

Approved Labor reimbursement payments are made electronically via ACH or Credit Card. For questions regarding the facilitation of electronic payments, please contact ar@carefreeofcolorado.com

ACH FAQ'S

General Information

- **What is ACH?** ACH stands for [Automated Clearing House](#), a network used for electronic funds transfers between banks.
- **Type of transfer:** ACH credits ("push") where your Carefree Labor Reimbursement money is sent/deposited directly to your account.
- **Domestic vs. international:** ACH payments are only available for domestic transfers.

Receiving Payments

- **How to receive Labor Reimbursement Payment:** To receive an ACH credit, you must provide Carefree accounting department with your bank's name, routing number, and account number.
- **What to expect:** The funds will appear in your account as credit from Carefree/Marmon

Processing Times

- **Standard timeframe:** Once Carefree sends your bank reimbursement, most ACH payments take 1–3 business days to complete. Some banks can take up to 3–5 business days.
- **Factors that affect speed:**
 - **Cut-off times:** Payments made after a certain time on a business day will be processed the next business day.
 - **Weekends and holidays:** Transfers initiated on a weekend or holiday will be processed on the next business day.

Potential Issues and how to avoid them.

- **Reasons for failure:**
 - Incorrect routing or account numbers provided.
 - Your account may be closed or frozen.
 - Your account has exceeded its daily or monthly transaction limits.

Compliance and Security

- **Bank-level security:**

The ACH Network uses security protocols comparable to a bank to protect financial information during processing.

- **Encryption:**

Sensitive data, including account numbers, are encrypted at Carefree and within Banking Institutions to prevent unauthorized access during transmission and storage.

- **Stable account information:**

Unlike credit or debit cards, bank account numbers do not change, which makes ACH payments less prone to the risks associated with expired or stolen cards.

- **Secure processing environments:**

Transactions are processed in secure environments that adhere to strict protocols to prevent data breaches.

- **Strict regulations:**

The ACH Network is overseen by NACHA, and clearinghouses enforce strict regulations, which helps reduce fraud.

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CREDIT CARD PAYMENT FAQ'S

General Information

- **What is a Credit Card Reimbursement Payment?** Carefree can use a PCard which is a corporate credit card for business, to facilitate payment of approved warranty Labor Reimbursement money. This method requires the Dealer to have an active Merchant Credit Card processing service.

General use and policies

- **What it is:** Often used for low-volume warranty claim submissions or Dealers that elect not to receive ACH payments, it works like a regular credit card for merchants.
- **Purpose:** To streamline the labor reimbursement process and reduce paperwork and reduce payment steps for both parties.

Receiving Payments

- **How to receive Labor Reimbursement Payment:** To receive a Credit Card reimbursement/credit, you must provide Carefree accounting department with your Credit Card Processing Merchant Information including bank's name and account number.
- **What to expect:** The funds will appear in your Merchant account as credit from Carefree/Marmon

Processing Times

- **Standard timeframe:** Once Carefree sends your Credit Card Merchant reimbursement, most payments take 1–3 business days to complete. Some merchants can take up to 3–5 business days.
- **Factors that affect speed:**
 - **Cut-off times:** Payments made after a certain time on a business day will be processed the next business day.
 - **Weekends and holidays:** Transfers initiated on a weekend or holiday will be processed on the next business day.
- **Reasons for failure:**
 - Incorrect Merchant information or account numbers provided.
 - Your account is closed or frozen.
 - Your account has exceeded its daily or monthly transaction limits.

Compliance and security

- **Encryption:**

Sensitive data, including account numbers, are encrypted at Carefree and within Banking Institutions to prevent unauthorized access during transmission and storage.

- **Service fees:** If you incur or your Merchant assesses any service fees for the approved credit, please contact Carefree for reimbursement consideration.

