Accept Online Payments with Paya in Syncore - Webinar Q&A

1. Do we have a firm launch date for Paya for Canadian Members?
    a. Yes, you will be able to start the process September 2, and the full feature will be available September 12th.
2. Can you default the Credit Card (CC) Fee Payment Allowed to be always checked at the invoicing stage, manually deselect if needed.
    a. By default, the option for the Credit Card Fee is deselected and the default cannot currently be changed. We would love to hear your feedback if you would like to change this!
3. It was mentioned that if the client pays via debit card the credit card fee will be removed. I'm assuming this is referring to Visa debit cards.
    a. Yes, when the customer inputs the card number if it is a Visa debit card then the system will automatically remove the applicable fee and just process the invoice total.
4. Are these payments linked with QuickBooks?
    a. Paya does not have a QuickBooks integration. Syncore is working on a QuickBooks integration, but it is not yet available.
5. Is the fee percentage applied to the subtotal or the total after taxes?
    a. The fee percentage is applied to the total after taxes.
6. What timeframe from transaction date to hit the bank account?
    a. Credit card payments process in a couple business days, but this is something you can confirm with Paya.
7. Will we be able to have a handheld terminal from Paya for walk in traffic?
    a. This is a great question that will have to be asked Paya. You will have a virtual terminal you can login to and process a walk in payment.
8. Is the CC Fee Paya's payment?
    a. No, you will be charged separately for your Paya fees. The CC Fee is specifically to cover Visa, Mastercard, and other fees.
9. Is there a monthly fee that we must pay?
    a. Yes, Paya has a fee system that you can reach out to them to find out more.