

Last Name	First Name	Email Address	Question Asked	Answer Given
McDaniel	Angela	amcdaniel@indyzoo.com	will this standard revenue report replace any reports we have already created?	None of your existing reports will be impacted. This will be an additional revenue report.
Poston	Avee	aposton@cbgsc.org	what is an offline payment	As an administrator you are able to post payments and adjustment from outside of Doubleknot. These are offline payments.
Smith	Bobbie	bobbies@ccmuseum.com	Where again are these slides available?	Yes we will add a link on the video page to the excel template I us used in the webinar as well as the slides
Moore	Cheryl	cheryl@connollyranch.org	Do you have a report that identified by transaction what the fees are by transaction?	You are on a monthly billing method and the transaction fees are based on the total sums of the dollar amount and number of transactions for the month. Not at the individual transaction. We can change your billing method so the daily deposit is net of transaction fees. With this model you have complete visibility into the transaction fee charged for each transaction when viewing transactions under financial accounts.
Moore	Cheryl	cheryl@connollyranch.org	I think thats a summary report.... I want to know what portion of each transaction is the transaction fee	See above
Saenz	Christina	csaenz@girlscoutsccc.org	what report would be recommended to reconcile DoubleKnot PayPal? Since those funds dont show on the togetherpay detail report.	If we have a follow up webinar I will convery this. Otherwise I will do a video to how you have to handle this. It would essential put all your Paypal transactions into deposits in transite and decrement it when I do a funds request.
Vachon	Cindy	cvachon@gsmaine.org	Will this session be recorded? I have a staff member unable to attend but needs to learn about this. Thank you!	Yes and it will appear under Training Videos towards the top of the page after you log into to Doubleknot
Vachon	Cindy	cvachon@gsmaine.org	What is the expected length of time to recieve our deposit?	With Stripe deposits for credit cards are settled the second day after the cut off time which is Midnight Universal Standard Time, currently 8pm Eastern Daylight time. For electronic check/ACH the settlement time takes between 2 to 4 days depending on the bank. However, deposits are not made on weekend or holidays. A Monday deposit can consist of deposits from Friday, Saturday and Sunday.
Vachon	Cindy	cvachon@gsmaine.org	I dislike that you are grouping days together	I am not certain what report you are referring to.
Vachon	Cindy	cvachon@gsmaine.org	Do we have to stay with Stripe, or can we use our own credit card processor?	With very few exceptions Stripe is the processor we use as it provides us integrated settlement reporting, chargeback handling and fraud protection. The fraud protection has three layers which includes upfront validation, advanced analytics looking across their entire network for fraudulent behavior on that card post transaction and Stripes flag unusual transactions that they send to our risk analysis for followup.
Vachon	Cindy	cvachon@gsmaine.org	We did see all of our July and one August transaction grouped together for deposit on 8/22.	On July 7th you issued a refund of \$650 and did not get back into the black until 7/22. We updated your processing configuration to debit your account if refunds exceed payments in any given day. This should not happen again.
Vachon	Cindy	cvachon@gsmaine.org	How will we determine what payments have not yet been deposited to our bank?	I'm not following your questions. I will reach out to your for clarification.
Vachon	Cindy	cvachon@gsmaine.org	Where is the detail for not yet processed?	I'm not folling your questions. I will reach out to your for clarification.
VanReenen	Janelle	jvanreenen@gshg.org	We utilize WorldPay as the processor. Will that change to Stripe?	There are one off exceptions , however we would like to move all customers over to Stripe. Some GS Council we do not move as they accept Worldpay Gift Cards. However, because of the additional fees Worldpay acces, we have found there is an overall saving by using our processor. Stripe it provides us integrated settlement reporting, chargeback handling and fraud protection. The fraud protection has three layers which includes upfront validation, advanced analytics looking across their entire network for fraudulent behavior on that card post transaction and Stripes flag unusual transactions that they send to our risk analysis for followup.
Griesser	Linda	lgriesser@girlscoutssoaz.org	Joe, can you share out the template that calculates the Net Deposits in Transit?	Yes we will add a link on the video page to the excel temmplate I us used in the webinar as well as the slides
Fisher	Marianne	Marianne.Fisher@Scouting.org	Are these automaic deposits Or do we still request our batch deposits?	If you are on Stripe all deposits are automatic with the excpetion of PayPal
Fisher	Marianne	Marianne.Fisher@Scouting.org	You're only showing 1 activity. What about multiple categories in a month?	I am not following your question. I will followup with you directly

Bartels	Mary	mary.bartels@scouting.org	What is the benefit of Stripe? Seems like less value, not more.	<p>You may ask why we want to move our payment processing from Propay to Stripe. Stripe is used by some of the largest ecommerce sites inclusive of Amazon, Shopify, Wayfair and Google. Stripe provides greater reliability, helps protect our customers from fraudulent charges and chargebacks in the following ways:</p> <ul style="list-style-type: none"> · Stripe uses advanced analytics that detect fraud not only at the time a transaction occurs but even after a payment is completed. For example, if somewhere else on their payments network they detect a card with fraudulent behavior they will not approve the card. Post transaction if they later learn of a compromised card, we are informed for follow-up to avoid chargebacks. · Daily Stripe reports unusual card activity (e.g. high dollar amounts, repetitive use, etc) to our risk analysis team who review these transactions and verifies the validity. · Stripe allows us to set rules to block risky transactions. · With Stripe we have integrated chargeback handling allowing the direct submission via Doubleknot of document to fight chargebacks as well as a complete states of all chargebacks initiated, responded to and lost/won status.
Houtz	Mary	mary.houtz@scouting.org	Is everyong going to stripe and also gift cards?	There are exception, however we would like to move all customers over to Stripe.
Houtz	Mary	mary.houtz@scouting.org	So basically you are creating the report that shows everything you need?	We are working on a report will show everything in a single report, however there will be an interim report that shows revenue by processor
Houtz	Mary	mary.houtz@scouting.org	When you say you will post online, where is that	It will appear under Training Videos towards the top of the page after you log into to Doubleknot
Neu	Molly	mneu@gsgatl.org	Are "Doubleknot" payments also "Togetherpay"?	Doubleknot payments include TogetherPay in addition to POS cash and checks, and gift cards.
Neu	Molly	mneu@gsgatl.org	I have Togetherpay transactions that cleared my bank, but do not show in the Together Daily Settlement account. They appear to be refunds (debited/pulled from our bank). Any suggestion as to how to find those in Doubleknot?	I would need more details but they might be you subscription fees. Please send an email to support with the dates and amounts of the withdrawals and we will investigate.
Bellak	Renee	rbellak@napleszoo.org	Hello, yes I would like more information on the Stripe processor my email is rbellak@napleszoo.org.	I will have some on contact you
Romero	Sharon	sromero@nybg.org	does every doubleknot client now use Stripe for payment processing?	There are exceptions, however we would like to move all customers over to Stripe.
Wyly	Shari	swyly@gksmo.org	My GSKSMO Doubleknot access is quite different from what you are showing in this webinar; for example, this Togetherpay Daily Settlement Detail report doesn't have the option of anything but a single day, and the printed report of that day does not have this kind of detail. Is my Girl Scouts access to Doubleknot a dumbed-down version? Am I going to have to get under the hood and design my own report using "open in designer" to obtain a monthly revenue report?	After you asked this question I showed you how you can change that filter by clickon on the cog next to the Batch date and changing it to Between (calendar)
Demko	Tracey	tmd1@psu.edu	What is the process for variances? What are the different types of variances?	I assume you are referring to the daily settlement report. If there are any variances you should contact support. If there is a variance our support and engineering teams are automatically notified and work the issue on your behalf.
Demko	Tracey	tmd1@psu.edu	What do we do if we have variance? How do we determine what happened? How is the variance corrected?	I assume you are referring to the daily settlement report. If there are any variances you should contact support. If there is a variance our support and engineering teams are automatically notified and work the issue on your behalf.
Demko	Tracey	tmd1@psu.edu	On the Togetherpay Daily Settlement Detail, what is the difference between the bank deposit and payment total fields.	The bank deposit is the deposit made into your bank where as the payment total is what Doubleknot matches up to the deposit. They should be the same.
Wiers	Wade	wwiers@gsnypenn.org	The payout reports for Togetherpay payments after April are not populating. I sent a ticket to support. Has that been resolved? It makes reconciliation more difficult.	I will have to check with support and make sure they get back to you.