

# Your guide to merchant fees and charges



Effective date: 31 August 2023



## 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.**

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS you can register by visiting [\*\*accesshub.gov.au/about-the-nrs\*\*](https://accesshub.gov.au/about-the-nrs)

Visit [\*\*westpac.com.au/web-accessibility\*\*](https://westpac.com.au/web-accessibility) for further information on our accessible products and services for people with disability.

# 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](tel:1800029749) 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

EFTPOS Establishment Fees		How often is it charged?
<b>Establishment Fee</b>	From \$82.50	One-off
<b>Temporary EFTPOS Facility Establishment Fee</b>	\$220	One-off
<b>Additional Outlet Establishment Fee</b>	\$27.50 (per merchant number)	One-off

eCommerce Establishment Fees		How often is it charged?
<b>Establishment Fee</b>	\$110	One-off
<b>Additional Outlet Fee</b>	\$110 (per merchant number)	One-off

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

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

<b>Ongoing Fees</b>		<b>How often is it charged?</b>
<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
<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

\* Fees as per your Fee Schedule.

Ongoing Fees		How often is it charged?
<b>Interchange Fees*</b>	<p><b>Visa/Mastercard</b></p> <p>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.</p> <p><b>UnionPay</b></p> <p>Interchange Fees for UnionPay credit and debit transactions are charged by Westpac to cover the costs associated with processing UnionPay transactions. 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.

<b>Ongoing Fees</b>		<b>How often is it charged?</b>
<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
<b>Monthly Participation Fee</b>	\$2 starts in the first full month after establishment.	Monthly
<b>Online Payment Monthly Participation Fee</b>	\$22 for Quickstream and Third-Party Payment Gateways only.	Monthly

\* Fees as per your Fee Schedule.

<b>Ongoing Fees</b>		<b>How often is it charged?</b>
<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 \$24.00. As per your Fee Schedule.</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



<b>Ongoing Fees</b>		<b>How often is it charged?</b>
<b>EFTPOS Terminal Stand and Accessories</b>	<p><b>EFTPOS Connect</b></p> <ul style="list-style-type: none"> <li>\$77 per stand</li> <li>\$22 per USB cable</li> <li>\$33 per RS232 &amp; DC cable</li> <li>\$22 per ethernet cable</li> <li>\$26.40 per power supply</li> </ul> <p><b>EFTPOS Now</b></p> <ul style="list-style-type: none"> <li>\$96.80 per base</li> <li>\$27.50 per car charger</li> <li>\$4.95 per ethernet cable</li> <li>\$16.50 per power supply</li> <li>\$6.60 per USB cable</li> </ul> <p><b>EFTPOS 1</b></p> <ul style="list-style-type: none"> <li>\$110 per base</li> <li>\$49.50 per car charger</li> <li>\$8.25 per ethernet cable</li> </ul> <p><b>EFTPOS Flex</b></p> <ul style="list-style-type: none"> <li>\$86.90 per stand</li> <li>\$11.00 per USB cable</li> <li>\$11.00 per power supply</li> <li>\$53.90 per ethernet dongle</li> </ul>	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

<b>Flat Transaction Rate Merchant Service Fee*</b>	Charged as a % of the gross or net dollar value processed for Visa, Mastercard, eftpos and UnionPay transactions
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## Additional and Ongoing fees

<b>Monthly Terminal Fee</b>	Standalone EFTPOS terminals from \$24.75. Integrated EFTPOS from \$24.00. As per your Fee Schedule.
<b>Excessive Chargeback Fee</b>	Applied per chargeback (excessive chargeback merchants only).
<b>Equipment Not Returned/Damaged</b>	Details of these charges are provided in the section entitled Equipment Not Returned/Damaged of this booklet.
<b>EFTPOS Accessories</b>	<p><b>EFTPOS Now</b></p> <ul style="list-style-type: none"> <li>\$96.80 per base</li> <li>\$27.50 per car charger</li> <li>\$4.95 per ethernet cable</li> <li>\$16.50 per power supply</li> <li>\$6.60 per USB cable</li> </ul> <p><b>EFTPOS 1</b></p> <ul style="list-style-type: none"> <li>\$110 per base</li> <li>\$49.50 per car charger</li> <li>\$8.25 per ethernet cable</li> </ul> <p><b>EFTPOS Connect</b></p> <ul style="list-style-type: none"> <li>\$77 per stand</li> <li>\$22 per USB cable</li> <li>\$33 per RS232 &amp; DC cable</li> <li>\$22 per ethernet cable</li> <li>\$26.40 per power supply</li> </ul> <p><b>EFTPOS Flex</b></p> <ul style="list-style-type: none"> <li>\$86.90 per stand</li> <li>\$11.00 per USB cable</li> <li>\$11.00 per power supply</li> <li>\$53.90 per ethernet dongle</li> </ul>

\* Fees as per your Fee Schedule.

## Westpac Merchant Pricing Plan<sup>1</sup>

<b>Participation Fee or Plan Fee<sup>2</sup></b>	\$55 per month (Included Value of \$3,500 on net or gross calculation) <sup>#</sup>
	\$85 per month (Included Value of \$6,000 on net or gross calculation) <sup>#</sup>
	\$125 per month (Included Value of \$10,000 on net or gross calculation) <sup>#</sup>
	\$175 per month (Included Value of \$15,000 on net or gross calculation) <sup>#</sup>
	\$225 per month (Included Value of \$20,000 on net or gross calculation) <sup>#</sup>

If you're a Westpac Merchant Pricing Plan customer, your Fee Schedule will refer to a \$55, \$85, \$125, \$175, or \$225 Participation Fee or Plan Fee, depending on which plan you selected.

Please refer to your Fee Schedule for further information on these fees and charges.

## Westpac Presto Pricing Plan<sup>1</sup>

<b>Participation Fee or Plan Fee<sup>2</sup></b>	\$65 per month (Included Value of \$3,500 on net or gross calculation) <sup>#</sup>
	\$95 per month (Included Value of \$6,000 on net or gross calculation) <sup>#</sup>
	\$135 per month (Included Value of \$10,000 on net or gross calculation) <sup>#</sup>
	\$185 per month (Included Value of \$15,000 on net or gross calculation) <sup>#</sup>
	\$235 per month (Included Value of \$20,000 on net or gross calculation) <sup>#</sup>

If you're a Westpac Presto Pricing Plan customer, your Fee Schedule will refer to a \$65, \$95, \$135, \$185, or \$235 Participation Fee or Plan Fee, depending on which plan you selected.

Please refer to your Fee Schedule for further information on these fees and charges.

- To be eligible for the Westpac Merchant or Presto Pricing Plan, you must hold and settle into a business transaction account with Westpac in the same name as the Merchant Facility. Not available for use outside of the indirect tax zone. One terminal per pricing plan, per Merchant, and available for Presto, EFTPOS 1 and EFTPOS Now products only.
- Included Value means the total maximum dollar value of Visa, Mastercard and eftpos transactions that can be processed through your Merchant Facility per calendar month included in the Participation Fee or Plan Fee. If the Included Value is exceeded in a calendar month, a 1.5% fee applies to the total dollar value of Visa, Mastercard and eftpos transactions processed that exceeds the Included Value. Other transactions (UnionPay and American Express) are not included in the pricing plans and are subject to separate pricing. You can switch pricing plans as your turnover changes.
- Changes to pricing plans must be requested at least two Business Days before the end of the month. Requests received after this time may not take effect until the month following the requested month. Business Day means any day when Westpac is open for business in any State or Territory of Australia.

**Westpac MyBusiness Solutions<sup>1</sup> Pricing Plan –  
No longer for sale from 18 July 2016**

<b>Participation Fee or Plan Fee – Low Plan</b>	\$50 per month (Included Value of \$2,500 on net or gross calculation) <sup>^</sup>
<b>Participation Fee or Plan Fee – Medium Plan</b>	\$70 per month (Included Value of \$5,000 on net or gross calculation) <sup>^</sup>
<b>Participation Fee or Plan Fee – High Plan</b>	\$120 per month (Included Value of \$10,000 on net or gross calculation) <sup>^</sup>
<b>Participation Fee or Plan Fee – Extra High Plan.</b>	\$150 per month (Included Value of \$12,500 on net or gross calculation) <sup>^</sup>

These fees apply to Westpac MyBusiness Solutions customers only. If you're a Westpac MyBusiness Solutions customer, your Fee Schedule will refer to a \$50, \$70, \$120, or \$150 Participation Fee or Plan Fee, depending on which plan you selected.

Please refer to your Fee Schedule and the Westpac MyBusiness Solutions Terms and Conditions for further information on these fees and charges.

<sup>1</sup> MyBusiness Solutions product package pricing excludes UnionPay transaction fees.

<sup>^</sup> Included Value means the total maximum dollar value of Visa, Mastercard and eftpos transactions that can be processed through your Merchant Facility per calendar month included in the Participation Fee or Plan Fee. If the Included Value is exceeded in a calendar month, a 1.5% fee applies to the total dollar value of Visa, Mastercard and eftpos transactions processed that exceed the Included Value. Other transactions (UnionPay and American Express) are not included in the Westpac MyBusiness Solutions Plan and are subject to separate pricing.

## Additional and Ongoing fees for Pricing Plans

<b>Chargeback Fee</b>	\$33 per chargeback.
<b>Excessive Chargeback Fee</b>	Applied per chargeback (excessive chargeback merchants only).
<b>EFTPOS Stationery</b>	EFTPOS merchants may be charged for paper receipt rolls (where applicable).
<b>Equipment Not Returned/Damaged</b>	Details of these charges are provided in the section entitled Equipment Not Returned/Damaged of this booklet.
<b>EFTPOS Accessories</b>	<p><b>EFTPOS Now</b></p> <p>\$96.80 per base                  \$27.50 per car charger                  \$4.95 per ethernet cable                  \$16.50 per power supply                  \$6.60 per USB cable</p> <p><b>EFTPOS 1</b></p> <p>\$110 per base                  \$49.50 per car charger                  \$8.25 per ethernet cable</p>
<b>UnionPay Merchant Service Fee</b>	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.

# 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](http://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

### Establishment Fee.

A one-off fee that's applied when you first become a merchant with us. This fee covers the cost of setting up your payment facility on our system and, if applicable, providing a starter kit that contains paper receipt rolls, a Quick Reference Guide and the Terms and Conditions brochures. This fee is charged per facility when you complete your first full month with us.

### Additional Outlet Establishment Fee.

If you need an EFTPOS or eCommerce merchant facility, with a separate merchant number and merchant statement – then you'll need to apply for an additional merchant outlet.

### Temporary EFTPOS Facility Establishment Fees.

Where a merchant requires a terminal on a temporary basis, a special monthly terminal access fee will apply in addition to the other fees. Where we approve a temporary facility, the period will be agreed to in writing at the start of the agreement.

### 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 terminal 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://www.mastercard.com.au/en-au/business/overview/support/interchange)

**Visa:** [visa.com.au/about-visa/interchange](https://www.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 and Mastercard 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 and Mastercard 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 and/or Mastercard 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.

## **Participation Fee.**

This monthly participation fee covers the costs associated with the provision of your payment facility.

## **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 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.

## **Plan Fee.**

This is a fixed monthly fee that covers the cost associated with processing Visa, Mastercard and eftpos transactions, up to an agreed monthly limit (Included Value). Excess Fees are charged as a percentage of the dollar value of Visa, Mastercard and eftpos transactions processed that exceeds the Included Value. Calculated on a gross, net or volume 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.*

Mastercard® is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. Visa is a registered trademark of Visa International Service Association. UnionPay is a trademark of China UnionPay Co., Ltd.

If you want to accept American Express® or Diners Club payments, you'll need to enter into a separate merchant agreement with American Express or Diners Club.

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