

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](#).

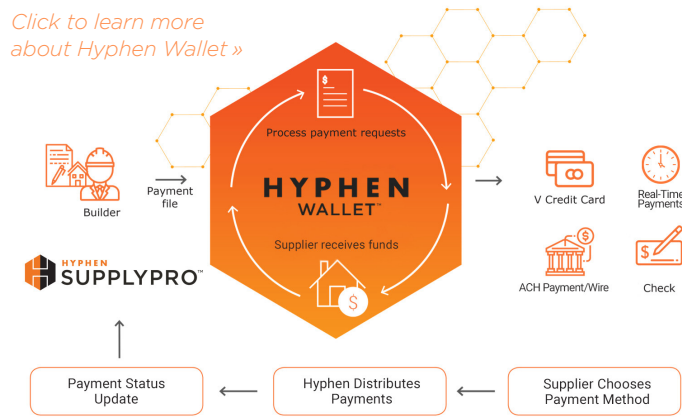
^b % fee to Supplier to receive an expedited payment from Builder. No fee for ACH or Check payments.

^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