SKYZER TECHNOLOGIES

Bulletin No. : 21

Date: Feb 28, 2020

Subject: Contactless Surcharging

Hardware: All Tetra & Telium

Software: 2018.1

Effective Date: August 2019

Contactless Surcharging - Standalone Only

The ability to surcharge on contactless transactions has been implemented in this version. There is no additional activation for this and now, when surcharging is activated in the terminal it will automatically activate for **ALL** scheme card transactions (i.e. VISA, MasterCard etc.)

- The surcharge amount is applied to the transaction **after** the customer has tapped their card
- Surcharging will interrupt the contactless flow and the customer **MUST** accept the surcharge amount by pressing the ENTER key prior the transaction being processed
- The customer can decline the transaction by pressing the CANCEL key at the surcharge prompt

Rules to Remember:

The customer must be informed that a surcharge fee will be applied

The customer must be advised of the actual surcharge fee, amount or rate

The merchant must not describe the surcharge fee as being applied by a card scheme, bank, or third-party financial institution

Adequate signage **MUST** be provided advising that a surcharge will be applied along with how that surcharge is assessed

The surcharge amount must bear a reasonable relationship to the Merchant's cost of accepting the nominated cards for Payment

There are legal obligations when applying a surcharge as it must comply with the procedures set out in the Merchant Agreement supplied by the Merchants Bank