

Agenda Item No. 11 – Card Payments

The Committee is requested to

- (i) **decide which enabler / method of card payments the Town Council should use**
- (ii) **set a review date e.g. 12 months, 18 months, 2 years**

Introduction

1. The Policy, Finance and Personnel Committee in April 2021 meeting, resolved that the Town Council trial policy of only accepting cash payments except in exceptional circumstances should be continued.
2. To ensure the continuity of this resolution, the Town Council has a card terminal located in the Town Hall office; it has a 3G sim card, can be used wirelessly and allows us to print paper receipts.
3. We currently take face to face and manually keyed card transactions.

Current Provider

4. Our current provider is WorldPay, the initial contract commenced on 01/08/2020 for 18 months, this was automatically renewed on 01/02/2022 for another rolling 18 months.
5. The initial period of 18 months needed to be completed before the Town Council could terminate the agreement, and now the notice period to cease the contract is 1 month.
6. WorldPay is charging £82.74 including VAT per month in fixed fees. A breakdown is shown in the table below.

Monthly Fee Type	Monthly Net Rate	VAT Amount	Total	VAT Type
Min Mnthly Acquiring Charge	£15.00	£0.00	£15.00	Exempt
Mobile Lth Mnthly Rent Fee	£23.95	£4.79	£28.74	Standard VAT @ 20%
SaferPayments Managed Service Fee	£12.50	£2.50	£15.00	
SaferPayments Non Compliance Charge	£15.00	£3.00	£18.00	
SaferPayments Prog Fee	£5.00	£1.00	£6.00	
Monthly Total	£71.45	£11.29	£82.74	

7. WorldPay also charges a fixed transaction fee plus a percentage of the transaction amount processed.
8. Each card type e.g. visa debit has a specific percentage rate, as shown in the table below.

Card Type	Charge Rate per Transaction	% Rate on Amount Processed
Visa Debit	£0.045	0.73%
Visa Credit	£0.045	1.58%
Mastercard Credit	£0.045	1.58%
Mastercard Debit EEA	£0.045	0.73%
Mastercard Debit Int	£0.045	1.58%
Visa Debit - Cardholder Not Present	£0.19	0.73%

Requirements:

9. An analysis has been undertaken of the card machine use between May 2021 and April 2022.
10. A total of 69 transactions were taken over this period with 9 customer not present transactions (CNP).
11. The employees who take the card payments have been spoken to and have confirmed the following is needed in a new terminal:
 - Print Paper Receipts both merchant and customer.
 - Wireless Capability e.g. Usage away from office
 - Manually key card information for payments taken over the phone.
12. Alternatives to WorldPay have been researched, using the above requirements.

Card Terminal Options:

13. The 3 most competitive companies offering pay as you go card terminals are:
 - Square
 - SumUp
 - Zettle
14. All 3 companies offer no monthly fees and no contract term with no setup fees.
15. There is a one-off charge relating to the purchase of the chosen terminal.
16. Each of the companies charge a set % per transaction.
17. The key features of each company are listed below, followed by a summary table.

18. Square

- Square lets you take chip and PIN cards, contactless cards, and other mobile payments like Apple Pay and Google Pay. Square accepts Visa, Mastercard and American Express.
- See deposits in your bank account as soon as the next business day.
- Includes a free point-of-sale app (Works on Apple and Android devices).
- Option to save cards on file
- Can also be used to sell online, by phone and collect payments via invoices

19. SumUp

- Accept Visa, VPay, Mastercard, Maestro, American Express, Diners Club, Discover, and Union Pay via Chip&PIN, contactless, Google Pay and Apple Pay
- Accept No fixed monthly costs
- 100% online application with no contract and no paperwork
- Process 500 transactions on a single charge
- Option to sell online

20. Zettle

- No monthly fee
- Accept VISA, Mastercard, American Express, Diners Club, JCB, Discover, all major debit cards, Apple Pay, Android Pay, Google Pay
- Take contactless payments in under 5 seconds
- Send online invoices
- Send digital receipts and store them all on the cloud
- Deposit earnings from app to bank within 2 business days

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Supporting Paper G

Supplier	Terminal	Terminal Cost	Set Up Fee	Contract Term	Monthly Fixed Fee	Transaction Type	Transaction Fee	Payout	Notes
Square	Square terminal	£178.80	£0.00	None	£0.00	In Person	1.75%	Next working day	Able to print receipts. Able to manually key card details. Website integration available, fees would be online equivalent.
						Online - EEA & UK	1.90%		
						Online - non EEA/UK	2.90%		
						Manually Keyed	2.50%		
SumUp	SumUp 3G + Printer	£178.80	£0.00	None	£0.00	Card Transactions	1.69%	3 Working Days	Stand alone comes with sim card loaded with unlimited mobile data. Able to print paper receipts.
						Invoice	2.50%		
						Payment Link	2.50%		
	Virtual Terminal	£0.00	£0.00	0.00%	£0.00	All transactions	2.95%		A virtual terminal is needed for customer not present payments. There is a £0.25 charge per each transaction for using this method
Zettle by PayPal	Zettle Terminal, Printer and Dock	£238.80	£0.00	None	£0.00	Card Transactions	1.75%	Within 2 working days	Minimum transaction amount is £1 and maximum is £5,000. Customer not present transactions not allowed, the customer would need to be issued a payment link via the app which would incur a 2.5% fee.
						Invoice	2.50%		
						Payment Link	2.50%		
						PayPal QR Code	1.75%		

19. A comparison of charges between WorldPay, Square, SumUp and Zettle for the year May 2021 to April 2022 is below.

Type of Transaction	Card Type	Number of Transactions	Amount Processed	World Pay	Square	SumUp	Zettle
Customer Present	MasterCard Credit	5	£850.20	£13.66	£14.88	£14.37	£14.88
	MasterCard Debit INT	1	£13.00	£0.25	£0.23	£0.22	£0.23
	MasterCard Debit EEA	5	£53.60	£0.62	£0.94	£0.91	£0.94
	Visa Credit	2	£26.00	£0.50	£0.46	£0.44	£0.46
	Visa Debit	46	£937.00	£8.91	£16.40	£15.84	£16.40
	Yearly Total	59	£1,879.80	£23.94	£32.90	£31.77	£32.90

Verification	Card Type	Number of Transactions	Amount Processed	World Pay	Square	SumUp	Zettle**
CNP	Visa Debit	9	£222.00	£3.29	£5.55	£8.80	£5.55
	Yearly Total	9	£222.00	£3.29	£5.55	£8.80	£5.55

20. CNP – Customer Not Present i.e. manually keyed transactions.

	Type of Charge	World Pay	Square	SumUp	Zettle
Monthly Fixed Charges	Min Monthly Acquiring Charge	£15.00	£0.00	£0.00	£0.00
	Mobile Lth Monthly Rent Fee	£28.74	£0.00	£0.00	£0.00
	SaferPayments Managed Service Fee	£15.00	£0.00	£0.00	£0.00
	SaferPayments Non-Compliance Charge	£18.00	£0.00	£0.00	£0.00
	SaferPayments Prog Fee	£6.00	£0.00	£0.00	£0.00
Total of Monthly Charges		£82.74	£0.00	£0.00	£0.00
1 Year		£992.88	£0.00	£0.00	£0.00

All Charges - 1 Year	£1,020.10	£38.45	£40.57	£38.45
Total Savings over 1 Year		£976.10	£970.73	£976.10