

# FAQs card merchant fee recovery for DOL transactions

Merchant fee recovery is an existing cost across NSW Government Services and already applies to most Service NSW transactions.

Card merchant fees will be recovered from all transactions paid for with a Visa and MasterCard, American Express, Diners Club and Union Pay.

This change will bring vehicle transactions in line with other Service NSW transactions.

Card merchant fees will be recovered from all vehicle transactions on the Dealer Online platform and transactions made at the Service NSW Auburn and Castle Hill Business Centres.

## What is merchant fee recovery?

The NSW Government is charged merchant fees by card issuing organisations: Visa, MasterCard, American Express and Union Pay International for card transactions. Merchant fee recovery is the process of recovering that fee.

Merchant fee recovery is mandated by NSW Treasury across NSW Government agencies.

If you pay with cash, EFTPOS or cheque you will not be charged a merchant fee.

## How much is the fee?

Transactions made using **MasterCard** or **Visa** card earn a card merchant fee of **0.44%** on the total amount payable, including GST.

Transactions made using **American Express** or **Diners Club** card earn a card merchant fee of **1.54%** on the total amount payable, including GST.

Transactions made using a **Union Pay International** card earn a card merchant fee of up to **1.87%** of the total amount payable, including GST.

## When will merchant fee recovery start?

Auburn Dealer Business Centre after 2 November, Castle Hill Service Centre after 9 November, Dealer Online platform from 19 November 2018.

## Will receipts list the Card Merchant fee?

From the 1st December 2018 Motor Dealers will receive a tax-compliant receipt which lists card merchant fees itemised for each transaction.

## Dealer overpayments

Dealer overpayments can now be automatically refunded within 48 hours by Electronic Funds Transfer (EFT), provided a registered bank account is registered. Or by posted cheque.

## How about Credit Notes?

Credit notes will continue to be issued by RMS for non-same day refunds related to cancelled transactions, however credit notes will no longer be issued for overpaid amounts.

## Will there be any changes to the Dealer Online portal?

The DOL transaction process remains the same, the creation of the tax-compliant receipt listing card merchant fees against each transaction is the only additional functionality.

Please ensure you update your browser to one of these recent versions to access Dealer Online after 19 November 2018:

- Inter Explorer: v9+
- Chrome (Windows, Android, Linux, MacOS, iOS): 64.0.x onwards
- Firefox: 59.0 onwards

## Is the merchant fee included in the transaction amount or as an additional fee?

The fee is applied on top of your transaction when you pay online. If a card merchant fee applies you will be informed at the time of payment. Service NSW will only charge the cost of recovery plus GST. No additional surcharge cost will apply.

## What is Service NSW going to do with the money collected?

The money collected is directly used to offset the merchant charges imposed on the NSW Government by financial institutions.