

CASH DISCOUNT**Q What is a Cash Discount?**

A Cash discount assumes all listed prices include a “markup” and for customers paying with cash, debit card, check, ACH, or store-branded gift card, the fee is removed.

Q What is MX™ Advantage - Cash Discount?

A MX™ Advantage Cash Discount is an integrated app that provides merchants a compliant solution to apply a cash discount. A cash discount is a discount applied to a customer’s bill as a flat amount or percentage when cash, debit card, check, ACH, or store-branded gift card is used for payment which helps you offset the cost of processing fees.

Q When can Cash Discount be applied?

A A cash discount may be applied as a fixed amount or percentage and in a Face-to-Face and Card-Absent Environment.

Q Is there a limit to how much a merchant may provide as a Cash Discount?

A No. There is no maximum since a discount is being provided.

Q Can a Cash Discount be applied to any payment amount?

A No. The payment or transaction amount must be at least \$1.00.

Q Is Cash Discount allowed in all states?

A Yes, there are no state restrictions for this program.

Q Is registration required?

A No, registration is not required to participate in this program.

Q Does the Cash Discount need to be disclosed?

A Yes.

The display must specify the reduced fee, so when the customer pays with another form of payment, i.e. cash, store gift card, check, or card products other than Visa and Mastercard, they know the reduction or rebate as state is applied.

The reduced or rebate amount must be visible on the customer receipt.

Face-to-Face Transactions: The merchant must disclose the cash discount as a merchant discount and, for both in-store and online transactions, clearly alert consumers to the practice at the point of entry, the point of sale or transaction, and on every receipt.

Telephone order Transaction: Merchant must provide verbal notification of the cash discount amount before sale is completed.

Electronic Commerce Transaction: At the point of entry (catalog, web page, etc.), the first page of the catalog that references card brands is accepted and the Checkout page.

Q Will the merchant receive signage to display?

A No, signage is not required however disclosures should be posted as required by the card brands and mentioned above.

Q Can merchants apply a Cash Discount on one card brand but not all?

A No. The fee set in MX™ Connect for MX™ Advantage Cash Discount applies to all card brands.

Q How does a merchant process a refund when a Cash Discount is applied to the sale?

A When processing a refund through MX™ Quick Pay, enter the full refund amount you'd like to return to the cardholder. The cash discount will not apply for refunds.

When processing a refund through 'Payments', choose 'Sale' and then 'Refund' and the full amount is displayed including the cash discount amount. The amount can be edited if desired.

Q Can merchants boarded in VIMAS Pro be enabled with MX™ Advantage for Cash Discount?

A Any legacy VIMAS boarded merchants wishing to use MX™ Advantage for Cash Discount must be re-submitted as a new application via MX™ Connect. Contact your Relationship Manager or the Relationship Management team for more information at RMteam@pps.io.

Q Is MX™ Advantage for Cash Discount available on the TSYS and First Data platform?

A No. Cash discount is supported on the TSYS platform only.

Q Does MX™ Advantage Cash Discount only work with the MX™ Front End?

A Yes, the merchant must process on the MX™ Gateway. Merchants may provide a Cash Discount using any MX™ products as shown below. Merchants who wish to provide a cash discount must settle through TSYS.

- MX™ Quick Pay
- MX™ Invoice
- MX™ Payment Links
- MX™ QuickBooks Sync

Q How do I activate MX™ Advantage Cash Discount for a merchant?

A To activate the MX™ Advantage App in MX™ Connect, locate the merchant in Clients. Next, choose the MX™ Merchant tab and then Features. Find MX™ Advantage and:

1. Set Enable to Yes.
2. Billing Option may be set to percentage or flat amount for both ACH Amount and Card Amount.
3. Set Fee Type to Cash Discount.
4. Enter desired cash discount amount in the ACH Amount field and Card Amount fields. These amounts may differ. The fee label is hardcoded to “Cash Discount”.

Q Can the description or descriptor that appears on a merchant’s statement for Cash Discount be changed?

A No, in order to maintain proper compliance with the card brands, the descriptor is hardcoded to “Cash Discount”.

NON-CASH ADJUSTMENT

Q What is a Non-Cash Adjustment?

A Non-cash adjustment offers a discount off listed, stated and advertised prices and for customers paying with credit and debit cards do not receive the discount and will notice a non-cash adjustment on their receipt.

Q What is MX™ Advantage Non-Cash Adjustment?

A MX™ Advantage Non-Cash Adjustment is an integrated app that provides merchants a compliant solution to apply a non-cash adjustment when credit and debit cards are presented.

Q When can a Non-Cash Adjustment be applied?

A A non-cash adjustment may be applied as a fixed amount or percentage and in a Face-to-Face and Card-Absent Environment.

Q Is there a limit to how much a merchant may charge for a Non-Cash Adjustment?

A Yes. In no case may the non-cash adjustment amount exceed the maximum cap of 4%?

Q Can a Non-Cash Adjustment be applied to any payment amount?

A No. The payment or transaction amount must be at least \$1.00.

Q Are Non-Cash Adjustment fee programs allowed in all states?

A Yes, there are no state restrictions for this program.

Q Is registration required?

A No, registration is not required to participate in this program.

Q Does the Non-Cash Adjustment fee need to be disclosed?

A Yes.

Face-to-Face Transactions: The merchant must disclose the non-cash adjustment fee as a merchant fee and, for both in-store and online transactions, clearly alert consumers to the practice at the point of entry, the point of sale or transaction, and on every receipt.

Telephone order Transaction: Merchant must provide verbal notification of the non-cash adjustment fee amount before sale is completed.

Electronic Commerce Transaction: At the point of entry (catalog, web page, etc.), the first page of the catalog that references card brands is accepted and the Checkout page.

Q Will the merchant receive signage to display?

A No.

Q Can merchants charge a Non-Cash Adjustment fee on one card brand but not all?

A No. The fee set in MX™ Connect for MX™ Advantage Non-Cash Adjustment applies to all card brands.

Q How does a merchant process a refund when a Non-Cash Adjustment fee is applied to the sale?

A When processing a refund through MX™ Quick Pay, enter the full refund amount including the amount of the non-cash adjustment fee you'd like to return to the cardholder. The non-cash adjustment fee will not be entered for you.

When processing a refund through 'Payments', choose 'Sale' and then 'Refund' and the full amount is displayed including the non-cash adjustment fee amount. The amount may be edited if desired.

Q Can merchants boarded in VIMAS Pro be enabled with MX™ Advantage Non-Cash Adjustment?

A Any legacy VIMAS boarded merchants wishing to use MX™ Advantage Non-Cash Adjustment must be re-submitted as a new application via MX™ Connect. Contact your Relationship Manager or the Relationship Management team for more information at RMteam@pps.io.

Q Is MX™ Advantage Non-Cash Adjustment available on the TSYS and First Data platform?

A No. Non-cash adjustment is supported on the TSYS platform only.

Q Does MX™ Advantage Non-Cash Adjustment only work with the MX™ Front End?

A Yes, the merchant must process on the MX™ Gateway. Merchants may apply a non-cash adjustment fee using any MX™ products as shown below. Merchants who wish to charge a non-cash adjustment fee must settle through TSYS.

- MX™ Quick Pay
- MX™ Invoice
- MX™ Payment Links
- MX™ QuickBooks Sync

Q How do I activate MX™ Advantage Non-Cash Adjustment for a merchant?

A To activate the MX™ Advantage App in MX™ Connect, locate the merchant in Clients. Next, choose the MX™ Merchant tab and then Features. Find MX™ Advantage and:

1. Set Enable to Yes.
2. Billing Option may be set to percentage or flat amount for both ACH Amount and Card Amount.
3. Set Fee Type to Non-Cash Adjustment.
4. Enter desired non-cash adjustment fee amount in the ACH Amount field and Card Amount fields. These amounts may differ.

The fee label is hardcoded to "Non-Cash Adjustment".

Q Can the description or descriptor that appears on a merchant's statement for Non-Cash Adjustment fee be changed?

A No. The descriptor is hardcoded to "Non-Cash Adjustment".

CONVENIENCE FEE

Q What is a Convenience Fee?

A An additional fee that enables the merchant to charge a flat fee that is levied for the privilege of paying for a product or service using an alternative payment channel, or a payment method that is not standard for the merchant.

Q What is MX™ Advantage Convenience Fee?

A MX™ Advantage Convenience Fee is an integrated app that provides merchants a compliant solution to apply a payment card convenience fee. A convenience fee is a flat fee (not a percentage of the transaction amount), clearly disclosed, and represents payment for the convenience of paying through an alternate payment channel (such as online) that is different from the merchant's normal payment channel.

Q When can Convenience Fees apply?

A Convenience fees can be applied to transactions when customers are paying through an alternate payment channel (such as online) that is different from the merchant's normal payment channel. A convenience fee may be assessed as a flat amount only and must be included as part of the total amount of the transaction and not collected separately and may be applied to credit cards and debit/ACH payments.

Q Is there a limit to how much a merchant may charge for a Convenience Fee?

A No. There is no limit set by the card brands for convenience fee charges.

Q Can a Convenience Fee be applied to any payment amount?

A No. The payment or transaction amount must be at least \$1.00.

Q Are Convenience Fee programs allowed in all states ?

A Yes. There are no state restrictions for this program.

Q Is registration required?

A No, registration is not required to participate in this program.

Q Does the Convenience Fee need to be disclosed ?

A Yes.

Disclosed clearly to the Cardholder as a charge for the alternative payment channel convenience and before the completion of the transaction, the Cardholder must be given the opportunity to cancel.

The convenience fee cannot be advertised or otherwise communicated as an offset to the merchant discount rate, which is the merchant discount fee the merchant pays to its Acquirer to acquire transactions.

Face-to-Face Transaction: The merchant must disclose the convenience fee as a merchant fee and, for both in-store and online transactions, clearly alert consumers to the practice at the point of entry, the point of sale or transaction, and on every receipt.

Telephone order Transaction: Merchant must provide verbal notification of convenience fee and convenience fee amount before sale is completed.

Electronic Commerce Transaction: At the point of entry (catalog, web page etc..), the first page of the catalog that references card brands is accepted and the Checkout page.

Q Will the merchant receive signage to display?

A No, since this is an e-commerce to MOTO environment, signage is not required however disclosures should be posted as required by the card brands and mentioned above.

Q Can merchants charge a Convenience Fee on one card brand but not all?

A No. The fee set in MX™ Connect for MX™ Advantage Convenience Fee applies to all card brands.

Q How does a merchant process a refund when a Convenience Fee is applied to the sale?

A When processing a refund through MX™ Quick Pay, enter the full refund amount including the amount of the convenience fee you'd like to return to the cardholder. The convenience fee will not be entered for you.

When processing a refund through 'Payments', choose 'Sale' and then 'Refund' and the full amount is displayed including the convenience fee amount. The amount may be edited if desired.

Q Can merchants boarded in VIMAS Pro be enabled with MX™ Advantage Convenience Fee?

A Any legacy VIMAS boarded merchants wishing to use MX™ Advantage Convenience Fee must be re-submitted as a new application via MX™ Connect. Contact your Relationship Manager or the Relationship Management team for more information at RMteam@pps.io.

Q Is MX™ Advantage Convenience Fee available on the TSYS and First Data platform?

A No. Convenience fee is supported on the TSYS platform only.

Q Does MX™ Advantage Convenience Fee only work with the MX™ Front End?

A Yes, the merchant must process on the MX™ Gateway. Merchants may apply a convenience fee using any MX™ products as shown below. Merchants who wish to charge a convenience fee must settle through TSYS.

- MX™ Quick Pay
- MX™ Invoice
- MX™ Payment Links
- MX™ QuickBooks Sync

Q How do I activate MX™ Advantage Convenience Fee for a merchant?

A To activate the MX™ Advantage App in MX™ Connect, locate the merchant in Clients. Next, choose the MX™ Merchant tab and then Features. Find MX™ Advantage and:

1. Set Enable to Yes
2. Billing Option may be set to flat amount only for both ACH Amount and Card Amount
3. Set Fee Type to Convenience Fee
4. Enter desired Convenience Fee amount in the ACH Amount field and Card Amount fields.

These amounts may differ.

The fee label is hardcoded to “Convenience Fee” in order to maintain proper compliance with convenience fee rules.

Q Can the description or descriptor that appears on a merchant’s statement for Convenience Fee be changed?

A No. The descriptor is hardcoded to “Convenience Fee”.

SERVICE FEE

Q What is a Service Fee?

A A service fee is a no-cost processing solution for education and government merchants that qualify for this program.

Q What is MX™ Advantage Service Fee?

A MX™ Advantage Service Fee is an integrated app that provides merchants a compliant solution to apply a payment card service fee which helps merchants recover the cost for providing a service, i.e. tax payments, tuition, etc.

Q When can Services Fees apply?

A Service fees can be applied to credit cards, debit cards and ACH payments for card present, online and text pay options but not as a separate transaction. Service fees may not be imposed on private label cards.

Q Is there a limit to how much a merchant may charge for a Service Fee?

A There is no maximum limit to what a merchant can charge for a service fee, however the merchant should ensure the service fee amount is a reasonable reflection of the costs associated with completing the transaction.

Q Can a Service Fee be applied to any payment amount?

A No. The payment or transaction amount must be at least \$1.00.

Q Are Service Fees allowed in all states?

A Yes, however, a service fee may only be charged by a Merchant, Acquirer, or third party with permitted MCCs.

Q Is registration required?

A Yes. The below MCCs are those only allowed to apply a service fee in the US Region and may be applied face-to-face or online:

- 9311 Tax Payments
- 9399 Government Services (Not else where classified)
- 9222 Fines
- 9211 Court Costs Including Alimony and Child Support
- 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
- 8211 (Elementary and Secondary Schools)
- 8244 (Business and Secretarial Schools)
- 8249 (Vocational and Trade Schools)

- Priority must handle registration.
- Merchants must notify Priority at least 30 days in advance of beginning to charge a service fee via email to compliance@pps.io and provide and/or complete the Service Fee registration template.
- Priority will notify the merchant when approved to impose a service fee via email with the unique service fee number or MVV (merchant verification value) assigned to the merchant.
- The estimated time for approval is 30 days from registration.

Q Does the Service Fee need to be disclosed?

A Yes.

Face-to-Face Transaction: The merchant must disclose the service fee as a merchant fee and, for both in-store and online transactions, clearly alert consumers to the practice at the point of entry, the point of sale or transaction, and on every receipt.

Telephone order Transaction: Merchant must provide verbal notification of service fee and service fee amount before sale is completed.

Electronic Commerce Transaction: At the point of entry (catalog, web page etc.), the first page of the catalog that references card brands is accepted and the Checkout page.

Q Will the merchant receive signage to display?

A No, however, merchants may create their own according to card brand rules.

Q Can merchants charge a Service Fee on one card brand but not all?

A No. The fee set in MX™ Connect for MX™ Advantage Service Fee applies to all card brands.

Q How does a merchant process a refund when a Service Fee is applied to the sale?

A When processing a refund through MX™ Quick Pay, enter the full refund amount including the amount of the service fee you'd like to return to the cardholder. The service fee will not be entered for you. When processing a refund through 'Payments', choose 'Sale' and then 'Refund' and the full amount is displayed including the service fee amount. The amount may be edited if desired.

Q Can merchants boarded in VIMAS Pro be enabled with MX™ Advantage Service Fee?

A Any legacy VIMAS boarded merchants wishing to use MX™ Advantage Service Fee must be re-submitted as a new application via MX™ Connect. Contact your Relationship Manager or the Relationship Management team for more information at RMteam@pps.io.

Q Is MX™ Advantage Service Fee available on the TSYS and First Data platform?

A No. Service fee is supported on the TSYS platform only.

Q Does MX™ Advantage Service Fee only work with the MX™ Front End?

A Yes, the merchant must process the MX™ Gateway. Merchants may apply a service fee using any MX™ products as shown below. Merchants who wish to use service fees must settle through TSYS.

- MX™ Quick Pay
- MX™ Invoice
- MX™ Payment Links
- MX™ QuickBooks Sync

Q How do I activate MX™ Advantage Service Fee for a merchant?

A To activate the MX™ Advantage App in MX™ Connect, locate the merchant in Clients. Next, choose the MX™ Merchant tab and then Features. Find MX™ Advantage and:

1. Set Enable to Yes.
2. Billing Option may be set to flat amount or percentage for both ACH Amount and Card Amount must both be set to the same billing type.
3. Set Fee Type to Service Fee.
4. Enter desired service fee amount in the ACH Amount field and Card Amount fields.

These amounts may differ.

The fee label is hardcoded to "Service Fee" in order to maintain proper compliance with service fee rules.

Q Can the description or descriptor that appears on a merchant's statement for Service Fee be changed?

A No. In order to maintain proper compliance with service fee rules, the descriptor is hardcoded to "Service Fee".

SURCHARGE

Q What is Surcharge?

A An additional fee that a merchant adds to customer's bill when a credit card is used for payment.

Q What is MX™ Advantage for Surcharging?

A MX™ Advantage for Surcharging is an integrated MX™ App that provides merchants a compliant solution to apply a payment card surcharge.

Q When can Surcharges apply?

A Surcharging is limited to credit cards only (no surcharging debit and prepaid cards). Surcharges may not be imposed on private label cards.

Q Is there a limit to how much a merchant may Surcharge?

A In no event can a merchant assess a surcharge above 4% of the base amount, even in cases where the applicable merchant discount rate exceeds 4% of the underlying transaction amount. Information provided here is subject to Visa's operating regulations relating to surcharging. Additionally, the merchant cannot assess a surcharge that is higher than their cost of card processing.

Q Can a Surcharge be applied to any payment amount?

A No. The payment or transaction amount must be at least \$1.00.

Q Is Surcharging allowed in all states?

A States prohibiting or limiting surcharge as of September 2020 are: Colorado, Connecticut, Kansas, and Massachusetts.

Q Is registration required?

A Merchants must notify Visa, Mastercard and Priority at least 30 days in advance of beginning to surcharge; a notification form to Visa may be submitted at:

<https://usa.visa.com/Forms/merchant-surcharge-notification-form.html> and Mastercard may be submitted here:

https://www.mastercard.us/en-us/surcharge-disclosure-webform.html#contentpar_text

Alternatively, if you wish for Priority to handle this process, the Sales Representative must email compliance@pps.io and Priority will initiate the registration process. In either case, ISO/Merchant must notify Priority's Compliance department, via email to compliance@pps.io of the registration and upload the registration confirmation email from Visa and Mastercard.

Q Does the Surcharge need to be disclosed?

A Yes.

Face-to-Face Transaction: The merchant must disclose the surcharge as a merchant fee and, for both in-store and online transactions, clearly alert consumers to the practice at the point of entry, the point of sale or transaction, and on every receipt. Signage is included with the merchant's welcome kit.

Telephone Order Transaction: Merchant must provide verbal notification of surcharge and surcharge amount before sale is completed.

Electronic Commerce Transaction: At the point of entry (catalog, web page, etc.), the first page of the catalog that references card brands is accepted and the Checkout page.

Q Will the merchant receive signage to display?

A Yes, merchants receive necessary signage in their welcome kit and additional signage may be ordered.

Q Can merchants Surcharge on one card brand but not all?

A No. The fee set in MX™ Connect for MX™ Advantage Surcharge applies to all card brands.

Q How does a merchant process a refund when a Surcharge is applied to the sale?

A When processing a refund through MX™ Quick Pay, enter the full refund amount including the amount of the surcharge you'd like to return to the cardholder. The surcharge will not be entered for you.

When processing a refund through 'Payments', choose 'Sale' and then 'Refund' and the full amount will be displayed including the surcharge amount. The amount may be edited if desired.

Q Can merchants boarded in VIMAS Pro be enabled with MX™ Advantage Surcharge?

A Any legacy VIMAS boarded merchants wishing to use MX™ Advantage Surcharge must be re-submitted as a new application via MX™ Connect. Contact your Relationship Manager or the Relationship Management team for more information at RMteam@pps.io.

Q Is MX™ Advantage Surcharge available on the TSYS and First Data platform?

A No. MX™ Advantage Surcharge is currently only available on the TSYS platform.

Q Does MX™ Advantage Surcharge only work with the MX™ Front End?

A Yes, the merchant must process on the MX™ Gateway. Merchants may apply surcharge using any MX™ products as shown below. Merchants who wish to surcharge must settle through TSYS.

- MX™ Quick Pay
- MX™ Invoice
- MX™ Payment Links
- MX™ QuickBooks Sync

Q How do I activate MX™ Advantage Surcharge for a merchant?

A To activate MX™ Advantage App in MX™ Connect, locate the merchant in 'Clients'. Next, choose the MX™ Merchant tab and then 'Features'. Find MX™ Advantage and:

1. Set Enable to Yes.
2. Billing Option may be set to percentage only and applies to credit cards only.
3. Set Fee Type to Surcharge.
4. Enter desired surcharge amount in the Amount field. The surcharge percentage must be between 1% and 4%. The surcharge cannot exceed the merchant's cost (even if less than 4%; i.e. if a merchant is paying only 2%, a surcharge of 3% cannot be imposed).

The fee label is hardcoded to 'Surcharge' in order to maintain proper compliance with surcharging rules.

Q Can the description or descriptor that appears on a merchant's statement for Surcharge be changed?

A No. In order to maintain proper compliance with surcharging rules, the descriptor is hardcoded to "Surcharge".

Q Where can I access more information?

A Link to Visa Surcharging FAQ for merchants:

<https://usa.visa.com/dam/VCOM/download/merchants/surcharging-faq-by-merchants.pdf>

Link to Visa Merchant Credit Surcharging: <http://www.visa.com/merchantsurcharging>

For more information on rules relating to service, surcharge and convenience fees, go here:

- Surcharging Credit Cards–Q&A for Merchants:
<https://usa.visa.com/support/consumer/visa-rules.html>
- Visa Core Rules: <https://usa.visa.com/dam/VCOM/download/about-visa/visa-rules-public.pdf>
- Visa Merchant Surcharging Rules: <https://usa.visa.com/support/small-business/regulations-fees.html>