

Hyphen Wallet for Supplier FAQs



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What is Hyphen Wallet?

Hyphen Wallet enables your Builders to pay you, their Supplier, in an automated, secure and quicker process via the electronic payment method of your choice.

\$ Ultimately, you the Supplier will receive your payment faster and more reliably using Hyphen Wallet.

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What payment methods can I choose from to be paid by my Builder?

- ✓ Real-Time Payment
- ✓ Virtual Card
- ✓ Wire Transfer
- ✓ Same-Day ACH
- ✓ Standard ACH
- ✓ Check

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What are various payment methods and how will they affect my business?

- ✓ What is a Real-Time Payment or RTP?
 - ▶ RTP is a payment sent through the RTP Network that provides real-time funds availability to Suppliers.
 - ▶ Funds from an RTP payment are immediately received in your bank account within seconds of transfer. Funds are available 24 hours a day, including weekends and holidays.
- ✓ What is a Virtual Card/Single Use Account (SUA)?
 - ▶ Virtual Card is another option for expedited instant payment.
 - ▶ Virtual Cards can be processed by anyone who accepts traditional credit card payments.
- ✓ What is a Wire Transfer?
 - ▶ A Wire Transfer is an electronic payment service used to move money between bank accounts.
 - ▶ Processing times range from same-day to 24-hour processing time from payment initiation.
- ✓ What is an ACH?
 - ▶ An ACH payment is a type of electronic bank-to-bank payment option.
 - ▶ Payments made in the US via ACH are made through the ACH Network, rather than going through the card networks such as Visa or Mastercard.
 - ▶ Same-Day ACH payments take less than 1 day to process to your bank account, and Standard ACH payments take approximately 3 days to process.

Payment Options For Suppliers

Payment Method	Payment Delivery
Real-Time Payment (RTP) ^{a,b}	Instant
Virtual Card ^b	Instant
Wire Transfer ^b	Instant
Same-Day ACH ^c	Same Day
Standard ACH	2-3 Business Days
Check	3-5 Business Days

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

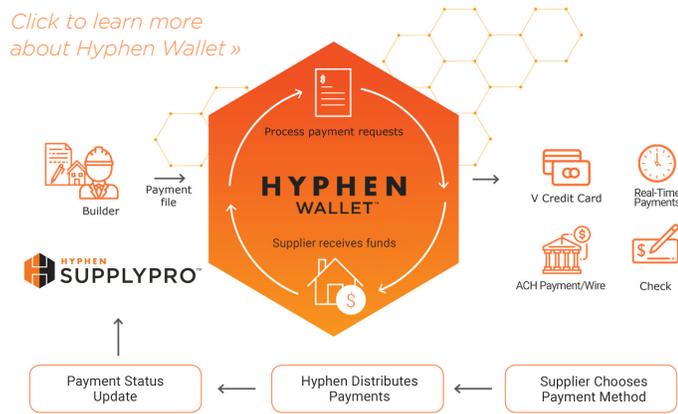
^b % fee to Supplier to receive an expedited payment from Builder. No fee for ACH or Check payments.

^c % for eligible banks only

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Will I get paid the same day that the Builder initiates payments?

Yes, enroll in Real-Time Payment or Virtual Card and you will receive payment immediately. Enroll in Same-Day ACH or Wire Transfer and you will receive payment within 24 hours.



5 Does my bank have to be RTP eligible for me to receive payments via RTP?

Yes. Over 70% of bank accounts are RTP eligible and increasing all the time. To verify if your bank is RTP eligible, visit: <https://www.theclearinghouse.org/payment-systems/rtp/rtp-participating-financial-institutions>

6 Is there a cost to accept payments via Hyphen Wallet?

Hyphen Wallet is a FREE service to Suppliers provided by your Builder. There is no cost to you the Supplier to accept payments via check or ACH. There is a % fee for expedited payments accepted using Real-Time Payment, Wire Transfer, Same-Day ACH or Virtual Card.

7 Am I required to sign a Hyphen Wallet Agreement?

Yes. To accept electronic payments, a signed Hyphen Wallet agreement is required. This agreement is for a 12-month term and auto-renews.

8 Why do I need to sign the Hyphen Wallet agreement if I already have a SupplyPro account?

Hyphen Wallet is a free application, however, we need to update your SupplyPro account to include Hyphen Wallet.

9 Why does Hyphen Wallet require the personal information of the company and owner?

Hyphen Wallet is a financial application, and we are required to "Know Our Customer" to ensure that we are exceeding all Federal Financial Compliance regulations.

10 How do I access the Hyphen Wallet portal to view transactions, make changes to payment methods and update banking information?

Please visit <https://wallet.hyphensolutions.com> to view transactions and make any payment method or account changes.

11 How long will it take for me to receive the first payment after signing up?

It will take 5-7 days from signing up for Hyphen Wallet to receive your first payment.

12 Can I change my payment method at any time?

Yes, you can change your payment method at any time. All changes can be made in the Hyphen Wallet portal: <https://wallet.hyphensolutions.com>.

Get Started Today!

REGISTER

Or contact your Account Manager to learn more about Hyphen Wallet
for Suppliers, Trades and Contractors