

# Merchant Statements Explained

# Overview

We deliver the critical information needed to manage your payment processing in user-friendly, easily interpreted formats.

Our statement layout is easier to read with clearer, simplified information to help you manage your account.

- [Top of statements](#)
- [Outlet summary](#)
- [Important information about your account](#)
- [Outlet summary by card type](#)
- [Total amount submitted by batch](#)
- [Third party transactions](#)
- [Adjustments](#)
- [Interchange fees](#)
- [Explanation of cards](#)
- [Service charges](#)
- [Fees](#)
- [Chargebacks/reversals](#)
- [Amounts funded](#)
- [Online Statements](#)

\*If you're looking for a specific part of your statement, please click the relevant link above.

## MERCHANT CARD PROCESSING STATEMENT

## OUTLET STATEMENT

BUSINESS OWNER  
BUSINESS NAME  
BUSINESS ADDRESS

Page 1 of 9

Statement Period	01 Jan 2017 - 31 Jan 2017
Merchant Number	520334508123456
Customer Service	<b>0345 6065055</b>
VAT Registration No	

The top of your statements will look similar to the one above. Statement periods span one month at a time. The name on the account and the address found on file for your business will be in the top left corner. The merchant number that the statement relates to will also be found on the top right. This may be an outlet or, if you have one, a chain merchant number.

The customer service number provided will be the number for First Data's Helpdesk, however you may have been provided an alternative number for contact especially if you have been allocated a Client Service Representative.

# Outlet Summary

[Back To Direction Page](#)

## OUTLET SUMMARY

The information in this section and the subsequent detail sections display your processing for the statement period. It is not reflective of what was funded to your account. Funding information can be found in a separate section of the statement.

Page 2	<b>Total Amount Submitted</b>	<b>39,749.69</b>
Page 6	<b>Third Party Transactions</b>	<b>0.00</b>
Page 6	<b>Adjustments</b>	<b>0.00</b>
Page 6	<b>Interchange Charges</b>	<b>0.00</b>
Page 6	<b>Service Charges</b>	<b>-331.44</b>
Page 7	<b>Fees</b>	<b>-66.87</b>
Page 7	<b>Chargebacks/Reversals</b>	<b>0.00</b>

### IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

If you accept eCommerce transactions please be aware the Verified by VISA logo is being amended from 31st October 2015. You should contact your Payment Service Provider directly to ensure your website is updated with the new image. For FDMS Connect clients, these updates will be automatically applied.

- [\(A\) Total Amount Submitted](#) – This is the amount that has been submitted to First Data aka. Total card turnover in that month in total.
- [\(B\) Third Party Transactions](#) – Here you will see any third party transactions applied to your account.
- [\(C\) Adjustments](#) – Here you would see any recent adjustments charges for your account. You will also see refunds in this section you may have received.
- [\(D\) Interchange Charges](#) – Here you would see any interchange fees applied to your account.
- [\(E\) Service Charges](#) – This is the amount paid for processing that month, broken down by card type.
- [\(F\) Fees](#) – Any additional fees not directly linked to processing.
- [\(G\) Chargebacks/Reversals](#) - Any Chargebacks that may have been done will be shown here, this will be deducted from the total amount submitted (A).
- [Important Information About Your Account](#) – This box will outline any important information relevant to your merchant account. Please find this example from October 2015.



# Outlet Summary by Card Type

[Back To Direction Page](#)

Net	
Total Items	Total Amount
10	6,341.40
25	3,222.80
22	4,004.09
87	15,009.55
30	7,466.61
25	4,848.20
48	7,424.16
18	2,704.80
2	302.00
3	64.93
<b>270</b>	<b>51,388.54</b>

Net:

- As mentioned, refunds are subtracted from the sales total amount to give you the net total amount. As reference and for example, the total items have now decreased by 4 from the previous side, displaying the total 4 refunds conducted. Also, the amount total from the refunds has now been deducted from the net total amount:

**274 51,947.54** Sales: Total Items & Total Amounts

**4 559.00** Refunds: Total Items & Total Amounts

**270 51,388.54** Net: Total Items & Total Amount

Overall, the section will look like this:

OUTLET SUMMARY BY CARD TYPE						
Card Type	Sales		Refunds		Net	
	Total Items	Total Amount	Total Items	Total Amount	Total Items	Total Amount
Visa	11	6,491.40	1	150.00	10	6,341.40
VS Debit	27	3,327.80	2	105.00	25	3,222.80
VS Comcd	22	4,004.09			22	4,004.09
VS DBChp	87	15,009.55			87	15,009.55
VS Chip	30	7,466.61			30	7,466.61
MC	26	5,152.20	1	304.00	25	4,848.20
MC Chip	48	7,424.16			48	7,424.16
MC Comcd	18	2,704.80			18	2,704.80
MC Debit	2	302.00			2	302.00
MC DBChp	3	64.93			3	64.93
<b>Total</b>	<b>274</b>	<b>51,947.54</b>	<b>4</b>	<b>559.00</b>	<b>270</b>	<b>51,388.54</b>

# Total Amount Submitted by Batch

[Back To Direction Page](#)

TOTAL AMOUNT SUBMITTED BY BATCH								
Date Submitted	Batch Submitted	VS DBChp	VS Chip	VS Comcd	MC Chip	MC Comcd	VS Debit	Total Submitted
01/01/17		2,985.61	22.70	95.00	688.22			3,791.53
02/01/17		1,071.35	207.70	36.55	135.25			1,450.85
03/01/17		1,773.95	349.22	64.20	263.28			2,450.65
04/01/17		228.97	252.15		110.44			591.56
05/01/17		339.90	79.80		143.95	127.40		691.05
06/01/17		568.85	25.75	160.16	37.80	10.10	70.00	872.66
07/01/17		625.79	385.10		74.05	80.00		1,164.94
08/01/17		903.62	187.44		717.39			1,808.45
09/01/17		1,109.09	126.80		297.87	82.00		1,615.76

This shows how much has been submitted and on which date. Your statement will also include the batch numbers for the transactions but these have been removed for this example. Due to spacing on the statements you may find that after you reach the end of the month, the total amount submitted by batch starts again, This second section of Total Amount Submitted By Batch will display other card types that did not fit on the first batch breakdown. Both of these will display a total amount submitted, added together, these will equal the total net amount submitted.

Date Submitted	Batch Submitted	MC DBChp	MC	Visa	Total Submitted
09/01/17		- 257.93			- 257.93
11/01/17		27.20			27.20
12/01/17					0.00
13/01/17			- 50.00		- 50.00
14/01/17		- 6.55			- 6.55
15/01/17		68.25			68.25
16/01/17				60.00	60.00

Refunds can be found as displayed in the above format. The batch number and date will be displayed and the total submitted, this allows you to quickly identify the refunds.

# Third Party Transactions, Adjustments and Interchange

These sections do not normally have a large population on the statement. Many times they may look like the below:

(More information about interchange follows on the next slide)

THIRD PARTY TRANSACTIONS		
Date	Description	Amount
There are no Third Party Transactions for this statement period.		
<b>Total</b>		<b>0.00</b>

ADJUSTMENTS		
Date	Description	Amount
There are no Adjustments for this statement period.		
<b>Total</b>		<b>0.00</b>

INTERCHANGE CHARGES		
Date	Description	Amount
There are no Interchange Charges for this statement period.		
<b>Total</b>		<b>0.00</b>



# Interchange Fees

During the process of a transaction, money is transferred from the acquiring bank to the issuing bank for each bankcard transaction. Interchange fees are the reason for the majority of credit card processing costs and are set by the schemes (I.e. Visa and MasterCard) and may appear on your statements as something similar to the below:

<b>Date</b>	<b>Description</b>	<b>Amount</b>
31/01/17	UK BASE POS DEBIT	-0.24
31/01/17	VI UK CNP CVV2	-0.24
31/01/17	VI INTL STANDARD	-1.73
31/01/17	VI UK EMV CHIP	-0.02
31/01/17	VI UK PURCHASING STANDARD	-1.92
31/01/17	VI UK BUSINESS CARD STANDARD	-0.76
31/01/17	VI UK BUSINESS DEBIT BASE	-0.17
31/01/17	VI UK CNP CVV2 DEBIT	-0.22
31/01/17	VI UK EMV CHIP DEBIT	-0.88
31/01/17	UK EMV CHIP DB CONT LESS HIGH	-0.03

When a transaction is taken, four parties are involved: the cardholder, the merchant/retailer, the issuing bank and the acquirer. When the cardholder makes a purchase, their bank will send the payment to the retailer's bank and a small fee is retained. This is called the interchange fee. Interchange changes dependant on many factors. The interchange fees are set by the schemes, but the fees are returned to the issuing bank.

If you wish to know the current interchange rates please refer to:

<https://www.visaeurope.com/about-us/interchange/fees-and-interchange>

<https://www.mastercard.co.uk/en-gb/about-mastercard/what-we-do/interchange.html>

# Explanation of Card Types

[Back To Direction Page](#)

Card Type	Statement Terminology		Standard Terminology
	Qualifying	Non Qualifying	
Maestro/Solo	INTL MATRO Service Charge	INTL MATRO NQ Service Charge	MASTRO Card
Visa Credit	Visa chip sevice charge Ex. Prem	Visa chip NQ sevice charge Ex. Prem	VISA Standard Credit card
Visa Debit Electron	Visa Electron DR service charge	Visa Electron NQ DR service charge	VISA Standard Credit card
Visa Debit	Visa Debit Chip Service Charge	Visa NQ Debit Chip Service Charge	VISA Debit Card
	Visa Debit Chip Sales Transfer fee	Visa NQ Debit Chip Sales Transfer fee	
Visa Commercial (Credit)	Visa Purchase Service Charge(Ex BUS DR)	Visa Purchase NQ Service Charge(Ex BUS DR)	Visa Commercial Card
MasterCard Credit	MC chip service charge EX. Prem	MC chip NQ service charge EX. Prem	Mastercard standard Credit card
MasterCard Purchase (Credit)	MC Purchase Card Service Charge	MC Purchase Card NQ Service Charge	Mastercard Commercial Card
MasterCard Debit	MC Debit service charge	MC NQ Debit service charge	Mastercard Debit Card
MasterCard World	MC chip service charge Prem	MC NQ chip service charge Prem	Mastercard Premium credit card
MasterCard World Signia	MC chip service charge Prem	MC NQ chip service charge Prem	Mastercard Premium credit card
Visa Debit Commercial	Visa BUS DR Card service charge	Visa BUS DR Card NQ service charge	VISA commercial Debit card
Visa Charge card	VISA service charge(PREM)	VISA NQ service charge(PREM)	VISA Premium Credit Card

## SERVICE CHARGES

Date	Description		Total
31/01/17	MC NQ SERVICE CHARGE (PREM) .014000 DISC RATE TIMES	50.00	-0.70
31/01/17	MC CHIP NQ SRV CHRG (PREM) .014000 DISC RATE TIMES	89.40	-1.25
31/01/17	MC CHIP NQ SRV CHRG EX. PREM .013000 DISC RATE TIMES	49.40	-0.64
31/01/17	MC DEBIT CHIP SERVICE CHARGE .002600 DISC RATE TIMES	705.69	-1.83
31/01/17	MC DEBIT CHIP SALES TRANS FEE 14 TRANSACTIONS AT .100000		-1.40
31/01/17	VISA PRCH SRV CHG(EX BUS DR) .017500 DISC RATE TIMES	160.85	-2.81
31/01/17	VISA BUS DR CARD SERV CHRG .017500 DISC RATE TIMES	1,616.54	-28.29
31/01/17	VISA SERVICE CHARGE EX.PREM .012500 DISC RATE TIMES	60.00	-0.75
31/01/17	VISA CHIP SERVICE CHG EX.PREM .012500 DISC RATE TIMES	3,548.31	-44.35
31/01/17	MC CHIP SERVICE CHARGE (PREM) .013500 DISC RATE TIMES	3,966.94	-53.55
31/01/17	VISA CHIP SERVICE CHARGE(PREM) .013500 DISC RATE TIMES	115.90	-1.56
31/01/17	MC CHIP SERVICE CHG EX. PREM .012500 DISC RATE TIMES	4,373.93	-54.67
31/01/17	VISA DEBIT SERVICE CHARGE .004900 DISC RATE TIMES	442.00	-2.17
31/01/17	VISA DEBIT CHIP SERVICE CHARGE .004900 DISC RATE TIMES	23,937.98	-117.30
31/01/17	MC PURCHASE CARD SERV CHRG .017500 DISC RATE TIMES	582.80	-10.20
<b>Total</b>			<b>-321.47</b>

Service charges show the rates you currently pay and the amount paid for each card type. The rates paid for processing varies between merchants, if you're unsure of what rates you are paying for card types - please contact either Helpdesk or your Customer Service Representative (CSR) .

A way to work out the rates are to move the decimal point 2 spaces to the right i.e. MasterCard Purchase (at the bottom of that list) says 0.017500 which is actually 1.75% and the total paid for the processing of that card can be found on the far right. Some of the above charges such as MC DEBIT CHIP SALES TRANS FEE say '14 transactions at .100000'. In this example a charge of 10p is on top of a 0.26% charge for that particular card.

# Fees and Chargebacks/Reversals

[Back To Direction Page](#)

## FEES

Date	Description	Amount
31/01/17	AUTHORISATION REQUEST 708 TRANSACTIONS AT .025000	-17.70
31/01/17	MONTHLY MAINTENANCE FEE	-2.99
31/01/17	PCI DSS MANAGEMENT FEE	-4.99
31/01/17	PCI DSS NON COMPLIANCE	-35.00
31/01/17	M/C+MAESTRO EU ACCEPTANCE FEE 1 TRANS TOTALING 229.33	-0.10
31/01/17	M/C INT. RETAIL ACCEPTANCE FEE 2 TRANS TOTALING 134.40	-0.54
31/01/17	ALERT BUNDLED FEE 1 TRANSACTIONS AT 1.000000	-1.00
31/01/17	MERCHANT ALERT BUNDLE VAT FEE .200000 VAT RATE TIMES 1.00	-0.20
31/01/17	VISA INT ACCEPTANCE FEE .003000 RATE TIMES 115.90	-0.35
<b>Total</b>		<b>-62.87</b>

In this section you can see any other fees that are applied to the account without being directly linked to processing transactions themselves. The above example shows a large variety of examples as to what can be found in this section. If you are unsure of what one of these fees are, please contact Helpdesk or your CSR.

## CHARGEBACKS/REVERSALS

Date	Reference Number	Description	Card Number (Last 4 Digits)	Amount
There are no Chargebacks/Reversals for this statement period.				
<b>Total</b>				<b>0.00</b>

In this section you will be able to see any Chargebacks that have been made during a statement period. If a chargeback has been raised, you would have or will receive some form of notification of this either via letter or email.

# Amounts Funded

[Back To Direction Page](#)

AMOUNTS FUNDED		This section is included to assist you in reconciling to your bank account. This section details the amount deposited to your account daily during the statement period. It may not include all fees reported on this statement but rather those fees reported on previous statements and collected during this statement period.							
Date Submitted	Submitted Amount	Third Party Transactions	Adjustments	Interchange Charges	Service Charges	Fees	Chargebacks/ Reversals	Date Funded	Net Amount Funded
31/12/2016	0.00	0.00	0.00	0.00	-381.51	-63.54	0.00	11/01/17	-445.05
01/01/2017	3,791.53	0.00	0.00	0.00	0.00	0.00	0.00	01/01/17	3,791.53
02/01/2017	1,450.85	0.00	0.00	0.00	0.00	0.00	0.00	02/01/17	1,450.85
03/01/2017	2,450.65	0.00	0.00	0.00	0.00	0.00	0.00	03/01/17	2,450.65
04/01/2017	591.56	0.00	0.00	0.00	0.00	0.00	0.00	04/01/17	591.56
05/01/2017	691.05	0.00	0.00	0.00	0.00	0.00	0.00	05/01/17	691.05
06/01/2017	872.66	0.00	0.00	0.00	0.00	0.00	0.00	06/01/17	872.66
07/01/2017	1,164.94	0.00	0.00	0.00	0.00	0.00	0.00	07/01/17	1,164.94
08/01/2017	1,808.45	0.00	0.00	0.00	0.00	0.00	0.00	08/01/17	1,808.45
09/01/2017	1,873.69	0.00	0.00	0.00	0.00	0.00	0.00	09/01/17	1,873.69
11/01/2017	401.49	0.00	0.00	0.00	0.00	0.00	0.00	11/01/17	401.49
12/01/2017	710.00	0.00	0.00	0.00	0.00	0.00	0.00	12/01/17	710.00
13/01/2017	386.80	0.00	0.00	0.00	0.00	0.00	0.00	13/01/17	386.80
14/01/2017	674.55	0.00	0.00	0.00	0.00	0.00	0.00	14/01/17	674.55
15/01/2017	3,360.15	0.00	0.00	0.00	0.00	0.00	0.00	15/01/17	3,360.15
16/01/2017	956.05	0.00	0.00	0.00	0.00	0.00	0.00	16/01/17	956.05
18/01/2017	291.80	0.00	0.00	0.00	0.00	0.00	0.00	18/01/17	291.80
19/01/2017	522.79	0.00	0.00	0.00	0.00	0.00	0.00	19/01/17	522.79
20/01/2017	1,236.54	0.00	0.00	0.00	0.00	0.00	0.00	20/01/17	1,236.54

This section is included to assist you with the reconciling to your bank account. This section details the amount deposited to your account daily during the statement period. It may not include all fees reported on this statement but rather those fees reported on previous statements and collected during this statement period.

## **Go Paperless!**

First Data is committed to improve the environmental performance of our business. To send statements to your email or to view your statement online, please visit [www.businesstrack.com](http://www.businesstrack.com).

## **Need more details?**

We recommend a monthly reconciliation process and support a more granular level of detail through a variety of web-accessible ClientLine reports, available through our merchant portal site [www.businesstrack.com](http://www.businesstrack.com).

## **Sign up Free Today**

- Save time – get the information you need without having to call us
- Save money – save £4.00 + VAT per month by registering for electronic statements
- Take control – review your recent transactions, bank deposits, and settlements, all in one place
- View your account anytime, anywhere with the [Business Track App](#)

# Need more help?

For help with statements and enrolling to Business Track call us on 0345 606 5055.

If you have been allocated a Client Service Representative or Relationship Manager please contact them directly.