



Understanding Merchant Pricing

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Pricing Structures

Tiered Pricing

We group Interchange fees assessed by the Card Brands (Visa and MasterCard) into two different categories: Qualified and Non-Qualified. Depending on how a credit card payment is accepted and the type of card utilized, transactions may downgrade to Non-Qualified as the associated Interchange Fees are higher. Interchange refers to a matrix of discount rates and transaction fees defined by the Card Brands. Other common factors that may prompt a transaction to downgrade include transactions that are keyed into a terminal, e-commerce transactions, not closing the batch every day and certain corporate or reward program credit cards. All Qualified and Non-Qualified transactions attract the Qualified rate, while Non-Qualified transactions attract both the Non-Qualified and Qualified rate. A listing of which types of transactions are classified as Qualified and Non-Qualified can be found on pages 8-14 of this guide.

Example 1:

In this example, a Visa Infinite Card was used for payment by swiping the customer's card, falling under the Interchange category *Visa Infinite Credit Performance Tier 2 – NNS*. This is classified as a Non-Qualified transaction. As such, this transaction would cost:

- A) Qualified rate: 1.42%
- B) Non-Qualified rate: 1.35%
- C) Visa Assessment: 0.10%
- Total: 2.87%

| PLAN SUMMARY | | | | | | | | | |
|-----------------------|-----------------|----------|-------------------|-------------------|-----------|----------------|---------------|--------|--------------|
| Plan Code | Number of Sales | Sales | Number of Credits | Amount of Credits | Net Sales | Average Ticket | Disc Per Item | Disc % | Discount Due |
| VS | 20 | 2,888.74 | 0 | .00 | 2,888.74 | 144.44 | .00 | 1.42 | 41.02 |
| VD | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 1.42 | .00 |
| VB | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 1.42 | .00 |
| MC | 10 | 1,343.32 | 0 | .00 | 1,343.32 | 134.33 | .00 | 1.42 | 19.06 |
| MD | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 1.42 | .00 |
| MB | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 1.42 | .00 |
| DB | 3 | 408.00 | 0 | .00 | 408.00 | 136.00 | .00 | 0.00 | .00 |
| Total Discount | | | | | | | | | 60.08 |

| RATES & FEES | | | | | | |
|-----------------------------------|--------|----------|-----------------|----------|-------|--------------|
| Description | Rate % | Per Item | Number of Items | Amount | Total | |
| MC MASTERCARD NON-QUALIFIED | 1.35 % | .00 | 7 | 1,049.74 | 14.17 | |
| VS VISA NON-QUALIFIED | 1.35 % | .00 | 7 | 1,134.74 | 15.32 | |
| VS ASSESSMENT | 0.10 % | .00 | 0 | 2,888.74 | 2.89 | |
| MC ASSESSMENT | 0.10 % | .00 | 0 | 1,343.32 | 1.34 | |
| INTERAC INTERCHANGE | 0.00 % | .00 | 3 | .00 | .00 | |
| Total Rates & Fees Due | | | | | | 33.72 |

Example 2:

In this example, a basic Visa Chip Card was used for payment by swiping the customer’s card, falling under the interchange category *Chip Consumer Credit Industry1 – NNSS*. This is classified as a Qualified transaction. As such, this transaction would cost:

- A) Qualified Rate: 1.42%
- B) Visa Assessment: 0.10%
- Total: 1.52%

| PLAN SUMMARY | | | | | | | | | |
|-----------------------|-----------------|----------|-------------------|-------------------|-----------|----------------|---------------|--------|--------------|
| Plan Code | Number of Sales | Sales | Number of Credits | Amount of Credits | Net Sales | Average Ticket | Disc Per Item | Disc % | Discount Due |
| VS | 20 | 2,888.74 | 0 | .00 | 2,888.74 | 144.44 | .00 | 1.42 | 41.02 |
| VD | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 1.42 | .00 |
| VB | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 1.42 | .00 |
| MC | 10 | 1,343.32 | 0 | .00 | 1,343.32 | 134.33 | .00 | 1.42 | 19.06 |
| MD | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 1.42 | .00 |
| MB | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 1.42 | .00 |
| DB | 3 | 408.00 | 0 | .00 | 408.00 | 136.00 | .00 | 0.00 | .00 |
| Total Discount | | | | | | | | | 60.08 |

| RATES & FEES | | | | | |
|-----------------------------------|--------|----------|-----------------|----------|--------------|
| Description | Rate % | Per Item | Number of Items | Amount | Total |
| MC MASTERCARD NON-QUALIFIED | 1.35 % | .00 | 7 | 1,049.74 | 14.17 |
| VS VISA NON-QUALIFIED | 1.35 % | .00 | 7 | 1,134.74 | 15.32 |
| VS ASSESSMENT | 0.10 % | .00 | 0 | 2,888.74 | 2.89 |
| MC ASSESSMENT | 0.10 % | .00 | 0 | 1,343.32 | 1.34 |
| INTERAC INTERCHANGE | 0.00 % | .00 | 3 | .00 | .00 |
| Total Rates & Fees Due | | | | | 33.72 |

Additionally, the following assessments (defined in the Glossary) are assessed by Visa or MasterCard when applicable:

- Visa International Acquirer Service Fee (Multi-Currency POS)
- Visa International Acquirer Service Fee (Single-Currency POS)
- MasterCard Cross Border Assessment Fee for Foreign Card Volume

A Visa or MasterCard Assessment is assessed on all transactions. These can be seen in the Interchange & Fees section of your statement.

Flat Rate Pricing

Flat rate pricing consists of a single, consolidated discount rate based on an analysis of your processing history and the industry being serviced. This rate is not affected by Interchange Qualification and remains constant regardless of how the transaction is performed or the card type accepted.

Example:

In this example, a Visa Business Card is used for payment, by swiping the customer's card, falling into the Interchange Category *Visa Chip Business Credit Card*. However, since this is a flat rate pricing structure, it does not matter what the interchange cost or which tier (Qualified or Non-Qualified) the interchange rate falls into. As such, this transaction would cost:

- A) Flat Rate: 2.10%
- B) Visa Assessment: 0.10%
- Total: 2.20%

| PLAN SUMMARY | | | | | | | | | |
|-----------------------|-----------------|----------|-------------------|-------------------|-----------|----------------|---------------|--------|---------------|
| Plan Code | Number of Sales | Sales | Number of Credits | Amount of Credits | Net Sales | Average Ticket | Disc Per Item | Disc % | Discount Due |
| VS | 20 | 4,054.83 | 0 | .00 | 4,054.83 | 202.74 | .00 | 2.10 | 85.17 |
| VD | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 2.10 | .00 |
| VB | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 2.10 | .00 |
| MC | 8 | 2,267.16 | 0 | .00 | 2,267.16 | 283.40 | .00 | 2.10 | 47.61 |
| MD | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 2.10 | .00 |
| MB | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 2.10 | .00 |
| Total Discount | | | | | | | | | 132.78 |

| RATES & FEES | | | | | |
|-----------------------------------|--------|----------|-----------------|----------|-------------|
| Description | Rate % | Per Item | Number of Items | Amount | Total |
| VS ASSESSMENT | 0.10 % | .00 | 0 | 4,054.83 | 4.05 |
| MC ASSESSMENT | 0.10 % | .00 | 0 | 2,267.16 | 2.27 |
| INTERAC INTERCHANGE | 0.00 % | .00 | 0 | .00 | .00 |
| Total Rates & Fees Due | | | | | 6.32 |

Additionally, the following assessments (defined in the Glossary) are assessed by Visa or MasterCard, when applicable:

- Visa International Acquirer Service Fee (Multi-Currency POS)
- Visa International Acquirer Service Fee (Single-Currency POS)
- MasterCard Cross Border Assessment Fee for Foreign Card Volume

A Visa or MasterCard Assessment is assessed on all transactions. These can be seen in the Interchange & Fees section of your statement.

Cost Plus Pricing

Interchange fees assessed by the Card Brands are passed through to the merchant. Additionally, a processor fee is added to the transaction.

Example:

In this example, a basic MasterCard Consumer card with a chip was inserted and PIN entered, falling into the interchange category *Consumer Standard – Consumer Base* with an interchange fee of 1.720% was used for payment.

- A) Processor Fee: 0.50%
 - B) Interchange Fee: 1.72%
 - C) MC Assessment: 0.08%
- Total: 2.30%

| PLAN SUMMARY | | | | | | | | | |
|-----------------------|-----------------|-----------|-------------------|-------------------|-----------|----------------|---------------|--------|---------------|
| Plan Code | Number of Sales | Sales | Number of Credits | Amount of Credits | Net Sales | Average Ticket | Disc Per Item | Disc % | Discount Due |
| VS | 21 | 2,136.85 | 0 | .00 | 2,136.85 | 101.75 | .00 | 0.50 | 10.67 |
| VD | 1 | 26.00 | 0 | .00 | 26.00 | 26.00 | .00 | 0.50 | .13 |
| VB | 1 | 140.00 | 0 | .00 | 140.00 | 140.00 | .00 | 0.50 | .70 |
| MC | 20 | 1,843.87 | 0 | .00 | 1,843.87 | 92.19 | .00 | 0.50 | 9.22 |
| MD | 0 | .00 | 0 | .00 | .00 | .00 | .00 | 0.50 | .00 |
| MB | 1 | 453.80 | 0 | .00 | 453.80 | 453.80 | .00 | 0.50 | 2.27 |
| DB | 640 | 54,596.70 | 3 | 100.55 | 54,496.15 | 85.07 | .00 | 0.50 | 273.49 |
| Total Discount | | | | | | | | | 296.48 |

| RATES & FEES | | | | | | |
|---|-------------------|----------|-----------------|----------|--------------|--|
| Description | Rate % | Per Item | Number of Items | Amount | Total | |
| STANDARD - CONSUMER CREDIT NNSS | 1.65 % | .00 | 7 | 644.00 | 10.65 | |
| STANDARD - BUSINESS CREDIT NNSS | 2.00 % | .00 | 1 | 140.00 | 2.80 | |
| STANDARD - INFINITE CREDIT NNSS | 1.85 % | .00 | 2 | 168.00 | 3.10 | |
| NON-CHIP ELECTRONIC CONSUMER CREDIT NNSS | 1.54 % | .00 | 10 | 1,012.40 | 15.59 | |
| INFINITE NON CHIP ELECTRONIC - NNSS | 1.74 % | .00 | 2 | 312.45 | 5.44 | |
| NON-CHIP ELECTRONIC PREPAID - NNSS | 1.25 % | .00 | 1 | 26.00 | .33 | |
| CONSUMER STANDARD - CONSUMER BASE | B → 1.72 % | .00 | 9 | 756.00 | 12.96 | |
| CONSUMER STANDARD - CONSUMER HIGH SPEND | 2.13 % | .00 | 1 | 87.45 | 1.86 | |
| CONSUMER ELECTRONIC - CONSUMER BASE | 1.59 % | .00 | 6 | 719.05 | 11.43 | |
| COMMERCIAL PROGRAMS | 2.00 % | .00 | 1 | 453.80 | 9.08 | |
| CONSUMER ELECTRONIC - CONSUMER HIGH SPEND | 2.00 % | .00 | 2 | 281.35 | 5.63 | |
| VS ASSESSMENT | 0.08 % | .00 | 0 | .00 | 1.84 | |
| MC ASSESSMENT | C → 0.08 % | .00 | 0 | .00 | 1.77 | |
| INTERAC INTERCHANGE | 0.00 % | .00 | 640 | .00 | .00 | |
| Total Rates & Fees Due | | | | | 82.48 | |

Additionally, the following assessments (defined in the Glossary) are assessed on by Visa or MasterCard, when applicable:

- Visa International Acquirer Service Fee (Multi-Currency POS)
- Visa International Acquirer Service Fee (Single-Currency POS)
- MasterCard Cross Border Assessment Fee for Foreign Card Volume

A Visa or MasterCard Assessment is assessed on all transactions. These can be seen in the Interchange and Fees section of your statement. For further information please reference the interchange tables (Pages 8-14), as well as the links under Additional Resources.

Additional Resources

Additional information, including Interchange Rates can be found at the links below:

MasterCard Canada – Understanding Interchange:

http://www.mastercard.com/ca/merchant/en/getstarted/interchange_rates.html

Visa Canada – Interchange:

https://www.visa.ca/en_CAsupport/small-business/interchange.html

Pivotal Payments Terms of Service:

For full terms of service, please refer to your merchant processing agreement.

Pivotal Payments Website:

www.pivotalpayments.ca

We are dedicated to providing the highest levels of client satisfaction. If you feel your business would benefit from an alternate pricing structure, or to further discuss the terms of your merchant agreement, contact our Client Care Department. We are available 24/7 to discuss solutions that best fit your business needs.

Visa Interchange Qualification Table

This table lists the category within which the transaction will qualify. To find the exact interchange fee charged by Visa, please refer to the Visa Interchange reference provided in the [Additional Resources](#) section above.

| Interchange Category | Tiered Pricing Qualification |
|---|------------------------------|
| Private Label Basic | Qualified |
| Private Label Enhanced | Qualified |
| Debit Industry 1 - NNSS | Qualified |
| Debit Industry 1 - Intl Settle | Qualified |
| Debit Industry 2 - NNSS | Qualified |
| Debit Industry 2 - Intl Settle | Qualified |
| Chip Debit Industry1 - NNSS | Qualified |
| Chip Debit Industry1 - Intl Settle | Qualified |
| Chip Debit Industry2 - NNSS | Qualified |
| Chip Debit Industry2 - Intl Settle | Qualified |
| Debit Performance Tier 1 - Intl Settle | Qualified |
| Debit Performance Tier 1 - NNSS | Qualified |
| Debit Performance Tier 2 - Intl Settle | Qualified |
| Debit Performance Tier 2 - NNSS | Qualified |
| Chip Debit Performance Tier 1 - NNSS | Qualified |
| Chip Debit Performance Tier 1 - Intl Set | Qualified |
| Chip Debit Performance Tier 2 - NNSS | Qualified |
| Chip Debit Performance Tier 2 - Intl Set | Qualified |
| Chip Electronic Debit - NNSS | Qualified |
| Chip Electronic Debit - INSS | Qualified |
| Chip Electronic Debit - NNSS | Qualified |
| Chip Electronic Debit - Intl Settle | Qualified |
| Debit - Emerging Segment - NNSS | Qualified |
| Debit - Emerging Segment - Intl Settle | Qualified |
| Debit - Recurring Payment - NNSS | Qualified |
| Debit - Recurring Payment - Int'l Settle | Qualified |
| Interregional Acquirer Chip | Qualified |
| Consumer Credit - Emerging Segment - NNS | Qualified |
| Consumer Credit - Emerging Segment - Intl | Qualified |
| Electronic, Pre PS-2000 | Qualified |
| Acquirer Chip Fee - Electronic | Qualified |
| Interregional Interlink Standard | Qualified |
| Visa Electron - Signature | Qualified |
| Visa Intl Electronic Electron Card | Qualified |
| Chip Full Data | Qualified |
| Chip Full Data–Visa Electron | Qualified |
| Airline Chip Full Data | Qualified |
| Airline Chip Full Data–Visa Electron | Qualified |
| Chip Full Data with PIN | Qualified |
| Chip Full Data with PIN–Visa Electron | Qualified |
| Airline Chip Full Data with PIN | Qualified |
| Airline Chip Full Data with PIN–Visa Ele | Qualified |
| Chip Consumer Credit Industry1 - NNSS | Qualified |
| Chip Consumer Credit Industry1 - Intl Se | Qualified |
| Chip Debit Card - NNSS | Qualified |

| | |
|---|-----------|
| Chip Prepaid Card - NNSS | Qualified |
| Chip Debit Card - Intl Settle | Qualified |
| Chip Prepaid Card - Intl Settle | Qualified |
| Chip Electronic Prepaid - NNSS | Qualified |
| Chip Electronic Prepaid - Intl Settle | Qualified |
| Chip Prepaid Industry1 - NNSS | Qualified |
| Chip Prepaid Industry1 - Intl Settle | Qualified |
| Chip Prepaid Industry2 - NNSS | Qualified |
| Chip Prepaid Industry2 - Intl Settle | Qualified |
| Chip Prepaid Performance Tier 1 - NNSS | Qualified |
| Chip Prepaid Performance Tier 1 - Intl S | Qualified |
| Chip Prepaid Performance Tier 2 - NNSS | Qualified |
| Chip Prepaid Performance Tier 2 - Intl S | Qualified |
| Standard Debit Card - NNSS | Qualified |
| Standard Debit Card - Intl Settle | Qualified |
| Issuer Chip | Qualified |
| Interregional Issuer Electronic | Qualified |
| Infinite Credit - Emerging Segment - NNS | Qualified |
| Infinite Credit - Emerging Segment - Intl | Qualified |
| Con Credit Industry 1 - NNSS | Qualified |
| Con Credit Industry 1 - Intl Settle | Qualified |
| Prepaid - Recurring Payment - NNSS | Qualified |
| Prepaid - Recurring Payment - Int'l Sett | Qualified |
| Chip Electronic Prepaid - NNSS | Qualified |
| Chip Electronic Prepaid - INSS | Qualified |
| Prepaid Industry 1 - NNSS | Qualified |
| Prepaid Industry 1 - Intl Settle | Qualified |
| Prepaid Industry 2 - NNSS | Qualified |
| Prepaid Industry 2 - Intl Settle | Qualified |
| Prepaid Performance Tier 1 - Intl Settle | Qualified |
| Prepaid Performance Tier 1 - NNSS | Qualified |
| Prepaid Performance Tier 2 - Intl Settle | Qualified |
| Prepaid Performance Tier 2 - NNSS | Qualified |
| Standard Prepaid Card - NNSS | Qualified |
| Standard Prepaid Card - Intl Settle | Qualified |
| Chip Consumer Credit Industry2 - NNSS | Qualified |
| Chip Consumer Credit Industry2 - Intl Se | Qualified |
| Chip Con Credit Performance Tier 1 - NN | Qualified |
| Chip Con Credit Performance Tier 1 - In | Qualified |
| Chip Infinite Credit Industry1 - NNSS | Qualified |
| Chip Infinite Credit Industry1 - Intl Se | Qualified |
| Chip Con Credit Performance Tier 2 - NN | Qualified |
| Chip Con Credit Performance Tier 2 - In | Qualified |
| Con Credit Industry 2 - NNSS | Qualified |
| Con Credit Industry 2 - Intl Settle | Qualified |
| Consumer Credit - Recurring Payment NNSS | Qualified |
| Consumer Credit - Recurring -Intl Settle | Qualified |
| Con Credit Performance Tier 1 - Intl Se | Qualified |
| Con Credit Performance Tier 1 - NNSS | Qualified |
| Infinite Credit Industry 1 - NNSS | Qualified |
| Infinite Credit Industry 1 - Intl Settle | Qualified |
| Visa Intl ECom | Qualified |
| Visa Intl Secure ECom | Qualified |
| Visa Intl Standard Electron Card | Qualified |
| Visa Intl | Qualified |

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|---|---------------|
| Chip Electronic Cons Credit - NNSS | Qualified |
| Chip Electronic Cons Credit - Intl Settle | Qualified |
| Cons Credit Performance Tier 2 - Intl Se | Qualified |
| Con Credit Performance Tier 2 - Intl Se | Qualified |
| Con Credit Performance Tier 2 - NNSS | Qualified |
| Chip Infinite Credit Industry2 - NNSS | Qualified |
| Chip Infinite Credit Industry2 - Intl Se | Qualified |
| Chip Infinite Credit Performance Tier 1 | Qualified |
| Chip Infinite Credit Performance Tier 1 | Qualified |
| Chip Electronic Cons Credit - NNSS | Qualified |
| Chip Electronic Cons Credit - INSS | Qualified |
| Chip Consumer Card - NNSS | Qualified |
| Chip Consumer Card - Intl Settle | Qualified |
| Chip Infinite Credit Performance Tier 2 | Qualified |
| Chip Infinite Credit Performance Tier 2 | Qualified |
| Infinite Credit Industry 2 - NNSS | Qualified |
| Infinite Credit Industry 2 - Intl Settle | Qualified |
| Visa Intl Standard | Non-Qualified |
| Visa Intl | Non-Qualified |
| Infinite - Recurring Payment - NNSS | Non-Qualified |
| Infinite - Recurring Payment - Intl Sett | Non-Qualified |
| Cons Credit Performance Tier 2 - NNSS | Non-Qualified |
| Chip Electronic Infinite Credit - NNSS | Non-Qualified |
| Chip Electronic Infinite Credit - Intl S | Non-Qualified |
| Infinite Credit Performance Tier 2 - Intl | Non-Qualified |
| Infinite Credit Performance Tier 2 - NNS | Non-Qualified |
| Standard Consumer Card - NNSS | Non-Qualified |
| Standard Consumer Card - Intl Settle | Non-Qualified |
| Chip Business Credit Industry1 - NNSS | Non-Qualified |
| Chip Business Credit Industry1 - Intl Se | Non-Qualified |
| Chip Corp Credit Industry1 - NNSS | Non-Qualified |
| Chip Corp Credit Industry1 - Intl Settle | Non-Qualified |
| Chip Purch Credit Industry1 - NNSS | Non-Qualified |
| Chip Purch Credit Industry1 - Intl Settl | Non-Qualified |
| Chip Bus Credit Performance Tier 1 - NN | Non-Qualified |
| Chip Bus Credit Performance Tier 1 - In | Non-Qualified |
| Chip Corp Credit Performance Tier 1 - N | Non-Qualified |
| Chip Corp Credit Performance Tier 1 - I | Non-Qualified |
| Chip Pur Credit Performance Tier 1 - NN | Non-Qualified |
| Chip Pur Credit Performance Tier 1 - In | Non-Qualified |
| Chip Electronic Infinite Credit - NNSS | Non-Qualified |
| Chip Electronic Infinite Credit - INSS | Non-Qualified |
| Private Label Standard | Non-Qualified |
| Chip Infinite Credit - NNSS | Non-Qualified |
| Chip Infinite Credit - Intl Settle | Non-Qualified |
| Chip Business Credit Industry2 - NNSS | Non-Qualified |
| Chip Business Credit Industry2 - Intl Se | Non-Qualified |
| Chip Corp Credit Industry2 - NNSS | Non-Qualified |
| Chip Corp Credit Industry2 - Intl Settle | Non-Qualified |
| Chip Purch Credit Industry2 - Intl Settle | Non-Qualified |
| Chip Bus Credit Performance Tier 2 - NN | Non-Qualified |
| Chip Bus Credit Performance Tier 2 - In | Non-Qualified |
| Chip Corp Credit Performance Tier 2 - N | Non-Qualified |
| Chip Corp Credit Performance Tier 2 - I | Non-Qualified |
| Chip Pur Credit Performance Tier 2 - NN | Non-Qualified |

| | |
|--|---------------|
| Chip Pur Credit Performance Tier 2 - In | Non-Qualified |
| Signature Card | Non-Qualified |
| Interregional Premium Card | Non-Qualified |
| Chip Electronic Bus Credit - NNSS | Non-Qualified |
| Chip Electronic Bus Credit - Intl Settle | Non-Qualified |
| Chip Electronic Corp Credit - NNSS | Non-Qualified |
| Chip Electronic Corp Credit - Intl Settl | Non-Qualified |
| Chip Electronic Purch Credit - NNSS | Non-Qualified |
| Chip Electronic Purch Credit - Intl Sett | Non-Qualified |
| Business Credit - Emerging Segment - NNS | Non-Qualified |
| Corporate Credit - Emerging Segment - NN | Non-Qualified |
| Purchasing Credit - Emerging Segment - N | Non-Qualified |
| Business Credit - Emerging Segment - Int | Non-Qualified |
| Corporate Credit - Emerging Segment - In | Non-Qualified |
| Purchasing Credit - Emerging Segment - I | Non-Qualified |
| Bus Credit Industry 1 - NNSS | Non-Qualified |
| Bus Credit Industry 1 - Intl Settle | Non-Qualified |
| Corp Credit Industry 1 - NNSS | Non-Qualified |
| Corp Credit Industry 1 - Intl Settle | Non-Qualified |
| Pur Credit Industry 1 - NNSS | Non-Qualified |
| Pur Credit Industry 1 - Intl Settle | Non-Qualified |
| Bus Credit Performance Tier 1 - Intl Set | Non-Qualified |
| Bus Credit Performance Tier 1 - NNSS | Non-Qualified |
| Corp Credit Performance Tier 1 - Intl Se | Non-Qualified |
| Corp Credit Performance Tier 1 - NNSS | Non-Qualified |
| Pur Credit Performance Tier 1 - Intl Set | Non-Qualified |
| Pur Credit Performance Tier 1 - NNSS | Non-Qualified |
| Business - Recurring Payment - NNSS | Non-Qualified |
| Bus - Recurring Payment - Intl Settle | Non-Qualified |
| Corp - Recurring Payment - NNSS | Non-Qualified |
| Corp - Recurring Payment - Int'l Settle | Non-Qualified |
| Purch - Recurring Payment - NNSS | Non-Qualified |
| Purch - Recurring Payment - Int'l Settle | Non-Qualified |
| Standard Infinite Credit - NNSS | Non-Qualified |
| Standard Infinite Credit - Intl Settle | Non-Qualified |
| NSR Infinite Credit - NNSS | Non-Qualified |
| NSR Infinite Credit - Intl Settle | Non-Qualified |
| Bus Credit Industry 2 - NNSS | Non-Qualified |
| Bus Credit Industry 2 - Intl Settle | Non-Qualified |
| Corp Credit Industry 2 - NNSS | Non-Qualified |
| Corp Credit Industry 2 - Intl Settle | Non-Qualified |
| Pur Credit Industry 2 - NNSS | Non-Qualified |
| Pur Credit Industry 2 - Intl Settle | Non-Qualified |
| Bus Credit Performance Tier 2 - Intl Set | Non-Qualified |
| Bus Credit Performance Tier 2 - NNSS | Non-Qualified |
| Corp Credit Performance Tier 2 - Intl Se | Non-Qualified |
| Corp Credit Performance Tier 2 - NNSS | Non-Qualified |
| Pur Credit Performance Tier 2 - Intl Set | Non-Qualified |
| Pur Credit Performance Tier 2 - NNSS | Non-Qualified |
| Chip Business Card - NNSS | Non-Qualified |
| Chip Business Card - Intl Settle | Non-Qualified |
| Chip Corporate Card - NNSS | Non-Qualified |
| Chip Corporate Card - Intl Settle | Non-Qualified |
| Chip Purchasing Card - NNSS | Non-Qualified |
| Chip Purchasing Card - Intl Settle | Non-Qualified |

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|--|---------------|
| Chip Electronic Bus Credit - NNSS | Non-Qualified |
| Chip Electronic Bus Credit - INSS | Non-Qualified |
| Chip Electronic Corp Credit - NNSS | Non-Qualified |
| Chip Electronic Corp Credit - INSS | Non-Qualified |
| Chip Electronic Purch Credit - NNSS | Non-Qualified |
| Electronic–Purchasing Credit INNS | Non-Qualified |
| Visa Intl Infinite | Non-Qualified |
| Interregional Signature Preferred | Non-Qualified |
| Super Premium Card | Non-Qualified |
| Visa Intl Business Card | Non-Qualified |
| Visa Intl Corp Card | Non-Qualified |
| Visa Intl Purchasing Card | Non-Qualified |
| Performance Tier 1-HNW, NNSS | Non-Qualified |
| Performance Tier 1-HNW, INSS | Non-Qualified |
| Performance Tier 2-HNW, NNSS | Non-Qualified |
| Performance Tier 2-HNW, INSS | Non-Qualified |
| Industry Rate 1-HNW, NNSS | Non-Qualified |
| Industry Rate 1-HNW, INSS | Non-Qualified |
| Industry Rate 2-HNW, NNSS | Non-Qualified |
| Industry Rate 2-HNW, INSS | Non-Qualified |
| Recurring Payment-HNW NNSS | Non-Qualified |
| Recurring Payment-HNW INSS | Non-Qualified |
| Emerging Segment-HNW NNSS | Non-Qualified |
| Emerging Segment-HNW INSS | Non-Qualified |
| Performance Tier 1- HNW BUS NNSS | Non-Qualified |
| Performance Tier 1- HNW BUS INSS | Non-Qualified |
| Performance Tier 2- HNW BUS NNSS | Non-Qualified |
| Performance Tier 2- HNW BUS INSS | Non-Qualified |
| Industry Rate 1- HNW BUS NNSS | Non-Qualified |
| Industry Rate 1- HNW BUS INSS | Non-Qualified |
| Industry Rate 2- HNW BUS NNSS | Non-Qualified |
| Industry Rate 2- HNW BUS INSS | Non-Qualified |
| Recurring Payment- HNW BUS NNSS | Non-Qualified |
| Recurring Payment- HNW BUS INSS | Non-Qualified |
| Emerging Segment-HNW BUS NNSS | Non-Qualified |
| Emerging Segment- HNW BUS INSS | Non-Qualified |
| Standard Business Card - NNSS | Non-Qualified |
| Standard Business Card - Intl Settle | Non-Qualified |
| Standard Corporate Card - NNSS | Non-Qualified |
| Standard Corporate Card - Intl Settle | Non-Qualified |
| Standard Purchasing Card - NNSS | Non-Qualified |
| Standard Purchasing Card - Intl Settle | Non-Qualified |
| Electronic-HNW, NNSS | Non-Qualified |
| Electronic-HNW, INSS | Non-Qualified |
| Electronic- HNW BUS NNSS | Non-Qualified |
| Electronic- HNW BUS INSS | Non-Qualified |
| Standard-HNW, NNSS | Non-Qualified |
| Standard-HNW, INSS | Non-Qualified |
| Standard- HNW BUS NNSS | Non-Qualified |
| Standard- HNW BUS INSS | Non-Qualified |
| Private Label Specialized | Non-Qualified |
| Private Label Premium | Non-Qualified |

MasterCard Interchange Qualification Table

This table lists the category within which the transaction will qualify. To find the exact interchange fee charged by MasterCard, please refer to the MasterCard Interchange reference provided in the [Additional Resources](#) section above.

| Interchange Category | Tiered Pricing Qualification |
|--|------------------------------|
| Debit Supermarket Base | Qualified |
| Debit Supermarket Tier 1 | Qualified |
| Debit Supermarket Tier 2 | Qualified |
| Debit Big Box Stores Base | Qualified |
| Debit Big Box Stores Tier 1 | Qualified |
| Debit Big Box Stores Tier 2 | Qualified |
| Debit Petroleum Tier 1 | Qualified |
| Debit Petroleum Tier 2 | Qualified |
| Debit Speciality Clothing Stores Base | Qualified |
| Debit Speciality Clothing Stores Tier | Qualified |
| Debit Speciality Clothing Stores Tier 2 | Qualified |
| Debit Other Electronic Base | Qualified |
| Debit Other Electronic Tier 1 | Qualified |
| Interregional Consumer Private Label | Qualified |
| Debit Other Electronic Tier 2 | Qualified |
| Commercial Rebate | Qualified |
| Interregional Consumer Payment Transacti | Qualified |
| Interregional Payment Transaction | Qualified |
| Interregional Commercial Purchasing Larg | Qualified |
| Debit Standard SecureCode-Enabled | Qualified |
| International Electronic Interchange (IE | Qualified |
| International Electronic Interchange (IE | Qualified |
| Intracountry Consumer Petro High Volume | Qualified |
| Canada Intracountry Consumer Supermarket | Qualified |
| Intracountry Consumer Rate A | Qualified |
| Merchant UCAF | Qualified |
| Intracountry Consumer Rate B | Qualified |
| International Full UCAF | Qualified |
| Interregional Consumer Full UCAF | Qualified |
| Intracountry Consumer Supermarket High V | Qualified |
| Canada Intracountry Consumer PayPass | Qualified |
| Intracountry Consumer Electronic | Qualified |
| Intracountry Consumer Supermarket | Qualified |
| Intracountry Consumer Petro | Qualified |
| Intracountry Consumer Recurring Payments | Qualified |
| Canada Intracountry Consumer Recurring P | Qualified |
| Interregional Consumer Standard | Non-Qualified |
| International Standard Interchange (ISI) | Non-Qualified |
| International Standard Interchange (ISI) | Non-Qualified |
| Intracountry Consumer Rate B High Spend | Non-Qualified |
| International Corporate Purchasing Data | Non-Qualified |
| Debit Standard and Non-SecureCode-Enable | Non-Qualified |
| Intracountry Consumer Standard | Non-Qualified |
| Intracountry Consumer Secure Enabled | Non-Qualified |
| Canada Intracountry Consumer SecureCode- | Non-Qualified |
| Interregional MasterCard Electronic Card | Non-Qualified |

| | |
|---|---------------|
| Interregional Consumer Premium Electroni | Non-Qualified |
| Interregional Consumer Premium Full UCAF | Non-Qualified |
| Interregional Consumer Premium Merchant | Non-Qualified |
| Interregional Consumer Premium Standard | Non-Qualified |
| Intracountry Commercial Programs | Non-Qualified |
| Interregional Commercial Purchasing Stan | Non-Qualified |
| Intracountry Consumer Rate A Premium Hig | Non-Qualified |
| Intracountry Consumer Rate B Premium Hig | Non-Qualified |
| Canada Intracountry Consumer High Spend | Non-Qualified |
| Intracountry Consumer Electronic | Non-Qualified |
| Canada Intracountry Consumer High Spend | Non-Qualified |
| Intracountry Consumer Supermarket High S | Non-Qualified |
| Intracountry Consumer Recurring Payments | Non-Qualified |
| Intracountry Consumer Supermarket High V | Non-Qualified |
| Commercial Premium High Spend Business | Non-Qualified |
| Commercial Premium High Spend Business | Non-Qualified |
| Commercial Premium High Spend Business | Non-Qualified |
| Commercial Premium High Spend Petroleu | Non-Qualified |
| Interregional Commercial Premium Standar | Non-Qualified |
| Intracountry Consumer Standard High Spen | Non-Qualified |
| Intracountry Consumer Secure Enabled Hig | Non-Qualified |
| Canada Intracountry Consumer Premium High | Non-Qualified |
| Canada Intracountry Consumer Premium High | Non-Qualified |
| Intracountry Consumer Supermarket High S | Non-Qualified |
| Intracountry Consumer Petro High Spend | Non-Qualified |
| Intracountry Consumer Recurring Payments | Non-Qualified |
| Commercial Premium High Spend Business | Non-Qualified |
| Commercial Premium High Spend Business | Non-Qualified |
| Commercial Premium High Spend Business | Non-Qualified |
| Commercial Premium High Spend Business | Non-Qualified |
| Commercial Premium High Spend Business | Non-Qualified |
| Commercial Premium High Spend Business | Non-Qualified |
| Intracountry Consumer Standard High Spen | Non-Qualified |
| Intracountry Consumer Secure Enabled Pre | Non-Qualified |
| Commercial Premium High Spend Business | Non-Qualified |

Glossary of Fees

AMEX Connectivity Fee

A fee assessed monthly to connect to the American Express payment network.

Anniversary Fee

A fee assessed annually for the service provided to the merchant. It is billed when the merchant is boarded and then every year on the anniversary of the contract.

Application Fee

A fee assessed once at the beginning of the contract to process the application.

Authorization Fee

A fee assessed per authorization for the communication to the processor's host each time a terminal initiates a transaction (sale, refund, void or decline).

Batch Fee

A fee assessed each time a batch is closed (settled).

Card Brand Assessment Fee

A fee assessed as a percentage on all Visa and MasterCard transactions. It appears as VS Assessment or MC Assessment on the processing statement.

Chargeback Fee

A fee assessed per occurrence as a result of a disputed payment initiated by the cardholder.

Clearing Fee

A fee assessed per transaction on approved authorizations.

Credit Card Processing Minimum

A minimum fee assessed monthly for credit card services. The minimum is not charged on top of transaction fees. It is the minimum a merchant must pay for one month of service. Example: the Credit Card Monthly Minimum on the account is \$25. In a given month, a merchant accumulates \$23 in discount fees. Since this is below the Credit Card Monthly Minimum of \$25, in addition to the \$23 dollars accumulated, the merchant will also be charged the difference of $(\$25 - \$23 = \$2)$. In the next month, the merchant accumulates \$26 in discount fees. Since the merchant has accumulated more than the \$25 Credit Card Monthly Minimum, no additional fees will be assessed.

Debit Card Processing Minimum

A minimum fee assessed monthly for the Interac service. The minimum is not charged on top of transaction fees. It is the minimum a merchant must pay for one month of service. Example: the Debit Card Monthly Minimum on the account is \$10. In a given month, a merchant accumulates \$9 in per item fees. Since this is below the Debit Card Monthly Minimum of \$10, in addition to the \$9 accumulated fees, the merchant will also be charged the difference of $(\$10 - \$9 = \$1)$. In the next month, the merchant accumulates \$11 in per item fees. Since the merchant has accumulated more than the \$10 Debit Card Monthly Minimum, no additional fees will be assessed.

Discount %

A percentage of all approved transactions processed. Depending on which billing plan merchants are under, this refers to the Qualified Rate, the Flat Rate or the Processor Fee (for merchants utilizing the Cost Plus Pricing plan).

Discover Merchant Fee

A fee assessed for accepting Discover Cards. This represents a percentage of all approved transactions processed. The processing statement will be provided directly by Discover.

Effective Merchant Discount Rate (EMDR)

Calculated as the total transaction fees divided by the total sales volume. Total transaction fees include the following fees when applicable: Qualified Rate, Non-Qualified rate, Flat Rate Discount Fee, Interchange Fees, Assessment fees, Cross Border Fees, and International Acquirer Service Fees.

Host Level and Other Account Changes

A fee assessed for each profile change that requires an update at the host level, including, but not limited to, bank account changes and removing or adding card type acceptance.

Interac Debit Transaction Fee

A fee assessed per transaction, in order to process Interac debit transactions.

Interchange

Fees paid by the payment processor to the cardholder's bank to compensate for accepting credit card payments. Each credit card payment corresponds with a certain interchange category. The Card Brands (e.g. Visa and MasterCard) have a matrix where each interchange category and its rate and per item fee is listed. Links to these rates can be found in the Additional Resources section of this guide.

MasterCard Cross Border Assessment Fee for Foreign Card Volume

A fee assessed as a percentage on non-Canadian issued MasterCard transactions.

MC Assessment Fee

Refer to Card Brand Assessment Fee.

Monthly Fee (PivotalMOBILE Accounts only)

A fee assessed monthly on a merchant's account should they utilize a PivotalMOBILE device. A \$7.99 fee is assessed monthly after 5 consecutive months of inactivity.

Monthly Gateway Fee

A fee assessed monthly to access the payment gateway.

Monthly Statement Fee

A fee assessed monthly to generate the merchant's end of month processing statement.

Monthly Wireless Fee

A fee assessed monthly to merchants using cellular wireless terminals and covers the cost of a data plan with the wireless provider. The default data plan is 400 KB per month, which can be upgraded should the merchant exceed it. Merchants who exceed their monthly data plan will also be billed an Overage Wireless Fee.

Non-Qualified Rate

A rate assessed on top of the Qualified Rate for merchants under the Tiered Billing Plan. This appears under the *Rate %* column, under the Rates & Fees section of the processing statement. Please refer to the Visa and MasterCard Interchange Qualification Tables in this document to understand which transactions fall into the Non-Qualified category.

Online Reporting/Web Fee

A fee assessed monthly to access the Pivotal360 Online Portal.

Overage Wireless Fee

A fee assessed when a merchant exceeds their monthly data plan for their cellular wireless terminal.

Pivotal1 Business Rewards

An optional program that allows merchants to be eligible for discounts at retailers, terminal protection, free paper rolls, or a combination of all three. There are three plans: Silver, Gold and Platinum. For further information about what each plan contains, please visit: www.pivotal1.ca.

Qualified Rate

A rate assessed on all transactions under the Tiered Billing Plan. This appears under the column *Disc %* in the Plan Summary section of the processing statement.

Quarterly Data Security Fee

A fee assessed quarterly to merchants in order to allow Pivotal Payments to cover a portion of the costs that ensures that the systems the merchant processes on are PCI compliant.

Retrieval Fee

A fee assessed to a merchant when a cardholder initiates a retrieval request with their card issuer regarding a transaction processed on their card with the merchant's terminal. A retrieval request denotes the gathering of transaction information by our Disputes department to assess whether it was a valid transaction or not.

Return Payment Fee

A fee assessed when Pivotal Payments is unable to debit a merchant's bank account for fees, refunds, chargebacks and/or other transactions.

Terminal Insurance Program

A fee assessed monthly to insure the terminal against theft, fire, etc.

Terminal Maintenance Program

A fee assessed monthly to cover the cost of the merchant's terminal warranty. Merchants may upgrade to TMP Plus, which also makes them eligible to receive 18 rolls of paper every 6 months.

Terminal Protection Plan

Refer to Terminal Maintenance Program

Visa International Acquirer Service Fee (Multi-Currency POS)

A fee assessed as a percentage on non-Canadian issued Visa card transactions for merchants that have Multi-Currency enabled on their processing account.

Visa International Acquirer Service Fee (Single-Currency POS)

A fee assessed as a percentage on non-Canadian issued Visa card transactions for merchants that have Single Currency enabled on their processing account.

VS Assessment Fee

Refer to Card Brand Assessment fee.

Wireless Activation Fee/Wireless Setup Fee

A fee assessed once to merchants for activating a wireless terminal.