

Cyncly Pay Pricing



Account Fees:

| | | |
|-------------------------------|------|----------|
| Implementation Fee (One Time) | 0% | \$525.00 |
| Gateway (Monthly) | 0% | \$10.00 |
| PCI (Monthly) | 0% | \$19.95 |
| Terminal Fee (Monthly) | 0% | \$10.00 |
| Batch (Per Batch) | 0% | \$0.50 |
| 1099 (Annual) | 0% | \$5.00 |
| Account Debit | 1.5% | \$0.75 |

Transaction Fees:

| | | |
|--|-------|---------|
| Card Present (V/MC/D) | 2.65% | \$0.30 |
| Card Present (AX) | 3.25% | \$0.30 |
| Card Not Present (V/MC/D) | 2.95% | \$0.30 |
| Card Not Present (AX) | 3.25% | \$0.30 |
| Authorization (V/MC/D/AX) | 0% | \$0.30 |
| Chargeback (Card & eCheck) | 0% | \$25.00 |
| eCheck | 1% | — |
| eCheck TX Failed Transaction | 0% | \$25.00 |
| eCheck Refund | 0% | \$1.50 |
| AVS | 0% | \$0.10 |
| *Radar Tools (Fraud) (Per Screened Transaction) | 0% | \$0.10 |
| *3DS (Fraud) | 0% | \$0.03 |
| *Account Updater | 0% | \$0.50 |
| Foreign Exchange Fee | 2% | — |

All pricing is for US merchants only.

*add-ons that must be requested to be activated.

Terminals:



BBPOS WisePOS E
\$249.00



Stripe Reader M2
\$59.00

Terminal Accessories:



WisePOS E Dock
\$49.00



M2 Reader Dock
\$19.00



M2 Reader Mount
\$5.00

Cyncly Pay Terminals



Stripe Reader M2

\$59.00

A small mobile reader for accepting payments.

- ✓ Chip, swipe, and contactless payments
- ✓ Battery powered
- ✓ Bluetooth connectivity
- ✓ Mobile integrations



BBPOS WisePOS E

\$249.00

A smart reader with a touchscreen display for countertop and handheld use.

- ✓ Chip, swipe, and contactless payments
- ✓ Ability to collect input on-screen
- ✓ Plug-in or battery powered
- ✓ WiFi connectivity
- ✓ Mobile, desktop, and server-driven integrations

Terminal Accessories



WisePOS E Dock

\$49.00



M2 Reader Dock

\$19.00



M2 Reader Mount

\$5.00

Account Fees Explained:

- The **Implementation fee** is a one-time fee per database to have your Cyncly Pay processing services integrated with your RFMS system. It includes the service installation, and up to two hours with a trainer to configure the merchant accounts on the backend, adjust settings in RFMS, sync terminals, test and show you how to take payments, review the Cyncly Pay portal, and discuss accounting differences in RFMS.
- The **1099 fee** is for the tax form that serves as a record of income sent to merchant accounts in January each year.
- The **PCI fee** is a compliance fee for ensuring your merchant account meets all applicable PCI DSS (Payment Card Industry Data Security Standard) requirements. Businesses that accept credit card and debit card payments are required to comply with this set of data security standards established by the PCI Security Standards Council as they are meant to protect your customers' credit card information against security breaches.
- The **Gateway fee** is for the technology service that collects and authenticates payment information in transactions.
- The **monthly PCI and Gateway fees** along with the **annual 1099 fee** are all per Merchant Identification (MID) account. If merchants wish to deposit by store location, then a MID is required for each store location that wishes to deposit individually to the bank. Also, if you wish to have different billing descriptors per store, separate MIDs would be needed.
- The **monthly Terminal fee** is per physical terminal device ordered.
- **PCI, Gateway, 1099, Terminal, and Batch fees** are collected from batch funds processing but have not yet deposited to the merchant's bank account rather than collecting all fees as a lump sum at the end of the month.
- The **Account Debit fee** comes into play if a merchant were to have more in total refund/fee amounts than total sale amounts for that day. Therefore, the processing funds would not cover their payouts, so their bank account on file must be debited.

Transaction Fees Explained:

- **Acronyms:**
 - **V** = Visa
 - **D** = Discover
 - **3DS** = 3D Security
 - **AVS** = Address Verification Service
 - **M** = MasterCard
 - **AX or AmEx** = American Express
 - **ECheck** = electronic check
- A **Chargeback fee** is collected when a processed and settled payment taken by a merchant is returned to the card after a consumer disputes the charge. The fee covers the bank's costs of processing the chargeback.
- **Echeck** is a way to receive money direct from a bank account rather than via a paper check or a debit card. Our fee is slightly higher than normal as we have coded in a solution that verifies the bank details to help prevent checks from bouncing and we are charged a fee for that service that is passed along. Currently, the eCheck option is only available in the Cyncly Pay portal. It is not yet integrated in RFMS.
- **Echeck TX Failed Transaction** is charged when an electronic transfer direct from a bank account fails (like a check bouncing).
- **Fraud Prevention Tools:**
 - *All tools listed below are add-ons that must be requested to be turned on. They are not automatically available to Cyncly Pay merchants.*
 - **AVS** stands for Address Verification Service and is a fraud prevention tool that verifies the address and zip code a customer enters on the payment screen matches the address and zip code that is registered for the card with the issuing bank. Please note it does not verify it against the address on file for that customer or the invoice in RFMS.
 - **Radar Tools** are fraud prevention add-ons that screen the transaction details and assign a risk score. The merchant can then accept or deny the transaction.
 - **3DS** stands for 3D Security and is a fraud prevention tool that when turned on, if a card is registered with 3DS, an email or text is sent to the contact registered with the card issuing bank when the card is swiped/inserted/tapped. The customer must enter that code on the payment screen for the transaction to succeed.
- **Account Updater fees** come into play with recurring charges to a card/token saved on file. If the card on file is outdated, payment platforms have the ability to pull in an updated card number from the card networks instead of a merchant having to request the updated information from the customer.

Frequently Asked Questions:

Q: Is this a flat rate plan or interchange plus plan?

A: Cyncly Pay offers a flat rate plan to allow for ease of knowing how much you will pay in processing fees per transaction. With an interchange plus plan there is no way to predict how much you will pay in processing fees until after the transaction as interchange rates are different per card brand, issuing bank, type, reward cards, etc.

Q: Why are American Express (AmEx/AX) fees higher than the other card brands?

A: AmEx's interchange fees are typically higher than other card brands due to their closed network operation. They serve as both the credit card association and the issuing bank. In order to keep the other card brand fees low while still covering the higher American Express fees, a separate rate was assigned to AmEx transactions.

Q: What is considered a card present transaction?

A: When a card is swiped, inserted, or tapped on a terminal device for payment. Anytime a card is keyed in manually or a saved token is used, the transaction is considered 'card not present'.

Q: How are these processing fees collected?

A: Instead of drafting one lump sum from your bank account at the end of each month, each deposit will be reduced by the amount of fees due.

Q: How does the RFMS system account for the fees collected out of each deposit?

A: The total transaction amount will automatically post to the invoice in RFMS. On the receipt recap report it will show the total amount in payments, the amount in fees collected from those transactions, and the net amount you will see deposited in your bank account. When posting the recap amount to the RFMS bank, you will enter the full amount in payments but it will automatically correct to the net amount so both your RFMS bank and real bank accounts match. No additional expense for processing fees needs to be posted.

Q: When will the funds from transactions less fees hit my bank account?

A: Payments taken before 7pm Central time, post in 2 days.
Payments taken after 7pm Central time, post in 3 days.
For example, a payment taken before 7pm on Monday will hit the bank account on Wednesday and a payment taken after 7pm on Monday will post to the bank on Thursday.

Q: Do I need a terminal?

A: The terminals are used for card present payments so if your company takes in-person payments, a terminal is recommended.

- The **BBPOS Wise E** terminal can be used to take card present payments in RFMS Core on Windows devices or in RFMS Mobile on Apple iOS, Android, or Windows devices.
- The **Stripe Reader M2** terminal can be used to take card present payments in RFMS Mobile on Apple iOS or Android devices.

Q: Can a terminal be used on multiple machines?

A: Yes, a list of terminals that are turned on and registered to that account will show on the payment screen. You can rename terminals to specific user or machine names to easily know which to choose.