

We accept all major Credit and Debit Cards

Payment Processing Fee

The VISA logo is displayed in a bold, blue, italicized sans-serif font.The eftpos logo is written in a bold, lowercase, purple sans-serif font.

Digital Wallets also accepted



Credit, debit & prepaid card surcharges

Information for Consumers and Merchants

Payment surcharges

When you pay a business using certain payment types, for example a credit card, the business incurs costs for processing the payment. These costs are usually paid by the business to its bank. Some businesses include these costs in the price they charge for their goods or services. Others pass the costs on as a payment surcharge.

A payment surcharge is an additional amount charged by a business when you pay for goods or services by one form of payment (e.g. a credit card) rather than another (e.g. cash).

Included and excluded payment types

The Reserve Bank of Australia standard sets out what payment types are covered:

- Eftpos (debit and prepaid)
- MasterCard (credit, debit and prepaid)
- Visa (credit, debit and prepaid)
- American Express “companion cards” (American Express cards issued through an Australian financial service provider, rather than directly through American Express).

Those payment types that are not covered by the ban include: BPAY, PayPal, Diners Club cards, American Express cards issued directly by American Express, cash and cheques.

Merchants are still allowed to apply surcharges to payments using BPAY, PayPal, Diners

Club and American Express cards if they wish.

While these payment surcharges are not subject to the ban, these payment systems may have rules or terms and conditions that seek to limit the surcharges merchants can impose. If you have concerns about a surcharge for paying using one of these systems you should contact that system directly.

Typical surcharge costs

The RBA standard allows businesses to charge their customers a cost-based surcharge on card payments. Businesses incur costs when they accept a payment from a customer using a credit card, a debit card or a prepaid card. The level of those costs can vary according to the size of the business and which payment method is used.

The RBA has said that as a guide, payments through the domestic eftpos system (used to process payments from debit cards) are usually quite low. Accepting a Visa or MasterCard debit transaction may cost a business around 0.5 -1 per cent of the transaction value.

Credit cards usually have a higher cost for businesses, and may cost the business up to 1-1.5 per cent for Visa and MasterCard, and between 1.5-2 per cent for an American Express card payment. It is important to note that different businesses have different costs of acceptance. In general, smaller merchants' costs may be higher than these indicative figures.

Summary

The definition of the cost acceptance includes merchant service fees and a limited set of other payment costs paid to acquirers, payment facilitators or payment service providers, taking account of any discounts or rebates.

Accordingly, Till Payments, falls under this definition and provide our customers a compliant surcharge solution ensuring:

- No excessive charging
- Fee/Surcharge is clearly displayed on your terminal
- Processing Fee/Surcharge by using counter cards and early disclosure to customers.

In relation to merchants it is important to note that Merchants are permitted to continue to surcharge customers – a reform supported by the RBA.