1. **What are the main benefits of switching to Wild Apricot Payments?**
   There are several benefits of switching to Wild Apricot Payments. Wild Apricot provides free support for Wild Apricot Payments, customers are not directed to another website to submit payment, there is no implementation fee, and payments are transferred to your bank account within 48 hours. It also has additional features, including a one-click checkout process. You can also process credit card payments through the Wild Apricot admin app.

2. **How does Wild Apricot Payments compare to other payment processors?**
   Review this chart to see how Wild Apricot Payments compares to other providers, including PayPal Standard, Authorize.NET, and Stripe.

3. **What is the transaction fee for organizations that use Wild Apricot Payments?**
   Organizations using Wild Apricot Payments pay 2.9% + $0.30 on each transaction.

4. **Does Wild Apricot Payments charge a monthly fee?**
   No, so long as your organization completes a PCI compliance questionnaire once a year.

5. **Are there any limitations for Wild Apricot Payments?**
   Currently, only residents of Canada and the 50 US states can apply for a Wild Apricot Payments account (US territories are excluded). Additionally, transactions have to be in US or Canadian dollars, and payments cannot be accepted from people residing in countries on the US Treasury Department's sanctions list.

6. **What is the setup fee for implementing Wild Apricot Payments?**
   There is no implementation fee.

7. **How do I switch to Wild Apricot Payments?**
   First, you need to apply for a Wild Apricot Payments account with AffiniPay. A step-by-step article about applying for a Wild Apricot Payments Account through AffiniPay is available online. On the back-end of the chapter’s website, navigate to the “Payment settings” page by clicking on “Settings” and then “Finances.” Complete the online application form. You'll need to provide your contact information and organization details. US applicants will also need to provide their organization's federal tax ID and bank account details, and the Social Security number and driver’s license of their organization's authorized signer or beneficial owner (Arizona residents should enter any upcoming year for their license expiry year). All applicants are required to consent to share their personal information with AffiniPay to verify eligibility. Once you click “Submit application form,” your application should be reviewed and approved within 1-2 business days. Once your Wild Apricot Payments account is approved, you'll receive a confirmation email from AffiniPay. US applicants will also receive a confirmation email from Wild Apricot. After you receive the email from AffiniPay, you can confirm your Wild Apricot Payments account and connect it to your Wild Apricot site.

8. **Why do I need to provide a Social Security number to apply for a Wild Apricot Payments Account through AffiniPay?**
Wild Apricot is required by recently updated legislation to ask for a driver’s license, social security number, and date of birth for anyone wishing to set up a merchant account. This legislation is called “Know Your Customer” (KYC), and is meant to combat money laundering and organized crime. Click here to learn more about KYC. Wild Apricot asks for personal information to confirm the identity of the person establishing the account (to make sure it knows who the person is and how the person is connected to the organization) but this does not require a credit check and does not hold this person responsible for the account.

9. Does Wild Apricot Payments support recurring payments?
Recurring payments (aka scheduled payments) are supported by Wild Apricot Payments. No special settings are required, you just need to enable recurring payments for one or more membership levels.

10. Does Wild Apricot Payments support refunds?
Refunds cost $0.30 per transaction. This is a card validation network fee. If the payment is refunded earlier than 11:00pm CDT on the day it was received, then the payment transaction fee of 2.9% + $0.30 will not be applied, only the $0.30 refund fee. If the payment is refunded later than that, then the 2.9% + $0.30 payment transaction fee will be applied, in addition to the $0.30 refund fee. Issuing a refund on a payment made via Wild Apricot/AffiniPay is a two-step process: issuing the refund in your Wild Apricot Payments/AffiniPay account, then recording the refund in Wild Apricot. Step-by-step instructions for issuing and recording refunds are available here.

11. Which credit cards does Wild Apricot Payments support?
Wild Apricot Payments currently supports Visa, MasterCard, Discover, and American Express cards.

12. What support is available for customers that use Wild Apricot Payments?
Free support is available through Wild Apricot.

13. How secure is Wild Apricot Payments?
AffiniPay has over a decade of experience in the payment industry, and an A+ rating from the Better Business Bureau. Both AffiniPay and Wild Apricot Payments are fully PCI compliant. This means that Wild Apricot adheres to the policies and procedures set up by the major credit card companies to keep credit, debit and cash card transactions secure, and protect cardholders against misuse of their personal information by online payment providers.

14. How does Wild Apricot Payments affect our processes for invoicing and receipts?
As part of online payment processing, we provide invoices and receipts which are automatically generated and emailed for online transactions, and can also be issued by administrators. You can customize the content and appearance of invoices and receipts on an individual basis, or modify the templates used to generate them. Members can easily log in to their profile from a mobile device or computer and pay outstanding fees on the spot.

15. Does Wild Apricot Payments have financial reporting capabilities?
Yes, organizations can easily track and report income using Wild Apricot Payments’ reporting feature. You can view a graphical breakdown of your organization’s income broken down by income source, or a summary of payments, donations, and refunds by payment type. With the aging receivables report, you can track outstanding debts by the number of days overdue. You also have the capability to export data to Excel or Quickbooks.

16. Which resources can I review to learn more about Wild Apricot Payments?
Watch this video to get a quick, online tour of Wild Apricot Payments, or review the article available in Wild Apricot’s support library. Browse this article for responses to frequently asked questions. You can also watch this webcast recording about Choosing and Setting Up Your Payment System. Wild Apricot also offers a 30 day free trial so you can try it out for yourself. For more information, please visit Wild Apricot’s website or contact their support team.