



FREQUENTLY ASKED QUESTIONS

1. Do you buy out my existing contract?

- We do NOT generally buy out contracts but under special circumstances, we may. NRS PAY does not have a long-term contract. There is no cancellation fee and equipment is FREE. Using NRS PAY until the other contract is over, may actually save you enough that it pays off your other contract.

2. What are the NRS PAY plans?

- Clean Rate Plan fee is 2.49% + .10¢ + \$10/mo. • Cash Discount is FREE if you process over \$18K/mo., otherwise \$49.95/mo. No application fee, free equipment, no locked-in contract. To protect equipment, there is optional terminal assurance for \$6.95/mo. (Free & Fast Terminal Replacements).

3. Does NRS PAY integrate with my NRS POS?

- Yes, you pay only for the NRS PAY service - there are no extra charges or fees to connect NRS PAY to your POS.

4. Can I integrate my existing merchant services into my POS?

- Yes, it's called TPPI, Third Party Processing Integration. It's \$29.95/mo. per location, to connect other processors with our POS. NOTE: If you purchased your NRS POS with integrated NRS PAY processing, you will NOT be able to use TPPI.

5. Why are you charging me for the integration?

- NRS PAY is our own card processing service, which offers you a one-stop-shop experience with our POS at no charge to plug NRS PAY

into your NRS POS. Many companies do not allow you to use any outside processing service. We built our software to support outside processors and continue to offer you flexibility for a fee. We want you to be comfortable so we offer the TPPI option. The fee is \$29.95/mo. per location.

6. What happens if I need a second CC unit for my store?

- If you have a second NRS POS, we will provide you a second FREE Pax unit for your second POS. (If your second unit is not an NRS POS, you'll need to verify if you can bring NRS PAY to the POS. If yes, we will provide a second Pax.)

7. How do I get more paper for my NRS PAY Pax S80 or A80 units?

- For the Pax S80 and A80, we provide you paper free of charge. Call NRS PAY Support 800-215-0931 to request more paper for your Pax.

8. Does NRS PAY charge Gateway Fees, PCI Compliance Fees, Regulatory Product Fees, IRS Fees, Merchant Portal Fees, Annual Fees, Monthly Discount Fees?

- No. These are all included when you sign up! See FAQ #2.

9. Do you have live customer service - What if I need help on a night or weekend?

- 800-215-0931 -- Monday - Friday 7am-12am EST / Saturday - Sunday 8am-12am EST

10. Does the merchant get funded the next day?

- Yes, next business day funding; as long as the transaction is batched out by 10pm EST.

11. From the time I sign the contract when can I start with you?

- If we receive all the necessary information, voided check and all documentation completed, we usually get you approved within 24-48 hours (approx. 2 business days).

12. What credit cards can I accept?

- AMEX, Visa, Mastercard, Discover, all PIN Debit, EBT, eWIC and Fleet

13. I want to begin accepting payments with credit cards. What kind of hardware do I need?

- When you sign up for NRS PAY, you'll be sent a specially-calibrated Pax (for your NRS POS) or a standalone reader (if you're not using the NRS POS), depending on your business needs.

14. I already have a credit card terminal; can I just reprogram it to work with you?

- You get a fresh, new FREE terminal when you sign up for NRS PAY, that is specially calibrated for you.

15. What is the difference between online debit and offline debit?

- Online requires entering a pin. Offline requires no pin.

16. Do you have a cash discount program?

- YES! NRS PAY Cash Discount is compliant with major card brand regulations. The program monthly fee is waived if you process over \$18K/mo. Your POS allows you to globally increase your pricing throughout your entire pricebook (GPI), auto-tabulates dual pricing, and lets you offer your customers a discount when they pay with cash.

17. Do I need a Social Security Number or Tax ID to apply?

- You need a Social Security Number (SSN) or an ITIN. You need a TAX ID# only if the business is a corporation.

18. Will you run a credit check on me?

- Yes -- We run a soft credit check to verify identity.

19. What happens if my Pax machine breaks?

- We have a terminal assurance program for \$6.95/mo. for a free replacement with overnight shipping. Otherwise, you'll need to purchase a new one from NRS PAY for \$350.

20. The rate you advertise, 2.49%, is too high. I pay 1.9% now - can you do better?

- You can provide us with your statements and we will analyze your rates and figure out the best plan for you. You may be eligible for a custom rate. (Keep in mind, you may pay more with us per transaction, but you won't

have nasty surprises with us dipping into your account and unexpectedly withdrawing money.)

21. How quickly does a replacement ship if I have the terminal assurance plan (\$6.95/mo.)?

- Next business day delivery before 2pm EST - overnight across the US.

22. Can I do recurring billing with NRS PAY?

- Yes.

23. Can I use NRS PAY for my web business?

- Yes.

24. Can I sell CBD/THC with NRS PAY?

- Industry regulations do not currently allow us to process for marijuana (and related industry) retailers. This could change soon.

25. If I try out NRS PAY and don't like the service, can I cancel?

- You can cancel the service any time, with no early termination fee. You'll need to return the Pax unit to us, or you can keep it and pay \$350.

26. Does NRS PAY work outside the USA?

- No.

27. What kind of businesses do you accept?

- NRS PAY can be approved for any kind of business; store, online or on-the-go. There are, however, some prohibited industries (such as marijuana). Contact us for details.

28. Do I need a business license?

- Sometimes you do, sometimes you don't. If it's a new business, a license is recommended but is not a requirement.

29. What if I have less-than-perfect credit?

- It doesn't matter. We do not check your credit.

30. Can I swipe cards at a street fair or someplace outside my store with my smartphone or ipad/tablet?

- YES! Using a special dongle you plug into your phone or tablet, you can accept credit cards anywhere you go, even without the card reader.

31. Can I buy a terminal online and save myself some money?

- No, we give it to you for free! When you sign up, we calibrate the reader just for your business.

32. Do I need to have an American Express® or Discover® account before I apply for NRS PAY?

- No.

33. How will I get my money?

- Next business day after your customer pays with a card, the money goes into your bank account.

34. Do you offer cash advances or business loans?

- NRS Funding offers business cash advances for \$2,500-\$500K, with fast review and approvals. You can have funding in your bank within 24-48 hours. Bad credit? No problem. See details at getnrsfunding.com.

35. How do I dispute a chargeback?

- Either by mail, email or via our online portal.

36. How can I change the bank account that I receive payments to?

- Send us a voided check or a bank letter from the new account and we'll update it for you. This takes 3-5 business days.

37. What is a "merchant"?

- A merchant is an individual or a company that is selling goods and/or services at a physical location or online.

38. Will I receive a statement?

- Yes, we send out a monthly statement.

39. What is the discount rate?

- Discount Rate is another term for the 2.49% that we assess as a fee.

40. How long does it take to have my EBT account activated?

- 24-48 hours (approx. 2 business days).

41. I have 2 machines at the same location - Do I need 2 merchant accounts?

- No. We keep it simple for you. One account will cover your whole location.

42. What is EMV?

- EMV is what is commonly known as a 'Chip' on your credit card. For security reasons, the industry has shifted away from swiping cards, to inserting a 'Chip' instead.

43. Does NRS PAY include the online payment gateway?

- We can include it upon request at NO CHARGE.

44. My current cc statement is very confusing - Is yours easy to understand?

- We want you to feel very comfortable with our services and this includes keeping our statements simple and clearcut. If you ever have any questions, Customer Support is an easy phone call away.

45. How long does it take a refund to process?

- All refunds to a merchant will show up on the next month's statement. (The request needs to be submitted by the 20th of the month.)

46. What is the correct process to do a change of ownership, do I need to reapply?

- Yes. A new application will be necessary.

47. What if I want to change from one program to another program.

- You can change from month to month. The request needs to be submitted before the 15th of the month to be set up to begin on the following month.