



FAQ

What is my rate for payment processing?

We're confident after a phone call with Chase Paymentech, you'll be pleasantly surprised how you can lower your overall costs for payment processing. Chase offers a free cost comparison to show your savings by switching. They are an originating processor who has been doing payments for over 25 years. Why pay non-acquirer rates when you could work directly with one of the largest payment processors in the country? Feel free to speak with a Chase Paymentech representative today by calling 888-500-4890.

Any information I should have handy before I sign up?

Know that you will be asked to supply your TIN/EIN federal tax ID number if you are incorporated, or your social security number if signing up as an individual. Your "Doing Business As" name is what your customers will see on their credit card statement. To accept debit and credit cards, you must operate your business within the United States and establish a merchant account with Paymentech, LLC ("Chase Paymentech"). You will be required to complete a more detailed application and agree to terms and conditions with Chase Paymentech at the time of enrollment. All merchants are subject to credit approval by Chase Paymentech.

Do I need to change bank accounts?

No – you keep your same bank account as long as it is based in the United States. What you may be changing is your payment processing provider. If you're not already processing payments with Chase Paymentech, they offer a free analysis of your current processor statement to show you how you can lower your overall costs by switching. Give them a call at 888-500-4890. We know you'll be pleasantly surprised. Chase Paymentech knows payments. They've been doing payment processing for over 25 years. Their experts offer a complete payments perspective, with information about data security regulations, fraud prevention information and fraud tools, plus a wide range of payment choices.

How long does it take before my credit and debit card funds are deposited in my bank account?

Generally you will receive your funds from Chase Paymentech within two (2) business days. You can learn more about holidays that may impact funding deposit schedules [here](#).

What types of payment cards can be used with PayPoint?

Elo PayPoint can be used with American Express, Discover, MasterCard and VISA credit and/or debit cards based on payment processing services provided by Chase Paymentech. We provide you with window stickers in the PayPoint box so you can display which types of cards you decide to accept from your customers.

Should I tell my friends about PayPoint?

Yes – we love referrals! As our way of saying thanks, we'll credit you one month of PayPoint service fees after your friend signs up and uses PayPoint for 90 days. In the "Promo Code" field when your friend signs up for PayPoint, have them enter "MYFRIEND" and then we'll give them a call to make sure you receive your free month of service.

Is PayPoint available outside the United States?

Not at this time. To use PayPoint, you must operate your business within the United States.

Can I use multiple PayPoint registers on the same PayPoint account?

Yes – each PayPoint account is automatically setup to work with up to three (3) PayPoint registers on the same account. If you need more – just ask, and we'll help you make that happen.