

# Your guide to merchant fees and charges



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# We're here to help



[westpac.com.au/merchantsupport](https://westpac.com.au/merchantsupport)



1800 029 749 - Available 24/7



Talk to your Relationship Manager

## Accessibility support.

Westpac welcomes calls through the National Relay Service. If you are deaf, hard of hearing, or have speech/communication difficulty, choose your access option detailed on [accesshub.gov.au/about-the-nrs](https://accesshub.gov.au/about-the-nrs).

Where English is a second language, contact us and a banker can arrange a language interpreter.

Visit [westpac.com.au/web-accessibility](https://westpac.com.au/web-accessibility) for further information on our more accessible products and services for people with disability, who are neurodivergent or where English is a second language.

# **An easy-to-understand guide to fees and charges**

Thank you for choosing us as your provider for card acceptance processing, whether it's an EFTPOS or eCommerce solution.

This brochure is designed to give you a better understanding of the fees and charges you may incur as part of your agreement with us. It's important that you take the time to read it carefully.

The information outlined in this brochure is current but may change from time to time.

We may introduce new fees and change existing fees where appropriate. Where the new or changed fees relate to a payment facility, we'll give you notice as outlined in the Merchant Business Solutions Card Acceptance by Business Terms and Conditions ("Terms and Conditions").

This brochure contains all service fees payable that may not be detailed in your Fee Schedule enclosed with your offer letter or email. Unless those documents indicate otherwise, the following fees apply and will be payable at the time that the transaction or event occurs.

If you'd like additional help with understanding the fees and charges or have any other questions, call our Merchant Helpdesk on 1800 029 749 or visit [westpac.com.au/merchantsupport](https://westpac.com.au/merchantsupport)

## **Important information about Goods & Services Tax (GST).**

All fees and charges mentioned in this brochure are inclusive of GST. When charged, all merchant fees and charges are subject to GST unless your Tax Invoice indicates otherwise. For more information on the GST, contact the Australian Taxation Office on 13 28 66.

# Fee Summary table

Ongoing Fees		How often is it charged?
<b>Minimum Merchant Service Fee (MSF)</b>	\$22 per EFTPOS or eCommerce facility if the cumulative charges for Mastercard®, Visa®, UnionPay (applicable products^ only), eftpos Purchase and eftpos Cash Out Merchant Service Fees, Interchange Fees and Scheme Fees per month fall below \$22.	Monthly
<b>eftpos Purchase Merchant Service Fee*</b>	Charged as a % of the transaction value and/or a flat fee per transaction. Calculated on a gross, net, or volume basis.	Monthly
<b>eftpos Cash Out Merchant Service Fee*</b>	Charged for processing eftpos Cash Out or eftpos Purchase and eftpos Cash Out transactions. It's charged as a % of the transaction value and/or a flat fee per transaction. Calculated on a gross, net, or volume basis.	Monthly

^ Applies for EFTPOS Connect, PayWay, Quickstream and Quest QT720 and QT850 products.

\* Fees as per your Fee Schedule.

Ongoing Fees		How often is it charged?
<b>Mastercard/Visa Merchant Service Fee*</b>	Charged as a % of the transaction value and/or a flat fee per transaction on Mastercard and Visa transactions. It excludes UnionPay transactions. Calculated on a gross, net, or volume basis.	Monthly
<b>Interchange Fees*</b>	<b>Visa/Mastercard</b> Interchange Fees are charged by Westpac to cover the fees payable to the card issuer that supplied the card to your customer. They are applied on credit and debit transactions calculated as a % or as a per transaction charge depending on the type of card being processed. Calculated on a gross, net, or volume basis.	Monthly

\* Fees as per your Fee Schedule.

Ongoing Fees		How often is it charged?
	<p><b>UnionPay</b></p> <p>Interchange Fees for UnionPay credit and debit transactions are charged by Westpac to cover the costs incurred by us associated with processing UnionPay transactions. These are calculated using rates which we set as a percentage of the value of the transaction and are based on our overall costs associated with UnionPay interchange fees. The rate is applied to the value of UnionPay transactions in a monthly statement cycle. We review and adjust this rate on a periodic basis to reflect any changes in costs we incur from UnionPay. Calculated on a gross, net, or volume basis.</p>	Monthly
<b>UnionPay Merchant Service Fee</b>	<p>Charged as a % of the transaction value of and/or a flat fee per UnionPay credit and debit card transaction. Calculated on a gross, net, or volume basis.</p>	Monthly

\* Fees as per your Fee Schedule.

Ongoing Fees		How often is it charged?
<b>Scheme Fees</b>	Scheme Fees are charged by Westpac to cover the costs associated with Visa, Mastercard and UnionPay processing your transactions. These fees will vary depending on factors such as the brand of the card scheme (Visa, Mastercard or UnionPay), where the card was issued (Australia or overseas), and the transaction value. Calculated on a gross, net, or volume basis.	Monthly
<b>Sales Fee</b>	Charged as a flat fee per sales transaction processed where a credit or debit card has been used.	Monthly
<b>Return/Refund Fee</b>	Charged as a flat fee per refund transaction processed where a credit or debit card has been used.	Monthly

Ongoing Fees		How often is it charged?
<b>Monthly Terminal Fee</b>	<p>Standalone EFTPOS terminals from \$24.75.</p> <p>Multi-Merchant terminal from \$12.10 per merchant (a minimum of 2 merchants).</p> <p>Integrated EFTPOS from \$24.75.</p> <p>Please refer to your Fee Schedule for the Monthly Terminal Fee applicable to your Merchant Facility.</p>	Monthly
<b>EFTPOS Stationery</b>	<p>EFTPOS merchants may be charged for paper receipt rolls (where applicable).</p> <p>\$26 (pack of 30 rolls).</p> <p>\$51.80 (pack of 60 rolls).</p> <p>Prices include GST and are subject to change.</p>	As required
<b>Chargeback Fee</b>	\$33 per chargeback.	As required
<b>Excessive Chargeback Fee</b>	Applied per chargeback (excessive chargeback merchants only).	As required



Ongoing Fees		How often is it charged?
<b>EFTPOS Terminal Stand and Accessories</b>	<p><b>EFTPOS Connect</b></p> <p>\$77 per stand</p> <p>\$22 per USB cable</p> <p>\$33 per RS232 &amp; DC cable</p> <p>\$22 per ethernet cable</p> <p>\$26.40 per power supply</p> <p><b>EFTPOS Now</b></p> <p>\$96.80 per base</p> <p>\$27.50 per car charger</p> <p>\$4.95 per ethernet cable</p> <p>\$16.50 per power supply</p> <p><b>EFTPOS Flex</b></p> <p>\$86.90 per stand</p> <p>\$11.00 per USB cable</p> <p>\$11.00 per power supply</p> <p>\$53.90 per ethernet dongle</p>	As required
<b>Equipment Not Returned/ Damaged Fee</b>	Details of these charges are provided in the section entitled 'Equipment Not Returned/ Damaged' of this booklet.	As required

## Westpac Merchant Flat Rate Pricing

### Flat Transaction Rate Merchant Service Fee\*

Charged as a % of the gross or net dollar value processed for Visa, Mastercard, eftpos and UnionPay transactions

## Additional and Ongoing fees for Westpac Merchant Flat Rate Pricing

### Monthly

### Terminal Fee

Standalone EFTPOS terminals from \$24.75. Integrated EFTPOS from \$24.75. Please refer to your Fee Schedule for the Monthly Terminal Fee applicable to your Merchant Facility.

### Chargeback Fee

\$33 per chargeback (eCommerce merchants only, excluding PayWay).

### Excessive

### Chargeback Fee

Applied per chargeback (excessive chargeback merchants only).

### Equipment

### Not Returned/ Damaged

Details of these charges are provided in the section entitled Equipment Not Returned/Damaged of this booklet.

### EFTPOS Terminal Accessories

#### EFTPOS Now

\$96.80 per base  
\$27.50 per car charger  
\$4.95 per ethernet cable  
\$16.50 per power supply

#### EFTPOS Connect

\$77 per stand  
\$22 per USB cable  
\$33 per RS232 & DC cable  
\$22 per ethernet cable  
\$26.40 per power supply

#### EFTPOS Flex

\$86.90 per stand  
\$11.00 per USB cable  
\$11.00 per power supply  
\$53.90 per ethernet dongle

\* Fees as per your Fee Schedule.

# Fees and charges in detail

You'll find additional details on our fees and charges below. Fees regarding credit card and debit card transactions are calculated daily for each card type and each fee is rounded up to the nearest cent. All fees are billed as a single amount at the end of each statement cycle. A statement cycle refers to the time between one statement date and the next, which is a calendar month for merchant statements.

Your statements are available both online and via mail. To set up and view merchant statements online, please visit [westpac.com.au/merchantstatements](https://westpac.com.au/merchantstatements)

The fees and charges specified in your Fee Schedule will apply. These charges include a Goods & Services Tax (GST).

Remember, all merchant fees and charges are subject to GST.

## How are fees calculated for Gross, Net or Volume?

### Gross.

Gross means that a fee is charged on the value and/or the number of sales transactions. The value and/or the number of refund transactions are not included in the calculation. For example:

Card sales value		Card refunds value		Gross value		Merchant Service Fee rate		Merchant Service Fee charged
\$20,000	-	Not applicable	=	\$20,000	x	1.00%	=	\$200

  

Card sales volume		Card refunds volume		Gross volume		Merchant Service Fee rate		Merchant Service Fee charged
1,000	-	Not applicable	=	1,000	x	\$0.50	=	\$500

### Net.

Net means that a fee is charged on the value and/or the number of sale transactions after subtracting the value and/or the number of refund transactions. For example:

Card sales value		Card refunds value		Net value		Merchant Service Fee rate		Merchant Service Fee charged
\$20,000	-	\$5,000	=	\$15,000	x	1.00%	=	\$150

  

Card sales volume		Card refunds volume		Net volume		Merchant Service Fee rate		Merchant Service Fee charged
1,000	-	200	=	800	x	\$0.50	=	\$400

## Volume.

Volume means that a fee is charged on the number of sale transactions in addition to the number of refund transactions. For example:

Card sales value		Card refunds value		Total value		Merchant Service Fee rate		Merchant Service Fee charged
\$20,000	+	\$5,000	=	\$25,000	x	1.00%	=	\$250

  

Card sales volume		Card refunds volume		Gross volume		Merchant Service Fee rate		Merchant Service Fee charged
1,000	+	200	=	1,200	x	\$0.50	=	\$600

# Our fees explained

## Minimum Merchant Service Fee (MSF).

This fee is charged if the cumulative monthly charges for Mastercard, Visa, UnionPay (EFTPOS Connect, PayWay, Quickstream and Quest QT720 and QT850 products only), eftpos Purchase and eftpos Cash Out Merchant Service Fees, Interchange Fees, and Scheme Fees do not exceed the fee amount, otherwise \$0. This fee applies per merchant facility for EFTPOS and eCommerce merchant facilities.

## eftpos Cash Out Merchant Service Fee.

This is the fee we charge you for processing 'eftpos Cash Out' or 'eftpos Purchase and eftpos Cash Out' transactions. It covers our cost of seeking authorisation from the cardholder's bank or other financial institution via the eftpos system when the card is used. It also covers the cost of collecting funds from the cardholder's financial institution and crediting them to your account.

## eftpos Purchase Merchant Service Fee.

This is the fee we charge you for processing eftpos Purchase transactions. It covers our cost of seeking authorisation from the cardholder's bank or other financial institution via the eftpos system when the card is used. It also covers the cost of collecting funds from the cardholder's financial institution and crediting them to your account.

## Mastercard/Visa Merchant Service Fee.

When your customers use a Mastercard or Visa card to make a payment, we charge you a Merchant Service Fee which is charged as a percentage of the transaction and/or flat fee per transaction. The Mastercard and Visa Merchant Service Fee is calculated on a gross, net or volume basis.

## Interchange Fees.

### Visa/Mastercard.

This is the fee we charge to cover the fees payable to the card issuer that supplied the card to your customer.

Interchange Fees vary depending on:

1. The brand of the card (e.g. Mastercard, etc.)
2. Where the card was issued (e.g. Australia or overseas)
3. How the transaction was processed (e.g. card present, card not present)
4. Card product type (e.g. premium card, business card, etc.)
5. Merchant industry type (e.g. Merchant Category Code)

For more information on Interchange Fees, please refer to the card scheme websites:

**Mastercard:** [mastercard.com.au/en-au/business/overview/support/interchange](https://mastercard.com.au/en-au/business/overview/support/interchange)

**Visa:** [visa.com.au/about-visa/interchange](https://visa.com.au/about-visa/interchange)

### UnionPay.

This is the fee charged by Westpac to cover the costs associated with processing UnionPay transactions.

## UnionPay Merchant Service Fee.

When your customers use a UnionPay credit or debit card to make a payment, we charge you a Merchant Service Fee which is charged as a percentage of the transaction and/or a flat fee per transaction. The UnionPay Merchant Service Fee is calculated on a gross, net or volume basis.

## **Scheme Fees.**

Scheme Fees are the fees we charge you to cover the costs we incur from Visa, Mastercard and UnionPay for processing your transactions.

Scheme Fees per transaction may vary depending on factors such as the brand of the card (Visa, Mastercard or UnionPay) and where the card was issued (Australia or overseas).

Scheme Fees are calculated using rates which we set as a percentage rate of the value of the transaction as well as on a per transaction basis. We then apply these rates to the amount and volume of sales in a monthly statement cycle. These rates are subject to change, which means that your Scheme Fees may vary between statement cycles.

We review and adjust Visa, Mastercard and UnionPay Scheme Fees on a quarterly basis at the start of the following months each year: February, May, August and November. We do this to manage any changes in the costs we incur from Visa, Mastercard and UnionPay in processing your transactions. The impact of the adjustments will differ depending on the types of transactions being processed through your merchant facility and you may see an overall increase or decrease in the Visa, Mastercard and/or UnionPay Scheme Fees shown on your statement.

Your statement will show a weighted average rate, calculated using the factors above, and the Scheme Fee will be displayed as a dollar amount based on the value and volume of sales for that month.

## **Sales Fee.**

When your customers use a card to make a payment, we may charge you a sales transaction fee based on the volume of sales processed.

## **Return/Refund Fee.**

When you need to refund your customer, we may charge you a refund Transaction Fee based on the volume of refunds processed.

## **Monthly Terminal Fee.**

You're charged this fee when you process transactions through your terminal. This fee covers the cost of providing and maintaining the terminal. The fee varies depending on the type of terminal you use.

## **EFTPOS Stationery.**

EFTPOS merchants may be charged for paper receipt rolls (where applicable). This fee covers the cost of providing the rolls and varies depending on the amount of rolls ordered.

## **Chargeback Fee.**

This is a processing fee that applies per chargeback (dispute transaction) received from a debit or credit card customer that has transacted through your payment facility. When Chargebacks occur, we run up significant costs to investigate and resolve them, which are only partially recovered by this fee.

## **Excessive Chargeback Fee.**

We will apply an excessive chargeback fee where excessive chargebacks have occurred (in our reasonable assessment) over a given period. If we plan to charge this fee, we'll notify you in writing one month before any fee is charged. This fee applies in addition to the Chargeback Fee listed earlier in this brochure.

## **EFTPOS Terminal Stands and EFTPOS accessories.**

A fee is charged for each terminal stand (EFTPOS Connect and EFTPOS Flex terminals only) and any other cables or accessories that you've requested.

## **Equipment Not Returned/Damaged Fee.**

A maximum fee of \$550 is charged when merchant terminals are not returned to us or when they're damaged due to negligence or misuse during normal business. It's important to remember that any terminals supplied to you remain the property of Westpac.

To return terminals and hardware, call our Merchant Helpdesk 24/7 on 1800 029 749.

## **Flat Transaction Rate Merchant Service Fee.**

When your customers use an eftpos, Mastercard, Visa or UnionPay card to make a payment, we charge you a flat rate Merchant Service Fee which is charged as a percentage of the transaction value. This is charged on a gross or net basis.



*Westpac acknowledges the Traditional Owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders, past and present.*

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