



## CAS 101

### Frequently Asked Questions (FAQs)

1. What is the Card Acquiring Service?
  - a. **Card Acquiring Service (CAS) is a Fiscal Service federal program that provides federal agencies payment card acceptance capabilities.**
2. What services does the CAS program provide?
  - a. **CAS provides merchant services for credit, debit, electronic benefit transfer (EBT) and stored-value (e.g. gift, etc.) cards for federal partner agencies.**
3. Are all agencies required to use the CAS Program?
  - a. **Most federal agencies that accept credit or debit cards for payment MUST use CAS. Only groups with authority to process credit and debit cards on their own (Non-Appropriated Funded Agencies) do not participate in CAS, including the U.S. Postal Service, Army/Air Force Exchange Service, Navy Exchange, and the Smithsonian.**
4. What is the dollar limit for card transactions for the CAS program?
  - a. **There are different limits contingent upon the card type.**
    - i. **For credit card, the maximum a Federal Agency may collect in a single transaction is \$24,999.99.**
    - ii. **For debit card, there is no limit.**
    - iii. **For government cards, the maximum a Federal Agency may collect in a single transaction is \$9,999.99.**
      1. **Note: *Federal-to-Federal transactions are called intra-governmental transactions. Federal agencies are responsible for all interchange and transaction fees associated with these types of payments.***
5. How can I enroll in the CAS program?
  - a. **All agencies interested in establishing a card services account can complete a CAS Application and work directly with CAS program staff, if assistance is needed for the following:**
    - **Traditional Stand-alone Terminals**
    - **Value Added Resellers**
    - **Integrated Software Vendors, or**
    - **Mobile Applications and Devices**

**Agencies that want to establish a new account and/or add locations to an existing account for card processing through Pay.gov, need to contact their organization's Pay.gov Implementation Specialist to submit applications for consideration. If you do not know your Implementation Specialist, please send an inquiry to: [Pay.gov@fiscal.treasury.gov](mailto:Pay.gov@fiscal.treasury.gov).**

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### Frequently Asked Questions (FAQs) cont.

6. How long does it take to establish a card servicing account?
  - a. Establishing a card servicing account can take up to 2 weeks.
    - Fiscal Service CAS Process – CAS retrieves, processes and approves all properly submitted CAS Applications. *The current processing time for Fiscal Service CAS approval is one business week (i.e. 5 business days).*
    - Worldpay Process – Worldpay is responsible for the creation of CAS accounts. *The current processing time for account creation is 7 business days.*
  
7. Where do I retrieve my agency's data for settled card servicing transactions?
  - a. Transaction data for card servicing transactions can be found in the Collections Information Repository (CIR) or through the CAS Merchant Processor's iQ portal.
  
8. Who do I contact if I need help?
  - a. If you have an inquiry/request related to:
    - Terminal Support
    - Reconciliation and Reporting
    - Billing Inquiries
    - Ordering Equipment or Supplies
    - General Support Needs

Please contact the WorldPay Federal Agency Support Line: 1-866-914-0558 (Hours: 24/7).
  
  - b. If your inquiry/request is not in reference to any of the aforementioned categories, contact the CAS Outreach Mailbox at [CardAcquiringService@fiscal.treasury.gov](mailto:CardAcquiringService@fiscal.treasury.gov).