

Frequently Asked Questions

What is Roundit?

Roundit is a web service technology that allows users to monetize their consumer spending and donate the proceeds of that directly to the charity of their choice. User monetize their spending by rounding up user credit or debit card transactions.

How does Roundit Work?

Roundit works by integrating into a charities IT/Web/mobile infrastructure. Our system is designed to work within a charity branded user experience. Once a user signs up for Roundit, our system will automatically round up appropriate transactions to the nearest \$1.00, \$2.00, \$5.00 or whatever amount the user selects. The system is fully configurable by the end user and is designed to be safe, secure and easy to use.

How do I sign up to start rounding up?

User signup by either visiting our website (www.roundit.com) or downloading our app. The app is available on both the [Google Play](#) and [Apple App Store](#). Likewise, user can text 'roundit' to 21000 and they will automatically be directed to the app.

In the near future, roundit will be offering a 'branded' experience that will allow charities to send potential donors/users to a fully branded user experience that will all users/potential donor's to access our services from a fully branded experience.

If the charity of your choice does not use Roundit, [contact us](#), and we will reach out to them to see if they are interested in participating.

How does Roundit know when to round up a transaction?

We use a third-party data aggregation service called 'Plaid' to let us know when a user makes a transaction. Plaid is the worlds, leading credit & debit card data aggregator. Plaid is used by every major bank, and credit agency and provides these organizations with real time information on credit/debit card activity. For more information on plaid, please see their website at www.plaid.com.

When a user signs up with Roundit, will their data be shared with anyone else?

No. Roundit is a confidential payments platform. We operate under the assumption that a user finds Roundit via one of our partner charities. When that user enters our environment, they are never exposed to other organizations, thus protecting their privacy, and ensuring their continued support to the charity that 'brought them here'.

Does Roundit work on all platforms?

Yes, Roundit is platform agnostic. It works on all iOS, Android and web devices.

Does a user need to have a mobile device to sign up or use Roundit?

No, Roundit is designed to integrate into a charity's existing infrastructure. The vast majority of charities and non-profits do not have a dedicated mobile app. Our system is designed around a 'plug and play' concept that will allow users to gain access to our rounding technology via the web or mobile devices.

How does a user discover Roundit and is their experience branded?

The clear majority of our users discover Roundit via our partnership agreements with various charities and non-profits. When they come to Roundit, it is via 'your portal' and each user will have a portal specific experience. This means that if a user comes to Roundit through your charity, their entire experience will be branded as if it were your charity.

What about end of year reporting?

The Roundit system automatically provides our partner organizations with details end of year reporting information that will allow them to send out all the necessary and appropriate tax information for users who have donated to their organizations. This information is not shared with any other organization and is fully encrypted to ensure user privacy.

Likewise, whenever a user makes a donation, either through a one-time donation, or through roundups, the user is provided with a receipt. User receipts are available via the app and can be downloaded or forward for printing come tax time.

How does a user pay for their roundups?

Whenever a user makes a purchase using their linked card, Roundit is sent a discrete packet of information from Plaid, our data aggregator. We use that data to calculate a user's roundups based upon the personal preferences.

When a user makes a purchase using their linked card and a roundup calculated, the roundup amount is placed into a user's virtual Roundit account where it is stored and added together with other roundups that user has made until the \$20.00 threshold is hit. When that account hits the \$20.00 Roundit submits that aggregated amount for processing and the user's card is charged, with the funds going to their charity of choice.

The reason we do it this way is twofold. First it ensures that user's card statement is not overwhelmed by a whole host of tiny charges. After all, if an average user charges 20 items per month, the last thing they want to see is an additional 20 line-items on their monthly bill.

Secondly, we aggregate roundups to cut down on credit card processing charges (something we have no control over). If we were to charge every roundup independently, the processing fee's as a percentage of funds donated would erase our overall value proposition.

For example, let's say a user goes out and purchases a cup of coffee for \$1.85. The standard roundup on such a transaction would be \$0.15. However, if we were to charge that amount to a user's credit card, the cost of that transaction would come out to approximately \$0.31, generating a 200% processing fee. Instead, what we do is aggregate that user's roundup with other roundups they make, and when their account tops \$20.00, we run the charge. When done this way, the processing fee for a \$20.00 charge is approximately \$0.88 or 4.4% processing fee.

Why is it that when I make a charge, my roundup does it take a few days for the roundup to show up on the app?

When a user makes a charge, oftentimes we receive the initial data about that charge within minutes of the transaction. However, when we receive it, it is tagged by our card processor (Stripe) as "pending". As a rule, we do not calculate 'pending' charges as they are more likely to be reversed. Usually, within a few days or a week, Stripe will update the charge to 'completed' at which time we will calculate our roundups and post that information to a user's app.

How much does Roundit Cost?

Roundit is free to use for individuals looking to donate. We ask that our partner organizations cover the card processing fee whenever a charge is made against a user's account. In addition,

we charge a flat 4.9% platform fee on all revenue generated with Roundit. There are no hidden fees, and there are no extras.

Credit card processing fees are as follows:

- Credit: 2.9%+\$0.30 per transaction
- Debit: 0.8%

How difficult is it to integrate Roundit into our existing efforts?

It is not very difficult at all. All we need is some basic information about your organization, your brand and your desired outcomes. Our team of dedicated professionals will work with you on setting up the proper linkages that will allow your network to utilize our technology via a 'branded' experience. [Contact us](#) for more details if you are interested.

How long does it take to setup Roundit?

Approximately 5 business days.

How do I get Roundit working with my organization?

Please go to www.roudit.com/contact us; or drop us an email at Info@roudit.com.

How do I turn off my roundups?

To turn off your roundups simple click the menu icon on the upper left and top the app. The select Settings and turn off the 'Roundups Enabled' radio button (it will switch from blue to grey). Then hit the save button on the bottom right hand portion of the screen. This will turn off your roundups.

Please note, once you turn off your roundups you can turn the back on by just turning on the "Roundups Enabled" radio button (from grey to blue) and saving your action.

How do I change my payment card?

Changing your payment card is simple. All you need to do is go to the Roundup setup tab by hitting the menu button on the upper right-hand side of the app and selecting Roundup Settings. Once you get to this screen, to change your payment method, just the 'Step 3; button. This will take you a page where you can edit your payment method.

