FortisPay + Simple Admit FAQ

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What equipment will I be using?

The FortisPay Gateway/Virtual Terminal. FortisPay can also upgrade you to a Magtek Swiper (Non-EMV) or an iPP320 (EMV).

I have existing equipment at my facility, can I reprogram it with FortisPay or do I have to purchase new equipment?

If you have an iPP320 we can look into re-encrypting your equipment. If we cannot do it at your location or if you're not using an EMV device currently, we can set you up with an iPP320 at no charge to you via a loaner agreement while we reprogram your equipment.

Do I have to manually add patients to FortisPay every time?

No, the system is 100% integrated with FortisPay. You will not have to manually input them if they're already a patient.

How long is my contract term?

There is no contract term. Contracts will only apply for certain promotions.

How hard is it to switch to FortisPay?

FortisPay and Simple Pay will ensure you have a seamless conversion.

When will I receive my funds after I batch out for the day?

If you settle your batch before 10:00 pm EST, you will receive them by the next day.

What does the emailed receipt look like? Is it secure?

Yes, the email sent is secure and appears as below:


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Your business
logo here

The following payment has been processed by Fortis Hospitality Demo.
Phone: 0000000000

Cardholder Name:        Jon Nafso
Payment Amount:         $1.00
Description:            Test Jon
Transaction Status:     Approved
Card Last Four:         5454
Auth #:                 4139a7
Date/Time:              01/27/2020 02:17:25 pm
```

11ea4139ac3fc0a6a0bba959

How will I receive my daily activity reports?

We can set you up with email notifications that are sent at the end of each business day to provide a detailed transaction report. You will also receive a monthly summary statement showing your activity for the entire month.

What if I have questions or technical difficulties?

You can always call FortisPay Support at (248) 465-9999, email support@fortispay.com or use the "CHAT WITH US" feature on our website to receive instant assistance from a live representative