HYPHEN WALLET

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FAQs

1 | What is Hyphen Wallet?

Hyphen Wallet automates your accounts payable (AP) processes allowing you to consolidate and streamline, reduce fraud risks, and remove costly manual steps in processing your payments. Hyphen Wallet enables customers to pay Vendors electronically in a single step - Virtual Card, Standard ACH, Wire, RTP, Same-Day ACH, Next Day ACH, and Check – generating rebates, reducing transaction costs, creating operational efficiencies, and removing payment risk.

Unlock your ROI potential. To learn more contact: walletsales@hyphensolutions.com

2 | What payment methods does Hyphen Wallet offer?

Hyphen Wallet has the most comprehensive payment offerings, including Virtual Card, Standard ACH, Wire, RTP, Same-Day ACH, Next Day ACH, and Check.

- ✓ Payment methods made available are subject to customer discretion.
- ✓ Virtual Card (one-time, single purpose) is an instant payment that can be processed by anyone who accepts credit card payments.
- ✓ RTP payments are received in real-time. Funds are available 24 hours a day, including weekends and holidays.

AVAILABLE PAYMENT METHODS

PAYMENT METHOD	PAYMENT DELIVERY
Real-Time Payment (RTP)[a c]	Instant
Virtual Card	Instant
Wire Transfer	1-24 Hours
Same-Day ACH[c]	Same Day
Next Day ACH	1 Business Day
Standard ACH[b]	2-4 Business Days
Check[b]	5-10 Business Day

[a] *RTP bank eligibility required for Supplier to receive RTP payments. To find out if your bank is RTP eligible, click here.*

[b] *Fee subject to Client discretion*

[c] *% for eligible banks only*

3 | What are optimized payments? How will they affect my business?

Optimized payments streamline processing time and enhance your business relationships by providing full remittance details and faster access to funds. Hyphen Wallet continuously enables Suppliers for ePayments, while validating and updating payment information over time.

4 | What happens to payments that have Liens?

There are no changes to lien waiver processing—Hyphen Wallet will distribute payments to Suppliers once you instruct us to pay them. Most clients display remit details to facilitate the exchange, then authorize Hyphen Wallet to process payments once waivers are released and funding is initiated.

5 | How do I create a Batch?

Hyphen Wallet enables customers to pay Suppliers electronically, regardless of of your ERP or Accounting Software. From payment request to reconciliation, Hyphen Wallet provides real-time payment status, ensuring seamless automation throughout the process.

For customers using ERP's like **BRIX, Hyphen HomeFront, Sage Intacct**, and more -- Hyphen Wallet offers native integration. This allows for direct payment facilitation within existing systems, streamlining the entire workflow.

6 | A Supplier is stating they did not receive a payment, where can I look for it? What is the next step to get the payment reissued?

Please login to your Hyphen Wallet portal and select **Payments**. Here you can filter based on your needs (Payee, Date, Amount, Payment #, etc). Once complete, export your search to a CSV file format.

If the Supplier needs a reissued payment, direct them to their Hyphen Wallet portal to submit a request under **Support**. The Hyphen Wallet Support team handles the rest to ensure a quick resolution.

ePayments

Accounts Payable | Automated Payments | Cloud-Based | ePayments | Mobile Friendly | Real-Time Communication | Reporting | QuickBooks Integration | Sage 300 CRE Integration | Sage Intacct Integration

7 | How can I check the status of payments?

The **Dashboard** displays all recent batches received. Selecting a **Batch Name** will show all associated payments. The **Status** column will indicate whether a payment is Created, In Progress, or Completed. For historical lookups, go to **Payments**, apply the necessary filters, and select **Search**.

8 | Can Suppliers receive payments the same day as I process AP?

Yes. Suppliers can enroll in Virtual Card or RTP to receive payments instantly. Additionally, a Wire transfer is completed within hours during standard banking hours. Same-Day ACH is also available, which ensures same-day processing based on the Supplier's banking details.

9 | What is RTP? How will my Suppliers know if they are eligible to receive payments via RTP?

The RTP® network enables real-time fund transfers between accounts at participating financial institutions (FIs), ensuring immediate availability of funds 24/7, 365 days a year. To receive payments via the RTP network, Suppliers must submit their bank information using the **Alternative Payment Methods** link. Once submitted, RTP and other ePayments options will become available based on the Supplier's bank participation and acceptance.

10 | Is there a cost to Suppliers to receive their payments via Hyphen Wallet?

No. Suppliers can simply sign up to access detailed remittance information and receive payments via check. Subject to customer discretion, certain ePayments may be available to Suppliers at no cost.

11 | How do Suppliers access remittance information or select a new payment method?

Remittance information is available immediately upon receipt of payment via Virtual Card or Check by delivery methods of email or direct mail. To access information digitally, they will log into their Hyphen Wallet portal, select **Payments**, and choose the **Payment #** they would like to download.

If further assistance is needed, please submit a request under **Support**. The Hyphen Wallet Support team will assist with any remittance or payment method questions.

12 | How do Suppliers update their bank information if they change bank accounts?

In their Hyphen Wallet portal, select **Payment Method**, and click **Add Bank Information**. This is where they will enter their Routing and Account numbers, and a nickname of the account if wanted. If they need further assistance, please contact our Supplier Enablement Team through the **Support** tab.

13 | What is the cost to process AP payments via Hyphen Wallet?

Contact our Hyphen Wallet experts via walletsales@hyphensolutions.com or scan the QR code to schedule a demo and learn more.