

Report No. 3

Report to Policy and Resources Committee February 2015

Credit/Debit card payments

1. Purpose of the report

- 1.1 To advise the committee of a request made by the Community and Town Promotion Committee for equipment to be installed and an agreement entered into to enable payments to be accepted by credit and debit cards.

2. Background

- 2.1 The sales made through the Tourist Information Centre involve the receipt of cash or cheques.
- 2.2 Customers have on occasion expressed a desire to pay by card and when advised that the facility is not available they have either been directed to the cash machines in the High Street or payment has been made by cheque.
- 2.3 A suggestion was made at the Community and Town Promotion Committee that a gallery sale was prejudiced because of the inability to accept card payment.
- 2.4 Staff have been unable to verify the suggestion made in para 2.3 and have no record of losing any sale by virtue of not being able to accept cards. However, there is an increasing expectation that all premises accept electronic payment for goods or services.

3. Proposal

- 3.1 Enquiries have been made about the cost of providing the machine and service, details of which are as follows:

Set up cost (one-off)	£50
Hire of the terminal	£180 per year on 18 month contract
Commission 1.5%	£15 per month minimum

- 3.2 There may be an additional charge of 3p per transaction to verify if sufficient funds or the card presented has been stolen.
- 3.3 The charges shown above are net of Value Added Tax.
- 3.4 In the event that the committee agrees to the request then it is suggested that for payment by a card the minimum spend should be at least £10 per transaction.

4. Financial implications and risks

- 4.1 The financial cost of introducing the facility is included within the report.
- 4.2 Although sales have not been prejudiced by not having the facility there is an increasing expectation that an ability to pay by card is the norm.
- 4.3 The office system will need to be revised to enable payments received to be properly identified but there are no greater risks associated with accepting payment by card that there is by cheque.

5. Recommendations

- 5.1 Members are recommended to consider the request made by the Community and Town Promotion Committee for the introduction of a card payment facility.

Jeff Penfold
Town Clerk
13th January 2015.