

Your  
guide to  
merchant  
fees and  
charges.



200 years  
proudly supporting Australia



# An easy to understand guide to fees and charges.

Westpac values your business and we thank you for choosing us as your provider for card acceptance processing, whether it's an EFTPOS or online solution.

That's why we have developed this booklet. It is designed to give you a better understanding of the fees and charges you may incur as a Merchant Business Solutions customer. We encourage you to take the time to read it carefully.

All fees and charges stipulated in this brochure are inclusive of GST.

This booklet contains the fees and charges that apply to merchants that have a payment facility with us. It forms part of your agreement with Westpac.

Information outlined in this booklet 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 will give you notice in accordance with the terms and conditions of that payment facility.

This booklet contains all service fees payable that may not be detailed in your Fee Schedule enclosed with your Letter of Confirmation from Westpac or the terms and conditions that apply to your payment facility. Unless those documents indicate otherwise, the following fees apply. Subject to the description of the fee, the fees will be payable at the time of the transaction or event occurs.

The table opposite provides you with an "at a glance" summary followed by a more detailed explanation of fees and charges within this booklet. If there is anything at all you do not understand or indeed any other way we can help you, please call the Merchant Business Solutions team at your convenience on 1800 029 749.

## Summary table.

Terminal solutions	
Standard Establishment Fee	From \$82.50
Temporary EFTPOS Facility Establishment Fee	\$220.00
Standard Additional Outlet Establishment Fee	\$27.50

## Online solutions

PayWay API Establishment Fee	\$220.00 + \$110.00 (Merchant Establishment Fee)
Batch Advantage Establishment Fee	\$220.00
3rd Party Online Payment Establishment Fee	\$110.00
Additional Outlet Fee	\$110.00 (per merchant number)

## Ongoing

Minimum Merchant Service Fee	\$22.00 per month if cumulative charges for Credit Card Merchant Service Fee <sup>^</sup> , Debit Purchase (eftpos) and Debit Cash Out (eftpos) Merchant Service Fees, Interchange Fees and On Charged Scheme Fees per month do not exceed \$22.00, otherwise \$0.
Debit Purchase (eftpos) Merchant Service Fee*	Flat fee per transaction or as a % of the dollar value processed.
Debit Cash Out (eftpos) Merchant Service Fee*	Flat fee per transaction or as a % of the dollar value processed.
Credit Card Merchant Service Fee*	Charged as a % of either the net or gross dollar value processed.
Interchange Fees*	Interchange fees are set by card schemes and are applied on credit card transactions calculated as a % or as a per transaction charge depending on the type of card being processed.
UnionPay Merchant Service Fee	Charged as a % of gross dollar value processed.

## Ongoing

On Charged Scheme Fees*	On Charged Scheme Fees are set by Visa and Mastercard® and charges are applied to credit card transactions. These fees will vary depending on the type of card and where it was issued. The rate of charge is both a per transaction and % rate of the value of the transaction.
Card Transaction Fee	Charged on the number of sales and refund transactions.
Standard Monthly Participation Fee	\$2.00
PayWay API Monthly Participation Fee	Basic \$22.00 Basic + 3D Secure \$33.00
Batch Advantage Monthly Participation Fee	\$11.00
3rd Party Online Payment Monthly Participation Fee	\$22.00
Voice Authorisation Fee	\$2.75 charged per authorisation
Key Authorisation Fee	\$0.66 charged per authorisation
PayWay API Transaction Fee	Charged on the number of sales and refunds.
Batch Advantage Transaction Fee	Charged on the number of sales and refunds.
Monthly Terminal Fee	Standalone EFTPOS terminals from \$24.75 Multi-Merchant Terminal from \$12.10 per Merchant (minimum 2 merchants) Integrated EFTPOS from \$27.50 Presto Smart as per your Fee Schedule.
EFTPOS Stationery	EFTPOS merchants may be charged for tally rolls and printer ribbons (where applicable).

## Ongoing

Installation Fee	\$88.00 per site visit when changing an existing terminal/s. (Note: This will be added to your Establishment Fee on your merchant statement).
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\* Fees as per your letter.

^ UnionPay Merchant Service Fees are excluded from the Minimum Merchant Service Fee calculation.

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

Participation Fee	\$55.00 per month (Include Value of \$3,500.00) <sup>#</sup>
	\$85.00 per month (Include Value of \$6,000.00) <sup>#</sup>
	\$125.00 per month (Include Value of \$10,000.00) <sup>#</sup>
	\$175.00 per month (Include Value of \$15,000.00) <sup>#</sup>
	\$225.00 per month (Include Value of \$20,000.00) <sup>#</sup>

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

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

<sup>1</sup> To be eligible for the Westpac Merchant 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 Merchant Pricing Plan, per Merchant and available for EFTPOS 1 product only.

<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. 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 (for example, UnionPay and Amex) are not included in the Westpac Merchant Pricing Plan and are subject to separate pricing. You can switch pricing plans as your turnover changes. Changes to merchant pricing plans are effective from the following month.

## Additional fees

Chargeback Fee	\$33.00 per chargeback.
Excessive Chargeback Fee	Applied per chargeback (excessive chargeback merchants only).
Cancellation Fee <sup>+</sup>	Details of these charges are provided in the section entitled "Cancellation Fee" of this booklet.
Equipment not returned or damaged	Details of these charges are provided in the section entitled "Equipment Not Returned/Damaged" of this booklet.

<sup>+</sup> Cancellation fee is applied per merchant location (terminal solutions) or per facility (online facilities).

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

Participation Fee	\$65.00 per month (Include Value of \$3,500.00) <sup>#</sup>
	\$95.00 per month (Include Value of \$6,000.00) <sup>#</sup>
	\$135.00 per month (Include Value of \$10,000.00) <sup>#</sup>
	\$185.00 per month (Include Value of \$15,000.00) <sup>#</sup>
	\$235.00 per month (Include Value of \$20,000.00) <sup>#</sup>

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

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

<sup>1</sup> To be eligible for the Westpac Presto Smart 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 Presto Smart Pricing Plan, per Merchant and available for Presto Smart product only.

<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. 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 (for example,

UnionPay and Amex) are not included in the Westpac Presto Smart Pricing Plan and are subject to separate pricing. You can switch pricing plans as your turnover changes. Changes to merchant pricing plans are effective from the following month.

<b>Additional and Ongoing fees</b>	
Chargeback Fee	\$33.00 per chargeback.
Excessive Chargeback Fee	Applied per chargeback (excessive chargeback merchants only).
UnionPay Merchant Service Fee	Charged as a % of gross dollar value processed.
Voice Authorisation Fee	\$2.75 charged per authorisation.
Key Authorisation Fee	\$0.66 charged per authorisation
EFTPOS Stationery	EFTPOS merchants may be charged for tally rolls and printer ribbons (where applicable).
Cancellation Fee <sup>+</sup>	Details of these charges are provided in the section entitled "Cancellation Fee" of this booklet.
Equipment not returned or damaged	Details of these charges are provided in the section entitled Equipment Not Returned/ Damaged of this booklet.

+ Cancellation fee is applied per merchant location (terminal solutions) or per facility (online facilities).

<b>Genie Monthly Plans - No longer for sale from 11 March 2019</b>	
Participation Fee	\$25.00 per month (\$1,000.00 included card reader transactions) <sup>#</sup>
	\$55.00 per month (\$3,500.00 included card reader transactions) <sup>#</sup>
Excess Fee	Charged as a % of the gross dollar value of transactions above your monthly included value.



Online Card Transaction Fee	Charged as a % of the gross dollar value of online card transactions.
<p>If you are a Genie Merchant Pricing Plan customer, your Fee Schedule will refer to a \$25 or \$55 Participation Fee, depending on which plan you selected.</p> <p>Please refer to your Fee Schedule for more details on these fees and charges.</p>	

- 1 To be eligible for the Genie Monthly Plans 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.
- # Included transaction value is the total maximum gross dollar value of Visa, Mastercard® and eftpos card reader transactions that can be processed through your Merchant Facility per calendar month included in the Participation Fee. The Excess Fee applies to the transaction value above your monthly included value. Excludes online card transactions which will separately incur the Online Card Transaction Fee.

<b>Additional fees</b>	
Chargeback Fee	\$33.00 per chargeback
Excessive Chargeback Fee	Applied per chargeback (excessive chargeback merchants only).
Cancellation Fee <sup>+</sup>	Details of these charges are provided in the section entitled "Cancellation Fees" of this booklet.
Equipment not returned or damaged	Details of these charges are provided in the section entitled "Equipment Not Returned/Damaged" of this booklet.

- + Cancellation fee is applied per merchant location (terminal solutions) or per facility (online facilities).

<b>Westpac MyBusiness Solutions<sup>2</sup> - No longer for sale from 18 July 2016</b>	
Participation Fee - Low Plan	\$50.00 per month (Included Value of \$2,500.00) <sup>^</sup>
Participation Fee - Medium Plan	\$70.00 per month (Included Value of \$5,000.00) <sup>^</sup>
Participation Fee - High Plan	\$120.00 per month (Included Value of \$10,000.00) <sup>^</sup>
Participation Fee - Extra High Plan.	\$150.00 per month (Included Value of \$12,500.00) <sup>^</sup>

## Westpac MyBusiness Solutions<sup>2</sup> – No longer for sale from 18 July 2016

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

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

- 2 MyBusiness Solutions product package pricing exclude UnionPay transaction fees.
- ^ 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. 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. UnionPay transactions are not included in the Westpac MyBusiness Solutions Plan and are subject to separate pricing.

Fees regarding credit card and debit card transactions are calculated daily for each card type and each fee calculated is rounded up to the nearest cent. All fees are billed as a single amount at the end of each statement cycle.

Further fees and charges contained in your letter will apply. These charges include a Goods & Services Tax (GST). All merchant fees and charges are subject to GST.

## Fees and charges in detail.

### **Additional Outlet Establishment Fee.**

Should you require an additional electronic card acceptance facility which will have a separate merchant number and merchant statement, then you will need to apply for an additional merchant outlet.

### **Authorisation Fees.**

Authorisation fees will be applicable where this service is required. This fee will apply either when an 'operator' is required to facilitate an approval or where the merchant selects an automated process. This fee will apply for all authorisations, including those where the transaction has been declined.

### **Cancellation Fee.**

A Cancellation Fee is charged for closure of each merchant location (terminal solutions) or per facility (online facilities). This fee covers the administration cost of closing your merchant outlet(s).

The Cancellation Fee to be charged will be set out in our Letter of Offer to you. This fee will be for an agreed amount. Where the agreement is for a fixed period of time, please note that the Cancellation Fee will be higher where the facility is cancelled prior to the agreed expiry date of the contract term.

### **Chargeback Fee.**

There are significant costs incurred by the Bank to resolve chargebacks (disputed transactions) and these are only partially recovered by a Chargeback Fee.

### **Credit Card Merchant Service Fee.**

When your customers use a Mastercard® or Visa credit card to make a payment we charge, based on volume and rate per card type, a combined Credit Card Merchant Service Fee. Mastercard and Visa are charged as a % of either the net or gross dollar value processed.

### **Debit Cash Out (eftpos) Merchant Service Fee.**

This is the fee we charge to a merchant for processing cash out or debit purchase + 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 swiped. It also covers the cost of collecting funds from the cardholder's financial institution and crediting them to your account.

### **Debit Purchase (eftpos) Merchant Service Fee.**

This is the fee we charge to a merchant for processing debit 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 swiped. It also covers the cost of collecting funds from the cardholder's financial institution and crediting them to your account.

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

Is payable when merchant terminals are not returned to Westpac or where during the course of normal business they are damaged due to your negligence or misuse. Charges of up to \$550 for EFTPOS and Mobile EFTPOS facilities and up to \$200 for EFTPOS Contactless Readers apply.

Please note that the terminals supplied to you remain the property of the relevant terminal supplier.

To request hardware returns, call the Helpdesk on 1800 029 749 24 hours a day, 7 days a week.

## **Establishment Fee (Set Up Fee).**

A one-off fee is charged when you first become one of our merchants. The Establishment Fee covers the cost of setting you up on the Westpac system and providing a starter kit which contains stationery, product user guides, the terms and Conditions brochure and a Merchant Operating Guide.

## **Excessive Chargeback Fee.**

The Bank reserves the right to apply an excessive chargeback fee where it is deemed that excessive chargebacks have been incurred over a given period of time. If you are to be charged this fee you will be notified in writing one month prior to any fee being charged. This fee applies in addition to the Chargeback Fee referred to above.

## **GST.**

These charges include a Goods & Services Tax (GST). 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.

## **Installation Fee.**

An installation fee will be charged each site location where a change of terminal(s) is requested. This fee covers the processing and delivery costs associated with this additional servicing.

## **Interchange Fees.**

This is the fee we pay to the card issuer (bank or other financial institution) 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, overseas etc)
3. How the transaction was processed (e.g. card present, card not present etc)
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 please refer to the card scheme websites:

Mastercard: [mastercard.com.au/merchant/getting\\_started/interchange\\_rates.html](https://www.mastercard.com.au/merchant/getting_started/interchange_rates.html)

Visa: [visa.com.au/aboutvisa/interchange/interchange.shtml](https://www.visa.com.au/aboutvisa/interchange/interchange.shtml)

## **Minimum Merchant Service Fee.**

\$22.00 per month if cumulative charges for Credit Card Merchant Service Fee<sup>^</sup>, Debit Purchase (eftpos) and Debit Cash Out (eftpos) Merchant Service Fee, Interchange Fees and On Charged Scheme Fees per month do not exceed \$22.00, otherwise \$0.

## **On Charged Scheme Fees.**

Visa and Mastercard® charge us fees when they process your transactions (known as “Scheme Fees”).

Scheme Fees per transaction vary depending on:

1. The brand of the card (e.g. Mastercard)
2. Where the card was issued (e.g. Australia or overseas)

The On Charged Scheme Fees reflect your allocation of the aggregate Scheme Fees that we incur and pass on to you based on our calculation of the Card transaction types processed by you. Just like Scheme Fees, the rate of charge of an On Charged Scheme Fee is both a per transaction and % rate of the value of the transaction. Your statement will reflect the total charge in dollar terms and as calculated as % of your total sale amount (identified as the weighted rate).

## **Participation Fee.**

A monthly participation fee will be applicable. This fee covers the cost associated with the provision of your payment facility.

## **Temporary EFTPOS Facility Fees.**

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

## **Terminal Fee.**

When you process transactions electronically, you are charged an electronic terminal access fee. This fee covers the cost of providing and maintaining the terminal. The fee varies depending on the type of terminal you use.

## **UnionPay Merchant Service Fee.**

When your customers use a UnionPay credit or debit card to make a payment we charge, based on volume and rate per card type, a combined Merchant Service Fee. UnionPay is charged as a % of gross dollar value processed.

## **Providing you with access to a special service.**

The EFTPOS network to which you have access is recognised as one of the most reliable in the Australian market, even operating successfully during the busiest periods. You are one of around 100,000 merchants around Australia who rely on us to provide the services needed for the electronic and manual processing of card-based transactions.

The vital services we provide include:

- Your 24 hour, 7 day Help desk to answer all enquiries and solve any problems you may have with terminals.
- Fast, responsive service to install terminals and equipment.
- Market leading online payment solutions.
- Access to your funds within two working days when you process electronically, if your nominated billing account is with Westpac.
- Continual enhancement of systems to offer you the latest payment devices.
- The ability for you to offer additional payment options to your customers without the need to operate and fund monthly customer accounts.

Like most businesses, we recover the bulk of our costs via professional fees which, in general, relate to the volume of the transactions you process and services provided.



## We're here to help.



1800 029 749  
24 hour Helpdesk



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



**200 years**  
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