



# Merchant Rates & Charges

Updated February 1, 2024

Fee	Rate
<b>CHARGEBACKS</b>	
Chargeback Fee	US\$12 +GCT or the J\$ Equivalent
Arbitration Fee (losing Merchant pays)	US\$500 +GCT
<b>BILL PAYMENT/PAYSMART</b>	
PaySmart Monthly rate	J\$1,500 +GCT
<b>eCOMMERCE</b>	
One Time Setup Fee	US\$200 +GCT (or the J\$ Equivalent)
Monthly Fee	US\$50 +GCT (or the J\$ Equivalent)
Commission: Credit Card	4.0% +GCT
Per Transaction Fee	US\$0.25 or the J\$ Equivalent
<b>MANUAL MERCHANT (CREDIT CARDS ONLY)</b>	
Commission	4%+ GCT
<b>NON-QUALIFIED TRANSACTION FEES (Inclusive of key-entered transactions)</b>	
Downgraded Transaction Fee (Credit Card)	0.50% + agreed Commission Rate +GCT
<b>PAYMENT CARD INDUSTRY (PCI) FEES</b>	
Annual PCI Compliance Fee	J\$5,000 +GCT
<b>PCI Non-Compliance Fee:</b>	
POS: After 30 Days	J\$5,000 +GCT/Month
POS: After 90 Days	J\$10,000 +GCT/Month
eCommerce: After 90 Days	J\$5,000 +GCT/Month
eCommerce: After 365 Days	J\$15,000 +GCT/Month
<b>PCI Breach Fines:</b>	
1st Breach	J\$2,000 +GCT (or the J\$ Equivalent)
2nd Breach	J\$5,000 +GCT (or the J\$ Equivalent)
3rd Breach	J\$10,000 +GCT (or the J\$ Equivalent)

Fee	Rate
<b>POINT OF SALE (POS)</b>	
Setup Fee (One time only)	J\$2,000 +GCT
POS Wireless Monthly	J\$3,900 +GCT
POS Countertop terminal	J\$1,800 +GCT
POS Wired GPRS Monthly	J\$2,000 +GCT
mPOS	J\$1,000 +GCT
Expedited set-up fee	J\$2,200 +GCT
Terminal Reprogram fee	J\$2,000 +GCT
Failure to Return Accessories/ peripherals	J\$1,800 +GCT
<b>TERMINAL LOST/ STOLEN/ DAMAGED</b>	
POS Wired GPRS	US\$250 +GCT
POS Wireless	US\$250 +GCT
POS Countertop	US\$150 +GCT
mPOS	US\$50 +GCT
<b>SHORT TERM RENTAL (Minimum One [1] Month Rental)*</b>	
POS Countertop Terminal	J\$1,800 +GCT
POS Wired GPRS Monthly	J\$2,000 +GCT
POS Wireless Monthly	J\$3,900 +GCT
<i>*Short Term Rental is a minimum of one month, at the monthly applicable rate as per terminal type.</i>	
<b>COMMISSION</b>	
Credit Card	4.0 % +GCT
Debit Card	\$25.00 +GCT
<b>RE-ACTIVATION FEE</b>	
POS	J\$2,000 +GCT
Bill Payment	J\$2,000 +GCT
eCommerce	

Fee	Rate
<b>SERVICE/SUPPORT FEES</b>	
POS Refund	J\$2,446.50 +GCT Per Item
Duplicate/Interim Merchant Statement	J\$757.25 +GCT Per Cycle
Advanced Merchant settlement fee	J\$5,000 +GCT
Transaction Investigation fee	J\$2,500 +GCT
On-site Retraining fee	J\$3,500 +GCT
High Risk Merchant Registration fee	US\$500 +GCT (Per Annum)

## QUALIFIED TRANSACTION CONDITIONS

A Qualified Transaction is a Credit Card transaction that is processed in accordance with the rules and standards established by the Payment Systems. The conditions are as follows:

- ▶ Card is present, full magnetic stripe/chip is read by the terminal and signature/pin is obtained.
- ▶ One electronic authorization request is made per transaction and transaction/purchase date is equal to the authorization date.
- ▶ Authorized transaction amount must match settled transaction amount.
- ▶ Incremental electronic authorization requests are permitted (for Lodging & Car Rental).
- ▶ Transactions electronically deposited (batch transmitted) no later than one day from transaction/purchase date.
- ▶ 3D Secured Compliant for eCommerce Merchants.

## NON-QUALIFIED/ DOWNGRADED TRANSACTION CONDITIONS

- ▶ One or more of the QUALIFIED Conditions above were not met.

## CHARGEBACK

Chargeback is a process that allows Credit cardholders to reverse transactions when there is a dispute or dissatisfaction with the goods or services they have purchased using their cards.

**The process is as follows:**

1. When a Chargeback right applies, the Issuer sends the transaction back to the Acquirer.
2. The Acquirer charges back the dollar amount of the disputed sale.
3. The Acquirer researches the transaction; if the Chargeback is valid the Acquirer deducts the amount including fees from the Merchant's account and informs the Merchant.
4. If the Merchant cannot remedy the Chargeback, it will remain on the Merchant's account.

## ARBITRATION

If the Card Issuer disputes a presentment or pre-arbitration response from the Acquirer, the Card Issuer may file for arbitration with the Payment Systems. In arbitration, the Payment System decides which party is responsible for the disputed transaction. In most cases, the Payment System's decision is final and must be accepted by the Card Issuer, the Acquirer and the merchant. If the decision is against the Merchant, fees will be applied to the Merchant's account.

## PCI COMPLIANCE

PCI Data Security Standards (PCI DSS) is the global data security standard adopted by the payment card brands (Visa, MasterCard, Discover, American Express, Amex) for all entities that process, store or transmit cardholder data and/or sensitive authentication data. It consists of steps that mirror global security best practices:

- ▶ As a merchant, you are responsible for the security of cardholder data and must be careful not to store card-related data on your systems or the systems of your third party service providers.
- ▶ You are also responsible for any damages or liability that may occur as a result of a data security breach or other non-compliance with the PCI Data Security Standards.
- ▶ Each merchant is required to become PCI Compliant annually and is required to pay fees to maintain compliance. Any data breaches or non-compliance will incur fines.

# Electronic Payment Solutions:



**POINT OF SALE**  
Never Miss A Sale

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