

Merchant Services,

The FAQ



As an Internet payment service provider, Allied Wallet provides both consumers and merchants safe transactions. Here are the most frequently asked questions about its merchant service.

What is a Retrieval?

"Retrievals" are a notification of Bank or Issuer request on proof of purchase.



What is a Chargeback?

"Chargebacks" are issued by the customer to file a dispute for the payment. The funds will be repaid to the customer.



How Do I Dispute a Chargeback?

Merchants are highly advised to provide a signed payment affidavit from the customers along with a copy of the customer's identification.



When will I get my settlement funds in the event that my account has been terminated?



on the 15th day

Terminated accounts will receive payouts on the fifteenth day of the month following the 180th day, after the last [positive] settled transaction using the standard payout method used on your account.

Why haven't I received the funds scheduled for today?

48 HOURS



Please allow up to 48 hours for payouts to be received by your financial institution.

When will I receive my payouts?



Payouts are granted on a weekly basis for all processing 12 (twelve) days in arrears. Holdback Charge payouts are granted after 6 (six) months of rolling reserve status.

What payment methods are available?



Visa, MasterCard, American Express, Discover, Diners Club, JCB, China UnionPay, Sofort, Klarna, Giropay, Maestro, Cartes Bancaires, Direct Debit, Paysafecard, and VPay emblems or from users of Allied Wallet's eWallet.

Can I change my bank account where my payouts are sent?



Yes, please visit the bank account update page.

Where can I find my statements?



Our Accounting Department will provide individual links via e-mail enabling merchants to view their statements. Merchants also have access to their reports within the gateway, in which they can view their weekly and rolling reserve payouts.

What is a rolling reserve?



A rolling reserve is a pre-determined percentage of gross sales that Allied Wallet will withhold for an agreed-upon period of time, as stated in your processing agreement.

How long a rolling reserve takes place?



1 to 6 months

The Rolling Reserve can be withheld for 1 (one) to 6 (six) months depending on the agreement made in your Terms of Agreement.

How to ask for question which is not in the list?



Please contact us by calling (888) 255-1137 or + 44 203 318 8334, using our live chat feature, or emailing support@alliedwallet.com.

How do I set up my payment page?



Payment page can be set up by filling the form in <http://beevip.com/signup.php>

How do I get protected from fraudulent customer?



Our PCI compliant policies and security measures are made to protect both merchants and consumers from fraud.

What currencies can I receive my payouts in?



Any of 25 currencies are available for payout. Contact support@alliedwallet.com for more information.

What currencies can I receive my payments in?

For payments, we process: Dinar, Euro, Kwanza, Dollar, Peso, Dram, Manat, Taka, Ruble, Franc, Ngultrum, Boliviano, Pula, Real, Lev, Riels, Escudo, Yuan Renminbi, Colon, Kuna, Pound, Koruna, Krone, Nakfa, Kroon, Birr, Dalasi, Lari, Cedi, Quetzal, Gourde, Lempira, Forint, Krona, Rupee, Rupiah, Shekel, Yen, Tenge, Shilling, Som, Kip, Lat, Loti, Litas, Denar, Ariary, Kwacha, Ringgit, Rufiyaa, Ouguiya, Leu, Tugrik, Dirham, Metical, Cordoba, Rial, Balboa, Kina, Guarani, Sol, Zloty, Ruble, Tala, Dobra, Leone, Rand, Lilangeni, Kronoa, Somoni, Baht, Pa'anga, Lira, Manat, Hryvnia, Vatu, Dong, Kwacha, Ruple, Pataca, and Guilder.

Can Allied Wallet perform Recurring Billing?



Our merchants can accept recurring payments from their customers for up to three consecutive months in one billing cycle.

Is there a membership management system?



At this time, we don't provide or offer a proprietary membership management system.

What do I need to obtain Virtual Terminal?



To be approved for Virtual Terminal, our Underwriting Team must review the type of account, the risk of the account, and obtain Management Approval.

In what countries, that you will not process?



Afghanistan, Albania, Bosnia and Herzegovina, Congo, Cote d'Ivoire, Cuba, Iran, Iraq, North Korea, Liberia, Libya, Myanmar, Nigeria, Pakistan, Somalia, Sudan, Syria, Venezuela, Yemen, and Zimbabwe.