Digital Marketplace

G-Cloud 15

PayPoint Pricing

Bill Payment Service – Over the Counter

Enables customers to make cash payments through the PayPoint retail network of c.30,000 stores. PayPoint will provide you with a batch transaction file the following morning with details of all payments made:

Set-up fee = £2,750

Transactions per annum	Price per transaction
0 – 500,000	44p
500,001+	38p

Cash Out, Open Payments and e-Gift Card Services – Supermarket Vouchers

PayPoint's solution is the simple, secure and cost-effective way to issue cash, energy credit or shopping vouchers to your customers. Customers receive a unique voucher code via email, letter or SMS which can be redeemed at any PayPoint store across the UK. We have recently launched Pay In enabling customers to credit their bank account with the voucher rather than redeeming for cash.

Service	Frequency	Amount
Set-up fee	One off on commencement of service	£5,000
Platform management fee	Annually	£6,900
Multi Project	Annually	£3,450
User set up fee	One off on set up of each User	£420
User licence fee	Annually	£210 per User
Transaction fee	Per voucher issued	85p
Voucher cancellation	Per voucher cancelled	68p
SMS fee	Per voucher issued via SMS	8.5p

Additional costs apply if you require PayPoint to manage distribution of letters.
The Cash Out service requires pre-funding an account.

MultiPay

Online payment service:

The web payment portal can be tailored to include your logo and brand identity. This will enable your customers to make unregistered guest payments or store their account and card details for quick and easy online payment:

Monthly management fee	= £750
Price per transaction	
0 – 500,000 p.a.	= 25p
500,001+	= 20p
Registration fee	= 50p (charged for new customers storing their card details)

Telephone payment (IVR) service:

PayPoint's IVR service provides you with a phone payment channel with messages that can be personalised to your organisation.

Monthly hosting fee	= £750
Price per transaction	
0 – 250,000 p.a.	= 25p
250,001+	= 20p
Call charges	= 1p per minute (typical call length is 3 minutes)
SMS receipt (if required)	= 5p per SMS

Tone Masking:

Tone masking is an agent assisted payment solution which utilises DTMF (Dual Tone Multi Frequency) masking technology enabling companies to securely handle card payments without bringing their environments in scope of Payment Card Industry Data Security Standard (PCI DSS).

The cost of the service is driven by many factors Including the channels, journeys, no of payments processed and no of agent licenses you require.

Integration fee	= £10,000
Monthly hosting fee	= £5,000

Mobile App:

The PayPoint smartphone app provides a payment experience that today's 'on-the-go' customers have come to expect. The app is available across iOS and Android platforms enabling customers to download via the App Store and Google Play.

Integration fee	= £10,000
Monthly hosting fee	= £750
Price per transaction	
0 – 250,000 p.a.	= 25p
250,001+	= 20p
SMS receipt (if required)	= 5p per SMS

We can also provide an API allowing you to plug our payment service into your own App and use PayPoint for processing the payments.

SMS:

The MultiPay SMS service has been designed to provide customers with a simple mechanism for making a payment once they have stored their payment card details.

Monthly hosting fee	= £750
Price per transaction	
0 – 250,000 p.a.	= 25p
250,001+	= 20p
SMS receipt (if required)	= 5p per SMS

PayByLink:

The PayByLink service provides the ability to easily and cost effectively chase low value debt and prompt customers to make a payment.

Customisation and integration fee	= £2,750
Monthly hosting fee	= £750
Payment request	= 5p per SMS
Link Issuance fee	= 6p
Price per payment request	
0 – 250,000 p.a.	= 25p
250,001+	= 20p

Virtual Terminal:

Via the Client Portal, allowing payments via the virtual terminal. This enables your staff to process card payments over the phone.

Customisation and integration fee	= £2,750
Monthly hosting fee	= £750
Price per payment request	
0 – 250,000 p.a.	= 25p
250,001+	= 20p
SMS receipt (if required)	= 5p per SMS

Event Streamer:

The Event Streamer provides real time access to transaction information for both over the counter and MultiPay transactions which can be uploaded into your systems.

Event Streamer = £750 per month

Acquiring: All MultiPay fees exclude acquiring costs which will be charged by your acquiring bank.

Open Banking:

COP (Confirmation of Payee) and PNV (Payer Name Verification)

This service enables companies to validate the Bank Account Name against the Sort Code and Account Number of the end user prior to either sending a payment or validating their account details before internal set-up (e.g. for a Direct Debit instruction). Key benefits include fraud reduction, cost effectiveness, operational savings, reduction in failed or misdirected payments and reduction account set-up errors.

Minimum annual billing = £6,000, this includes the initial 20,000 checks.

Number of checks per annum	Price
0 – 250,000	30p
250,000 – 500,000	20p
500,001 – 1,000,000	15p
1,000,001+	10p

Open Banking (Payment Initiation Services) & Financial Information Service (FIS)

Open Banking from PayPoint provides a Buyer's Customers access to Account Information Services (AIS) and Payment Initiation Services (PISP) through API integration. This enables organisations to benefit from online payments without the need for Card Payments with rapid transaction execution. PISP can be added alongside Card Payments within each MultiPay service.

Key benefits include cost effectiveness, increased data security, no card requirements, optimised cashflow with funds received in real-time.

AIS monthly management fee = £750
AIS transaction fee = 50p per check
PISP transaction fee = 25p per transaction

There may be additional costs for AIS analytics depending on your requirements.

Direct Debit – Bureau

PayPoint's Cloud-based Direct Debit bureau service is extremely flexible giving you peace of mind knowing you are using a trusted supplier, with a service that fits exactly into your business process. You will need to provide your own Service User Number (SUN).

Integration fee = £2,750
Monthly hosting fee = £750

Transaction pricing:

Transactions per annum	Price
0 – 100,000	30p
100,001 – 250,000	20p
250,001 – 1,000,000	15p
1,000,001+	10p

Direct Debit - Facilities Management Service ("DDFM")

PayPoint can provide a DDFM service to those organisations that do not have their own Service User Number.

Integration fee = £2,750
Monthly hosting fee = £750

Transaction pricing:

Transactions per annum	Price
0 – 100,000	40p
100,001 – 250,000	30p
250,001 – 1,000,000	25p
1,000,001+	20p

A transaction is defined as:

- DD Instruction Set Up/Amendment
- First DD request
- Recurring DD request
- Re-presented DD Request
- Final DD request
- BACS Credit (refunds)

Additions:

Service	Price
Letters	£1.50 per letter
Email service	No charge
Bank modulus check	6p per check
Post code check	6p per check
BACS File Submission	£10 per file
Unpaid direct debit	60p

Card Production & Distribution costs

Service	Price
Card Production	£0.10 - £1.50 depending on volume
Carrier letters	£0.05 - £1.50 depending on volume
Wallets	£0.39 - £1.49 depending on volume
Envelopes	£0.06 - £0.30 depending on volume
Card fulfilment costs	£1.10 - £1.50 depending on volume
Printing Batch File charge	£70 per file
Postage	Standard Royal Mail fees

Merchant payment terminal services

Hardware	Price (exclusive of VAT)
Terminal Rental Costs	£22 per month per terminal (Castles Saturn S1F4). Ingenico Devices £25.00 - £40.00 depending on device type.
Acquirers	We are able to provide terminals with EVO, Lloyds Cardnet or Worldpay acquiring. Other terminals/acquirers may require additional cost and lead time. Please ask for details.
Contract term	Card volume under £10m = 18 months Card volume over £10m = longer terms agreed
Agreement In-life Costs	
MID Amendments (Resign - Change of Legal Entity)	£120.00 per amendment
Terminal Configuration Changes (e.g. receipt detail change, CNP, etc.)	£25.00 per change
In-life Terminal Swaps	£75.00
Terminal Damages	
Damaged Terminals Charge (charged dependant on terminal type)	£500 per terminal dependent on damage, up to maximum cost of each terminal.

Additional Fees	Price
Returned Direct Debit	£6.00 (inc. VAT)
Late Payment Fee	£6.00 (inc. VAT)
Sending a letter	£24.00 (inc. VAT)
Making a telephone call	£24.00 (inc. VAT)
Arranging collection of terminal on termination	£25.00 per terminal (excl. VAT)

Summary

The above terms assume that Services will be developed in line with PayPoint’s specifications. For bespoke integrations there may be additional integration or management fees. All fees exclude VAT which will be charged at the standard rate.

For the MultiPay services you will require a Merchant Account and Merchant ID (MID). The PayPoint transaction fees exclude any acquirer or interchange fees. PayPoint can introduce you to an acquirer if required.

For the over-the-counter bill payment service PayPoint can settle funds to your designated bank account daily or weekly. There is a £5.00 settlement fee for each bank settlement made.

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