



# RunSignup 101: Adyen V2

## Payment Process



# Meet the Onboarding Team



Whitney Taylor  
Onboarding Account  
Representative



Katie Atherton  
Onboarding Account Manager



Blaire Loman  
Onboarding Account  
Representative



Lauren Bergren  
Senior Retention Account Manager



Madison Braswell  
Onboarding Account  
Representative



Val Loften  
Lead Onboarding Account  
Manager



Shona Price  
Onboarding Account  
Representative

# Today's Agenda

- What is Adyen V2
- How does this impact your organization
- What you can do to prepare
- How to setup your payment account
- Common Mistakes





# Adyen V2

## How you get paid

- Easier to Navigate
- Faster approval process
- Stronger compliance and security
- Enhanced Payment structure

# What's Changed?

The initial onboarding payment process.

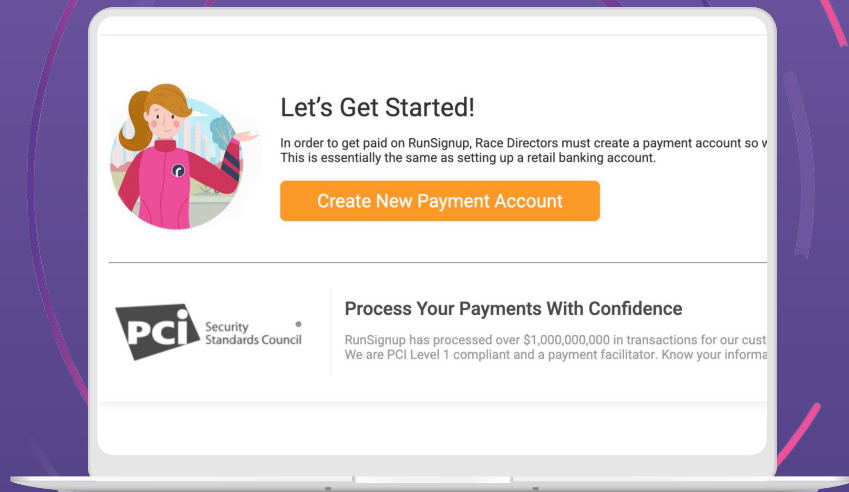
## Everything else stays the same.

- Reporting
- Deposits and deposit frequency
- Managing your payouts in RunSignup
- Access to payment account details



# What You'll Need To Get Started

- SSN
- EIN if applicable
- Legal Entity Information
- Bank Account Information including Routing and Account Number



The background of the slide is a solid purple color. In the top left corner, there are three small dots in pink, yellow, and grey. On the right side, there is a large, abstract graphic consisting of concentric circles and curved lines in shades of pink and purple, creating a sense of motion or a target.

# Why My SSN?

By federal law, it is industry-standard to collect the personal information of the person who is setting up the account in order to collect money online and get paid.

We have a full blog post you can read at [www.runsignup.com](http://www.runsignup.com)





# Payment Account Setup







# 3 Step Process

*Payment Account Setup*

1

## PERSONAL INFORMATION

Enter in personal contact information.  
Email, address, phone number, SSN.

2

## LEGAL ENTITY

Choose the type of operation you are  
opening this account for.

3

## PAYMENT METHOD

Direct deposit or Check

# Payment Account Setup

You will be prompted through the initial race setup to create your new payment account. You can also find this on **STEP 6** of the **Race Wizard** on your race dashboard if you choose to setup later.



## Let's Get Started!

In order to get paid on RunSignup, Race Directors must create a payment account so we can pay you. This is essentially the same as setting up a retail banking account.

Create New Payment Account

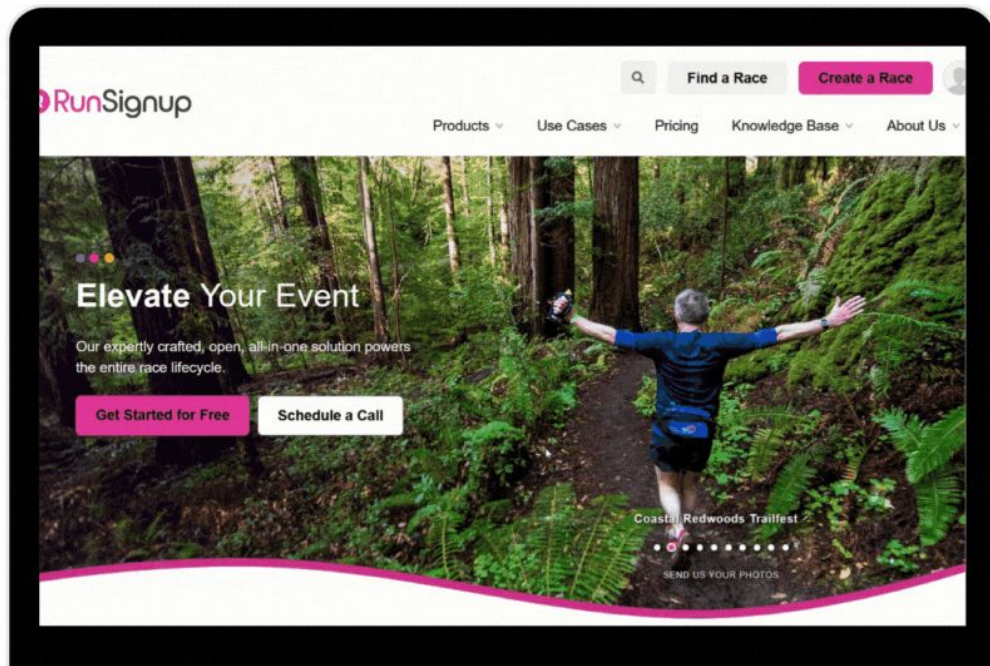


## Process Your Payments With Confidence

RunSignup has processed over \$1,000,000,000 in transactions for our customers since 2010. We are PCI Level 1 compliant and a payment facilitator. Know your information is secure.

# From Dashboard | Race Wizard Step 6

RunSignup.com ➤ Profile Image ➤ My Races ➤ Race ➤ Race Wizard





# Alternative Options Payment account

- Use an existing Payment Account
- Setup Later
- Email Instructions
- Free Mode

Accept Payments

How would you like to get paid?

Create New Payment Account Use Existing Payment Account **Other Options**

☐ Send Setup Instructions by Email  
You can enter an email address here to send instructions to someone else to set up a payment account for this race. By doing so, we will also give this person limited access to financial pages for this race.

☐ Set Up Later  
Choose this option if you wish to set up payment information later and do not need to accept transactions at the moment.

☐ Test Mode  
Use this option if you just want to test registration without actually accepting credit card payments. When you are ready to accept transactions, you can set up your payment account by coming back to this page.

☐ Volunteer and Free Event Mode  
Use this option if your race only has volunteer or free events. When you are ready to accept transactions, you can set up your payment account by coming back to this page.

**Payment Account approval can take time if manual checks are needed.**

**Make sure you start this process several days before you plan to open registration!**



# Step 1 | Personal Information

*Payment Setup*

# Step 1

## Personal Information

- Basic Personal Information
- SSN is important here.

### Contact and Other "Know Your Customer" Data

Email \*  
demo@runsignupdemo.com

Phone \*  
804-512-7890

Date of Birth \*  
01/01/1990

Social Security Number \*

⚠ Do not enter a real SSN on the test server.

⚠ *Your Social Security Number is required by the federal government.* We protect it with top-tier encryption. Providing your full SSN speeds up onboarding, but the last 4 digits are also accepted.





# Step 2 | Legal Entity

*Payment Setup*

# Legal Entity Information

## Step 2

### Payment Account Setup

Who Are You? \*

Ron Syrup (Age 27)

If you need to make changes or add someone new, click [here](#).

The **Legal Entity** is who gets paid. Select if you are a business, non-profit, or something else? \*



Individual or Sole Proprietorship

Business (Corporations Excluding 501c)

Business (Limited Liability Company [LLC])

Business (Partnership)

501c or Other Non-Profit Organization

Public Schools and Other Government Entities

### Your Relationship to the Organization

Indicate how you are associated with this organization (select ALL that apply). If you do not n

An **Authorized Signatory** is an individual who has been formally granted the authority to sign contracts, financial documents, or agreements on behalf of a company or organization.

A **Control Person** is someone who has significant influence over the company's decisions, often due to ownership or executive power.

While an authorized signatory can execute transactions, they might not necessarily have broad decision-making authority over company operations.

☐ I (the preparer) am a **control person** (have fiscal responsibility) for this organization.

☐ I (the preparer) am an **authorized signatory** for this organization.

## Step 2 | Legal Entity

There are a total of 6 different options to choose from.  
Make sure you know which one your event falls under.

01



### **Individual Legal Entity**

Individual or Sole proprietorship

02



### **Business Entity**

Corporations, limited liability Company, or Partnership

03



### **501c or Non Profit Entity**

Develop valuable resources that attract and engage potential customers

04



### **School & Government Entity**

Set up forms and landing pages to collect prospect information



# Step 2

## Legal Entity Information

**Authorized Signatory** | Someone who has been formally granted the authority to sign contracts, financial documents, or agreement on behalf of the organization.

**Control Person** | Someone who has significant influence over the company's decisions, likely an owner or executive power.

### Business Associations

Please provide information about the individuals associated with this organization. You must include at least one control person and one authorized signatory.

An **Authorized Signatory** is an individual who has been formally granted the authority to sign contracts, financial documents, or agreements on behalf of a company or organization.

A **Control Person** is someone who has significant influence over the company's decisions, often due to ownership or executive power.

While an authorized signatory can execute transactions, they might not necessarily have broad decision-making authority over company operations.

Add Control Person

Add Authorized Signatory

## Legal Entity

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## Common Questions

### Joint Account

If two people share one bank account, the payment account should be under the **first person's name**.

### Taxes

If you are just the **control person** for an organization, **you don't pay taxes yourself** — your info is only used to prove you're allowed to set it up.

### Schools

**Public Schools** are run by the government, they follow the government rules of last 4 digits of SSN or EIN.

**Private schools, PTO, PTA, Booster clubs are not government** run so should be set up as non profit.

### PO Box

You **can't use a P.O. Box** as your address. You need to **use a real street address**. You can use the control person's address if needed.



# Step 3 | Payment Method

*Payment Setup*



# Step 3

## Payment Information

### Bank Account Information

Enter the bank account information where payments should be sent.

Bank Account Type \*

☒ Checking

☐ Savings

☐ Corporate Checking

☐ Corporate Savings

Name on Bank Account \*

ⓘ This must match the name of your business or DBA as entered on RunSignup (or the sole proprietor name).

Bank Account Number \*

# Step 3

## Payment Information

R

T

G

### Payment Account Setup

How Would You Like to Get Paid? \*

✓

Direct Deposit — Recommended

Check — Additional Fees Apply

**Direct Deposit** >> Recommend.

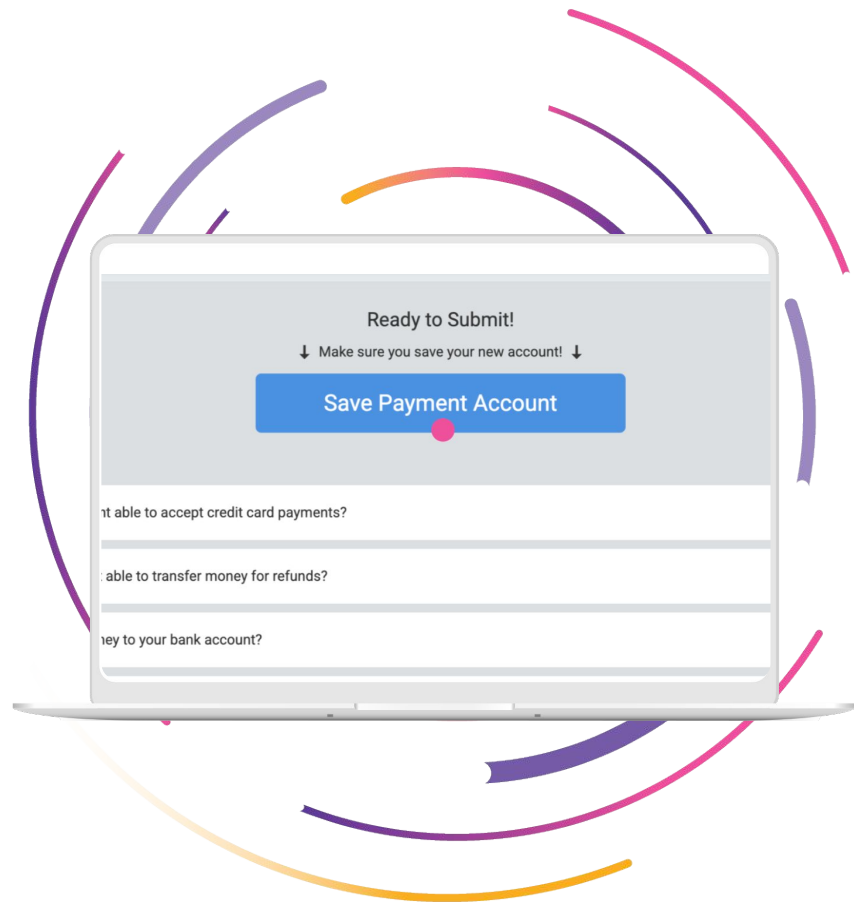
**Check** >> There is a \$10.00 fee per check. A check will be issued weekly if the balance is 1,000 +

# Finalize Payment Information

Everything you enter needs to match exactly to your payment account information.

## Common Mistakes to Watch out for

- Abbreviations {Ex. Corp. vs. Corporation}
- Misspelled Names
- Legal entity and bank account do not match
- Mismatched data bank account, routing number, etc.



# The Verification Process

- Adyen verifies accounts
- KYC Checks
- If approved you could be notified within minutes.

## If failed, you will be notified of next steps.

- Document uploaded needed
- Accepted Documents
  - Voided Check
  - Bank Statement
  - Letter from the bank
  - Screenshot of online banking

### Account Review Status

We found the following errors:

⚠ Bank account couldn't be verified.

**Additional Details:** The bank account couldn't be verified.

**Potential Remedies:** You can try one of the following to resolve this issue.

- Use different bank account.
- Upload a bank statement.

Here is how you can resolve these errors:



Upload Routing:

Account Last 4:

Recent Bank Statement (

[More Information](#)

To complete setting up your payment account, please provide one of the items from the following list. Be sure your

- Bank statement (**preferred within the last 2 months**).
- Voided check.
- Screenshot of online banking environment.
- Letter from bank stating account holder name and number.

**Allowed formats:** JPEG, JPG, PNG, PDF.

**Minimum allowed file size:** 1 KB for PDF, 100 KB for other formats.

**Maximum allowed file size:** 4 MB.



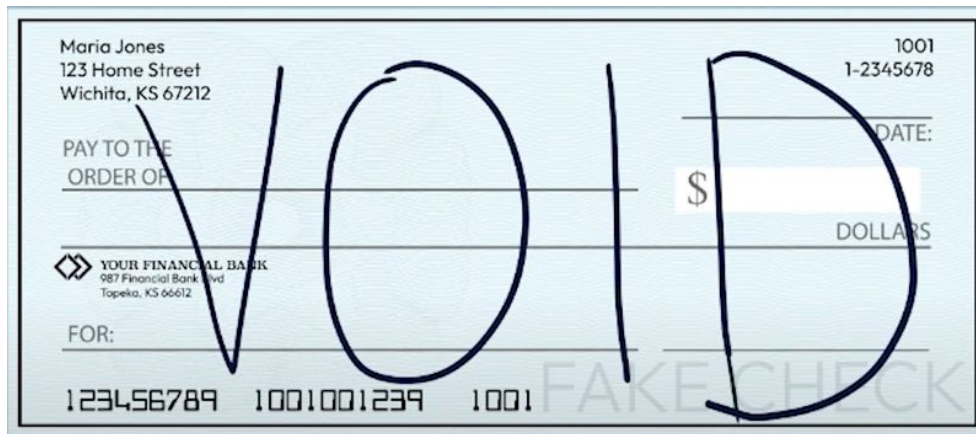
Choose your file  
See above for information



# Document Guides

## Voided Check

- Check
  - Blank with exception of VOID notation
  - Full Account name
    - Must match the legal entity
    - Use DBA section
  - Account number
  - Routing number
  - May not be a starter check



# Document Guides

## Bank Statement

- First page only
- Dated within the last 2 months
- Account number
- Bank Name & Logo
- Full Account name
  - Must match the legal entity
  - Use DBA section



### Statement of Account

John Smith  
2450 Courage St, STE 108  
Brownsville, TX 78521

Customer Number:	23785-54-9674458
Branch Name:	<Branch Name>
Statement Date:	mm/dd/yyyy
Payment Due Date:	mm/dd/yyyy
Credit Limit:	390,000.00
Total Amount Due:	3,898.57

#### SUMMARY

Card Type	Previous Balance	Payment / Credits and Rebates	Purchases and Advances	Installment Due	Finance Charges and Other Fees	Late Payment Charges	Amount Due
Visa Gold	7,126.14	7,126.14	3,898.57	0.00	0.00	0.00	3,898.57
Past Due Amount							0.00
Unbilled Installment Amount							0.00
Unbilled Loan Amount							0.00
Total Outstanding Balance							3,898.57

#### TRANSACTION

Date	Description	Amount
mm/dd/yyyy	Petron - CS Station	223.26
mm/dd/yyyy	South Star Drug	313.39
mm/dd/yyyy	Rosewood Condominium	582.96
mm/dd/yyyy	Grab	125.00
mm/dd/yyyy	Amazon	215.00
mm/dd/yyyy	Alba International	656.86
mm/dd/yyyy	Adobe Sales	246.00
mm/dd/yyyy	St. Luke Medical Center	571.10
mm/dd/yyyy	Hotel Sheraton (Las Vegas)	965.00

#### REMINDER



DASHBOARD  
LOCATION

Race Wizard



Step 6

# Document Guides

## Verification Letter

- New Accounts
  - Does not have a statement or check
- Account number/Routing number
- On bank letterhead
- The Date (within 1 month)
- Employee Name & Signature
- Full Account name
  - Must match the legal entity
  - Use DBA section



Case Number: 1234567VX0  
Account ending in: 1111  
Date: January 20, 2024  
Account Information:  
bankweb.bank

Michael Scott  
1234 Main Street  
Albuquerque, NM 87123

We're confirming the status of the account(s) below.

Account Number	Account Status	Date	Account Title
123451111	OPEN	August 2, 2019	MICHAEL E SCOTT

We at HoldMyTicket Bank and Trust confirm that our client, MICHAEL SCOTT, has a checking account 123451111 with us, routing number 012345678. If you need additional information regarding this account, please refer to the customer named above.

Thank you for banking with us.

Sincerely,

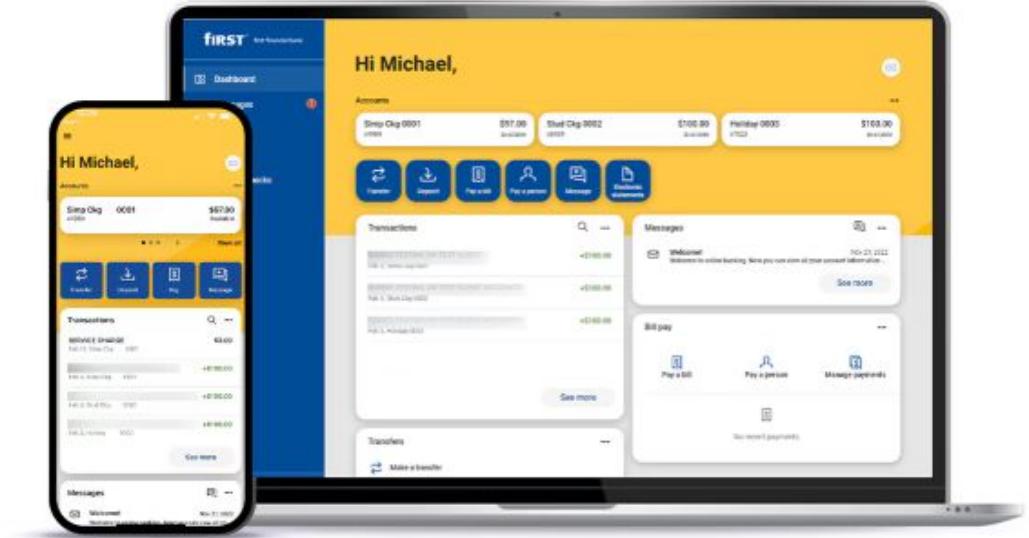
A handwritten signature in black ink, appearing to read "hmb".

HoldMyTicket Bank and Trust

# Document Guides

## Online Banking Environment

- Account number
- Routing number
- The date
- Bank Name
- Bank Logo
- Full Account name
  - Must match the legal entity
  - Use DBA section



# Common Mistakes

## Document Uploads

- Ripped or stained images
- Selfies
- Blurry images
- Old documents
- Documents with writing/redactions
- Used checks
- Incorrect documents
  - Deposit Slips
  - Banking agreements





# Key Takeaways

- Upgraded Payment Processor Adyen V2
- Change = new initial payment process
- Setup is simple, accurate information is important.
- Most of your day-to-day processes remain the same
- Gather what you need, take your time, ensure all parties understand the importance of accurately entered information.





# Thank You For Joining Us Today

*For more information, visit us online at:*

• [runsignup.com](https://runsignup.com) •

