Onboarding SP Merchants

SportsPay Merchants

Once the Sr. Compliance Officer has assigned the task to you "Get MID/TID", the underwriting has been approved and the account is ready to go live. To do so follow the below steps:

** After each step, to save the work you must click out of the profile and back in **

1. Open merchant profile, go to boarding tab and click "New Papi App"

2. If the merchant is non-profit, select "Tax Exempt" / If the merchant is for-profit click "Corporation"

3. Verify the information is correct and properly formatted

- The DBA can only be 25 characters and you may have to shorten it. An error pop up will say "length" if its too long
- You can NOT submit a PO Box. If listed on the application, search the arena/field's address
- The postal code must have a space
- The business number is 9 digits (if not provided on app, make it up!)
- Non profit MCC 8398 / For profit MCC 7997

4. Submit the papi application to get the MID/TID from Elavon

5. Once Papi is complete, copy and paste the MID & TID into backup spread sheet

* Spreadsheet located YS -> SportsPay - Payfac Operations -> Approved Submerchants -> PF Merchant Details

6. Copy and paste MID & TID to notes on onboarding task

7. Go to merchant profile, change application to "Active"

8. Update billing by verifying banking details and selected aggravated funding

9. Paste MID in Primary and Secondary fields

10. Paste TID in TID field & select "via Connex (Elavon) & press Add

11. Type SP MID (ei SPRA1287) in TID field & select "InterPay" & press Add

12. Go to Gateway tab & click Add Terminal

13. Select "Active"

14. Select "SPBASIC" under Credit Handler

15. Paste TID beside termID=

16. Click "Add From Template" & Select dealer (reg. partner)

* If SportsHeadz - copy and paste website URL into gateway setup

17. Click "Generate" Password & Save

18. Copy gateway password to spreadsheet

19. Go to notes tab & add the following note to onboarding task: updated billing, added MID/TID, added to gateway, sent reporting and welcome email and notified RP

20. Complete task & click go to merchant

21. Go to Info tab & click "Add User" (this sends password for PaymentsHQ login)

22. Click Send Email, select which template & type "Welcome to SportsPay!" as Subject and type "." in body (this sends the welcome email)

- General: RAMP & PowerUp
- SportsHeadz - SportsHeadz
- HCR: Hockey Canada ** ONLY SEND HCR WELCOME EMAIL ONCE THEY CONFIRM**

23. Add completed date to spreadsheet & save

23. Send partner email of merchant info

- PowerUp: send to Joe & Dan
- RAMP: send to Justin
- HCR: send to info & ask them to confirm once completed
- SportsHeadz: do not have to email info