



# **Merchant statement guide.**

Understanding your  
transaction and service fees.



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# Welcome to your merchant statement guide.

Thanks for choosing CommBank as your merchant services provider. We’ve created this guide to help you understand your merchant statement.

The guide explains:

- where to find key information on your statement – and what it means
- how to use the information on your statement to calculate your Annual Cost of Acceptance
- other frequently asked questions about surcharges.

## An overview of your statement.

For every month that you pay fees for your CommBank merchant facilities, we’ll send you a statement outlining:

- your merchant account details
- any transaction and service fees you’ve paid.

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## Your transaction summary - page 2.

**Commonwealth Bank**  
Commonwealth Bank of Australia  
ABN 48 120 122 121

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Statement Month Jan 2019  
Date of Issue 01 Feb 2019

## Your transaction summary

Card transactions processed by scheme type

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Card Type	Total transactions	Total sales	Total returns transactions	Total returns sales	Net totals
Visa	287	\$14,828.70	0	\$0.00	\$14,828.70
MasterCard	286	\$13,449.80	0	\$0.00	\$13,449.80
UnionPay	1	\$152.00	0	\$0.00	\$152.00
Eftpos	33	\$1,955.00	0	\$0.00	\$1,955.00
Amax	55	\$2,578.00	0	\$0.00	\$2,578.00
<b>Totals</b>					<b>\$32,963.50</b>

All fees include GST unless stated otherwise

## Excess usage fee

Fees for processing transactions above your plan limit

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Turnover for this month	Monthly plan limit	Excess turnover	Excess Usage Rate	Net totals
\$32,963.50	\$12,000.00	\$21,429.50	1.5000%	\$321.44
<b>Totals</b>				<b>\$321.44</b>

All fees include GST unless stated otherwise

## Surcharging information

Cost of Acceptance information to assist you with surcharging

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Calculated timeframe Monthly	Net Sales	Cost of Acceptance	
01 Jan 2019 - 31 Jan 2019		(\$)	(%) of net sales
All cards	\$32,811.50	\$471.44	1.44%

This information can be used to calculate your own cost of acceptance in good faith. More information about calculating the cost of acceptance and applying surcharges is available at [www.commbank.com.au/merchant-support](http://www.commbank.com.au/merchant-support).

You should review your cost of acceptance at least once in each financial year.

**Please note:** This statement contains your monthly Cost of Acceptance, which you can use as a guide for your annual Cost of Acceptance. Your annual Cost of Acceptance information will be included in June statements each year.

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Key	Description
4	<p><b>Transaction summary</b></p> <p>Your transaction summary shows the number of purchase and refund transactions you've received for each card that you accept (eg MasterCard or Visa).</p> <p><b>Total transactions:</b> number of transaction or sales, broken down by card type.</p> <p><b>Total sales:</b> value of those sales by card type.</p> <p><b>Total returns:</b> Number of sales that were refunded or returned.</p>
5	<p><b>Excess usage</b></p> <p>This section will display the dollar amount of transactions over your simple merchant plan cap and the associated fees.</p>
6	<p><b>Surcharge information</b></p> <p>If you choose to charge your customer for using a card, you'll need this information to calculate your surcharge. See <b>Card surcharges – what you need to know</b> on page 9.</p>

# Ancillary fees.

Commonwealth Bank

Commonwealth Bank of Australia

ABN 48 123 123 124

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Ancillary fees

Itemised ancillary costs relating to your merchant facility

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Statement Month Feb 2019

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	Number	Rate	Net totals
Facility fees			
Terminal rental fee	3	\$29.5000	\$88.50
Total Facility fees			\$88.50
Facility maintenance fees			
Monthly access fee	3	\$0.0000	\$0.00
Total Facility maintenance fees			\$0.00
Total			\$88.50

All fees include GST unless stated otherwise

Itemised merchant fees in this statement are rounded to the nearest whole cent. As a result, small differences may occur between merchant fees actually charged, to an amount calculated using the itemised merchant fees in this statement.

Key	Description
7	<div><div>Ancillary fees</div><div>This section provides a detailed breakdown of any extra fees you're charged for your merchant facility – such as costs for additional terminal rentals, authorisation fees, chargeback fees or stationery fees. Please note a summary of these ancillary fees is displayed earlier in your statement.</div></div>

# Card surcharges – what you need to know.

As a merchant, you're entitled to charge an extra fee (a surcharge) to customers for using a card to pay you. However, since 1 September 2017, new laws mean you can only charge the amount that it costs you to accept a card transaction after your fees are taken into account. We call this your **cost of acceptance**.

To stay compliant with these new laws, you need to know how to calculate your surcharge correctly. Here's how to do that.

# Calculating your surcharge.

Your surcharge will be listed in the **surcharge information** section of your statement under **cost of acceptance**. The surcharge will be listed as a dollar amount and as a percentage.

Surcharging information

Cost of Acceptance information to assist you with surcharging

Calculated timeframe Monthly 01 Jan 2019 - 31 Jan 2019	Net Sales	Cost of Acceptance	
		(\$)	(%) of net sales
All cards	\$32,811.50	\$471.44	1.44%

This information can be used to calculate your own cost of acceptance in good faith. More information about calculating the cost of acceptance and applying surcharges is available at [www.commbank.com.au/merchantsupport](http://www.commbank.com.au/merchantsupport).

You should review your cost of acceptance at least once in each financial year.

## Other questions about surcharging.

### How often should I review my cost of acceptance?

Most businesses should review it once a year. But if your business is seasonal, or your transactions fluctuate substantially each month, you can choose to change your limit each month, based on your merchant statements.

### I have stores at different locations – what can I surcharge?

If you own multiple stores under the same legal entity, you can average the surcharge rate across your stores for each card type.

### Are there any other costs that I can include in my surcharge calculations?

Yes, you can include other costs that you can verify with contracts, statements or invoices that you incur for using cards, including:

- payment gateway fees
- fraud prevention services
- insurance costs against forward delivery risk.

## We're here to help.

If you have any further questions about your statement or charges, we'd be happy to help you.



Call **1800 230 177** 24 hours a day, 365 days a year.



Visit **[commbank.com.au/merchantsupport](https://commbank.com.au/merchantsupport)**

