

WWW.MANNAORDERS.NET – FAMILY VERIFICATION PROCESS

Effective September 21, 2015

Revised October 2, 2015

The following verification safeguards have been put in place to protect your Organization, families and The Manna Group from accepting payments from fraudulent families / bank accounts. We appreciate your patience and understanding as we implement our new policies.

EXISTING FAMILIES: An existing family who has previously saved their banking information should experience no interruption in the MannaOrders account. However, **the most recently used banking information will now be saved in their profile** and it is unable to be changed unless the verification process is completed. Participants must contact The Manna Group if they need to update their banking information. **Only one bank account per family code is now allowed.**

An existing family who chose to NOT save their banking information will now be required to go through the one-time verification process. Please see below the NEW family verification process. This approval process should not take longer than **3-5 business days.**

If you choose never to save your banking information, you will not be approved to pay via MannaPay (ACH). You will still have the option of placing your orders online, but payment via check must be sent to your Coordinator before they can accept your order for fulfillment (if your Organization allows this). You will also not be approved to use the MannaEscrip option.

NEW FAMILIES (AND CURRENT FAMILIES WHO HAVE NOT YET SAVED THEIR BANKING INFORMATION):

A one-time verification process must be completed to order scrip using MannaOrders and submit payment via MannaPay.

- The Coordinator is responsible to provide all new families the Organization #, family code, and individual password.
- The first time the new family signs on to their MannaOrders account, the following verification process will begin (This will only occur once):
 - o Fill in all fields to complete and submit your verification form. This includes Family Name, Bank ABA/Routing number, email and phone number.
 - o **Once the verification form is submitted, The Primary Coordinator will receive an email** stating that the new family has enrolled to begin the verification process. If the Coordinator is not aware of this family or if the family seems at all suspicious, please contact The Manna Group immediately.
 - o Within 1 business day The Manna Group will make a small deposit (between \$0.01 - \$0.50) into the provided bank account.
 - o **Within 2-3 business days, the new family is required to confirm back to The Manna Group via email to APPROVALS@MANNAORDERS.NET the exact amount deposited in their banking account.** **If you have already emailed the confirmation of your amount deposited to kimc@mannaingroup.net, it will still be processed normally; no further action is required.*
 - o Once this amount is confirmed, the Coordinator will be notified by The Manna Group that the family has been approved. **It is the Coordinator's responsibility to contact the family and inform them they have been approved to begin placing orders online using MannaPay.**
 - o We anticipate this **one time** verification process to take no longer than **3-5 business days.**
 - o If a new participating family does not confirm the deposited amount within 30 days, the verification process is restarted and the family must start over by submitting the form online.