

# Frequently Asked Questions

Information current at April 2009

## What can BWA Merchant Services offer my business?

BWA Merchant Services can offer you flexible payment acceptance solutions to suit your business needs - by phone, facsimile, mail, internet or in person - as well as:

- Competitive pricing and visible fees
- 24/7 technical support
- Online access to transaction information - no need to wait for a statement
- May reduce time you spend on paperwork and cash handling
- May improve your cash flow
- Easy application process - simply give us a call on 1800 655 204

## I want to proceed - what do I do next?

Simply contact your dedicated Sales Representative or call the Sales Customer Service line on 1800 655 204.

## How quickly can I have a terminal installed?

Once your application has been received it takes around 10 days to process. Once approved, your terminal will be delivered to you for installation. Applications that have been incorrectly completed may take longer to process.

## What cards can I accept?

You can accept all major debit and credit cards\*. American Express, Diners Club and JCB cards can also be accepted, however require a separate agreement with the card scheme provider. \* Acceptance may vary depending on facility type.

## How quickly can I access the funds in my account?

Payments are processed on a daily basis and credited to your nominated bank account. If you do not have a Bankwest business account, please allow longer for settlement of funds.

## What is a Merchant Service Fee?

A Merchant Service Fee is the base percentage rate set on transactions.

## How is my Merchant Service Fee (MSF) calculated?

BWA Merchant Services use many variables to determine your MSF. These can include: the average transaction dollar figure you process, the number of transactions you process daily and annual credit card turnover. As the MSF is unique to each business, please contact us on 1800 655 204 for more information.

## Why is my application subject to a credit review?

The ability to accept credit card payments is equivalent to giving you an unsecured line of credit, therefore all applications are subject to a review of business credit history.

## When does the merchant service fee get charged?

Merchant fees are calculated on the last day of each month and charged on the next business day.

## What is pre-authorisation?

Pre-authorisation confirms that a card number is valid, does not have a stop and has sufficient credit, prior to a transaction being completed. Generally a pre-authorisation is obtained for manual vouchers or by businesses that have a period of time between booking and payment, such as hotels. However a pre-authorisation does not guarantee a chargeback will not occur.

BWA Merchant Services uses touch-tone telephone and interactive voice response (IVR) technology to streamline the card authorisation process for you.

Call 1800 243 444 to access our authorisation system.

## What is a debit card fee?

Debit card transactions are linked to savings or cheque accounts and are exposed to telecommunications and processing costs that has resulted in the need for BWA Merchant Services to pass on some of these costs incurred.

## What is a joining fee?

A joining fee is a once off fee charged for establishing your new merchant facility with BWA Merchant Services.

For further queries please contact one of our dedicated Sales Representatives on 1800 655 204



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## What is a terminal rental fee?

A terminal rental fee is a monthly fee charged for the physical equipment we send to you as your merchant services provider.

## What is an administration fee?

An administration fee is a monthly fee for the administration of your account, covering costs of general account maintenance, generating statements and system maintenances.

## What is a minimum monthly merchant service fee?

The Minimum Monthly Merchant Service Fee of \$20 is a fee that may be charged should your transaction volume not reach the threshold to generate at least \$20 in Merchant Service Fees (MSF). This fee reflects the fixed costs of providing an EFTPOS facility and maintaining access to merchant services.

The following are examples of when a Minimum Monthly Merchant Service Fee might be charged:

- If, based on your transactions, the calculated MSF is \$15, you will be charged an additional \$5 so that the MSF equals the Minimum Monthly Merchant Service Fee.
- If, based on your transactions, the calculated MSF is \$9, you will be charged an additional \$11 so that the MSF equals the Minimum Monthly Merchant Service Fee.
- However, if, based on your transactions, the calculated MSF is more than \$20, the Minimum Monthly Merchant Service Fee will not apply and the calculated MSF will be displayed on your statement without the additional charge for the Minimum Monthly Merchant Service Fee.

## What is a cancellation fee?

A cancellation fee is a one off fee charged if you cancel your facility with BWA Merchant Services within your contractual period. If you cancel your facility outside of your standard contract term no cancellation fees will be applied.

## What is a terminal non return fee?

If you cancel your facility but fail to return the terminal, a fee will be charged to your account for the cost of that unrecoverable terminal.

## What is a chargeback?

A Chargeback is a reversal of a credit card transaction that usually occurs when a customer raises a dispute with their financial institution in relation to a purchase made on their credit card.

## What is a chargeback fee?

A chargeback fee is charged if a chargeback is valid and the credit card transaction is reversed.

## What is a retrieval request?

A retrieval request occurs when a cardholder's bank requests a legible copy of the sales receipt/invoice used to process a transaction.

## What is a retrieval fee?

A retrieval fee is charged when a retrieval request is received from a cardholder's bank.

## I'm taking over a business that already has a BWA Merchant Services EFTPOS facility. What do I need to be aware of?

The existing EFTPOS facility is the legal responsibility of the old owner. It is the old owner's responsibility to close and terminate the EFTPOS facility with BWA Merchant Services. The new owner will require a new merchant agreement and will be provided with a new terminal.

## What is Remote Access Module?

Remote Access Module (RAM) is BWA Merchant Services unique online reporting and monitoring tool, providing merchants with the ability to view daily settlements, transaction details, statements and reports. RAM is a value add service to any of our payment acceptance solutions.

## What ongoing support can you provide my business?

We will continue to support your business through our 24/7 technical help desk, reporting and settlement.

For further queries please contact one of our dedicated Sales Representatives on 1800 655 204

