

NeonPay Basics

What is NeonPay?

NeonPay is a payments platform for mission-driven organizations, simplifying payments, building capacity, and creating transparency from fundraising to finance. It is designed to help you stay focused on creating change and driving greater social impact. As an integral part of the Neon One ecosystem, NeonPay powers a software and services technology ecosystem, enabling a unified payments infrastructure for a variety of tools vital to any nonprofit. We simplify payment and technology decisions for fundraising, community building, and program operations organizations.

Why would I want to use NeonPay?

NeonPay is a single source for nonprofit technology and payment processing. You don't have to manage multiple providers, which simplifies your technology footprint and saves precious operations resources all while our competitive and straightforward payment processing rates save you money.

NeonPay allows you to authorize & capture payments from all major credit cards (Visa, Mastercard, Discover, AmEx) as well as echeck/ACH. You also have the ability to void payments, and issue full or partial refunds. Disputes can be managed from within the Merchant Portal, including evidence management.

We provide a secure service. All payments are tokenized and no card or bank account information is stored in a Neon One application. Our toolset is PCI-DSS Level 1 compliant and contains fraud monitoring at the transaction level.

Rallybound features available with NeonPay that may not be available with other processors:

- [Recurring Donations](#)
- [The Recommitment Process](#)
- ACH Payments
- [Refunds](#)
- [Partial Refunds](#)
- [View payment status on transaction records in Rallybound](#)
- [Donors can manage recurring plans from their donor portal](#)

Does my organization need to be a nonprofit or 501(c)(3) to use NeonPay?

No. Any legal entity based in the United States can use NeonPay.

What types of tender can it process?

It offers credit card processing (Visa, Mastercard, Discover, and American Express) as well as ACH/e-check. It can also process both one time and recurring transactions. These services are accessible through the back-end as well as for processing transactions on front-end forms.

On front-end forms, however, constituents will never see NeonPay. It merges with your application seamlessly.

Can I disable American Express?

While there isn't a way to disable American Express payments within NeonPay, just ask your Neon One application's support team - they can configure your account to stop accepting American Express cards.

Does NeonPay process split payments?

Split payments are available for NeonPay within Rallybound. For more information, please [click here](#).