

# Understanding Your Statement

## Tiered Billing

Public

Doc no: PR-PUB-0036 Version 3.0

**CAYAN**<sup>®</sup>

## Copyright notice

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## 1. Introduction

As part of the migration from First Data to TSYS, we have made some changes to your statements. This document explains the layout of your new statements.

Your new statement shows a summary of the following:

- Types of transactions you ran in the month
- Batches you sent to us for processing
- Fees applied to your transactions
- Deductions we are withdrawing from your account

You can use our Statements and Reporting tool to view your statement from the second business day of the month.



**Note:** For more information about how to use the Statements and Reporting tool, visit <https://help.cayan.com/18003-managing-my-account/statements-and-reporting-support-guides>.

### 1.1 Funding

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Once we process a batch, we transfer the dollar amount into your bank account. This process is known as funding. Daily funding for your batches appears on your bank statement as CR CD DEP.

We have not made any changes to the funding schedule.



**Note:** For more information on funding, visit <https://help.cayan.com/18000-funding-and-deposits/when-will-i-receive-my-funds>.

## 1.2 Deductions

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A deduction is when we withdraw your money from your bank account. This can be your transaction fees, chargeback fees, or account fees.

We deduct fees on the first business day of the month. Deductions appear on your bank statement as one of the following:

- CR CD CHBK: Debits for chargebacks
- CR CD ADJ: Adjustments
- MERCH FEES: Debits for monthly fees

You can view your deductions on:

- The Statements and Reporting tool, from the last business day of the month
- Your statement, from the second business day of the next month

For example, you can view September 2018's deductions on the Statements and Reporting tool from Friday September 28, 2018. We deduct fees from your account on Monday October 1, 2018. Then you can view your full statement from Tuesday October 2, 2018.

## 1.3 What is tiered pricing?

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Tiered pricing splits the fees you pay per transaction into three tiers that are based on how you process the card and the associated risk of the transaction. The credit card processor assigns the transaction into one of the following tiers:

- Qualified – lowest risk and lowest cost per transaction
- Mid-qualified
- Non-qualified – highest risk and highest cost per transaction

If you run a transaction incorrectly or it has a higher risk associated with it, the transaction is downgraded to a mid-qualified or non-qualified tier. For more information, visit <https://help.cayan.com/18003-managing-my-account/how-to-avoid-downgrades>.

We use the tiers to calculate your card transaction fees once per calendar month. We take these fees with your account fees from your bank account.

## 1.4 Contacting the Customer Support Team

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If you have questions about your new statement, contact our Customer Support Team at **(1) (800) 231-5166**.

# 1.5 Example statement

Figure 1 shows an example of a statement.

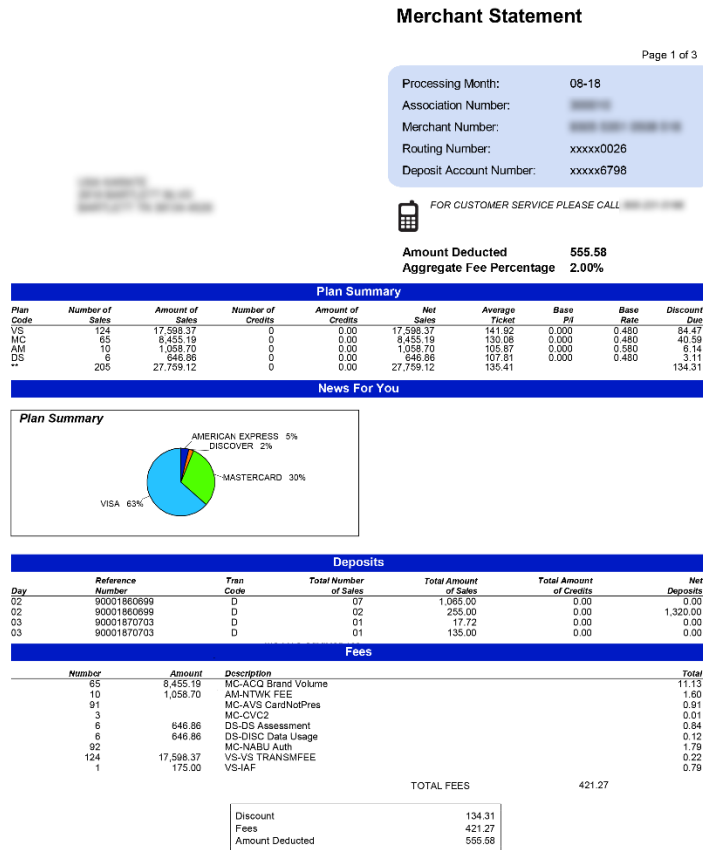


Figure 1. Example statement

At the top of your statement there is the following information:

- Our contact details
- Your address
- General statement information, including the processing month and your merchant number
- The amount we are charging your account
- The Aggregate Fee Percentage, which is the percentage of your net sales that you pay as fees

We have included the following sections on your statement:

- **Plan Summary** – A breakdown of your sales and refunds by card type.
- **News For You** – A breakdown of the cards you have processed in the month, and any statement information we need to tell you.
- **Deposits** – Shows the batches you have sent to us during the month.
- **Fees** – Shows your account fees and card brand fees for running transactions.
- **Summary** – A breakdown and total of the amount we are withdrawing as deductions from your account.

## 1.5.1 Plan codes and transaction codes

PLAN CODES				TRANSACTION CODES
VS -VISA	MC -MASTERCARD	DS -DISCOVER	AM -AMERICAN EXPRESS	D -DEPOSIT
VL -VISA LARGE TICKET	ML -MASTERCARD LARGE TICKET	DL -DISCOVER LARGE TICKET	DB -NETWORK PIN DEBIT	A -ADJUSTMENT
VB -VISA BUSINESS	MB -MASTERCARD BUSINESS	DZ -DISCOVER BUSINESS	EC -ELECTRONIC CHECK	
VD -VISA DEBIT	MD -MASTERCARD DEBIT	DD -DISCOVER DEBIT	EB -EBT	
V\$ -VISA CASH ADV	M\$ -MASTERCARD CASH ADV	D\$ -DISCOVER CASH ADV	PP -PAYPAL	

*Figure 2. Plan codes and transaction codes*

On your statement there are plan codes and transaction codes, as shown in Figure 2.

- Plan codes represent the different card types in your Plan Summary.
- Transaction codes are either:
  - **D** for Deposits
  - **A** for Adjustments, which are chargebacks



## 2. Plan Summary

The Plan Summary shows transaction information for each card type, including:

- The number and dollar amount of sales
- The number and dollar amount of refunds
- The average dollar amount for each transaction
- Your base rate, which is your qualified rate



**Note:** The statement uses the term credits to describe refunds.

## 2.1 Understanding your transaction charges

The Plan Summary shows your charges for the transactions you process in the Discount Due column. Transaction charges are calculated using basis points, a set fee per transaction, or both. The amount you pay for each card type can be worked out by:

1. Multiplying the **Amount of Sales** by the **Base Rate**.

Plan Summary									
Plan Code	Number of Sales	Amount of Sales	Number of Credits	Amount of Credits	Net Sales	Average Ticket	Base P/I	Base Rate	Discount Due
VS	7	304.00	0	0.00	304.00	43.43	0.000	1.540	4.68
VD	18	882.50	0	0.00	882.50	49.03	0.060	0.280	3.55
VB	0	0.00	0	0.00	0.00	0.00	0.000	1.540	0.00
VL	0	0.00	0	0.00	0.00	0.00	0.000	1.540	0.00
MC	0	0.00	0	0.00	0.00	0.00	0.000	1.540	0.00

2. Multiplying the **Number of Sales** by the **Base P/I**.

Plan Summary									
Plan Code	Number of Sales	Amount of Sales	Number of Credits	Amount of Credits	Net Sales	Average Ticket	Base P/I	Base Rate	Discount Due
VS	7	304.00	0	0.00	304.00	43.43	0.000	1.540	4.68
VD	18	882.50	0	0.00	882.50	49.03	0.060	0.280	3.55
VB	0	0.00	0	0.00	0.00	0.00	0.000	1.540	0.00
VL	0	0.00	0	0.00	0.00	0.00	0.000	1.540	0.00
MC	0	0.00	0	0.00	0.00	0.00	0.000	1.540	0.00

3. Adding these two results.

For example, in September you process:

- 18 Sales where the customer pays with Visa Debit
- The Amount of Sales is \$882.50
- Your Base Rate for Visa Debit is 0.280
- Your Base P/I for Visa Debit is 0.060

1. The Amount of Sales multiplied by the Base Rate equals **\$2.47**.
2. The Number of Sales multiplied by the Base P/I equals **\$1.08**.
3. Your total transaction charge for processing Visa Debit equals **\$3.55**.



**Note:** One basis point is equal to 0.01 percent. In Figure 3, the Base Rate of 0.200 is equal to 0.002 percent. You can calculate the Discount Due by multiplying the Amount of Sales by the percentage Base Rate. For example, if you multiply the \$10,596 by 0.002 you get \$21.19.

## 2.2 How do I read my Plan Summary?

1	2	3	4	5	6	7	8	9	10
<b>Plan Summary</b>									
Plan Code	Number of Sales	Amount of Sales	Number of Credits	Amount of Credits	Net Sales	Average Ticket	Base P/I	Base Rate	Discount Due
VS	350	10,596.00	0	0.00	10,596.00	30.27	0.000	0.200	21.19
VL	0	0.00	0	0.00	0.00	0.00	0.000	0.200	0.00
MC	213	6,584.75	0	0.00	6,584.75	30.91	0.000	0.200	13.17
ML	0	0.00	0	0.00	0.00	0.00	0.000	0.200	0.00
JC	0	0.00	0	0.00	0.00	0.00	0.000	0.200	0.00
AM	7	344.50	0	0.00	344.50	49.21	0.000	0.200	0.69
DS	0	0.00	0	0.00	0.00	0.00	0.000	0.200	0.00
DB	0	0.00	0	0.00	0.00	0.00	0.000	0.200	0.00
**	570	17,525.25	0	0.00	17,525.25	30.75	0.000	0.200	35.05

Figure 3. Example of a Plan Summary

1. Card type
2. Number of sales for each card type
3. Dollar amount of sales for each card type
4. Number of refunds for each card type
5. Dollar amount of refunds for each card type
6. Total dollar value of sales minus the total dollar value of refunds for each card type
7. Average dollar amount for each transaction
8. Fixed charge per transaction for each card type
9. Your qualified rate
10. Transaction cost for each card type



## 3. News For You

The News For You section shows a split of the card brands you have processed, and additional information about our statement.

### 3.1 How do I read my News For You?

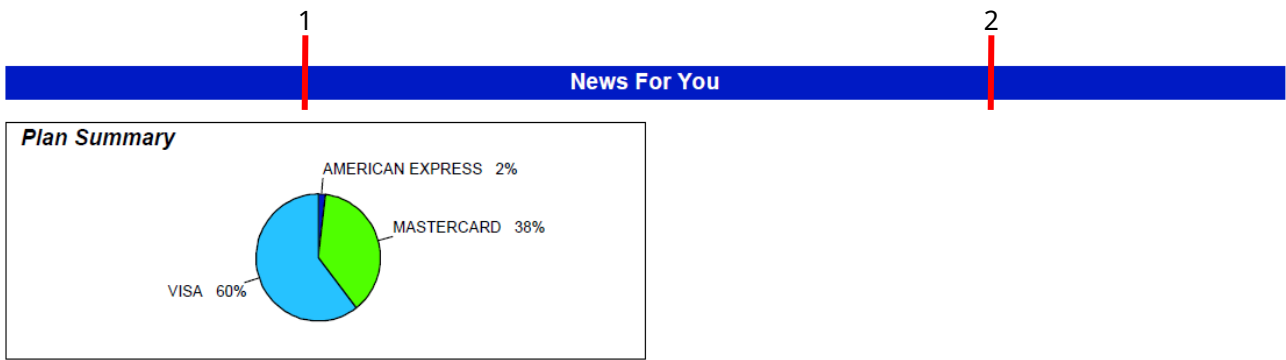


Figure 4. Example of a News For You section

1. A chart displaying the percentage of each card brand you processed during the month.
2. Additional information about your statement. There will be text in this subsection only when we need to share information about your account.



## 4. Deposits

Processing transactions individually is expensive and complicated, so we group transactions into batches to make processing more cost-effective. Your statement shows your settled batches in the Deposit section.

The Deposits section shows:

- The date that you sent the batch
- Number and dollar amount of sales in the batch
- Refunds in the batch



**Note:** Your batches may continue to the next page of your statement.

## 4.1 Understanding the Deposits section

On your statement, we split each of your batches by card type. This means that a batch may have more than one entry.

For example, Figure 5 shows one batch reference of 90001010002 on day 19, with two entries. The two entries mean that you have processed two different card types in the batch.

Deposits						
Day	Reference Number	Tran Code	Total Number of Sales	Total Amount of Sales	Total Amount of Credits	Net Deposits
19	90001010002	D	01	15.00	0.00	0.00
19	90001010002	D	01	0.11	0.00	15.11

Figure 5. Example of a batch with multiple entries

You can use the Statements and Reporting tool to review your batches and to find out the card brands that you have processed. If you need assistance, contact our Customer Support Team at **(1) (800) 231-5166**.



**Note:** We display the total dollar amount for each batch on the last entry of each unique batch reference. For example, in Figure 5, the total dollar amount appears in the last entry of the Net Deposits column.



## 4.2 How do I read my Deposits section?

1	2	3	4	5	6	7
Deposits						
Day	Reference Number	Tran Code	Total Number of Sales	Total Amount of Sales	Total Amount of Credits	Net Deposits
19	90001010002	D	01	15.00	0.00	0.00
19	90001010002	D	01	0.11	0.00	15.11
20	90001020008	D	02	91.54	0.00	0.00
20	90001020008	D	04	176.56	0.00	268.10
21	90001030018	D	02	149.80	0.00	0.00
21	90001030018	D	08	591.24	0.00	741.04
22	90001040029	D	02	146.06	0.00	0.00
22	90001040029	D	09	275.54	0.00	421.60
24	90001050034	D	01	32.10	0.00	0.00
24	90001050034	D	01	39.06	0.00	0.00
24	90001050034	D	03	138.03	0.00	209.19
24	90001060035	D	01	81.32	0.00	81.32
26	90001070039	D	04	206.62	0.00	206.62
27	90001080042	D	02	111.28	0.00	0.00
27	90001080042	D	01	21.40	0.00	132.68
28	90001090055	D	03	93.09	0.00	0.00
28	90001090055	D	01	142.31	0.00	0.00
28	90001090055	D	09	630.19	0.00	865.59
29	90001100066	D	02	57.79	0.00	0.00
29	90001100066	D	02	101.62	0.00	0.00
29	90001100066	D	05	252.65	0.00	412.06
	<b>Deposit Totals</b>		<b>64</b>	<b>\$3,353.31</b>	<b>\$0.00</b>	<b>\$3,353.31</b>

Figure 6. Example of a Deposit section

1. The day of the month we transferred the funds for the batch
2. Reference number associated with the batch
3. Transaction code, which is either:
  - **D** for Deposits
  - **A** for Adjustments, which are chargebacks
4. Number of sales in the batch
5. Dollar amount of sales in the batch
6. Dollar amount of refunds in the batch
7. Total dollar amount of your batch
8. Total dollar amount of all your batches for the month



## 5. Fees

The Fees section shows the following:

- Number of times a transaction incurs a fee
- Dollar amount of the transactions
- Total cost per fee type

### 5.1 Types of fees

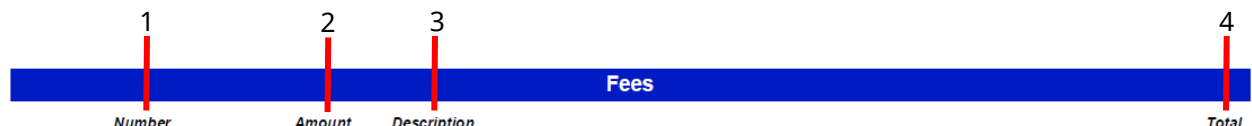
Most of your fees are set by the card brand. The old statement displayed the rates of the fees, however, the new statement does not. For more information on the fee rates for each card brand, visit their website.

As shown in Figure 7, the fees section also has some information about chargebacks. For more information, view your Chargeback History on the Statements and Reporting tool.

Fees			
<i>Number</i>	<i>Amount</i>	<i>Description</i>	<i>Total</i>
1		Chargeback Fee	25.00

*Figure 7. Example of a chargeback fee*

## 5.2 How do I read my Fees section?



<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<i>Number</i>	<i>Amount</i>	<i>Description</i>	<i>Total</i>
5	304.39	MC-ACQ Brand Volume	0.40
6		MC-NABU Auth	0.12
16	777.98	VS-VS TRANSMFEE	0.03
9		VS-NAPF-Credit	0.18
7		VS-NAPF-Debit	0.11
7	257.41	VS-TIF	0.70
9	485.31	VS-ASSMNT CREDIT	0.62
7	292.67	VS-ASSMNT DEBIT	0.39
5	304.39	MC Acquirer License Fee	0.02
5	304.39	Assoc Kilobyte Fee	0.01
5	304.39	MC ICA Fee	0.10
16	777.98	Visa BIN Fee	0.32

Figure 8. Example of a Fees section

1. Number of transactions that the fee applies to
2. Dollar amount of the transactions that the fee applies to
3. Description of the fee
4. Total cost of the fee

## 6. Summary

At the end of your statement there is a Summary, which displays the total amount we deducted from your account for the month.

### 6.1 How do I read my Summary?

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1	Discount	14.76
2	Fees	46.21
3	Amount Deducted	60.97

*Figure 9. Example of a Summary*

1. Total cost to run your transactions at the qualified rate
2. Total fees, including dues and assessments, downgraded transactions and miscellaneous fees
3. The amount we deduct from your account, which is your total discount added to your total fees

The logo for Cayan, featuring the word "CAYAN" in a bold, white, sans-serif font with a registered trademark symbol (®) to the upper right. The logo is positioned in the bottom right corner of the image, which has a red background. The rest of the image is a light blue background with a pattern of overlapping, semi-transparent hexagons.

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