Heartland Cash Register Express

PAX Credit Surcharge Guide

Rev 05/2020



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Date	Doc Version	Author	Summary
05/01/2020	1.0	BG	Initial release
05/11/2020	1.1	BG	Added POS Onboarding



Overview

Heartland's Credit Surcharge Program enables businesses to reduce their credit card processing expenses by applying a surcharge of 3.5% to qualifying credit card transactions. The surcharge feature is conveniently built into our terminal application to ensure a fully automated process. This feature is available to new and existing merchants.

Processing Requirements

- Merchant must be running CRE 13.10152 or higher.
- Merchant must be using a PAX S300 or PAX PX7 with PAX Arizona version 1.01.06E installed.
- Merchant must process credit cards via Heartland and have an active MID.
- ▶ Heartland allows for a surcharge of exactly 3.5% to be charged, with no exceptions.
- All chip-enabled credit card transactions processed via chip, with or without PIN, are eligible for surcharge.
- Surcharge is applicable only to **Sale** and **Modify Sale** transaction types.
- All surcharge amounts must be shown on printed receipts.
- Merchant must display signage, at points of entry and acceptance, disclosing the use of the surcharge program.
- Merchant must have legal agreements in place with Heartland, and these must be signed and returned to the merchant's RM.

Limitations

- Fallback transactions processed (chip-enabled card transactions processed via MSR or manual entry instead of chip) are **NOT** eligible.
- Surcharge cannot be applied to non-EMV, debit, prepaid, EBT, or gift cards.
- > Pre-Auth and Capture transaction types are NOT eligible.
- Surcharge does not allow Partial Approval transactions. For example, if a check total is \$10, and a surcharge is applied, the new total is \$10.35. If the card presented for payment cannot fully cover \$10.35, the transaction will be declined, citing insufficient funds.
- Surcharge is not available in all states, and should only be implemented where permitted by law. Surcharge is currently prohibited in CO, CT, KS, MA, ME, OK.

POS Onboarding:

- > Dealer confirms POS version supports Surcharging.
- Dealer refers merchant to RM for Surcharging through Stronger Together program.
- RM discusses fees and waivers with merchant.
- RM submits Surcharge Onboarding documents.
- Maintenance processes Surcharge Onboarding request.
- PAX support team enables Surcharging for existing and/or new devices, and sends updated PAX download version to devices.
- Hardware sends a package with signage and Surcharge collateral for the merchant to display on the premises.



- Dealer enables receipt changes in POS to display Surcharging disclaimer. (For example, "A Surcharge of \$X.XX may be added to this transaction if you use a credit card.")
- Merchant is live with Surcharge!

For any onboarding and support-related questions please email <u>PAX Support</u> or contact your assigned dealership.

Setup Instructions

PAX BroadPOS Configuration

To use the Credit Surcharge feature, you must ensure that the **Others** section of **Credit Features** in BroadPOS are configured as pictured:

		Ot	hers		
Print Disclaimer *	Yes 🔻		Print Card Holder Name *	Yes	•
Receipt Option *	Both Merchant/Customer Copy 🔻		Manual Entry *	Enabled	T
Tip *	Enabled •		Pre-Dial *	Disabled	•
Secure Card *	Disabled v		Surcharge Fee Mode *	In Percentage	T
Surcharge Fee Name *	Surcharge		Surcharge Flat Fee *	0.00	
Surcharge in Percentage(0- 9.99)% *	3.50		Print Surcharge Fee on Receipt *	Enabled	•

If you have any questions about this, or require assistance verifying settings, please contact <u>PAX Support</u> or <u>Product Ops Integration</u>.

CRE Receipt Configuration

Although it is not required, if you are using Credit Surcharge, we strongly recommend that you configure CRE to print a disclaimer on all unpaid checks or dockets informing customers of the policy.

1 Select Manager or Options and enter credentials if prompted.



1 Select Setup | Setup Screen.



2 Go to the Receipt tab, check the Print surcharge disclaimer on check box, and click Update.

Payment Processing	Quick Inv	oicing & Alerts	Quick	k-Add	Receipt	Reports	
Restaurant Features St		ation Specifics Sys		stem Access		Touch Screen	
Page 1 Page 2							
Receipt Size	Print Invoices	Prof Logo		Prompt to I	Email Purchase	Order	
Receipt Short Receipt	O No O Yes	None		Print Bar C	ode On "On-Ho	ld" Receipts	
O Full	Prompt	_ O Picture O Company	/ Info	Print Bar C	ode On "Compl	ete" Receipts	
O Full Protessional	O CC DC And EB	O Pic and I	nfo	Print Extra Copy of On Account Receipts			
	Orrompt media			Suppress	Extra Signature	Сору	
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EBT				Print surch	arge disclaime	r on check	
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Gift							
Cash 0							
		1					



Credit Surcharge Transaction Example

Here, we detail the steps of a transaction rung in CRE with Credit Surcharge enabled.

1 Add item(s) to your invoice. If appropriate, print the invoice. If configured to do so, the printed invoice will include the surcharge clause as pictured here:

A Curcha	5/1/2020 11.41.44 AM
A Surcha	rge of 50. To may be added to
this trans	action if you use a credit

The same clause will also print on any dockets.

- 2 When you are ready to pay the invoice, select **Pay**, then select **Credit**. CRE will display a message to follow instructions on pinpad.
- **3** When prompted by PAX device, insert card. If the transaction is deemed surcharge-eligible, the PAX device will display the following:

CREDIT	By Cardler
Sub Total: Surcharge: Total:	\$2.00 \$0.07 \$2.07
1.Accept	2.Cancel

4 Select Accept to process the transaction. Otherwise, select Cancel to abort.



Here are examples of completed invoices reflecting surcharge:

Store Copy Example

Customer Copy Example

ORDER # 1 INVOICE# 1 Closed to Credit Card Purchase	ORDER # 29 INVOICE# 29 Closed to Credit Card Purchase
DATE/TIME: 5/1/2020 11:37:41 AM CASHIER: 100101 STATION: 01	DATE/TIME: 5/1/2020 11:10:58 AM CASHIER: 100101 STATION: 01
Item Count: 1	Item Count: 1
CREDIT CARD PURCHASE \$5.18 Card Type: Discover ***********0216 XX/XX Name: CARD, IMAGE 16	Subtotal \$2.70 Surcharge Fee: \$0.09 GRAND TOTAL \$2.79
Transaction Type: PURCHASE Ref Num: 1 Auth Code: 005392 Gateway Txn ID: 1317818857	Credit \$2.79 CREDIT CARD PURCHASE \$2.79 Card Type: Discover
Card Entry Method : CHIP App Label: DISCOVER	Name: CARD, IMAGE 16 Transaction Type: PURCHASE
TSI: E800 TC ACC: 5E44BCB20CDEF22E	Ref Num: 7 Auth Code: 005380 Gateway Txn ID: 1317818493 Card Entry Method : CHIP
Surcharge Fee: \$0.18	App Label: DISCOVER AID: A0000001523010 TSI: E800
Signature:	TC ACC: BC595B422E01FC5C Surcharge Fee: \$0.09





Credit Surcharge in Reports

We have added surcharge to reports so that merchants may easily see how much they have collected. The following reports reflect surcharge amounts:

- Financial Summary
- Detailed Daily Report
- Shift Report
- Flash Report
- EOD Report

Here are some examples of reports showing surcharge:

DETAILED DAILY REFORT Surcharge Track Shift By Cashier 4/30/2020 1:35:00 FM STORE : 1001 STORE :: 1001 Printed: 4/30/2020 1:52:45 FM STORE :: 1001 SHIFT REFORT Track Shift By Cashier Cashier: ALL Surcharge SHIFT START : 4/30/2020 1:37:40 FM SHIFT START : 4/30/2020 1:41:42 FM Sales TOTALS SHIFT START : 4/30/2020 1:41:42 FM SHIFT START : 4/30/2020 1:41:42 FM Sales TOTALS SALES TOTALS SALES TOTALS Net Tax 5	DETAILED DAILY REPORT					
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