



OPEN Q&A: CYGMA[®]

TUESDAY, OCTOBER 8TH

PANELISTS

**MEGAN
BEST**

VP of Business
Operations

**RALPH
CARDONA**

VP of IT
& Development

**CHRISTIAN
ORTEGA**

Director of
Deployment Services

**CHRISTINA
VERTIY**

Director of
ISO Support

CYGMA Q & A

NEXT DAY FUNDING

CYGMA FRONTEND

- Batches closed prior to 8 AM Eastern fund same day at 1 PM Eastern
- Same day funding is dependent on merchant's bank
- Batches closed prior to 11 PM Eastern fund next day

TSYS FRONTEND

- Batches closed prior to 5 AM Eastern fund same day at 1 PM Eastern
- Same day funding is dependent on merchant's bank
- Batches closed prior to 9 PM Eastern fund next day

CYGMA Q & A

WHAT EQUIPMENT IS SUPPORTED?

CYGMA FRONTEND

- Dejavoo Z series
- Exatouch®

TSYS FRONTEND

- All devices certified to TSYS are supported. This includes but is not limited to:

Dejavoo QD and P series, PAX, Valor
PayTech, Ingenico, PayTrace, Accept Blue,
Auth.net., NCR, third-party POS systems,
ISVs, and VARs

CYGMA Q & A

WHAT ENTITLEMENTS ARE SUPPORTED?

- Cygma currently supports Visa, Mastercard, American Express Direct and OptBlue, Discover Direct and Full Acquiring
- PIN debit is supported on the TSYS Frontend only
- EBT is currently being certified. No ETA available
- Cygma does not support WEX, Voyager, or Fleet cards

CYGMA Q & A

WHAT PAPERWORK IS NEEDED?

Applications for Cygma must be submitted on the Cygma branded application, which is available on the ISO Interface.

A list of prohibited merchants is also available. Cygma supports Vape/Tobacco/Smoke Shops, Adult Retail and Entertainment Venues, CBD merchants, and Moto Guns and Ammunition. There are additional costs for CBD industries.

The same TSFs and maintenance forms used for our existing Fiserv portfolios may be used for Cygma.

CYGMA Q & A

DO EXISTING SCHEDULE A's APPLY AND IS RESIDUAL REPORTING THE SAME?

Yes, your normal assigned Schedule A applies and reporting is available on the ISO Interface.



CYGMA RESOURCES



**SCAN HERE TO ACCESS MATERIALS
ON THE ISO INTERFACE**

- Cygma FAQ
- Cygma MPA
- Cygma Prohibited Merchants List
- Cygma Next Day Funding Schedule
- Cygma Merchant Services Program Guide

THANK YOU

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