

Your invoice explained



Introduction

Global Payments invoices, issued at the beginning of each month, provide details of your card processing charges and details of your transactions that have been received by us, for the period indicated on the first page of the invoice (see point 2 on page 2).

One combined debit will be taken from your nominated bank account on or around the 15th of each month. The description appearing on your bank statement will be 'GLOBAL PAYMENTS'.

What follows is an example of an invoice, and an explanation of all its elements, to help you understand it. All the figures and rates quoted are for illustrative purposes only.

To help you reconcile your invoice, look out for the text in **blue** on the invoice example pages. That tells you how it all adds up!

Note: American Express is the acquirer of all American Express transactions and any guidance related to American Express card acceptance within this illustration is provided for informational purposes only and does not form part of your Card Processing Agreement.

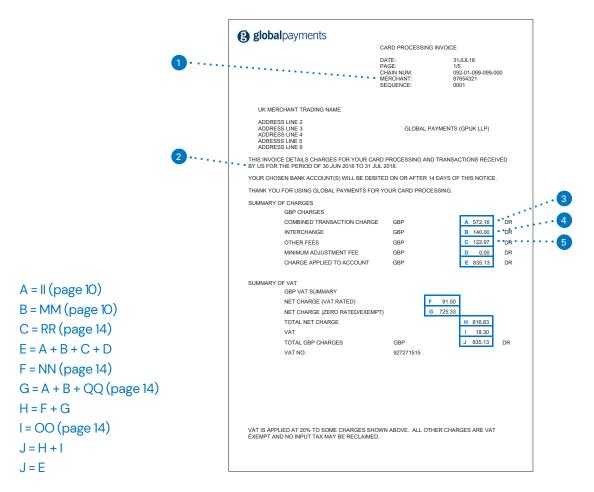
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Invoice Summary

The first page of your invoice provides a summary of the monthly charges for your card processing facility. It shows the elements that make up the charge that'll be debited to your nominated bank account (see point 7).

A breakdown of each element is given on the subsequent pages of the invoice as indicated below.

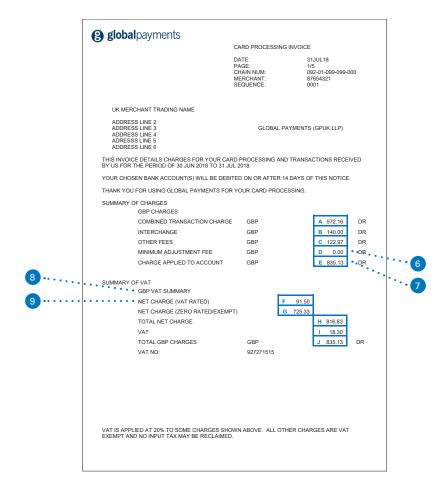
- 1 Merchant this is your Merchant ID, please quote this number when you contact us.
- 2 Invoice Period the monthly cycle covered by your invoice which is charged in arrears.
- 3 CombinedTransaction Charge transaction charges, also known as Headline Rate charges, for all your transactions. Refer to the 'Transaction Charges Section' on page 9 for a detailed breakdown and a further explanation.
- 4. Interchange this section includes any Additional Transaction Fees (ATF) and Card Scheme Fee charges (fees chargeable by Mastercard and Visa). Refer to the 'Interchange and Other Charges Section' on page 12 for a detailed breakdown and a further explanation.
- Other Fees charges incurred for items such as terminal rental, Bank Payment and authorisation calls. Refer to the 'Other Fees Section' on page 14 for a detailed breakdown and a further explanation.



- Minimum Adjustment Fee this will only be applied if your transactional charges are lower than the minimum service charge (per outlet) payable by you in any month as set out on your Service Schedule.
- 7. Charges AppliedTo Account total charges to be debited to your chosen bank account.

Under the heading 'Summary of VAT' are the following fields. This section is for information only and won't be debited to your account.

- 8. GBP VAT Summary VAT summary, which is detailed in accordance with HM Revenue & Customs (HMRC).
- 9. Net Charge (VAT Rated) all charges that incur VAT. Refer to the 'Other Fees Section' on page 14 for a detailed breakdown.
- 10. Net Charge (Zero Rated/Exempt) all charges that don't incur VAT.



Transactions Section

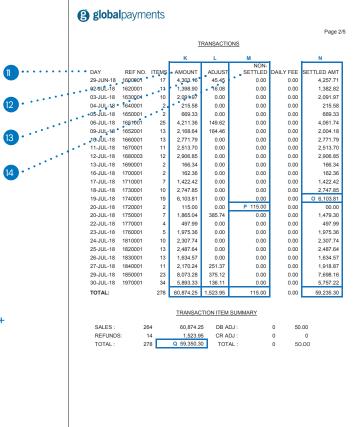
At a glance, this section provides you with a daily breakdown of the total number of card transactions and the batch values that have been received and processed by us.

The date quoted in this section relates to the transaction day (see point 11)

- 11. Day the date shown here relates to the date the transaction was taken by you.
- 12. Amount the total card transactions and the batch values that have been received by us.
- 13. Adjust reflects any refunds made.
- 14. Non-Settled relates to transactions not settled by us for example, American Express, Discover Global Network, and JCB, where you have a direct agreement with the relevant card issuer to accept their cards and we pass these transactions to that card issuer. The terms on which these card types are processed and credited will be as per your agreement(s) with the card issuer(s).

Note: Where you hold an American Express
Service Provider Agreement, we process
the transactions on behalf of American
Express. With this type of agreement,
your American Express transactions will
be included in the 'Settled Amt' (see
point 16).

Note: Where your agreement is with us to process Discover Global Network transactions, these won't appear on your invoice and you'll receive a separate statement showing your transactions and charges for this card type. You'll also be credited for these transactions separately.



N = K - L - MQ = X + Y + Z + AA + BB + CC (on page 7)

To demonstrate the date correlation between this and the next page of the invoice:

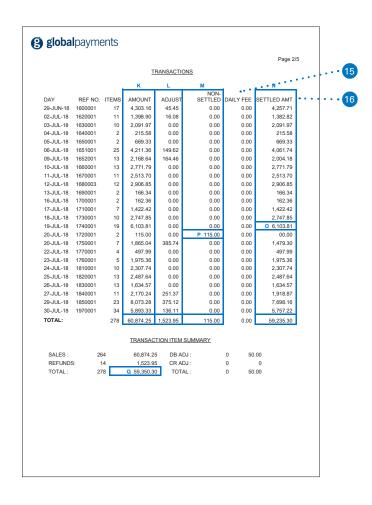
O (19 JUL – the transaction date) = R + S + T + U + V1 (20 JUL on page 7 – the processing date).

P (20 JUL – the transaction date) = V2 + W (23 JUL on page 7 – the processing date).

Processing dates are usually the following working day from the transaction date.

- 15. Daily Fee for your tariff this will always be zero.
- 16. Settled Amt the net transaction amount ('Amount' minus 'Adjust' and 'Non Settled'), which includes Mastercard, Visa, Maestro, American Express (where you hold an American Express Service Provider Agreement) and UnionPay and Bank Payment transactions. These are the transactions we process daily on your behalf and credit to your chosen bank account as per the agreed Crediting Timescales set out on your Service Schedule.

Note: Where you have an agreement with us to process UnionPay transactions, while these transactions are included in the 'Settled Amt' column, you'll receive a separate credit on your bank account for this card type.



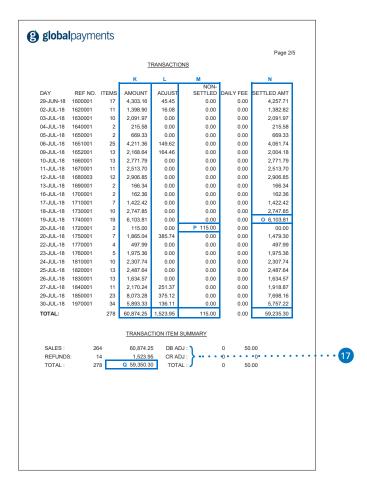
Transaction Item Summary Section

This section shows the totals of all sale and refund transactions we've received for the period displayed. However, as part of our transaction validation process, we'll reject and return any transactions that fail validation, for example, if an expired card has been used. Before this happens, we'll check the transaction details and our systems. If we identify any errors, these will be corrected. If this doesn't resolve the problem, we'll advise you by letter and the amount debited/credited to your bank account will be adjusted accordingly.

The totals of these rejects are displayed in this section of the invoice (see point 17 below) as DB ADJ

or CR ADJ and then totalled together. Please ensure that you take these into account when trying to reconcile your invoice.

17. DB/CR ADJ – rejects that have been adjusted and won't be debited/credited to your chosen bank account.



Card Summary Section

This section provides a simple breakdown of the value of transactions we've successfully processed, split by card type.

- 18. Mastercard Mastercard transactions that will be credited to your nominated bank account
- 19. Visa Visa transactions that will be credited to your nominated bank account.
- 20. Maestro Maestro transactions that will be credited to your nominated bank account.
- 21. Amex if you hold an American Express
 Service Provider Agreement, the amount in the
 Amex column will also be credited. If you hold
 another American Express agreement type,
 where we aren't the service provider, the
 amount in the Amex column will be settled
 directly by American Express.

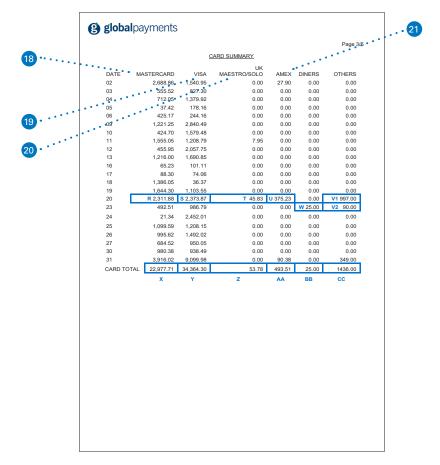
Unless we've agreed otherwise, when we credit you for the transactions we've processed on your behalf, the amounts in these columns will be combined into one credit.

Note: If you've requested your credits to be split by card type, then your charging will also be split by card type.

R + S + T + U + V1 = O (on page 4) – This example shows a merchant that has an American Express Service Provider Agreement with us so U (Amex) is included in O (Settled Amt on page 4). If the merchant accepted American Express cards under another American Express agreement type, where we aren't the service provider, U would be included in P (Non-Settled on page 4).

This merchant also accepts UnionPay and these transactions in V1 (Others) are included in O (Settled Amt on page 4).

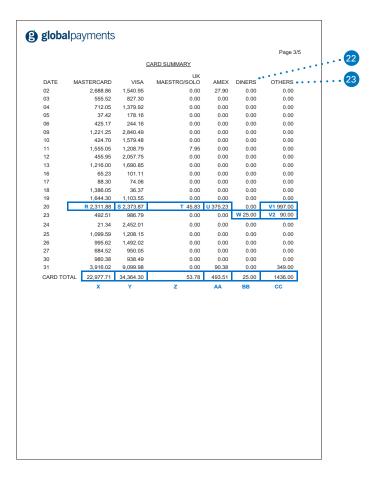
W +V2 = P (on page 4) – In addition, this merchant accepts Discover Global Network and JCB cards, and their agreements to accept these are directly with the card issuer. In this scenario, these transactions appear in W (Diners) and V2 (Others), which are included in P (Non-Settled on page 4).



- 22. Diners If you hold a Diners Service Provider Agreement, the amount in the Diners column will also be credited. If you hold another Diners agreement type, where we aren't the service provider, the amount in the Diners column will be settled directly by Diners.
- 23. Others The amounts in this column are either settled directly by the relevant Card Scheme, for example, JCB, where you hold a direct agreement with the card issuer to accept their cards. Or, where you have an agreement with us to process UnionPay transactions, these transactions will appear in this column and you'll receive a separate credit on your bank account for this card type. If you accept Bank Payment transactions, these amounts will also appear here.

The date in this section refers to our processing date. Processing dates are usually the following working day from the transaction date (see point 11 on page 4).

Note: If you submit your transactions to us by direct submission and the file is submitted late, the processing date can be later than the next working day.



Transaction Charges Section

The 'Transaction Charges' section of your invoice details the charges and the rates applied for Mastercard, Visa and UnionPay card type transactions, plus American Express transactions, where you hold an American Express Service Provider Agreement. These rates are also known as your Headline Rates. Details of all your rates and fees can be found on your Service Schedule or any more recent rate communication from us.

The charges relate to transactions that we've processed, as they appear in the 'Card Summary' section of your invoice.

As your invoice doesn't include charging information at transaction level, we also provide you with a monthly free of charge Transaction Detail Report, showing this detail on any Mastercard, Visa and UnionPay transactions you took in the previous month. This report shows you the Headline Rate and Additional Transaction Fee (ATF) charges (see point 28), where applicable, relating to each of your transactions. It also shows the interchange fee applicable to the transaction, however, in the majority of cases, this is already included in your Headline Rate and is shown for information only. Where you hold an American Express Service Provider Agreement, the report will also show American Express transactions along with the associated Discount Rate for each. Interchange is not applicable to this card type.

If you already access Merchant Portal, this report is available to you in the report section. If you don't currently use Merchant Portal, you can receive your Transaction Detail Report by self-registering at https://reporting.globalpay.com and filling in the required fields. You'll need the following information to hand.

- Merchant ID (MID)
- Bank account number (the one currently used for crediting)
- A valid email address.

Log into the site and select Reporting Lite, which is free of charge and includes the Transaction Detail Report.

Note: Charges for Discover Global Network, where we process these for you, are charged via Net Settlement and you'll receive a separate statement for these. Charges for American Express (where we aren't the service provider), Diners, JCB etc. are charged directly by the relevant Card Scheme, where you hold a direct agreement with the card issuer to accept their cards.

Note: The number of items in this Transaction Charges Section and the next section (Interchange and Other Charges Section) aren't totalled intentionally. The sum of these items won't match the sum of items in the Transactions Section and the Transaction Item Summary Section on pages 4 to 6 for a number of reasons:

- A transaction may attract more than one charge, for example, a Headline Rate, Scheme Fees, an ATF Fee, so may appear multiple times.
- 'Non-Settled' transactions aren't included in these sections (see point 14).
- You may not be charged for some of the transactions submitted this month. They may be charged for on your next invoice, for example, where transactions are rejected. Likewise, you may also be charged for some transactions submitted last month for the same reasons

24. CardTypes – abbreviation of the card types you've accepted. See page 16 for the Card Type Abbreviation Table. This also helps you to identify which card types are credit or debit cards and which are commercial cards

Note: Any card abbreviation followed by the wording 'Merchandise Rtn' refers to a refund. Charges may also apply to these (as agreed on your Service Schedule or any more recent rate communication from us).

Note: Under the American Express Service Provider Agreement, American Express refunds are not shown separately. Refund volumes are included in the 'Item' volume but are not charged for.

25. Fee Amount – the charge for the transaction type that can be applied to the 'Amount' of the transaction if the charge is percentage based, or to the number of 'Items' if the charge is per item rates based.

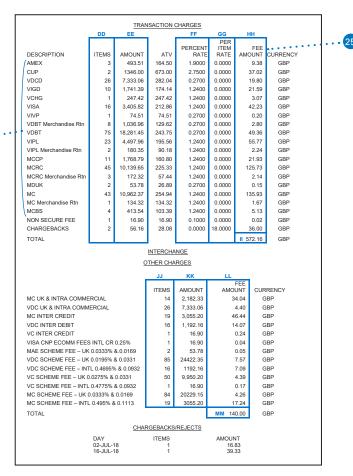
How to reconcile Transaction Charges:

- If there's a rate in column FF: HH = EE x FF
- If there's a rate in column GG: HH = DD x GG

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Depending on the charge type for the transactions shown, this is how to reconcile Interchange and Other Charges:

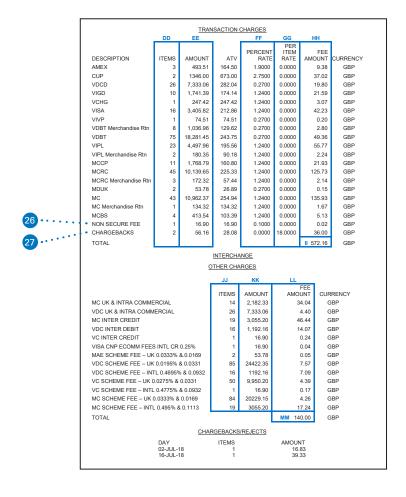
- If a % rate charge:LL = KK x % rate If
- a £ rate charge:LL = JJ x £ rate
- If both a % and £ rate applies:
 LL = (KK x % rate) + (JJ x £ rate)



This section also includes any Non Secure Fees and Chargeback Fees, where applicable (see points below).

26. Non Secure Fee – this fee will be charged if we process any transactions that are unsecure, for example, transactions that are not Contactless, chip and PIN, or secure ecommerce, as these transaction types carry more risk of fraud.

27. Chargeback Charges – if we've processed anychargebacks on your behalf, the charges will be included in the 'Transaction Charges' section.



Interchange and Other Charges Section

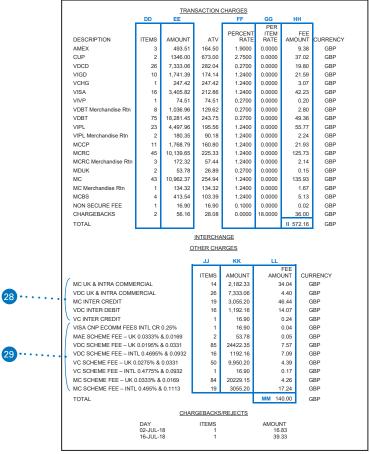
This section details 'Interchange and Other Charges' that are applied. Any applicable Additional Transaction Fees (ATF), see point 28, or Scheme Fees, see point 29, appear here. The Charge Type Table on page 17 explains the charge types you'll see in this section.

Details of all your rates and fees can be found on your Service Schedule and ATFTable or any more recent rate communication from us.

28. ATF Fees – Interchange fees are set by Mastercard and Visa and are dependent upon the card type used and the method of accepting the payment. These fees are paid by the card processing company (Global Payments in this case) to the relevant card issuers to cover their associated costs. In the majority of cases, interchange is already included in your Headline Rate. However, transaction types listed in your ATF Table, for example, commercial cards and international cards, cost more to process and the standard Headline Rate doesn't cover their higher costs. If we process one of these transaction types on your behalf, the rates listed in the ATF Table will be charged in addition to the Headline Rate.

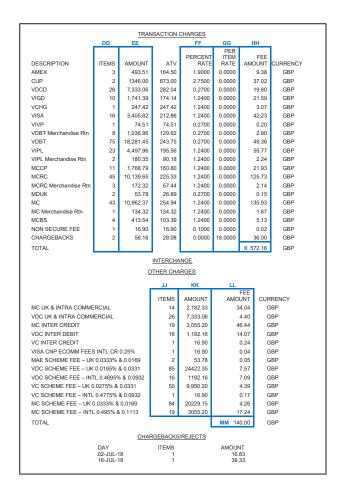
29. Scheme Fees – also known as Assessment Fees, are payable to Mastercard and Visa themselves. These fees are based on the Card Scheme, for example Visa Debit Card (VDC), and where it's issued:

- UK or DOM (domestic) = UK issued
- EUR or INTRA = Europe excluding UK issued
- INT or INTER = International issued.
 Mastercard and Visa also charges fees for Mail Order/Telephone Order (MOTO) and ecommerce transactions on their cards.



Chargebacks/Rejects Section

This section lists any chargebacks and rejects we've processed. If you haven't received any of these, this section won't appear in your invoice. There are no charges applied for rejects. The charges for chargebacks are detailed in the 'Transaction Charges' section (see point 27).



Other Fees Section

This section of your invoice lists 'Other Fees', for example, the purchase of tally rolls or monthly terminal rental fees. Some fees in this section are subject to VAT, which are detailed separately from those items that don't incur VAT.

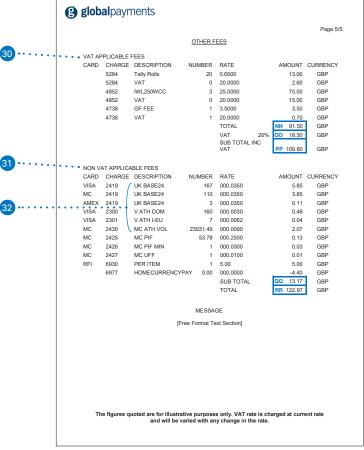
- 30. VAT Applicable Fees reflects any items that incur VAT, for example, terminal rental.
- 31. Non VAT Applicable Fees reflects any items that don't incur VAT, for example, authorisation calls.
- 32. Authorisation Fees -
 - V ATH DOM, V ATH I-EU, V ATH INTL Visa charge a fee for authorisations on their cards, which differs depending on where the card is issued – UK (DOM), Europe (I-EU) and international (INTL).
 - MC ATH VOL Mastercard charge a fee for authorisations on their cards, which is the same for all Mastercard cards regardless of where the card is issued.

 $OO = NN \times 20\%$ (VAT)

PP = NN + OORR = PP + QQ

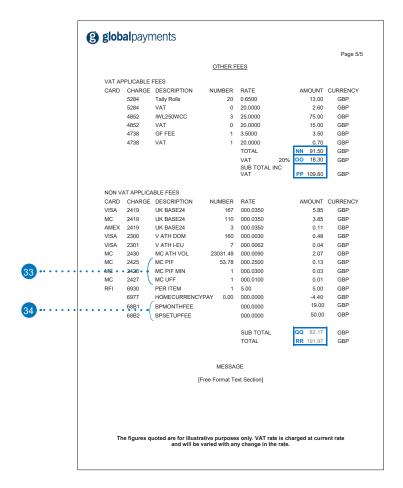
- UK BASE24 We also charge a fee that reflects our costs for processing authorisations. Dependent on the method of authorisation, different rates are applicable:
 - electronic authorisation online/ automatic authorisation via your point of sale equipment
 - nteractive Voice Response (IVR) authorisation – via the automated teleprompting response unit at our authorisation service
 - voice authorisation via a live operator at our authorisation service.

Your specific rates for authorisations are quoted on your Service Schedule or any more recent rate communication from us.



- **33.** Mastercard Authorisation Integrity Fees all Mastercard authorisations need to be defined as a "Final Authorisation" or a "Pre–Authorisation" (refer to your Merchant Operating Instructions, page 20, for further information). The following fees may apply:
- MC PIF- Mastercard Processing Integrity Fee.
 This is charged if an authorisation is marked as a Final Authorisation, but doesn't meet the Final Authorisation criteria for example, you don't send your transactions to us within four days. MC PIF MIN may also appear if the MC PIF charge for an authorisation amounts to less than the minimum

- charge of 3 pence, in which case the minimum charge will appear.
- MC UFF Mastercard Unknown Finality Fee.
 This is charged if an authorisation is not marked as a Final Authorisation, but meets the Final Authorisation criteria.
- MC PAF Mastercard Pre-Authorisation Fee.
 This is charged when you perform a Pre-Authorisation. MC PAF MIN may also appear if the MC PAF charge for a Pre-Authorisation amounts to less than the minimum charge of 1 pence, in which case the minimum charge will appear.
- **34.** Open Banking Setup and/or monthly fees incurred for using Global Payments' Open Banking service, Bank Payment.



Messages Section

The final part of your invoice is the 'Messages' section. We use this section to keep you updated with any fraud alerts, Card Scheme updates and other important changes, for example, advising you when there are changes to your Terms of Service. Please always take the time to read this section, or pass the information on to the relevant person at your company, to avoid missing anything vital about your card processing facility.

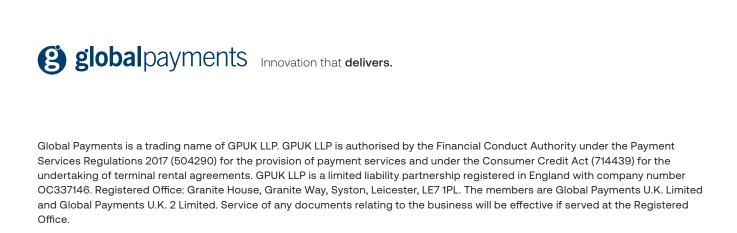
Card Type Abbreviation Table

Card Abbrev	Description	CR or DR Card	Card Abbrev	Description	CR or DR Card
CUP	UnionPay	N/A	MDPD	Mastercard Premium Debit	Debit
DNRS	Diners Club	N/A	MDSB*	Mastercard Maestro Small Business	Debit
JCB	Japanese Credit Bureau	N/A	MDUK	Mastercard UK Maestro	Debit
MBWE*	Mastercard World Elite Business	Credit	MDWC	Mastercard Debit World Card	Debit
MC	Mastercard Consumer	Credit	MWEL	Mastercard World Elite Card	Credit
MCBS*	Mastercard Business Card	Credit	VCHG	Visa Charge Card	Credit
MCBW*	Mastercard World Business	Credit	VDBC	Visa Cashback	N/A
MCCP*	Mastercard Corporate	Credit	VDBT	Visa Debit Card	Debit
MCCW*	Mastercard World Corporate	Credit	VDCD*	Visa Commercial Debit	Debit
MCEB*	Mastercard Enhanced Business	Credit	VDPD	Visa Consumer Premium Debit	Debit
MCEC	Mastercard Enhanced Consumer	Credit	VDPL	Visa Premium Platinum Debit	Debit
MCFL*	Mastercard Fleet	Credit	VIBE*	Visa Business Enhanced	Credit
MCGD	Mastercard Gold	Credit	VIBS*	Visa Business Card	Credit
MCHV	Mastercard High Value	Credit	VICP*	Visa Corporate	Credit
MCNW	Mastercard New World	Credit	VIEL	Visa Electron	Debit
MCPC*	Mastercard Prepaid Commercial	Credit	VIFL*	Visa Fleet	Credit
MCPL	Mastercard Platinum	Credit	VIGD	Visa Gold	Credit
MCPP	Mastercard Prepaid Consumer	Credit	VINF	Visa Infinite Card	Credit
MCPU*	Mastercard Purchasing	Credit	VIPL	Visa Platinum Card	Credit
MCRC	Mastercard Rewards Only Card	Credit	VIPP	Visa Prepaid Card	Debit
MCWC	Mastercard World Card	Credit	VIPU*	Visa Purchasing	Credit
MCWE*	Mastercard World Elite Corporate	Credit	VISA	Visa Credit Card Consumer	Credit
MCWS	Mastercard World Signia	Credit	VISB	Visa Signature Business	Credit
MDBT	Mastercard Debit Card	Debit	VISG	Visa Signature Card	Credit
MDCD*	Mastercard Commercial Debit	Debit	VISP	Visa Signature Preferred	Credit
MDMC*	Mastercard Prepaid Maestro Commercial	Debit	VIVP	Visa VPAY	Debit
MDMA	Mastercard International Maestro	Debit			
OBDS	Bank Payment Direct				
OBMS	Bank Payment Managed				
68B1	Bank Payment Monthly Fee				
68B2	Bank Paument Setup Fee				

^{*}Commercial card types

Charge Type Table

Charge Type	Description		
MC UK & INTRA EU COMMERCIAL	Mastercard UK and EU Commercial Credit Card		
DMC UK & INTRA EU COMMERCIAL	Mastercard UK and EU Commercial Debit Card		
VC UK & INTRA EU COMMERCIAL	Visa UK and EU Commercial Credit Card		
VDC UK & INTRA EU COMMERCIAL	Visa UK and EU Commercial Debit Card		
MC INTER	Mastercard International Credit Card		
DMC INTER	Mastercard International Debit Card		
VC INTER	Visa International Credit Card		
VDC INTER	Visa International Debit Card		
VDC UK CONSUMER STANDARD	Visa UK Consumer Debit Card Non-secure		
SCHEME FEES - UK	UK Card Assessment Fees		
SCHEME FEES – EUR	European Card Assessment Fees		
SCHEME FEES – INT'L	International Card Assessment Fees		
VISA ECOMM FEES DOM UK CR	Visa Ecommerce Fee on UK Credit Card		
VISA ECOMM FEES DOM UK DR	Visa Ecommerce Fee on UK Debit Card		
VISA ECOMM FEES INTRA EU CR	Visa Ecommerce Fee on European Credit Card		
VISA ECOMM FEES INTRA EU DR	Visa Ecommerce Fee on European Debit Card		
VISA ECOMM FEES INT'L CR	Visa Ecommerce Fee on International Credit Card		
VISA ECOMM FEES INT'L DR	Visa Ecommerce Fee on International Debit Card		
VISA MOTO FEES DOM UK CR	Visa Mail Order/Telephone Order Fee on UK Credit Card		
VISA MOTO FEES DOM UK DR	Visa Mail Order/Telephone Order Fee on UK Debit Card		
VISA MOTO FEES INTRA EU CR	Visa Mail Order/Telephone Order Fee on European Credit Card		
VISA MOTO FEES INTRA EU DR	Visa Mail Order/Telephone Order Fee on European Debit Card		
VISA MOTO FEES INT'L CR	Visa Mail Order/Telephone Order Fee on International Credit Card		
VISA MOTO FEES INT'L DR	Visa Mail Order/Telephone Order Fee on International Debit Card		



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