



MERCHANT STATEMENT

Every National Payment Processing merchant is sent a monthly processing statement reflecting a breakdown of all batch, deposit, and fee activity. Statements are mailed out the first week of each month reflecting activity for the previous month. This guide will walk you through each field of the iPayment merchant statement. Please feel free to contact the listed toll-free Customer Service telephone number with any further questions.

1 STATEMENT HEADER

- a** Return/Mailing address for National Payment Processing
- b** Your NPP merchant account number
- c** Month of processing activity reflected in the statement
- d** Checking or savings account number linked to your NPP merchant account
- e** Your merchant mailing address
- f** Toll-free Customer Service telephone number

2 STATEMENT MESSAGE

Important messages, reminders, and announcements pertaining to your NPP merchant account

3 CHARGE TOTAL

Total month-end debit from your checking or savings account as detailed in the monthly processing statement. Please do not remit payment for this amount as it is automatically debited from your checking or savings account at month-end.

4 SUMMARY OF CARD DEPOSITS

Totals for the month broken down by card type

- a** Card type accepted
- b** Monthly total item count of sale transactions for the month
- c** Monthly total dollar amount of sale transactions for the month
- d** Monthly total item count of adjustments for the month
- e** Monthly total dollar amount of net adjustments for the month
- f** Monthly total item count of credit transactions for the month
- g** Monthly total dollar amount of credit transactions for the month
- h** Net dollar amount of sale transactions, adjustments, and credit transactions for the month
- i** Combined totals for MasterCard and Visa only for the month
- j** Totals for all card types for the month

5 SUMMARY OF CARD FEES

A breakdown of discount and inquiry fees applied for the month. Please refer to information regarding qualification requirements for each tier of discount rates*. Card Fees include, but are not limited to the following:

- **QUALIFIED** – Charges for transactions that qualified for the lowest tier of discount rates
 - **MID QUALIFIED** – Charges for transactions that qualified for the middle tier of discount rates versus the lowest tier
 - **NON QUALIFIED** – Charges for transactions that did not qualify for either the lowest or middle tier of discount rates available
 - **AVS** - Address Verification Service (AVS) inquiry fee. An AVS inquiry must be performed on all non-face-to-face transactions to qualify for the lowest possible discount rate.
 - **AUTHORIZATION** – Per-inquiry fee charged each time the terminal or software dials out and connects with the host. This is normally for each authorization request and closing of batches.
 - **POS-LOC / 950** – Per-inquiry fee charged when the terminal dials the available local number
 - **POS-WATS** – Per-inquiry fee charged when the terminal dials the First Data Resources (FDR) 800#
 - **VOICE-LOC** – Per-inquiry fee for live voice-authorization requests
- a** Card type applicable to listed fees. All AUTHORIZATION fees for batch closings are listed under the VISA card type.
 - b** Card Fee type
 - c** Dollar amount or item count applicable to fee
 - d** Rate or dollar amount applicable to fee
 - e** Dollar amount of fee assessed
 - f** Total dollar amount for listed card type
 - g** Total QUALIFIED discount fees previously deducted during the month upon the original deposit of each batch
 - h** Total of all Card Fees assessed at month-end

6 SUMMARY OF MISCELLANEOUS FEES

A breakdown of all other processing fees applied for the month. Miscellaneous Fees include, but are not limited to, the following:

- **CHARGEBACKS** – Processing fee for receipt of each chargeback during the month
- **STATEMENT FEE** – Monthly fee assessed for overall maintenance of your NPP merchant account
- **MIN DISCOUNT** – The minimum discount fee total assigned to your merchant processing account. If this minimum discount fee is not met, the difference or total will be deducted at month-end.
- **CONFIRMATION LETTERS** – Charge for each Electronic Ticket Capture (ETC) confirmation letter
- **12B LETTER** – Processing fee for receipt of each retrieval request during the month
- **AVS FEE** – Address Verification Service (AVS) inquiry fee. An AVS inquiry must be performed on all non-face-to-face transactions to qualify for the lowest possible discount rate.
- **HELP DESK / ASSISTANCE SERVICE** – Charge for each inquiry to the FDR Help Desk. To avoid this fee, please first contact the toll-free Customer Service telephone number listed on the header of the

* To qualify for the lowest tier of discount rates available ensure that all transactions are fully authorized with all required information and batches are closed on a daily basis. Please refer to processing guidelines on complete information regarding discount rate tiers.

monthly statement for possible assistance. Most inquiries can be handled directly with Customer Service at no cost.

- a** Total Card Fees – The total Card Fees as listed in the previous section
- b** Miscellaneous Fee type
- c** Item count applicable to fee
- d** Dollar amount applicable to fee
- e** Total dollar amount for fee type
- f** Total of Card Fees and Miscellaneous Fees

7 SUMMARY OF MONETARY BATCHES

Dollar amount totals of each batch settlement and all monetary adjustment (chargebacks) totals processed. Please note these are batch totals. Discount rates are not deducted from these totals, therefore, the actual deposit totals to your checking or savings account may differ.

- a** Gross dollar amount total of the settled batch or adjustment amount.
- b** Returns and corrections within the batch. This field is not commonly utilized and usually reflects \$0.00.
- c** Net dollar amount total of the settled batch (Gross minus returns and corrections)
- d** The date the batch was settled or for adjustments, the date the transaction was originally settled.
- e** The system-generated reference number to identify each batch or monetary adjustment. The first six digits of monetary adjustments reflect the date the adjustment settled made to the account.

8 SUMMARY OF DAILY DEPOSITS / SETTLED CARD TYPES

Daily deposit totals broken down by sale transactions, credit transactions, adjustments, and discount rates. This section is for MasterCard and Visa only. Please note that there is a one-day hold on the release of funds to your checking or savings account from this date. All debit or credit adjustments are released to your checking or savings account on the batch settlement date.

- a** Date of the batch settlement
- b** Item count of sale transactions within the batch
- c** Dollar amount of sale transactions within the batch
- d** Item count of credit transactions within the batch
- e** Dollar amount of credit transactions and returns within the batch
- f** Item count of chargebacks and other adjustments within the batch
- g** Dollar amount of chargebacks and other adjustments within the batch
- h** Dollar amount of the Qualified discount rate applied to the batch
- i** Total dollar amount of deposit for the batch