

1- Account opening and credit analysis



The account is only opened once the merchant has a functional website, an Internet catalogue and a web hosting services provider. During this step, Desjardins Card Services carries out administrative tasks and the required verifications. The merchant number is issued within two to five days following the submission of all duly completed documents.

In order to reduce delays, the merchant is asked to provide the following documents at account opening:

- a duly signed Desjardins Service Agreement;
- legal documents (e.g. a resolution authorizing signatories if client is a non-profit organization);
- financial statements may be requested;

2- Integration and certification

A technical support centre staffed by qualified and competent specialists offering service in both official languages has been set up to answer your questions during the Desjardins Internet Payment Solutions integration phase. The duration of this phase can vary greatly according to the type of solution selected and the web developer's experience. During this phase, which includes development, testing and certification, you are in contact with the SCD technical support team. The following important information will be required from you at this stage:

- the email address at which the merchant will receive reports
- the email address at which the merchant will receive exceptions