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## PayFac Dynamic Payout FAQs

This document is intended to answer frequently asked questions related to PayFac Dynamic Payout, which is a method of distributing funds primarily to your sub-merchants and yourself. If you have additional questions or need clarification of any answers contained in this document, please contact your Worldpay PayFac Account Manager.

This Frequently Asked Questions document is divided into several sections, as follows:

- [General Questions](#)
- [Split Platform Processing](#)
- [Funds and Funding](#)
- [Instruction Processing](#)
- [Other Items](#)

### General Questions

#### ***What is Dynamic Payout?***

Dynamic Payout is a method of distributing funds to your sub-merchants, physical check (writing) services, other third party vendors (in the payment flow), and yourself, via the ACH network or the debit rails in the case of FastAccess funding. You must submit the funding instructions on the Worldpay eCommerce platform.

#### ***What types of funding instruction do you support?***

Dynamic Payout supports the following instructions:

- Funding Instruction PayFac Credit (FIPC) - used to move funds from the PayFac FOB Settlement account to the PayFac Operating account.
- Funding Instruction PayFac Debit (FIPD) - used to move funds from the PayFac Operating account to the PayFac FBO Settlement account.
- Funding Instruction Reserve Credit (FIRC) - used to move funds from the PayFac FBO Settlement account to the PayFac Reserve account.
- Funding Instruction Reserve Debit (FIRD) - used to move funds from the PayFac Reserve account to the PayFac FBO Settlement account.

- Funding Instruction Sub-merchant Credit (FISC) - used to move funds from the PayFac FBO Settlement account to the sub-merchant Operating account.
- Funding Instruction Sub-merchant Debit (FISD) - used to move funds from the sub-merchant Operating account to the PayFac FBO Settlement account.
- Funding Instruction Vendor Credit (FIVC) - used to move funds from the PayFac FBO Settlement account to the Vendor account.
- Funding Instruction Vendor Debit (FIVD) - used to move funds from the Vendor account to the PayFac FBO Settlement account.
- Funding Instruction Physical Check Credit (FICC) - used to move funds from the PayFac FBO Settlement account to the Physical Check account.
- Funding Instruction Physical Check Debit (FICD) - used to move funds from the Physical Check account to the PayFac FBO Settlement account.
- Funding Instruction Void - used to void a submitted, but not yet settled, Funding Instruction.
- FastAccess Funding - used to transfer funds to certain eligible MasterCard or Visa debit cards. Transfer of funds takes place within 30 minutes.

### ***Is Dynamic Payout the same as your Direct Debit offering?***

No. Although both make use of the ACH network, Direct Debit is an alternative payment method used to accept payments for services or products, while Dynamic Payout is a method of distributing funds. Note: FastAccess Funding does not use the ACH network.

### ***Can I use Dynamic Payout to distribute funds from transactions not processed through Worldpay?***

No. Because the distributed funds must be tied to the originating transactions, you cannot distribute funds from transactions processed through a different platform.

### ***What version of cnpAPI supports the use of Dynamic Payout?***

cnpAPI version 9.0 supports the following transaction types: PayFac Credit/Debit, Reserve Credit/Debit, and sub-merchant Credit/Debit.

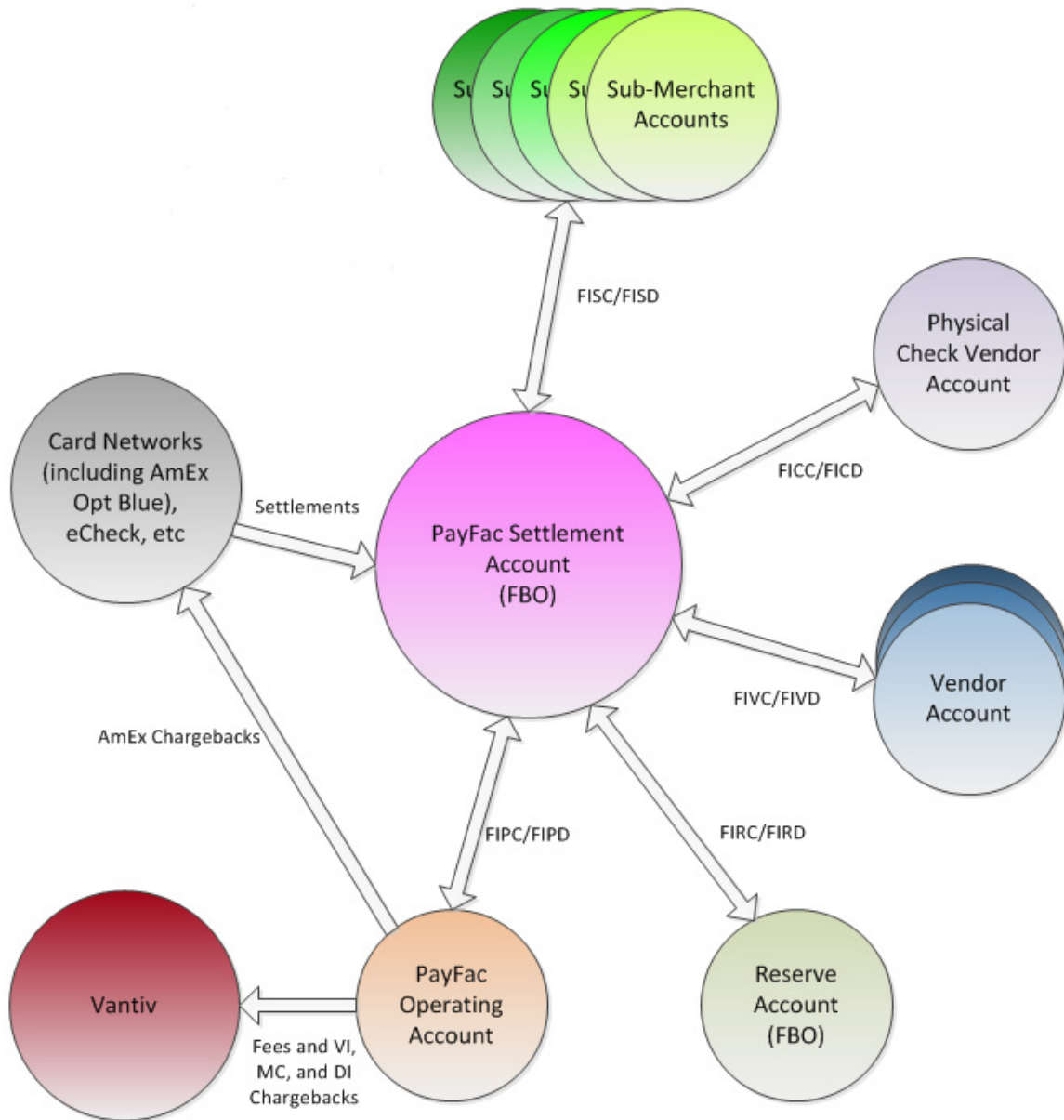
The following transaction types were added in cnpAPI version 9.2: Physical Check Credit/Debit and Vendor Credit/Debit.

The Funding Instruction Void transaction type was added in version 10.1.

Worldpay added Same Day Funding capability in version 11.1.

### What accounts are involved in Dynamic Payout?

The diagram below illustrates the various accounts, as well as the funding instructions associated with moving the funds between the accounts.



***Can I use Dynamic Payout to distribute funds to only a portion of my portfolio of sub-merchants and pay other sub-merchants using a different method?***

No. If you elect to use Dynamic Payout, you must use it for your entire portfolio of sub-merchants.

***Can I use Dynamic Payout to distribute funds to multiple accounts for the same sub-merchant?***

Yes, the instruction (cnpAPI message) for both the Funding Instruction Sub-merchant Credit (FISC) and Funding Instruction Sub-merchant Debit (FISD) contain an element used to define the sub-merchant account. To credit/debit multiple sub-merchant accounts, submit multiple funding instructions each specifying a different account.

***Can I use Dynamic Payout to distribute funds generated by selected methods of payment, but not all?***

No. Dynamic Payout must include funds generated by all methods of payment processed by the Payment Facilitator on the Worldpay platform, including AmEx OptBlue and Direct Debit.

***Are there any requirements associated with the Dynamic Payout solution with respect to any of the card brands (i.e., Visa, MasterCard, Discover, and AmEx)?***

There are no limitations for Visa and MasterCard. The following requirements apply to either Discover, American Express, or both:

- For Discover and American Express, transactions cannot be settled as conveyed transactions. Worldpay must be the acquirer.
- For American Express OptBlue, you must use the PayFac Merchant Provisioner API V11.1 or higher.
- You must fund all methods of payment processed by the Payment Facilitator on the Worldpay platform, including AmEx OptBlue and Direct Debit, using Dynamic Payout.
- You cannot use Dynamic Payout to distribute funds generated by transaction not processed by Worldpay.

***Do you establish a unique Settlement and Reserve account for each Payment Facilitator?***

No. Worldpay establishes and manages a single FBO (For Benefit Of) Settlement account and a single FBO Reserve account for all Payment Facilitators. Within these FBO accounts Worldpay maintains a separate logical account for each Payment Facilitator. Your logical account always reflects your active balance.

***Can I use funding instructions to pay my bills or to allow sub-merchants to pay bills?***

No. You can only use Dynamic Payout to fund entities in the payment stream. You can fund yourself, your sub-merchants, and third parties, such as market places that facilitate the payments, or check writing services that issue checks on your behalf to fund your sub-merchants.

### **Can other third parties send funds to the (FBO) Settlement account for me to fund my merchants?**

No. Each dollar must be tied to a Merchant account on the Worldpay system. We cannot accept external funds that are not tied to an account (e.g., checks from a lock box).

### **Does Worldpay deduct fees prior to depositing funds in the FBO Settlement account?**

No. Net settled sales (deposits - refunds) are deposited to the FBO Settlement account. Worldpay deducts the fees directly from the PayFac Operating account. For example, on Day 1 you process a \$100 Visa transaction. On Day 2, Worldpay deposits the \$100 in the Settlement account and deducts the appropriate fee from your Operating account. You use funding instructions to move the funds from the Settlement account to your sub-merchant and recover your fees.

### **How do Direct Debit Deposit Returns, Credit Card Refunds, and Funding Instruction Rejects impact the balance in the FBO Settlement Account?**

Direct Debit Deposit Returns have no impact on the FBO Settlement account. Credit Card Refunds do impact the balance, because funds deposited to the Settlement Account are Net Settled Sales (i.e., Deposits - Refunds). The Funding Instruction Reject would impact the balance only in that the funds you expected to move either into or out of the account would not move, because the instruction was rejected.

Note: While the Direct Debit Deposit Returns have no impact on your Settlement Account balance, it would impact your Operating Account balance. Funds debited from this account are the total of Interchange Fees + Chargebacks + Assessments + Returns + Worldpay Fees.

**TABLE 1** Credit Card Refund Example

Day	Action	Result
0	Credit Card Capture (Deposit) processed	Net Funds (deposits - refunds) deposited to Settlement account.
1	Funding Instructions submitted and accepted prior to cutoff to distribute funds from deposit to Sub-merchant and your Operating account (fees).	None - funds moved next day.
2	None	Funds moved from Settlement account to Sub-merchant account and PayFac Operating account per Funding Instructions from Day 1.
3	Credit Card Refund processed	None - funds moved next day.
4	None	Net Funds (deposits - refunds) deposited to Settlement account. This accounts for the Refund from Day 3.
5	Depending upon your business model and contract with the sub-merchant, you could submit Funding Instructions prior to cutoff to debit the Sub-merchant account for the refund.	Amount of refund returned to the Settlement account.

**TABLE 2** Funding Instruction Reject Example

Day	Action	Result
0	Credit Card Capture (Deposit) processed.	None
1	Funding Instructions submitted and accepted prior to cutoff to distribute funds from deposit to Sub-merchant and your Operating account (fees).	Net Funds (deposits - refunds) deposited to Settlement account.
2	None	Funds debited from Settlement account per instructions. PayFac Operating account receives funds, but movement to Sub-merchant account fails.
3	You receive notification (via iQ or SSR) of a rejected funding Instruction distributing funds to the Sub-merchant (FISC).	Funds from failed transfer to Sub-merchant account returned to Settlement account.
4	Determine root cause of failure and resubmit funding Instruction after issue resolved.	
5	None	Funds debited from Settlement account per instructions. Sub-merchant account receives funds

**TABLE 3** Direct Debit Return Example

Day	Action	Result
0	Direct Debit Sale (Deposit) processed	None
1	Funding Instructions submitted and accepted prior to cutoff to distribute funds from deposit to Sub-merchant and your Operating account (fees).	Net Funds (deposits - refunds) deposited to Settlement account.
2	None	Funds moved from Settlement account to Sub-merchant account and PayFac Operating account per Funding Instructions from Day 1.
3	None	None
4	You receive notification (via iQ or SSR) of an Direct Debit Return.	None
5	Depending upon the Return Reason code, you can initiate a redeposit. If the redeposit is not allowed, depending upon your business model and contract with the sub-merchant, you could submit Funding Instructions prior to cutoff to debit the Sub-merchant account for the return.	Amount of return debited from your Operating account.  Debits to Operating account include: Interchange Fees + Chargebacks + Assessments + Returns + Worldpay Fees.  Note: No impact on Settlement account.

**TABLE 3** Direct Debit Return Example

Day	Action	Result
6+	If the redeposit was allowed, but fails, depending upon your business model and contract with the sub-merchant, you could submit Funding Instructions prior to cutoff to debit the Sub-merchant account for the return.	

## Split Platform Processing

### ***Can I process transactions on the Worldpay Core platform and use Dynamic Payout?***

Yes. While you would (continue to) process payment transactions on the Worldpay Core platform and consume reconciliation reports (e.g., EMAF) from the Core platform, you would integrate to the eCommerce platform to use Dynamic Payout to distribute funds to your sub-merchants. You would also consume certain Scheduled Secure Reports (SSR) from the eComm platform.

### ***Can I process across both the Worldpay eCommerce and Worldpay Core platforms and still use Dynamic Payout?***

Yes. You can process payment transactions on both platforms, if you need the capabilities of both. For example, if you were to process POS transactions on the Core platform and eComm transactions on the eCommerce platform. In this case, Worldpay requires the creation of Merchant IDs (MID) on the Core platform, even if the sub-merchant is only submitting transactions on the eComm platform. This allows us to use the Core MID as a common reference for payment reconciliation, as well as the Funding MID for funding instructions.

### ***Do I need to create Legal Entities or sub-merchant on the eCommerce platform if the sub-merchants are only processing payment transactions on the Worldpay Core platform?***

No. You do not create Legal Entities or sub-merchants on the eComm platform unless they are processing payment transactions on that platform. The eComm platform is aware of MIDs created on the Core platform via a back-end integration of the two platforms.

### ***If I process deposits for a sub-merchant across multiple platforms, can I pay the sub-merchant for the total volume processed?***

Yes. For example, if you process Visa deposits worth \$500 on the Worldpay Core and Direct Debit transactions worth \$100 on the eCommerce platform, you can pay your sub-merchant with one funding instruction for the sum total of \$600.

### ***Can I use Dynamic Payout in conjunction with the split settlement feature available on the Worldpay Core Platform?***

No. We decided not to support this scenario, since it would add considerably to your operational overhead and potentially create confusion for your sub-merchants. For example, you would have to support multiple mechanisms for reconciliation, funding failures, and notices of change. Also, you would have to generate two 1099K forms for your sub-merchants (one per platform), and your sub-merchants would be funded from each platform each day.



**What should I expect from a processing, funding, and reconciling standpoint, if I process payment transactions on the Worldpay Core platform and use Dynamic Payout on the eComm platform?**

The following table provides a high-level view of the associated tasks.

#	Task	Platform	Comments
1	Sub-merchant Creation	Worldpay Core	Use Boarding Interface, or Merchant Boarding File/ Merchant Update File.
2	Process Payment Transactions	Worldpay Core	Use ISO 8583/ 610/ Express Acquired.
3	Transaction Level Reconciliation	Worldpay Core	Use EMAF File.
4	Working Chargebacks	Worldpay Core	Use Worldpay Core iQ and Charts File.
5	Reconcile Billing for #1 - 4	Worldpay Core	Use Worldpay Core iQ
6	Process Funding Instructions	eCommerce	Submit Funding Instructions to eComm platform via Batch or Online.
7	Reconcile Instruction-Based Payouts/rejects/NoCs	eCommerce	Use Scheduled Secure Reports.
8	Reconcile Billing for Dynamic Payout	eCommerce	Billing occurs daily on a per instruction basis.

## Funds and Funding

**What are the minimum number of days to fund a sub-merchant?**

Since Dynamic Payout uses the ACH network, normal funding takes place one business day after you submit the funding instruction. The example below shows the minimum timing.

**NOTE:** If you code to use Same Day Funding (V11.1 and above) and the Funding Instruction submission meets the requirements, the settlement to the sub-merchant in the example below occurs on Business Day 2.

**Example: Minimum Time to Fund (must close batch by 10:00 PM ET)**

- Business Day 1: Process \$100 Visa transaction.
- Business Day 2: \$100 clears to Settlement account and Funding Instruction submitted.
- Business Day 3: sub-merchant funds settled into their account.

## ***Do you offer same day funding and if so, what are the requirements?***

Yes. We make same day funding subject to the following restrictions:

- You must submit the Batch file prior to 11:00 AM ET, allowing adequate time for the processing of the transactions (i.e., It is unlikely a batch of 100,000 Same Day funding instructions submitted at 10:59 AM would make the cut-off.)
- The batch should include only transactions for less than \$100,000 (single transaction limit).
- The batch cannot contain multiple transaction to the same account exceeding \$100,000 total.

**NOTE:** If you include a transaction over \$100,000, or multiple transaction to the same account exceeding \$100,000 total, we mark the transactions as same day, but processing takes place next day. Because you included them in the batch, we assess fees for same day funding. To avoid excess fees, do not include these transactions in a same day funded batch.

- The total disbursement to any sub-merchant cannot exceed \$100,000 in a single day.
- We only process same day funding batch files on non-holiday weekdays (i.e., no weekends or holidays).
- Batches submitted outside the allowed window are processed as next day funding instructions.
- You must set the `sameDayFunding` attribute (of the `batchRequest`) to **true**

## ***When should I worry about prefunding the FBO Settlement account?***

The timing and need to prefund the Settlement account is a judgment call. In many cases, the only time you should need to prefund the Settlement account is when you begin processing transactions and submitting funding instructions. At that time, there is a possibility of you issuing instructions to fund your sub-merchants, vendors, or physical check services prior to having the necessary funds available to cover the instructions. To mitigate this possibility, you will most likely want to move adequate funds from your Operating account to the Settlement account. Once the settlements have caught up to the payments, you can move the original funds back to your Operating account, to your Reserve account, as a contingency for future needs, or a split between the two accounts. (Also, see next question/answer.)

## ***If I float funds so I can fund my sub-merchant on the next day, can you explain the timing of funding with respect to the activity day?***

In this scenario, you sent instructions to fund your sub-merchant on the same day as the activity (i.e., day transaction processed). Keep in mind, your sub-merchant must have a cut-off time early enough for you to submit the instruction prior to the 7:00 PM ET cut-off for funding instructions. The table below shows the timing of the funding day with respect to the activity day.

<b>Sub-merchant Activity Day</b>	<b>Sub-merchant Funded Day</b>
Saturday, Sunday	Monday
Monday	Tuesday
Tuesday	Wednesday

Sub-merchant Activity Day	Sub-merchant Funded Day
Wednesday	Thursday
Thursday	Friday
Friday	Saturday

Depending upon the Issuing Bank used by the sub-merchant, on the Funded day, the sub-merchant's bank account will either be memo posted and/or have funds available.

### ***If I do not float funds, can you explain the timing of funding with respect to the activity day?***

In this scenario, you sent instructions to fund your sub-merchant on the day following the activity (before cut-off time). The table below shows the timing of the settlement to your Settlement account and the sub-merchant funding day with respect to the activity day.

Sub-merchant Activity Day	Funds to FBO Settlement Account	Sub-merchant Funded Day
Friday, Saturday, and Sunday,	Monday or Tuesday (depending upon your configuration; consult your PAM for additional information)	Tuesday
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Saturday

### ***How do I find out the current available balance of my Settlement account?***

We produce an Account Balance Report every hour between 1:00 PM ET and 9:00 PM ET. You can access this report in the Secured Scheduled Reports (SSR) folder of your Worldpay sFTP site. This report provides your PayFac Settlement balance, Reserve balance and AmEx Sweep balance, if applicable. Please refer to the *Worldpay eComm Secured Scheduled Report Reference Guide* for additional information about the report. Please keep in mind that the Account Balance Report does not reflect pending funding instructions that you have successfully submitted, but have not been delivered to the ACH Network for processing.

The first table below shows the timing of money movement to the PayFac FBO Settlement account with respect to the activity day. The second table shows the timing of Funding Instruction delivery (normal funding, not same day).

**TABLE 4** Money Movement to PayFac FBO Settlement Account Timing

Transaction Type	Activity Day	Available in FBO Settlement Account
Mastercard, Visa, Discover, AmEx	Monday	Tuesday ~1PM ET
	Tuesday	Wednesday ~1PM ET
	Wednesday	Thursday ~1PM ET
	Thursday	Friday ~1PM ET
	Friday, Saturday, and Sunday	Monday ~1PM ET
Direct Debit	Monday	Tuesday ~1PM ET
	Tuesday	Wednesday ~1PM ET
	Wednesday	Thursday ~1PM ET
	Thursday	Friday ~1PM ET
	Friday	Mon. ~1PM ET
	Saturday and Sunday	Tuesday ~1PM ET

**TABLE 5** Funding Instruction Delivery Timing (Standard Next-day payout)

Funding Instruction	Submitted	Delivered for Funding
All	Monday	Tuesday
All	Tuesday	Wednesday
All	Wednesday	Thursday
All	Thursday	Friday
All	Friday	Monday
All	Saturday and Sunday	Monday

You can also view your account balances through iQ. The data in the Account Summary report changes frequently due to the receipt of the various transaction data files throughout the day. The Account Summary report provides information to assist you with the reconciliation of your Dynamic Payout accounts (FBO Settlement, Reserve, Check Payment, and American Express), as well as your PayFac Operating account. The Account Summary report includes account balances and detailed information on the instructions and activities for each account type, however it does not account for pending funding instruction requests (i.e., funding instructions successfully submitted to Worldpay, but not yet delivered to the ACH Network). Because the report does not account for pending instructions, to determine the balance including pending instructions, subtract any funding instruction requests that you have successfully submitted since the prior business day's 7:00 PM ET cut-off and prior to the current business day's 7:00 PM cut-off from the amount displayed in iQ. Please refer to the *iQ eCommerce Reporting and Analytics User Guide* for additional information.

### ***When I submit funding instructions for my Reserve account, what is the timing of money movement and availability of funds in the account?***

The table below shows the timing of money movement to the Reserve account with respect to funding instruction day.

**TABLE 6** Money Movement to Reserve Account Timing

Transaction Type	Activity Day	Available Day	Bank Settlement Day
Funding Instructions (FIRC/FIRD)	Mon. - Thurs.	Same Day	Next Day
	Fri.	Same Day	Mon.
	Sat. - Sun.	Same Day	Tues.

Keep in mind the balance shown in the report represents the balance from the previous day +/- any pending activities (through funding instructions) and that the funding instructions are accounted for only after their delivery.

### ***What is the timing of money movement to the Physical Check Vendor account with respect to the activity day?***

The following table shows the timing of money movement to Physical Check Vendor account with respect to the activity day.

**TABLE 7** Money Movement to Physical Check Vendor Account Timing

Transaction Type	Activity Day	Available Day	Bank Settlement Day
Funding Instructions (FICC/FICD)	Mon. - Thurs.	Next Day 9AM ET	Next Day
	Fri.	Mon. 9AM ET	Mon.
	Sat. - Sun.	Tues. 9AM ET	Tues.
Physical Check Vendor	Mon. (Reported)	Same Day 10AM ET	Fri.
	Tues. - Fri. (Reported)	Same Day 10AM ET	Previous Day

### ***What happens if the available balance of my Settlement account is insufficient to cover the funding instructions?***

Worldpay performs a front-end check on each Funding Instruction within a Batch, as well as Online instructions, verifying sufficient account balances to cover the money movement from each account. If system detects insufficient funds in any account impacted by the a funding instruction, Worldpay rejects the individual Online instruction or any individual instruction from the Batch that would result in a negative balance. The returned error message provides information about the account lacking funds.

**NOTE:** To avoid possible account balance verification issues, Worldpay recommends you submit debit transactions first, in a separate Session file from the credit transactions.

Also, keep in mind that the system may not handle transactions within a Batch sequentially. This is likewise true for Batches within a Session, but we do handle Session files in the order sent. To guarantee sequential handling of Batch files, you must submit the Batch individually in Session files.

For example, your Reserve Account has a starting balance of \$100,000. You introduce a Batch of funding instructions that include a `reserveCredit` transaction for \$100,000 and four `reserveDebit` transactions as follows:

Reserve Debit 1 - \$30,000

Reserve Debit 2 - \$50,000

Reserve Debit 3 - \$20,000

Reserve Debit 4 - \$100,000

The following scenarios (and others) are all possible:

### Scenario 1

1. The system processes the `reserveCredit` transaction first, bring the available balance to \$200,000.
2. All debit transactions in any order succeed.

### Scenario 2

1. The system processes the four `reserveDebit` transactions in sequence.
2. The system approves the first three, reducing the available balance to \$0.
3. The system declines the fourth transaction for insufficient balance.
4. The system processes the `reserveCredit` transaction, bring the available balance to \$100,000.

### Scenario 3

1. The system processes the fourth `reserveDebit` transaction, reducing the balance to \$0.
2. The system declines the first and third transactions for insufficient balance.
3. The system processes the `reserveCredit` transaction, bring the balance to \$100,000.
4. The system processes the second `reserveDebit` transaction, reducing the balance to \$50,000.

## ***How do you calculate my available balance when executing funding instructions?***

When you submit a set of funding instructions, we calculate your available balance as PayFac Settlement Account current balance + Reserve Debits (from funding instructions). The total funding instruction credits must be less than your calculated available balance for us to execute the submitted instructions. Please refer to the examples below.

### **Example:** Instruction Batch that Passes Front-End Checks

- Current balance of Settlement Account = \$300
- Current balance of Reserve Account = \$300
- PayFac Credits (FIPC) = \$100
- sub-merchant Credits (FISC) = \$300

- sub-merchant Debits (FISD) = \$300
  - Reserve Debits (FIRD) = \$200
- Calculation: \$100 (FIPC) + \$300 (FISC) = \$400 total credits  
\$300 (Current Balance) + \$200 (FIRD) = \$500 available balance  
\$400 total credits <= \$500 available balance

**Example: Instruction Batch that Fails Front-End Checks**

- Current balance of Settlement Account = \$300
  - Current balance of Reserve Account = \$300
  - PayFac Credits (FIPC) = \$100
  - sub-merchant Credits (FISC) = \$300
  - sub-merchant Debits (FISD) = \$300
- Calculation: \$100 (FIPC) + \$300 (FISC) = \$400 total credits  
\$300 (Current Balance) = \$300 available balance  
\$400 total credits > \$300 available balance

## Instruction Processing

### ***What is the maximum number of instructions I can submit in a single Batch?***

Although the hard limit for any single Batch file is 100,000 instructions, the recommended number of instructions in a single Batch file is 20,000. If you need to submit a larger number of instructions, create multiple Batch files within the Session file. A Session file, which is a group of Batch files, must not exceed 1,000,000 instructions across all Batches.

For example, if you wish to submit 200,000 funding instructions, Worldpay recommends for you to create a Session file containing 10 Batches of 20,000 instructions each.

### ***If I submit multiple instruction Batch files in a Session and one of the Batches has an over balance issue, do you reject all the Batches?***

No. Worldpay rejects only the Batch file with the issue. The processing of instructions in the other Batch files occurs normally.

### ***How do I know that the submitted Batch file was received by Worldpay?***

We produce an acknowledgment file shortly after receiving the Batch file. The timing depends upon the size of the submitted file, larger files take longer. To retrieve the acknowledgment file do the following:

5. Open your FTP connection to the Worldpay outbound directory.
6. Locate the response file, which will have the same name as the file you submitted. If the response file has a .prg extension, it is still transferring. The extension changes to .asc when the transfer to the outbound directory completes.
7. Retrieve the response file.

### ***What is my cutoff time for sending funding instructions?***

The cutoff time for submission of funding instructions is 7:00PM ET, except for those marked for same day funding. The cutoff time for same day funding is 11:00 AM ET.

### ***What is my cutoff time for submission of payment transactions for next day settlement into my FBO Settlement account?***

Generally, the processing cutoff time for next day settlement is 10:00PM ET for Worldpay Core (i.e., submit EMD file by 10:00 ET), and 10:00 PM ET for the eComm platform, unless you utilize next-day Direct Debit, which changes the cut-off for all deposits to 8:00PM ET. **Note:** Your contracted time may differ.

### ***Assuming I sent multiple funding instructions to various accounts on any given day, do you roll-up the transactions to reduce the number and if so, how does the roll-up occur?***

We roll-up all funding instructions to/from your Operating account (FIPC/FIPD) for given day into a single ACH transaction. Similarly, we roll-up funding instructions to/from your Reserve account (FIRC/FIRD), as well as Physical Check service instructions (FICC/FICD). For Vendor instructions (FIVC/FIVD), we roll-up the instructions based upon the account number transferred to/from, not the vendor.



We never roll-up instructions related to sub-merchant accounts or FastAccess Funding instructions. Each instruction translates to an ACH transaction.

### ***How do I find out if my funding instructions have failed or been returned?***

In SSR, Worldpay generates a daily report, the Funding Reject Report by ACH Return Date report, which provides details about failed/returned instructions, including the reasons for the failures/returns. The report includes the return date, the original date, and the attempted funds transfer date. The return date is the date the issuing bank processed the funding instruction. The original date is the original date of the transaction (i.e., Batch post date). The Attempted Funds Transfer Date is the date that Bank attempted to settle funds. Please refer to the Worldpay eComm *Scheduled Secure Report Reference Guide* for additional information.

**NOTE:** You can also access information about failed/returned funding instructions in the eCommerce iQ. Please review the next question.

If all of your funding instructions failed or you submitted your funding instructions after the 7:00 PM cut-off, your next day Funding Instruction Confirmation Report will be generated empty (i.e., headers, but with no data).

If your funding instructions pass the front-end validation, but fail the back-end validation, we will notify your company's First Line Support Contacts.

### ***Where, in iQ, can I find information about failed or returned funding instructions?***

iQ shows the associated payment stream for an instruction. In the case of a failed/returned funding instruction, the Instruction Detail page displays the status, reason code, and reason message. You can access the Instruction Detail page in iQ from either the Batch Detail Report or Instruction Search results. The return appears as an associated transaction for the returned instruction. You cannot search for the return itself.

Instruction Search enables Payment Facilitators using Dynamic Payout to find information on sub-merchant funding instructions processed by Worldpay, including credits and debits for Payment Facilitator, sub-merchant, reserve, and vendor accounts, and well as physical check credits and debits. After clicking the Search button, the results panel appears below the Instruction Search. The Instruction Search Results list displays a hypertext link for each Worldpay Payment ID matching your search criteria. To navigate to the associated Instruction Detail Screen, click Worldpay Payment ID. The Instruction Detail screens display comprehensive information about a single funding instruction transaction.

The Batch Detail report provides a detailed breakdown of transactions contained within a batch, and includes a summary of batches in the top panel as well as a detailed data table below. From the same report window, you can click a link to navigate to the Batch Detail Screen and then click a link to navigate to the Instruction Detail Screen for further details on a Dynamic Payout funding instruction.

### ***How do I find out if Worldpay received my funding instructions successfully?***

The funding instruction response includes confirmation. Successfully received instructions contain "Approved" in the message element of the response. Please refer to the *Worldpay eComm cnpAPI Reference Guide* for additional information.

In iQ, you can also determine if your funding instructions were received successfully via the Session Activity report. The Session Activity report provides a real-time view of the data you present for processing, to ensure that the data has been transmitted correctly to Worldpay. From the Session Activity report, you can monitor sessions in different states of completion for the selected date range (Sessions Started, Sessions with Activity, and Sessions Ended),

including a summary of all batches, transactions in the batch and a table detailing the batches contained in the selected session type. The Batch Detail report provides a detailed breakdown of transactions contained within a batch. From within each of the tabs in the Batch Detail report, you can click a link to navigate to the Instruction Detail Screen for details on a PayFac Dynamic Payout funding instruction. Please refer to the *Worldpay eCommerce iQ Reporting and Analytics User Guide* for additional information.

The Funding Instruction Confirmation Report includes all successfully delivered funding instructions. This report shows all Funding Instruction delivered successfully to the bank on the previous business day. These funds should settle to the accounts on the current business day. Please refer to the *Worldpay eComm Secured Scheduled Report Reference Guide* for additional information.

### ***Do you perform dupe checks on funding instructions?***

Dupe checking for funding instructions takes place at the batch level. That is, batches submitted and accepted on the same day with the same totals and counts will fail dupe checking and be rejected. If you resubmit a previously rejected batch, it will not fail dupe checking, because the initial submission was not accepted, it is not included in dupe checking comparisons. If you believe we rejected a batch in error, please contact your Partner Account Manager, as the dupe check feature can be disabled for a particular batch, if necessary.

### ***If Worldpay rejects a Batch for insufficient balance, do I need to resubmit it or will it process once the balance issues are resolved?***

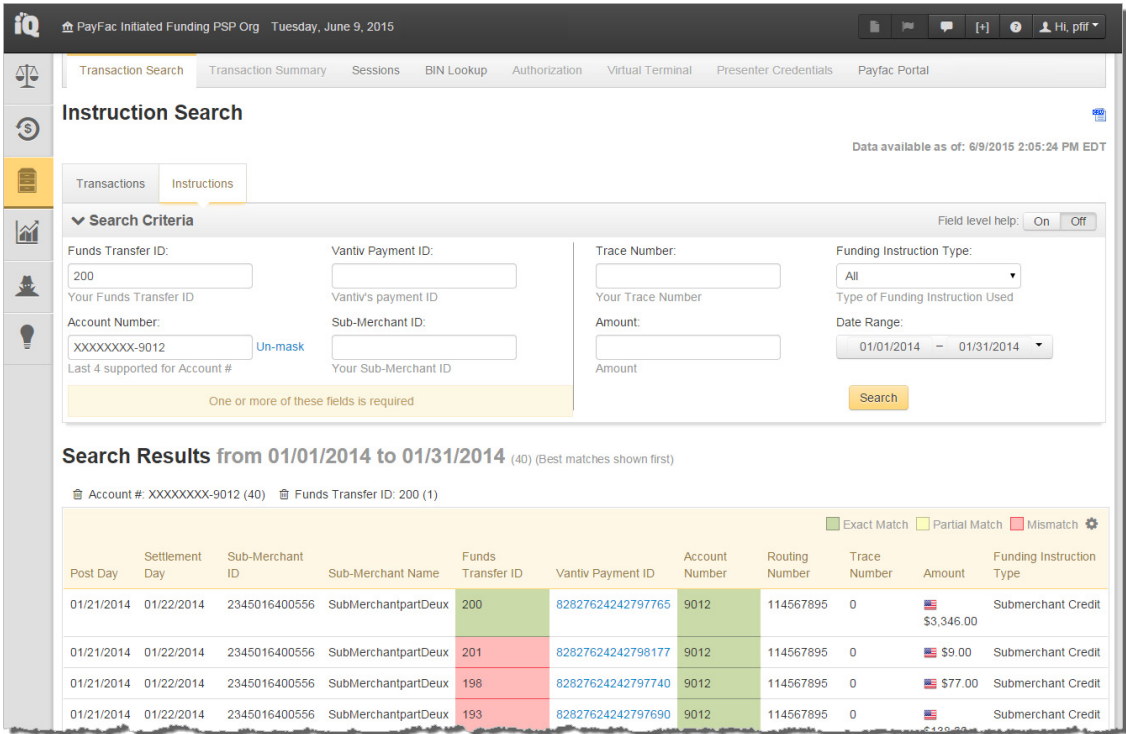
If we reject a Batch for insufficient funds, or any other reason, you must resubmit the Batch once the issue is resolved. We do not automatically re-run rejected submissions.

### ***Is there a way to void a submitted funding instruction?***

If you have coded to cnpAPI V10.1 or above, you can use a fundingInstructionVoid transaction to remove an instruction from the submitted batch, as long as you submit the void before the cutoff time on the same day you submitted the instruction you wish to void. For example, if your cutoff time is 7:00 PM and you submit a batch of funding instructions at 2:00 PM, you have until 7:00 PM to submit fundingInstructionVoid transaction(s) to remove one or more of the submitted funding instructions submitted in the original batch. If the void operation succeeds, Worldpay adjusts your available balance by the amount of the voided funding instruction within approximately 30 minutes. The voided fund are not available for distribution until that time.

### ***Is there a way to search for funding instructions in iQ?***

Yes. The Instruction Search page in iQ enables you to find information on funding instructions that Worldpay has processed, including credits and debits for PayFac, sub-merchant, reserve, and vendor accounts, and well as physical check credits and debits. The Instructions Search Results provide a color-coded list based on your search criteria, of all exact, partial, and mis-matched data points. Instruction Search results also include Trace Number, the unique identifier of the funds transfer, as assigned by the bank. Please refer to the *iQ eCommerce Reporting and Analytics User Guide* for additional information.(see figure below).



**When submitting a debit or credit to either a sub-merchant or vendor account I have to define the account type (<accType> element). How is this used?**

This information is extremely important, since it determines the record type and format we submit for processing to the ACH network. Failure to properly define the account type could result in the rejection of the funding instruction by the ACH network. Use **Checking** or **Savings** to indicate the account is a consumer account and the type. Use **Corporate** or **Corp Savings** to indicate this is a corporate account and the type. Failure to properly define the account type could result in the rejection of the funding instruction by the ACH network.

**Other Items**

**Can I wire funds using Dynamic Payout?**

No. Dynamic Payout uses the ACH network, which does not include the capability of performing wire transfers.

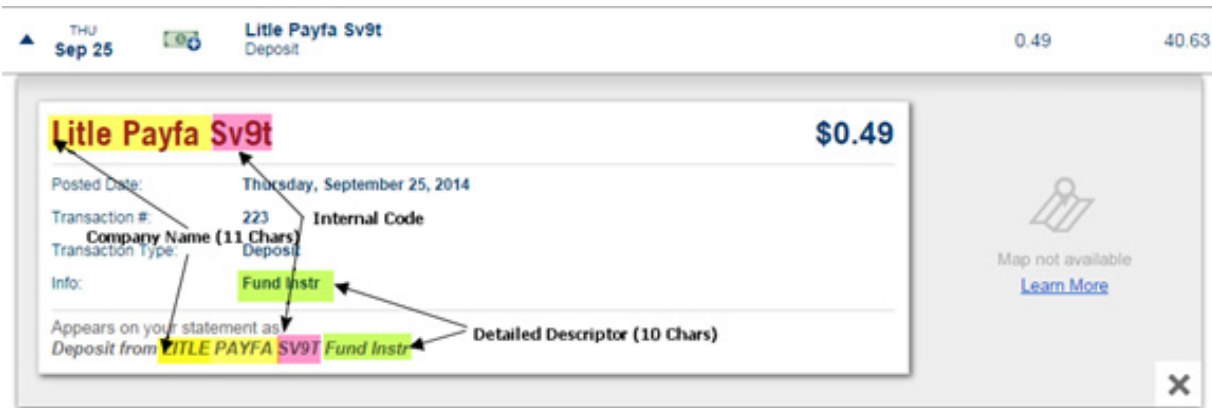
**How do funding instructions appear on our sub-merchant’s bank statements?**

In the graphic example below, the highlighted items are as follows:

- Yellow Highlighted items - the Funds Transfer Display Name from your PayFac Profile on the Worldpay eComm platform.

- Red Highlighted items - suffix appended to all instructions to differentiate funding instructions from other transactions. This value always has the following format:  
 xV9T#, where x = **P** (PayFac), **R** (Reserve), **S** (Sub-merchant), **V** (Vendor), or **C** (Physical Check), and # = **1, 2, 3, 4, 5, 6, or 7** (day of week)
- Green Highlighted items - the Direct Debit Billing Descriptor.

**NOTE:** The illustration below represents a typical back statement, but please keep in mind that the receiving bank controls what information appears on the bank statement and may include/exclude any of the highlighted fields.



**Are chargebacks deducted from my Settlement account?**

No. Chargebacks are debited from your PayFac Operating account.

**How should I recover chargebacks from my sub-merchant?**

This depends upon your operating model. Typically, you would either recover funds directly from the sub-merchant as part of a prearranged process, or you would use funding instructions to debit the sub-merchant account (FISD) and credit your Operating account (FIPC).

**How do I determine interchange on a particular transaction, so I can accurately bill my sub-merchants on an interchange+ basis?**

The Net Settled Sales by Transaction report includes the interchange on each transaction. Using this information, you can add your fee and send the instructions to move the appropriate amounts.

**Does Dynamic Payout support Canadian processing?**

No. Dynamic Payout only supports US processing.

## What reports are available to inform me about account balances and money movement?

The table below provides information about several reports Worldpay provides for you to track money movement and account balances. Please refer to the Worldpay Scheduled Secure Reports Reference Guide for additional information.

**NOTE:** The report availability times shown in the table below are target times. While we strive to always meet the target time, delays may occur on occasion. Worldpay will notify Merchants/Payment Facilitators, if there are delays.

Transaction Type	Report	Report Availability Time	Description
Acquired (MC, VI, DI, Direct Debit)	Settlement Report	Mon. - Fri. 10AM ET	Shows all acquired, settled transaction for the date generated.
Conveyed (AmEx Floated)	Activity Report	Daily 10AM ET	Shows all transaction from the previous day.
Funding Instructions	Funding Instruction Confirmation Report	Mon. - Fri. 10AM ET	Shows all Funding Instruction delivered successfully to the bank on the previous business day. These funds should settle to the accounts on the current business day.
Bank Rejects/Returns	Failed Funds Transfer Report	Mon. - Fri. 10AM ET	Shows all returns and rejects from the previous business day.
Available Balance	Account Balance Report	Hourly, Mon. - Fri. 1PM to 9PM ET	Shows the real-time balance of all PayFac accounts as of the date/time generated.
Bank Balance	Balance Summary Report	Tues. - Sat. 10AM ET	Shows the bank activity, starting balance and ending balance of the PayFac FBO Settlement account for the previous day.
Funding Instructions	NoC Report	Mon. - Fri. 10AM ET	Shows all Notices of Change related to Funding Instructions from the previous day.

## What is a Notification of Change (NoC)?


NoCs are account update notices sent automatically by receiving banks through the ACH network to advise that account data sent in the original transaction is either incorrect or has been changed. Worldpay makes this information

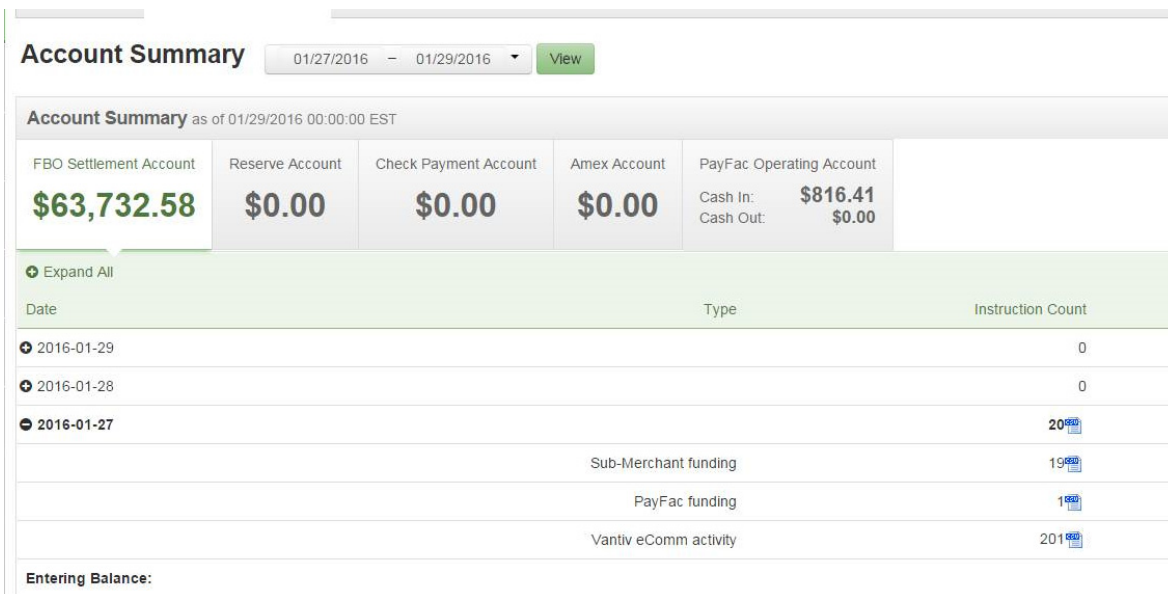
available to you via the daily SSR NoC Report by ACH Return Date report. Per NACHA rules, you are required update the account information on your systems within 6 banking days or prior to sending subsequent transactions for the same account, whichever is later.

**Are there situations where a funding instruction succeeds and a NoC is also issued?**

Yes. Depending upon the reason for the NoC, the receiving bank could accept the funding instruction and issue a NoC so you can correct your records for future instructions.

**How can I trace the receipt of funds from a particular transaction to my FBO settlement Account?**

To determine if fund from a particular transaction settled to your FBO Settlement Account, use exported data from the iQ Account Summary report, located under the Financial Reports. Select the FBO Settlement Account and click on the CSV export icon (  ) next to the instruction count for the activity that applies to the transaction (see Figure below). In the exported file, you can locate the transaction using the Worldpay Payment Id, which the data includes.







**Account Summary** 01/27/2016 - 01/29/2016 View

**Account Summary** as of 01/29/2016 00:00:00 EST

FBO Settlement Account	Reserve Account	Check Payment Account	Amex Account	PayFac Operating Account
<b>\$63,732.58</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	Cash In: <b>\$816.41</b> Cash Out: <b>\$0.00</b>

[Expand All](#)

Date	Type	Instruction Count
2016-01-29		0
2016-01-28		0
2016-01-27		20 
	Sub-Merchant funding	19 
	PayFac funding	1 
	Vantiv eComm activity	201 

Entering Balance:

**Is there a way I can check the eligibility of a card for use with FastAccess Funding?**

Yes. We recommend that all Payment Facilitators using Dynamic Payout subscribe to the Worldpay Master Merchant BIN File report. Within this report there is a Cardholder Funds Transfer Flag field. If this field has a value of Y for a particular BIN, you can use FastAccess transaction with any card having that BIN.

**NOTE:** Subscribing to the Worldpay Master Merchant BIN file report requires you have an sFTP account on our Core platform. Please consult you Account Manager or Implementation Consultant for additional information.