

Overview

The Rapid Legal credit card preauthorization feature places a **hold** on a new customer's credit card **when an order is submitted**.

Credit card preauthorization will be the default payment method for **all new customers**. Existing Rapid Legal customers **are not affected**.

This feature helps minimize Rapid Legal's risk of fraud and ensures payment of services.

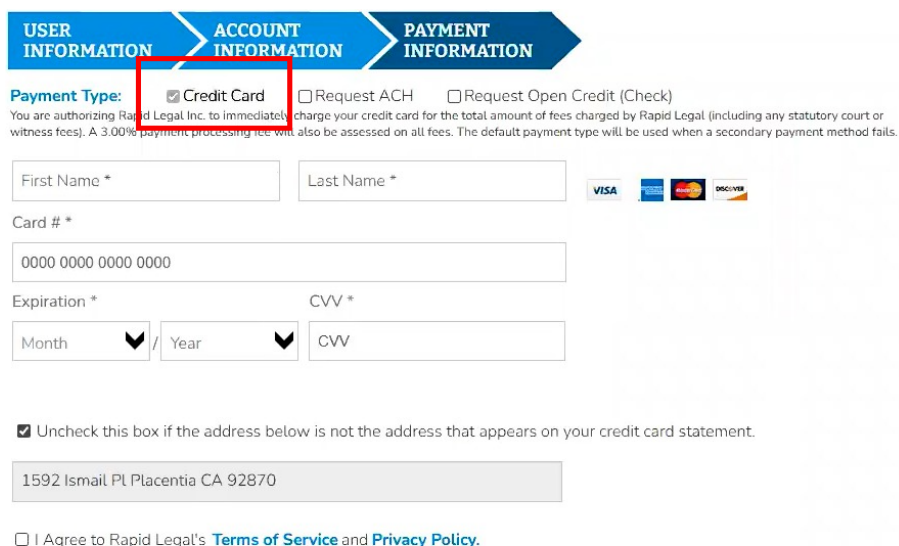
How does it work?

For New Customers

If you are a new customer, you must **enter a valid credit card** when you sign up for a Rapid Legal account. **You may request ACH payment options or a fee waiver** from Rapid Legal.

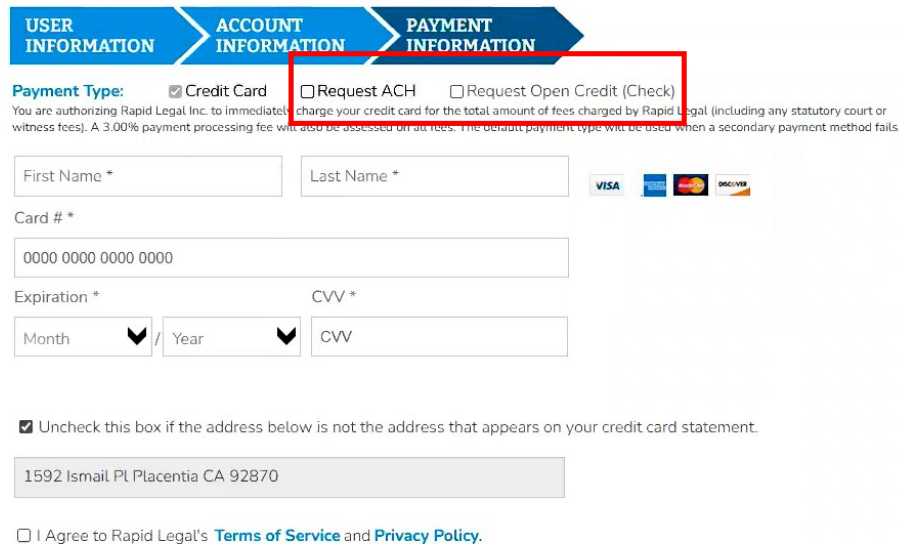
How credit card preauthorization affects the account sign-up experience for new customers:

If you're a new customer, when you register for a Rapid Legal account, the only payment you may enter is **Credit Card**. The Credit Card checkbox is pre-selected and cannot be edited.



The screenshot shows a three-step registration process: USER INFORMATION, ACCOUNT INFORMATION, and PAYMENT INFORMATION. The PAYMENT INFORMATION step is active, showing the 'Payment Type' section. The 'Credit Card' option is selected with a checked checkbox, which is highlighted by a red box. Other options include 'Request ACH' and 'Request Open Credit (Check)'. Below this, there are fields for First Name, Last Name, Card #, Expiration (Month and Year), and CVV. A checkbox is checked, indicating that the address below is the address on the credit card statement. The address field contains '1592 Ismail Pl Placentia CA 92870'. At the bottom, there is a checkbox for 'I Agree to Rapid Legal's Terms of Service and Privacy Policy'.

As a new customer, you may **request ACH or Open Credit**. Upon approval from Rapid Legal, you'll be able to begin placing orders using this payment type.



USER INFORMATION **ACCOUNT INFORMATION** **PAYMENT INFORMATION**

Payment Type: Credit Card Request ACH Request Open Credit (Check)

You are authorizing Rapid Legal Inc. to immediately charge your credit card for the total amount of fees charged by Rapid Legal (including any statutory court or witness fees). A 3.00% payment processing fee will also be assessed on all fees. The default payment type will be used when a secondary payment method fails.

First Name * Last Name *

Card # *

0000 0000 0000 0000

Expiration * CVV *

Month / Year CVV

Uncheck this box if the address below is not the address that appears on your credit card statement.

1592 Ismail Pl Placentia CA 92870

I Agree to Rapid Legal's [Terms of Service](#) and [Privacy Policy](#).

Frequently Asked Questions

1: Can I add additional payment types?

Anyone for whom credit card preauthorization is enabled **can add additional payment methods** through the Customer Portal. **You may add credit cards only.**

You will have **the option to request ACH** payments as an additional payment type.

2: What happens after an invoice that has a preauthorization hold on the credit card is paid?

The pre-authorization hold will **release 24 hours after the invoice has been paid in full.**

When multiple orders appear on an invoice, the hold is only released **after all the orders have been satisfied and the invoice is paid in full.**

If an order has been cancelled, the hold will release 24 hours after the cancellation.

3: Can I change payment methods after the preauthorization hold is captured?

No, once a pre-authorization hold has been placed on a credit card, you cannot make any changes to the payment methods for that order.