

NEW MERCHANT SET-UP PROCESS FLOW

1. Please retrieve the Merchant Application from MX or VIMAS Folders
2. When boarding an existing merchant or an ACH only merchant (no bankcard) please download and complete the editable ACH Merchant Agreement (please do not hand write), sign, date and attach all the required documentation as follows:
 - » Most recent 2 year's financial information. This information must include year-end Income Statements and Balance Sheets for your company. These statements must be either audited or reviewed statement or full tax returns. If there are no business financials due to business being a startup, please send 2 year's personal financials for the owners.
 - » Most recent 2 months statements from the Company's operating account
 - » One of the following documents: Current Business License for Sole Proprietorship, Articles of Incorporation, LLC Agreement, 501(c) 3 Filing for Non-Profit Organization, DBA Certificate for Companies utilizing DBA
 - » Copy of the Authorizations to be obtained from customer for approval to transact business that impacts their bank account.
 - » For internet initiated transactions (WEB), a copy of the screen showing customer authentication (enter account number, PIN number, password, etc.) and screen showing customer authorization to affect their account. For Telephone initiated transactions (TEL), for which the authorization is a recorded conversation, a copy of the script used by the person taking the consumer's information and obtaining verbal authorization to affect the account, must be provided. For Telephone initiated transactions, for which a notice prior to the transaction on their account, a copy of the notice must be provided.
 - » Copy of Voided Check or Bank Letter for Account Verification
 - » Brief description of business model and types of transactions being originated by ACH
3. Email the completed Merchant Package to: appteam@ach.com OR upload the File to the secured site and email the application team with the details.
4. If the Merchant Application is completed and all supporting documents are received, then Underwriting can begin. WE ARE UNABLE TO BEGIN THE UNDERWRITING/RISK PROCESS UNLESS ALL THE REQUIRED DOCUMENTS ARE RECEIVED. ACH.COM will start the risk/underwriting process which can take 5-7 business days.
5. Once the Merchant is approved, we will email the ACH Approval Form to the designated point of contact for their review and approval.
6. Once the merchant sends back the executed ACH Approval Form we will begin setting them up within our ACH.COM System.
7. Merchant will then be set-up for ACH.COM Training by our Customer Care Department.
8. If the Merchant is Denied ACH.COM ACH Services they will be sent an Adverse Letter listing the reason why.
 - » We will then send the merchant application to our high risk processor for them to board direct. The high risk Processor will contact the merchant directly to assist in the boarding process. Please note that if the merchant is boarded with the third party processor it will be with the high risk processors agreements and fees, not ACH.COM