



Card Acquiring Service Application Frequently Asked Questions (FAQs)

ACCOUNT SET UP

What determines whether I need to add a location (Option 1) or create a new account (Option 2)?

Option 1 should only be chosen if your agency is already participating in the Card Acquiring Service, and is requesting a new merchant ID. Option 2 should be selected if your agency has not previously signed up with the Card Acquiring Service to accept card transactions or if your agency has signed up already, but wants to begin card collections for a different cash flow.

What is a chain number and how do I know if I need a new chain or if my agency already has one?

Chain numbers are assigned to your agency by Fifth Third Bank. If you already have an account with the Card Acquiring Service and your location has been set up, a chain number is assigned to your agency. You can find your chain number on your Fifth Third MD-479 Report on Fifth Third DirectSM, or contact the Card Acquiring Service Program Manager (see below).

What is the Agency Participation Agreement (APA)?

It is the document that officially establishes the processing relationship between your Agency and the Card Acquiring Service. An APA needs to be completed only when applying for Option 2 as a new account, we don't have an APA on file for your agency, or a previously completed APA does not cover a new cashflow.

Is the Card Acquiring Service Agency Participation Agreement different from the one that I signed for Pay.gov set up?

Yes. There are distinct APAs for each program. You will need to complete both if you will be using Pay.gov to collect cards.

PROCESSING OPTIONS

Do I need to complete an application if a new terminal for an existing Merchant ID is needed, or a new terminal has been purchased from a 3rd Party which I need to program for an existing Merchant ID?

No. Please call 1-866-914-0558.

What if I am unsure of what processing option to use?

Please contact the Fifth Third New Accounts representative (see below).

What if I am not sure if the software I have is compatible?

Please contact the Fifth Third New Accounts representative (see below).

If I want to set up Pay.gov, do I need to contact a Pay.gov representative?

Yes. Please simultaneously contact Pay.gov to review set-up options and complete their forms. This application will provide the Merchant ID required to process with Pay.gov.

AGENCY PROFILE AND PROCESSING LOCATION INFORMATION

Where can I find out my Agency Location Code (ALC)?

First, check with a contact in budget, finance, or accounting area within your department or bureau, and your department headquarters as well. The ALC number is one of the most common accounting identifiers for a particular location. If in an extreme case you can't obtain the ALC through those means, you may request access to Government-Wide Accounting's (GWA) ALC data. You can download this information from their Shared Accounting Module (SAM) application by becoming a "Data Downloader" by contacting their Treasury Support Center at 1-877-255-9033 for more information. The SAM User Authorization Form to become a "Data Downloader" can be found on the FMS website at: <http://fms.treas.gov/sam/forms.html>.

What is my 'Agency Legal Name' and 'Office or Program Name'?

The Agency Legal Name is the name of your department, agency, or bureau that is officially recognized by the federal government. The Office or Program Name is an unofficial and more descriptive tag that can be used to better identify your organization.

What will the 'Doing Business As' Name be used for and how I do go about choosing one?

This will go on statements and receipts. It is important to be as descriptive as possible with the limited amount of (23) characters available to ensure a cardholder recognizes your agency/department, which will help minimize potential customer disputes. Note: For AMEX transactions, your DBA name will be truncated from 23 to 19 characters.

Why is it necessary to provide my Federal Tax ID?

Fifth Third Bank is required by the Internal Revenue Service to report the Tax ID and its monthly proceeds via credit card. Also, the USA PATRIOT Act, 115 Stat. 272 (2001), requires that your agency's tax ID be on file in order to check it against the known terrorist watch lists.

What is a Location Contact?

The Location Contact is the point of contact at the location where the actual card transactions are accepted or processed.

COLLECTION FLOW SUMMARY

How can I provide a good estimate for the percentages for purchasing products/services, annual card volume, average transaction amount, and high transaction amount?

Please give you best estimates for all. However, if you already accept cards through a different channel, you may contact the Card Acquiring Service Program Manager for your volume numbers. Also, note that the high transaction amount can not exceed \$99,999.99.

DEPOSIT INFORMATION

Who do I call if I need to acquire access to CA\$HLINK II and why do I need access?

Access to CA\$HLINK II is necessary to reconcile your deposit information. You can request access by calling the CA\$HLINK II Help Desk at 1-800-346-5465.

How do I find my deposit in CA\$HLINK II?

In the CA\$HLINK II application, you can perform a voucher query by Agency Location code and match up your chain and division number in the Comments field. More assistance can be provided by the CA\$HLINK II Help Desk at 1-800-346-5465.

What is a division number?

It is a number assigned by Fifth Third Bank that represents the deposit level, and is an identifying number found on the MD-479 deposit report. The division number is 3 numeric digits and is assigned by Fifth Third as a default measure. The number however can also be requested by your agency to be custom figure as long as it is 3 numeric digits. (Please also see the Fifth Third Bank classification hierarchy table below.)

How are deposits made?

Fifth Third Bank deposits on the Division Level.

If I want a separate deposit into CA\$HLINK II, do I need a new chain?

No. You can also do so by creating a new Division number. Please also note that separate deposits will now be required by collection channel (e.g., Pay.gov, terminals (OTC)).

Why is a unique Merchant ID needed for each cashflow and Treasury Account Symbol (TAS)?

This is necessary so that the Card Acquiring Service is in accordance with the initiatives of the Treasury's GWA Modernization Directorate of classifying transactions. The SAM application will derive the valid TAS for each Merchant ID prior to posting transactions in GWA on the Account Statement. The TAS's are assigned to federal

agencies in a manner that allows for the application to automatically classify entries into GWA's system with minimal error. For Pay.gov, each individual cashflow can be associated with a separate Merchant ID that points to a particular TAS. For card terminals that are processing transactions for multiple cash flows that post to different TASs, the Merchant ID will only be associated with one TAS for all transactions processed through the terminal regardless of the number of different cash flows. This means that there will not be multiple Merchant IDs per terminal if multiple cash flows were being processed by a given terminal.

PROCESSING INFORMATION

What is the difference between a Pay.gov and Fifth Third Account?

These accounts require two different set-up processes. The Card Acquiring Service Application assigns your account (Chain number) and the Pay.gov set-up enables the capability for your agency to perform Internet processing using one of the various services offered.

How do I find the make, model, and serial numbers of my equipment, and why are you requesting it?

You may contact the Fifth Third New Accounts representative (see below).

Where do I get the POS machine, and who provides it?

You can order it from Fifth Third or another supplier. For questions on cost, contact the Fifth Third New Accounts representative (see below).

What if I don't know what type of equipment to purchase?

Please contact the Fifth Third New Accounts representative (see below).

If I order a terminal from somewhere else and find it needs to be programmed by Fifth Third Bank, is there a charge for that?

There is no fee for the download. If your terminal requires custom key overlay stickers or needs to be shipped to you, you would be charged for that.

What if I bought terminal from Fifth Third?

Your terminal will be invoiced at the end of the month, and payment must be sent in from your agency by check or electronic funds transfer. Credit card acceptance for payment is expected to be available for agencies paying at the end of the calendar year 2009.

How does the billing work? How do we pay?

Fifth Third Bank will send a monthly invoice to the Chain level contact/location, which is why it is important to set up a responsive contact at the Chain level. The invoice may also be retrieved on Fifth Third DirectSM. Payment should be made by check or electronic funds transfer only, until credit card acceptance is made available at the

end of 2009. Payments must also include Chain number in ordered to be properly credited to your agency.

CONTACT INFORMATION

What is a Headquarters Contact?

The Headquarters Contact should be the main point of contact for your agency and be responsive to any program emails that are received. The Headquarters Contact is typically already on-file for all existing Chains.

What is a Billing Contact?

The Billing Contact needs to be accountable for the entire Chain. This person should be responsible for knowing what the agency is billed for, and receiving or retrieving the invoices from Fifth Third Bank, as you will be invoiced at the Chain level and not location level.

Who at my agency can be the 'Authorizing Official'?

The 'Authorizing Official' should be someone with the authority to approve the agency's participation in the program.

Fifth Third assigns agencies the following account hierarchy:

| Fifth Third Bank Account Classification Hierarchy Description | | | | |
|---|----------------------------|-------------|----------------------------------|---|
| Classification | Level in Hierarchy | # of Digits | Example (X = Letter, 0 = Number) | Purpose |
| Chain | Agency | 6 | 0X0000 | Agency Account Number |
| Division | Cash flow or Collection | 3 | 000 | Drives the funding/deposits to CA\$HLINK II; Can also be used by agency to group a region of stores (is a Customizable field) |
| Merchant ID | Individual Processing Site | 13 | 0000000000000 | To identify specify location, assigned by Fifth Third for internal use |
| Store | Individual Processing Site | 9 | 00000000 | To identify specify location, can be specified by Agency for reporting purposes |

Points of Contact:

Card Acquiring Service Program Manager: Dena Corson (202) 874-0807.

Fifth Third New Accounts Representative: Kimberly Hubbard (513) 358-0492.

Pay.gov Set up Requirements: JoDee DeVillier (202) 874-6920.