



CyberSource Credit Card Processing Instructions

Domestic Harvard Clubs & SIGs: If your Club or SIG needs credit card processing, you will need to have a CyberSource Merchant Account and Gateway. Please contact the Harvard account representative at CyberSource:

Luis Cortés
Senior Inside Sales Representative
CyberSource | VISA, INC
Tel: 801.772.5607 | Fax: 650.286.6513
lcortes@cybersource.com

Let him know that you are a Harvard Club or SIG and would like a copy of the negotiated fees. See current fees on the next page.

Non-US Clubs and SIGs: In order to be able to accept credit card transactions, you will need to set up an account with First Data and CyberSource. Please check in with the HAA **FIRST** to make sure the merchant account bank is on the list. First Data is the acquiring bank that works with CyberSource to manage credit card processing for international clubs

Assuming that your Clubs/SIGs merchant account is with an approved bank, you will need to set up an account with **First Data**. The account setup fee is \$349, \$15/month, 3–4% total transaction fee. You must have an office/ mailing address in the country where the bank exists.

Your Club/SIG will also need to set up a **CyberSource** account that will have additional fees. CyberSource is the gateway that manages the transactions from the credit card company to First Data.

Instructions

1. Set up a merchant account with your bank.
2. Set up an account with First Data.

Jessica Fountain
Senior Account Executive
First Data Merchant Services
jessica.fountain@firstdata.com
(402) 916–8047 E–fax

3. Set up an account with CyberSource. Please contact the Harvard account representative at CyberSource:

Luis Cortés, Senior Inside Sales Representative
Tel: 801.772.5607 | Fax: 650.286.6513 lcortes@cybersource.com

CyberSource Fee Schedule: Merchant Account & Gateway (as of August 2013)

| | |
|--------------|----------|
| Setup Fee: | \$100.00 |
| Monthly Fee: | \$19.00 |

Transaction Fees

| | |
|---|----------------|
| Authorization Fee | \$0.27 |
| **Visa/MasterCard Qualified Discount Rate: | \$2.19% |
| **Visa/MasterCard Mid-Qualified Surcharge: | \$2.19% + 0.5% |
| ** Visa/MasterCard Non Qualified Surcharge: | \$2.19% + 1% |
| ** Minimum Discount: | \$25.00 |
| ** Chargeback Fee: | \$19.00 |
| ** ACH Return Fee: | \$25.00 |
| ** Batch Fee: | \$0.25 |

Fee Descriptions

Visa MasterCard Qualified Discount Rate: This fee is calculated as a percentage of your daily gross sales (i.e., sales before credits or chargebacks) on Visa and MasterCard transactions. It is charged daily on all transactions that meet the criteria to qualify for this rate. Please refer to the Merchant Instruction Manual from CyberSource for the criteria your transaction has to meet to qualify for this rate.

Visa MasterCard Mid-Qualified Surcharge This fee is calculated as a percentage of your daily gross sales on Visa & MasterCard transactions. Rewards cards, which are more expensive to administer, receive an additional 'mid-qualified' surcharge rate of 0.5%.

Visa MasterCard Non Qualified Surcharge: This fee is calculated as a percentage of your daily gross sales on Visa & MasterCard transactions. It is charged daily on all transactions that do not meet the qualification criteria for a qualified rate.

Minimum Discount: This fee is charged only when the total discount fees charged for qualified transactions is less than the minimum discount fee stated. CyberSource will charge you the difference between the minimum discount and the total discount fees calculated if the total discount fees for the month are less than the minimum discount.

Batch Fee: This fee is charged each time CyberSource aggregates captured transactions and conveys them to the processor for clearing and settlement. CyberSource usually aggregates (batches) transactions once a day to the processor.

Chargeback Fee: This fee will be assessed only when a chargeback or retrieval request is received and processed.

ACH Return Fee: This fee is charged when attempts to collect fees or deposit funds to a merchant account fail due to insufficient funds, changes in bank account information, or account closure.