



MERCHANT UNDERWRITING & ELIGIBILITY OVERVIEW

Businesses using Results span field service, construction, custom manufacturing, professional services, and other QuickBooks-centered workflows. Payment flows can range from service calls paid at completion to high-ticket projects involving deposits and months of future-delivery exposure. This guide explains how Jupico evaluates that range. Jupico reviews both eligibility and risk, and approval depends on the full business and transaction profile, not simply the industry label.

Use this overview together with [Jupico's Restricted and Prohibited Business Types](#) list, which should be used as the initial eligibility screen. Some businesses on the list are prohibited, while others may be eligible only with Jupico's explicit prior approval. If there is ever any uncertainty about a merchant or business type, please ask Jupico before making any commitments.

1. COMPLIANCE REVIEW AND BROADER UNDERWRITING

The phrase compliance review is often used as shorthand for the entire merchant review. Strictly speaking, compliance and eligibility are one part of a broader underwriting decision.

Compliance and eligibility

- Verify the business's legal existence, tax identification information, address, beneficial owners and control persons, individual identities, and ownership of the settlement bank account.
- Screen the business and relevant principals against sanctions and payment-network databases and review material adverse information.
- Confirm licenses, permits, registrations, or professional credentials when the activity requires them.
- Determine whether the exact products, services, sales methods, and marketing claims are permitted under applicable law, sponsor-bank requirements, payment-network rules, and Jupico policy.
- Review customer-facing materials for clear pricing, fulfillment, refund and cancellation terms, and recurring-payment disclosures and authorization, and confirm applicable data-security and PCI requirements.

Broader underwriting

- Understand who the merchant's customers are, how sales are made, how payments are accepted, and whether the merchant is accepting payment only for its own goods and services.
- Evaluate expected monthly volume, average and maximum ticket, card and ACH mix, seasonality, and anticipated growth.
- Compare payment timing with delivery or completion, including deposits, progress payments, custom work, recurring billing, and other future obligations.
- Review prior processing history, chargebacks, refunds, ACH returns, customer complaints, and the merchant's ability to prevent and resolve fraud or disputes.
- Assess whether the business has sufficient operating capacity, working capital, and overall financial strength to fund ongoing operations, complete outstanding orders, and absorb refunds, chargebacks, or ACH returns without relying entirely on future customer payments.

The objective is to determine both whether the activity is permissible and whether the associated risk can be responsibly supported.

2. HOW JUPICO THINKS ABOUT RISK

CORE PRINCIPLE: Risk is driven by the combination of what is sold, how it is sold, when payment is collected, how long fulfillment takes, the amount that could be disputed or returned, and the merchant's operating history and financial strength. Ultimately, we consider both the likelihood and potential severity of a problem, along with the merchant's ability to continue operating and meet its obligations if one occurs. No single factor determines the outcome.

A review is often more straightforward when:

- The business is established, domestic, and has verifiable ownership and a verifiable settlement account
- The products or services are straightforward and non-regulated
- The merchant accepts payment only for its own goods or services
- Payment is collected at or near delivery or completion, with clear customer terms and reliable proof of fulfillment
- Expected tickets and volume are moderate and consistent with the merchant's operating history and financial strength

Additional review may be needed when:

- The business is new, growing rapidly, has limited processing history, or provides inconsistent information
- Expected tickets or volume are high relative to the merchant's operating history or financial strength
- Payments involve large deposits, long fulfillment periods, progress billing, custom work, recurring billing, or other future obligations
- Sales are remote or card-not-present, including manually keyed, online, shipped, or cross-border transactions
- The activity is licensed, regulated, age-restricted, or subject to specialized product or marketing requirements
- The merchant accepts funds belonging to another party or has elevated disputes, refunds, ACH returns, complaints, or adverse information

A merchant cannot be supported when its activity is prohibited or outside sponsor-bank or payment-network eligibility, or when it cannot provide enough information to understand and mitigate the risk.

3. RISK FACTORS THAT ARE EASY TO MISS

Payment timing matters as much as the industry. A routine HVAC service call paid after completion presents very different exposure from a large equipment deposit collected months before installation.

Custom or nonreturnable does not mean undisputable. A customer may still dispute a charge if custom goods are late, incomplete, damaged, materially different from the order, or never delivered.

B2B is not automatically low risk. Business customers may generate fewer disputes, but individual tickets can be large enough to create significant exposure from a single failed project.

A familiar label may hide a different business model. Terms such as professional services, membership club, property management, or consulting can cover activities with very different licensing, billing, and fulfillment risks.

Receiving money for another party changes the analysis. Collecting rent, dues, escrow, vendor payments, or funds owed to another seller may create a marketplace, aggregation, or money-movement structure rather than ordinary merchant processing.

Growth can create risk even when sales are legitimate. Rapid volume growth can outpace staffing, inventory, cash flow, and the ability to complete work or issue refunds.

4. EXAMPLES RELEVANT TO RESULTS MERCHANTS

Field service and HVAC. Routine service and repair paid at completion are often relatively straightforward. Additional review may be needed for large equipment deposits, extended installation timelines, unusually high tickets, or payments collected before equipment is available.

Construction and installation. We look at contracts, deposit and progress-payment schedules, completion windows, cancellation rights, acceptance documentation, and the merchant's ability to manage project delays and subcontractors.

Custom manufacturing. Purchase orders and established B2B relationships can help document the sale, while material deposits, custom nonreturnable goods, long production lead times, and shipping or installation obligations may increase exposure.

Professional services. We confirm the exact service, required professional licenses, billing structure, retainers or prepayments, recurring terms, refund rights, and whether the underlying activity falls into a restricted category.

Property management and other multi-party payments. A management company charging for its own services is different from collecting rent, deposits, HOA dues, or other funds owed to property owners or third parties. These arrangements should be brought to Jupico early so the payment flow can be reviewed before commitments are made.

Recurring service plans and memberships. Clear consent, price and renewal disclosures, cancellation methods, receipts, and reliable records are important. The underlying goods or services still determine eligibility.

5. HOW THE FRAMEWORK MAY AFFECT THE OUTCOME

Additional risk does not automatically mean a merchant will be declined. When the activity is eligible and the risk is understood, Jupico considers whether it can be supported as presented or with conditions tailored to the source and size of the exposure.

What may change the decision. Deposits, long fulfillment periods, recurring obligations, unusually high tickets, or rapid growth may require more documentation and a closer review of the merchant's total unfulfilled exposure, operating capacity, and financial strength.

Tailored risk mitigation. Where additional exposure is supportable, Jupico may use processing or ticket limits, lower initial volumes, closer monitoring, delayed funding, a reserve, or staged increases as processing history develops. The appropriate approach depends on the specific risk being addressed.

IMPORTANT: Mitigation cannot make prohibited activity permissible or replace adequate operating and financial capacity. Before promising payment eligibility, bring Jupico any unusual, regulated, high-ticket, long-fulfillment, or difficult-to-explain business model so we can identify any required documentation, adjustments, or limitations.

6. WHAT ADDITIONAL REVIEW MAY INVOLVE

- Business or professional licenses, permits, registrations, product details, supplier records, or laboratory reports
- Customer contracts, invoices, purchase orders, estimates, refund and cancellation terms, and proof of delivery or completion
- Prior processing statements and chargeback, refund, or ACH-return reports to understand the merchant's historical processing performance and loss experience
- Bank statements, financial statements, or other financial information needed to evaluate liquidity, cash flow, existing obligations, and whether the merchant has sufficient resources to fund operations, complete outstanding work, and withstand potential refunds, disputes, or payment reversals
- Details about deposits, progress billing, recurring authorization, fulfillment timelines, shipping, installation, or customer acceptance
- An explanation of affiliates, property owners, vendors, subcontractors, marketplaces, or any other third party involved in the transaction or entitled to the funds
- Fraud-prevention controls and the records available to show customer authorization and support a transaction if it is disputed

Depending on the circumstances, an application may be approved, approved with conditions, pended for additional information or changes, or declined.

7. REVIEW CONTINUES AFTER APPROVAL

Approval is based on the business model and activity presented during underwriting. Jupico continues to monitor whether actual processing remains consistent with that approved profile.

- Transaction volume, average and high tickets, card and ACH mix, and payment channels
- Chargebacks, refunds, ACH returns, fraud indicators, declines, and unusual transaction patterns
- Customer complaints, adverse information, license status, and material website or product changes
- Changes in ownership, settlement account, legal or DBA name, locations, products and services, fulfillment model, or anticipated volume

General guidance only. Final eligibility depends on the Restricted and Prohibited Business Types list, applicable law, payment-network and sponsor-bank requirements, Jupico policy, and the circumstances of each application. Merchants remain responsible for their legal and contractual obligations.