

Payment Cards Processing at UNL

VOLUME 2, ISSUE 3

AUGUST, 2008

**University of Nebraska —Lincoln
Bursar's Office**

State Signs New Contract with First National Merchant Solutions

The new contract was recently signed with First National Merchant Solutions (FNMS) for credit card processing services. Since we are part of the State system, this contract includes the University. The contract begins retroactively to July 1st so you will see some of the changes on your July statement. It looks like some of the “new fees” are not on our accounts yet but they will be coming soon.

There are some fee reductions but also some new fees. Overall it looks like we got a great contract and should have some nice savings as a result of the new agreement —*always a good thing!!*

Some items to note in the new contract are:

↓ **DECREASED FEES**

Transaction Fee

Dropped from \$0.069 to \$0.0475.

This fee is a per transaction cost and is found in the

“Processing Detail” section of your statement. It is the column “TRAN FEE”.

Authorizations

Generally, dropped from \$0.0415 to \$0.0385 for Visa and dropped from \$0.0465 to \$0.0415 for Mastercard.



This fee is a per authorization cost and is found in the “Authorization Detail” section of your statement.

Some transaction processors (i.e. Payflow Link) had higher authorization rates in the past but have now been reduced to the very low \$0.0385 and \$0.0415 rates.

PayFuse transactions still incur a \$0.10 per authorization charge.

Minimum Bill Adjustment

This minimum \$25 fee was eliminated under the new contract. Our lower volume users will appreciate that!

NEW FEES

Batch Transmission Fee

A new fee that is \$0.25 per batch. For most merchants, this will be a daily fee, or in other words, \$7.50 for a 30-day month or \$5 for a 20-day month (business days).

This fee is found in the “Other Detail” section of your statement. It is generally the last item in the section called “Capture Fee (Automated)”.

Duplicate Transaction Fee

This is a new fee. Per the contract,

“Duplicate transactions are sales submitted by MERCHANT for processing that contain duplicate

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Ordering

Supplies

Supplies can be ordered through First National Merchant Solutions and charged directly on your bill.

Most supplies can also be ordered through Office Depot.

Although the bank gives us good pricing, they typically can't beat the great prices we get through our contract with Office Depot—plus no shipping costs!!

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The Office of the Bursar is responsible for administering the University of Nebraska-Lincoln money handling policies and procedures. Don't ever hesitate to contact us with any receipting questions you may have.

State Signs New Contract with First National Merchant Solutions (cont)

or erroneous data. Visa has implemented a fining schedule in the case of excessive duplicate transactions. FNMS uses enhanced programming to detect duplicate SALES and rejects them from the SALES file if certain criteria match.”

Although this is a rare occurrence, I wanted to be sure to notify you of this fee. It is **\$10.00** per transaction.

Chargeback Fee / Retrieval Request Fee

These are new fees. They are \$5.00 per incoming chargeback and \$5.00 per retrieval request received.

The Chargeback Fee is found in the “Other Detail” section of your statement. It is listed as “Incoming Chargebacks”. We didn't have any Retrieval Requests this past month, but I assume they would appear similarly.

FNMS Online Fee

Previously, we had not been consistently charged for access to FNMS Online. It appears that now every merchant number will be charged a monthly fee of \$3.95 for this access, whether you use it or not. In addition, we are charged a \$2.50 monthly fee for a paper statement. This fee is unchanged.

FIRST INFOCENTER

FNMS has another product, First InfoCenter, which we can have at no charge. This product has a different look to it, and the “statement,” as we are used to seeing it, is not available. But, it appears to give us the same data and has some really nice features that we haven't had before. One is a report that shows which transactions did not qualify at the lowest rate possible and why. I know that it is a continual battle to keep our costs



down and this should enable us to do more in this area.

We will review the pro's and con's of this product, the change in this cost, and assess whether we want to continue using FNMS Online or migrate to the new product, First InfoCenter. I have access to the new product and have been looking at the different reports available. I'd like to schedule a time in early September to show a demo of the new product for those interested. I will be in touch regarding a time and place for this. Our goal is to have this done in time to set up any new users prior to month end.

In the mean time, I've been cleaning up our current user accounts in FNMS Online. If you were assigned a login but have never used the account, it has been deactivated. We can create a new account for you if desired, but I wanted to eliminate any unnecessary logins.