



First Data[™]
beyond the transaction

The Top Ten Reasons for Credit Approval Delay

First Data Learning Organization

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Overview

Working in conjunction with the First Data Credit Officers, we have put together a list of the top **ten** reasons that often cause a submitted merchant account to experience a delay in being Approved by Credit.

Please note, there may be other factors that may result in a delay in credit approval, best practice is to refer to the Credit Policy Matrix.

- Following, and in no particular order, are the top **ten**.....

Top **Ten** Reasons for Credit Approval Delay

1. HIGH TICKET / HIGH VOLUME MERCHANT ACCOUNTS:

- For all high ticket/ high volume merchant accounts, obtain the bank and processing statements from the merchant. More often than not, these are requested upon initial review by the Credit Officer(s).

2. BUSINESS / OWNERS ADDRESS:

- Unless a business is home based, verify that the Business Address **is not** used as the Signor's Home Address. Policy requires a separate address for both. **If** it is a home based business, please indicate this to the Credit Officer in the "Comments to Credit Officer" field in AMA.

Top **Ten** Reasons for Credit Approval Delay

3. MCC DESCRIPTION:

- The MCC/SIC Description may not always provide the Credit Officer with a clear description of what products, or services, the merchant is selling. In the “Comments to Credit Officer” field in AMA, please provide a clear description of the products, or services, the merchant is providing.

4. ADD LOCATION versus NEW LOCATION:

- If an Add Location is being keyed for an existing location, it should be keyed in AMA as an “add location” and not as a “new” location. Also verify that the correct paperwork has been submitted.

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5. SOCIAL SECURITY NUMBER:

- Verify that SSN that is keyed matches what is written on the MPA. Also verify that the SSN provided by the Signor is NOT the Federal Tax ID. ONLY if it is a Sole Proprietorship, will the SSN and TAX ID possibly match.

6. SIGNORS NAME:

- Verify that the Signors Name on MPA is the same as what is on the Social Security Card, i.e... if the Signors name is Robert Joseph on his SSC, but everyone calls him Bobby Jo, don't put Bobby Jo on the MPA. Put the same name that is listed on the SSC.

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7. SIGNORS POSITION IN THE BUSINESS:

- The “signor” of the MPA **must always** be an Owner or Officer of the business. The Signor must be able to verify/prove their position within the company.

8. HAWK ALERT:

- Hawk Alert: If the signor has reported to the three Credit Bureaus that his/her SSN has been compromised, the Credit Bureaus will place a “hawk alert” on the credit report. The signor will be required to provide proof of identification, such as a drivers license AND a recent utility bill in their name.

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9. SALES VOLUMES and AVERAGE TICKET:

- Verify that Cash and Credit Volumes, as well as the Visa/MC Volumes AND Average Ticket amount, have been entered correctly. For example, if the location is a retail shop which sells seashells by the seashore, and the average ticket is entered as \$20.00, yet the Annual Visa/MC Volume is entered as \$5million.....the figure cannot be justified to the average ticket.

10. INTERNET MERCHANT:

- For all Internet merchants, the URL, or Website Address, must be submitted in order for the Credit Officer to be able to verify the business.



Questions?



Top 10 Reasons for Credit Approval Delay

Thank You!

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