing proceeds or prepares to release excess funds to your merchant bank account.

You may view information regarding how fees are assessed and withheld by viewing the SecureCheck Settlement Statement. Each usage fees transfer entry (e.g., Billing Transfer) links to an SecureCheck Fee Withholding Summary. These summaries are designed to provide you with more details about how usage fees for successfully settled batches are assessed by the payment gateway.

The SecureCheck Fee Withholding Summary provides the following information:

- . **Batches Eligible for Billing** – Lists batches that have settled successfully but have not yet been billed and for which payment gateway usage fees are being assessed.
 - . **Transaction Count Statistics** – Provides statistics for the types of transactions for which usage fees should be withheld (i.e., charge and refund transactions).
 - . **Dollar Volume Statistics** – Indicates the dollar volume per transaction type for transactions included in the eligible batches.
- **Fee Summary** – This section provides a break down of the usage fees for your payment gateway account, including:

- o Returned Item – Reports any returned items included in the eligible batches and indicates the usage fees assessed.
- o Chargeback – Reports any chargebacks included in the eligible batches and indicates the usage fees assessed.
- o Batches – Reports the number of eligible batches and indicates the batch fees assessed.
- o Per-Transaction Fee (Tier Type) – Provides information about the pricing structure, Cumulative or Stepped Tier, used to calculate per-transaction fees assessed for transactions included in the eligible batches.
- o Discount Rate (Tier Type) – Provides information about the discount rate structure, Cumulative or Stepped Tier, used to calculate discount rate fees assessed for transactions included in the eligible batches.
- o Total Usage Fees for Batches Eligible for Billing – Provides a total dollar amount of usage fees that should be held in Billing Reserve for eligible batches.
- **Funds Withholding Calculation** – Indicates the amount of funds that are being held for usage fees related to eligible batches. The amount held will depend on the amount of funds in your account's Billing Reserve at the time the Fee Withholding Summary is created. Funds in your Billing Reserve will be applied toward the amount of usage fees that should be held for batches eligible for billing. Any remaining amount of usage fees will then be held. In the event that the amount of funds available in your Billing Reserve is greater than the total amount of usage fees that should be held for eligible batches, the remaining funds will be released.

How long does it take for SecureCheck proceeds to be deposited to my merchant bank account?

Due to processing through the ACH Network and the subsequent payment gateway holding period, the deposit of SecureCheck proceeds may vary by merchant. The timeframe depends on several variables such as the day of the week the transaction is submitted, the number of holding days established for your SecureCheck account, if the transaction is returned for any reason, or if processing spans a weekend, etc.

Note: Because the availability of funds is not verified in real time, you should wait at least the same amount of time as your funds holding period before shipping or providing access to merchandise purchased using SecureCheck.

Why is there a holding period for SecureCheck batch settlement funds?

SecureNet holds your SecureCheck batch settlement funds for a pre-determined period of time before depositing them to your bank account to allow for any returned items or chargebacks for the batch to be received.

Why is my bill for SecureCheck fees more than the amount withheld?

The processes for withholding fees and billing for fees are separate in the SecureNet system. However, both of these processes interact with SecureCheck batches depending on their settlement status. In the event that an SecureCheck batch is not yet successfully settled and therefore not eligible for billing when the process for withholding fees occurs, but is later successfully settled

when the billing process occurs, your bill for SecureCheck fees will be more than the amount previously withheld for fees.

What does SecureNet do with my SecureCheck settlement funds?

SecureNet uses several different “sub-accounts” to manage the flow of settlement funds and billing for your SecureCheck account. They are:

- . eCheck Settlement account – Manages all funds received from SecureCheck settlements
- . Billing Reserve account – Manages a portion of SecureCheck settlement funds withheld by SecureNet for service fees
- . eCheck Reserve account (if applicable) – Manages a percentage of SecureCheck settlement funds withheld by SecureNet in risk reserve
- . Billing account – Manages funds which are applied toward monthly billing.

An electronic statement for each of these sub-accounts is included in the **Statements** menu of the Merchant Interface.

Note: Billing methods may vary by merchant. Depending on the billing configuration for your SecureCheck account, you might not have all of the accounts and accompanying statements discussed in this section.

A typical SecureCheck batch settlement works as follows:

1. You submit SecureCheck transactions to SecureNet.
2. SecureNet batches all submitted SecureCheck transactions at the pre-determined daily batch cut-off time for your account.
3. SecureNet submits transactions to the ACH Network to begin the settlement process. This does not include rejected transactions. (However, these do still appear on the SecureCheck Settlement statement.)
4. Any returned, chargebacked, and refunded transactions are assessed against the total dollar amount of your batch settlement funds. The final balance is posted to your SecureCheck Settlement statement.
5. SecureCheck service fees (discount fee, transaction fees, etc.) are assessed against the total dollar amount of your batch settlement, reducing the account balance on your SecureCheck Settlement statement and an entry is posted to your Billing Reserve statement (increasing the balance on your Billing Reserve statement by the same amount).
6. If your SecureCheck account includes a Risk Reserve requirement, reserve funds are deducted from the total dollar amount of charges and refunds for your batch settlement, reducing the account balance on your SecureCheck Settlement statement and an entry is posted to your Risk Reserve statement (increasing the balance on your Risk Reserve

statement by the same amount). (See the FAQ titled [“What is a Risk Reserve?”](#) for detailed information about risk reserves.)

7. After the holding period for your account, the amount of available funds (meaning funds that are no longer in the holding period) from the batch settlement are forwarded to your bank account via a separate ACH transaction.
8. If your SecureCheck account includes a Risk Reserve requirement, at the end of the reserve hold period, funds are moved from the Risk Reserve statement to the SecureCheck Settlement statement. The amount of available funds (meaning funds that are no longer in the holding period) are forwarded to your bank account via a separate ACH transaction.

Note: The term “available funds” refers to the portion of funds in your SecureCheck Settlement sub-account that are no longer in the holding period. (The available funds or balance is your SecureCheck Settlement statement account balance less the total dollar amount of SecureCheck charge transactions for batches that are still in the holding period.)

When can I ship the goods to the customer?

You should wait at least the same amount of time as your funds holding period before shipping or providing access to merchandise purchased using SecureCheck. For more information about the holding period for your account, see the FAQ titled [“How long does it take for SecureCheck proceeds to be deposited to my merchant bank account?”](#)

Why was my SecureCheck transaction authorized and then later rejected?

SecureCheck transactions experience several validation phases. When first submitted to SecureNet, SecureCheck transactions are validated for the presence of required data, such as the bank account number and ABA routing number. Once the transaction is submitted to the ACH Network, it experiences additional validations, e.g., does the bank account exist, are there enough funds in the customer’s bank account to cover the transaction, etc. At several points during the entire SecureCheck processing cycle, a transaction may be returned for various reasons. So, it is possible that an SecureCheck transaction can pass the initial phases of validation and be returned or rejected later in the cycle.

You will generally see a transaction status of “Failed Review” when there are insufficient funds on the SecureCheck Settlement Statement to cover an attempted refund for an SecureCheck transaction.

How do I find my “failed review” and “under review” transactions?

To view “Failed Review” or “Under Review” transactions, use the Search feature in the Merchant Interface (only users with the appropriate permissions will be able to access this setting).

1. Click **Transactions** in the main menu
2. Select a range of settlement batch dates from the **Date** drop-down boxes
3. Under Transaction Status select **Failed Review** or **Under Review**
4. Click **Search**

Your results will display all “Failed Review” or “Under Review” transactions in the date range you selected.

If you have transactions that were rejected, such as “Failed Review,” the settlement amount listed in the SecureCheck Settlement Report will be the submitted amount less the amount of the rejected transactions. For instructions on how to sign up for the SecureCheck Settlement Report, see the FAQ titled [“How do I sign up to receive the SecureCheck Settlement Report?”](#)

About Returns and Notifications of Change

[What is a chargeback?](#)

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[Can I still collect payment via SecureNet from a customer that has initiated a chargeback?](#)

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What is a chargeback?

A chargeback occurs when a bank account holder claims they did not authorize an SecureCheck transaction. This may occur when your customer and the account holder are not the same person (i.e., identity theft), when authorization was not properly obtained from your customer or when your customer does not recognize a transaction.

Can I dispute a chargeback?

Yes. You can require payment from the customer or the account holder through other means than their bank account.

Can I still collect payment via SecureNet from a customer that has initiated a chargeback?

No. Once an SecureCheck transaction is returned by a bank as a chargeback, you cannot initiate another charge via SecureNet to the account holder’s bank account for the same transaction. Your recourse is limited to requesting payment by some other means from the customer or account holder; or commencing legal proceedings to force payment.

What is a return?

A return is an SecureCheck transaction that cannot be completely processed by the ACH Network for reasons such as insufficient funds in the customer's bank account, invalid account number, account closed or other rejection reason(s) by the customer's bank.

For more information about the various reasons why a transaction might be returned, see the SecureCheck Return Codes table provided in this document.

Note: In this case, a return is different than a customer requesting a refund for merchandise or services they no longer wish to purchase.

Will I get a notification of returns?

Yes. You can receive notification of returned items via e-mail on the daily SecureCheck Settlement Report. For instructions on how to sign up for the SecureCheck Settlement Report, see the FAQ titled "How do I sign up to receive the SecureCheck Settlement Report?"

How do I sign up to receive the SecureCheck Settlement Report?

You can opt to receive the SecureCheck Settlement Report in the Merchant Interface.

1. Click **User Profile** in the main menu.
 2. Click **Edit Profile Information**.
-
1. Select the **SecureCheck Settlement Report** check box.
 2. Click **Submit**.

How do I find returned transactions?

There are several SecureCheck return reports in the Merchant Interface.

- . Returns by Settlement Date – Use this report to look up all returned items and chargebacks that were settled on a certain date or within a date range.
- . Returns by Batch Date – Use this report to look up all returned items and chargebacks received for original transactions in a certain batch or for all original transactions included in multiple batches within a date range.
- . Returns by Transaction ID – This report lists all returned items and chargebacks associated with a specified transaction.

1. Click **Returns** in the main menu (only users with the appropriate permissions will be able to access this setting)
2. Select the report you would like to use to look up returns
3. Select or enter the necessary report criteria
4. Click **Run Report**

You may click on any transaction ID in the report results to view details for the original transaction.

What is a Notification of Change?

A Notification of Change (“NOC”) is an ACH notice from the customer’s bank indicating that an SecureCheck transaction included incorrect customer or payment information. The bank will correct the information, post the transaction to the customer’s bank account, and notify you that payment information needs to be updated.

You will have up to six (6) banking days from the receipt of the NOC to make the necessary changes, or prior to originating the next SecureCheck transaction for the same customer (whichever is later). If you are using Automated Recurring Billing (ARB) or another recurring billing solution, be sure to update information in your subscription records. SecureNet maintains a database of all NOC entries. All submitted SecureCheck transactions are screened against this list. If the data is not corrected, you will receive an error when attempting to process a new transaction for the customer. Repeated attempts to resubmit an uncorrected transaction may result in a fine from NACHA.

For more information about the various reasons why you might receive a NOC, see the [SecureCheck NOC Codes](#) table provided in this document.

About SecureCheck Statements

[How is my SecureCheck billing statement descriptor established?](#)

[What is my SecureCheck Settlement statement?](#)

[How do I read my SecureCheck Settlement statement?](#)

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[How do I read my Billing Reserve statement?](#)

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[What is my Billing statement?](#)

[How do I read my Billing statement?](#)

How is my SecureCheck billing statement descriptor established?

You may request a billing statement descriptor when filling out the SecureCheck service application in the field labeled “Please provide a 10-character abbreviation of your company name.” What you enter in this field will appear on your customers’ bank statements, following the words “ECHECK TRANSACTION” (i.e., ECHECK TRANSACTION XXXXXXXXXXXX) for each

SecureCheck transaction you process for them. If nothing is entered, the first 10 characters of your company's name will be used.

If you need to change the descriptor, send an e-mail with the desired 10-character descriptor to echeckchangerequests@SecureNet.

What is my SecureCheck Settlement statement?

Your SecureCheck Settlement statement manages all funds for SecureCheck transactions processed through your account. Settlement funds relayed from the ODFI to SecureNet for SecureCheck transactions are first entered into your SecureCheck Settlement sub-account. SecureNet then withholds a portion of funds for service fees (which are transferred to your Billing Reserve sub-account) and, if required, withholds a portion of funds to insure against any possible risk-related events such as return or chargeback activity (which are transferred to your Risk Reserve sub-account). After the hold period, the remaining batch settlement funds are transferred from your SecureCheck Settlement statement to your bank account. Entries for each of these actions will appear on your SecureCheck Settlement statement.

Note: Billing methods may vary by merchant. Depending on the billing configuration for your SecureCheck account, your service fees might not be withheld from your SecureCheck proceeds.

How do I read my SecureCheck Settlement statement?

The following information is provided on your SecureCheck Settlement statement for each entry:

- . **Date** – The date of the statement entry.
- . **Type** – The type of entry or action taking place for your SecureCheck Settlement sub-account. For example, Settlement or Transfer.
- . **Item** – The item field further describes the type of entry or action taking place. For example, a Transfer may be an Intra Account Transfer, meaning that funds are being moved to another sub-account, such as the SecureCheck Reserve sub-account; or it may be an eCheck Out Transfer, meaning that a portion of settlement funds are being deposited to your merchant bank account via a separate ACH transaction.
- . **Item Description** – The type of action that is occurring and the funds being deposited or transferred. For example, if a Batch Settlement has occurred, the Item Description will include the date and time of the batch settlement and the number of transactions included in the batch.

- . **Amount** – Indicates the amount being deposited or transferred from your SecureCheck Settlement sub-account. For the SecureCheck Settlement statement, when an amount appears in parentheses, funds are being transferred out of the account, and the Account Balance will be decreased by the same amount.
- . **Account Balance** – The current dollar amount in your SecureCheck Settlement sub-account. A negative balance indicates funds owed to SecureNet. A positive balance indicates funds owed to you.

In addition, you may click on linked items to view details for the entry.

- . Clicking on a return or chargeback item will display the returned transactions report for the associated batch.
- . Clicking on a charge/refund item will display a transaction summary for the associated batch.
- . Clicking on a funding calculation will display the settlement funding calculation for that day.
- . Clicking on a usage fees transfer will display the fee withholding summary for batches eligible for billing as of the date and time the entry is created.

What is my Billing Reserve statement?

Typically, SecureNet holds all applicable service fees from SecureCheck batch settlement funds. These withholdings are accounted for on your Billing Reserve statement.

For example, you might settle a batch of 10 SecureCheck transactions totaling \$120.00. Once those funds are relayed to SecureNet, discount fees, transaction fees, returned item fees, and charge back fees applicable to that settlement batch, are withheld from the settlement amount of \$120.00. If the Discount Fee is 1.95%, ($\$120.00 \times 1.95\% = \2.34) and the Transaction Fee is \$0.30 ($10 \times \$0.30 = \3.00), for that settlement, approximately \$5.34 ($\$2.34 + \$3.00 = \5.34) would be held from the settlement amount and placed in your Billing Reserve sub-account until your next SecureNet billing. At that point, the amount needed to cover the billing balance is transferred from your Billing Reserve sub-account to your Billing account where they are applied to your SecureNet monthly billing.

Note: Service billing methods may vary by merchant. Depending on the billing configuration for your SecureCheck account, your service fees might not be withheld from your SecureCheck proceeds.

How do I read my Billing Reserve statement?

The following information is provided on your Billing Reserve statement for each entry:

- . **Date** – The date of the statement entry.
- . **Type** – The type of entry or action taking place for your SecureCheck Settlement sub-account. For example, Transfer.
- . **Item** – The item field further describes the type of entry or action taking place. For example, a Transfer may be a Billing Transfer From Reserve, meaning that funds are being moved to your Billing sub-account.
- . **Item Description** – The type of action that is occurring and the funds being deposited or transferred.
- . **Amount** – Indicates the amount being transferred to or from another sub-account. For the Billing Reserve statement, when an amount appears in parentheses, funds are being transferred out of the account, and the Account Balance will be decreased by the same amount.

. **Account Balance** – The current dollar amount of funds in your Billing Reserve sub-account. A negative balance indicates funds owed to SecureNet. A positive balance indicates funds owed to you.

What is a Risk Reserve?

SecureNet may require a Risk Reserve account as a condition for creating an SecureCheck account. The Risk Reserve account holds a certain percentage of your SecureCheck funds in reserve to cover potential costs incurred from high risk, returned or chargebacked transactions.

The following factors are considered when determining whether a Risk Reserve account is required for your account:

- . How long your company has been in business
- . How long your company has conducted business with SecureNet
- . Your company's transaction history with SecureNet
- . The creditworthiness of the financial information you have provided
- . The creditworthiness of the personal guarantee you have provided
- . Your company's industry type

A percentage of batch settlement funds are held in your Risk Reserve sub-account and are indicated on your corresponding Risk Reserve Statement. There are two types of risk reserve accounts: Fixed and Rolling.

Fixed Risk Reserve

For a Fixed Risk Reserve, the reserve balance is established by either, (1) a receipt of a lump sum deposit from you, the merchant, or (2) withholding funds at the Reserve Rate established for the account from each batch settlement until the reserve balance is equal to the Reserve Target. Your Fixed Risk Reserve may also be established by a combination of lump sum deposit and withholding of settlement funds.

Risk reserve funds will be withheld at the Reserve Rate until the Reserve Target is met. In the event that the Reserve Target setting for your account is reduced, the difference between the reserve balance and the new Reserve Target will be transferred back to the SecureCheck Settlement statement, where available funds will be subsequently deposited to your bank account.

Rolling Risk Reserve

A rolling reserve is implemented when the reserve balance is established by withholding from your available settlement funds at the Reserve Rate and no Reserve Target is specified. Rather, each amount withheld is retained for a specified number of Reserve Holding Days.

Rolling reserves are automatically released to your merchant bank account at a set interval. After the last day of holding, the amount of funds held from that original batch settlement will be transferred back to the SecureCheck Settlement statement where available funds will be subsequently deposited to your bank account.

You can look up the Risk Reserve Method for your SecureCheck account in the Merchant Interface:

1. Click **Merchant Profile** in the main menu
2. Click the **Risk Reserve** link

Note: If the Risk Reserve link does not appear in the Merchant Interface, then there is no Risk Reserve setting for your payment gateway account.

1. Refer to the **Risk Reserve Method** in the Risk Profile section

How do I read my Risk Reserve statement?

The following information is provided on your Risk Reserve statement for each entry:

- . **Date** – The date of the statement entry.
- . **Type** – The type of entry or action taking place for your Risk Reserve sub-account. For example, Transfer.
- . **Item** – The item field further describes the type of entry or action taking place. For example, Intra Account.
- . **Item Description** – The type of action that is occurring and the funds being deposited or transferred.
- . **Amount** – Indicates the amount being transferred to or from another sub-account. For the Risk Reserve statement, when an amount appears in parentheses, funds are being transferred out of the account, and the Account Balance will be decreased by the same amount.
- . **Account Balance** – The current dollar amount of funds in your Risk Reserve sub-account. A negative balance indicates funds owed to SecureNet. A positive balance indicates funds owed to you.

What is my Billing statement?

Your Billing sub-account and corresponding Billing Statement manages all activity for your SecureNet bill including SecureCheck. SecureNet billing occurs on the 1st day of each month.

Please note that your Billing Reserve sub-account and Billing sub-account have different functions. Your Billing Reserve sub-account manages funds that are withheld from your SecureCheck settlement funds to help cover your SecureCheck service fees. These

withholdings are transferred to your Billing sub-account at each monthly billing and are applied to your general SecureNet monthly billing.

Note: Billing methods may vary by merchant.

How do I read my Billing statement?

The following information is provided on your Billing statement for each entry:

- . **Date** – The date of the statement entry.
- . **Type** – The type of entry or action taking place for your Billing sub-account. For example, Payment or Billing.
- . **Item** – The item field further describes the type of entry or action taking place. For example, a Payment may indicate the transfer of a portion of SecureCheck settlement funds to your bank account.
- . **Item Description** – The type of action that is occurring and the funds being deposited or transferred. For example, a Billing SecureCheck Minimum Processing Fee indicates that your account has been billed that fee for the month.
- . **Amount** – Indicates an amount being transferred, billed or refunded. For the Billing statement, when an amount appears in parentheses, funds are being forwarded to your bank account
- . **Account Balance** – The current dollar amount of funds in your Billing Reserve sub-account. A positive balance indicates funds owed to SecureNet. A negative balance indicates funds owed to you.

Appendix A – Sample Payment Authorization Language

Sample written language for an SecureCheck transaction payment authorization

[The current date]

I, [customer's name], authorize [merchant's name] to charge my [bank account type] account on [month, day, year] for the amount of [\$X.XX] for [description of the transaction]. My account information is as follows:

Bank Name: [name of the customer's bank]

Bank Account Type: [checking, business checking, savings]

Bank ABA Routing Number: [customer's bank's ABA routing number]

Bank Account Number: [the customer's bank account number]

This payment authorization is valid and to remain in effect unless I, [customer name], notify [merchant's name] of its cancellation by sending written notice [or other method preferred by merchant].

[customer's signature]

[customer's name]

Sample written language for an ARC entry notice for an SecureCheck transaction

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day you make your payment, and you will not receive your check back from your financial institution.

Sample written language for a BOC entry notice for an SecureCheck transaction

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. For inquiries, please call <customer service number>.

When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day you make your payment, and you will not receive your check back from your financial institution.

Sample written language for an SecureCheck recurring transaction payment authorization

[The current date]

I, [customer's name], authorize [merchant's name] to charge my [bank account type] starting on [month, day, year] and on the [day of the month] of each month following through [month, day, year] for the amount of [\$X.XX] for [description of the transaction]. My account information is as follows:

Bank Name: [name of the customer's bank]

Bank ABA Routing Number: [customer's bank's ABA routing number]

Bank Account Type: [checking, business checking, savings]

Bank Account Number: [the customer's bank account number]

This payment authorization is valid and to remain in effect unless I, [customer name], notify [merchant's name] of its cancellation by sending written notice [or other method preferred by merchant].

[customer's signature]

[customer's name]

Sample phone script for an SecureCheck transaction payment authorization

To confirm your order, I understand that you, [customer's name] authorize [merchant's name] to charge your [bank account type] on [month, day, year] for the amount of [\$X.XX] for [description of the transaction]. The account information you've provided me is as follows:

Bank Name: [name of the customer's bank]

Bank ABA Routing Number: [customer's bank's ABA routing number]

Bank Account Type: [checking, business checking, savings]

Bank Account Number: [the customer's bank account number]

Is this information correct?

As of today's date, [month, day, year], this payment authorization is valid and to remain in effect until you, [customer name], notify [merchant's name] of its cancellation by calling [merchant's customer service number].

Sample Web language for an SecureCheck transaction payment authorization

(Merchant's payment form includes the following customer payment information as provided by the customer:

Bank Name: [name of the customer's bank]

Customer's Bank's ABA Routing Number: [customer's bank's ABA routing number]

Bank Account Type: [checking, business checking, savings]

1. A Typical Successful Settlement Timeframe

The following represents a three (3) day SecureCheck processing cycle: Banking* Day 1	Banking Day 2	Day 3
The merchant receives an SecureCheck transaction. At the cut-off time, the transaction is picked up by the payment gateway.	The payment gateway submits the previous day's batch to the ACH Network. This is the first day of the required funds holding period. The number of holding days varies per merchant, but for this example we'll use three (3) days.	The ACH Network collects funds for the transaction from the customer's bank and relays them to SecureNet. This is the second day of the required funds holding period. One of the purposes of the holding period is to wait for potential returns for transactions included in the batch. Returns may come back on this day.
Day 4	Day 5	Day 6
Third day of the required funds holding period. Returns may come back on this day.	The payment gateway transfers available SecureCheck proceeds to the merchant's bank account. Returns may come back on this	The SecureCheck proceeds are available in the merchant's bank account. Returns may come back on this

	day.	day.
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