

The background of the entire image is a vibrant, blurred photograph of a stadium at night. The field is green and brightly lit. The stands are filled with spectators, many of whom are holding up colorful, glowing flags and streamers. Confetti is falling from the top right corner. In the foreground, the back of a person with long, light-colored hair is visible, looking out over the crowd. The overall atmosphere is festive and energetic.

GET IN THE GAME!

Global Mass Refund Information



Hey Everyone,

We know that many of our customers have either cancelled a season or are contemplating cancelling a season. We have been working with our Primary Merchant Provider Global (via Paystone formerly POS West) to try and get you a better deal on refunds. As per our last message (under the Notices area and Transaction page of the registration system), refunds typically charge the same transactional and percentage fees as the initial transaction. This is the Visa and Mastercard standard.

After extensive chats with Peter Burleoff and Global we have arranged the ability for you to complete **Mass Refunds at ZERO COST!** This is a big win that can save you thousands of dollars. At an estimated Merchant Account Fee of 2.15%, this will save your organization the following in additional costs.

Total Refund Amounts	RAMP Savings through Global Refunds
\$50,000.00	\$1,075.00
\$100,000.00	\$2,100.00
\$250,000.00	\$5,375.00
\$500,000.00	\$10,750.00
\$750,000.00	\$16,125.00
\$1,000,000.00	\$21,500.00
\$2,000,000.00	\$43,000.00

This agreement is solely with Global and no other Merchant Provider is doing this with RAMP. (Chase customers may want to contact an account rep directly).

Your Global Merchant Account can only be set up this way once a month on the 15th of each month. Requests to update the Merchant Account to Zero Dollar refunds after the 15th of the month will not be completed until the following month after the 15th.

Example. If you request on the 5th of a month to set your account to have Zero Dollar Refunds, Global will make that change on the 15th of that month and you will have no refund fees for that month after the 15th. If you make this request on the 16th of the month and process refunds before the account is set up on the 15th the next month, you will be charged fees.

Steps to get this completed:

1. Contact Peter Burletoff directly (pburletoff@paystone.com) and have your Merchant Account information ready.
2. Wait until the account is set up to allow Refunds at Zero Fees.
3. Complete Refunds in your RAMP Registrations system that month.

We (RAMP) have developed a method for you to do Mass Refunds in our system. Currently you can **ONLY** complete these Mass Refunds for the full amount of the transaction. You can do partial refunds one transaction at a time. We are currently doing some R&D on allowing our customers to complete Mass Refund for a specific amount for specific transactions. If we can prove this concept, it would be ready by April 28, 2020. If you can wait, this option will save you time.

Best Regards,

Brad Kronewitt

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RAMP and Paystone Q&A

Who do I need to contact to begin the process of issuing mass credit card refunds?

Contact Peter Burletoff: pburletoff@paystone.com. Have your Merchant Account information ready.

Can I start processing refunds today at no cost?

No, please contact Peter Burletoff to begin. Once Peter has notified you to begin processing refunds then you will be able to start. It is important that you do not begin prior to contacting Peter and receiving a response from him that indicates when you can.

What if I cannot wait to process credit card refunds?

This is a promotional service that RAMP has negotiated with Paystone but has to be followed by specific time guidelines. If you need to refund individuals earlier than what is stated you can do so by issuing cheque or e-transfer refunds. If alternative refunds are issued, this will remove any requirement to refund back to the individuals credit card.

What if I have already processed refunds?

At this current time RAMP is working with Paystone to attempt to recover refund transaction fees that were charged in April but have not reached a final agreement. They will continue to negotiate in hopes that a positive outcome will be reached. RAMP will update SSA when they have information to share.