

Report No. 4

Report to Policy and Resources Committee April 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.
- 1.2 The committee received an initial report from the Town Clerk in February 2015 and requested further information before making a decision.

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 Staff have been unable to verify the previous suggestion that a sale was lost 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 with fewer customers carrying cash with them.

3. Proposal

- 3.1 Attached as Appendix1 to this report is a table showing the range of costs associated with four suppliers of a system suitable for cashless payments.
- 3.2 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 appendix to 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 and whether or not there should be a minimum spend per transaction.

Jeff Penfold
Town Clerk
31st March 2015.

Appendix 1**QUOTES FOR COUNTER TOP CARD READERS**

SUPPLIER	RENT	DEBIT/CREDIT CARD CHARGE	*PCI DSS	AUTHORISATION CHARGE	CONTRACT	SET UP CHARGE	MINIMUM MONTHLY SERVICE CHARGE
Company A	£14.00 + VAT per month	1.1%	£4.95 per month	3.85p per authorisation	18 months – sole trader/partnership . 36 months if limited company	Free	£24.95
Company B	£17.45 + VAT per month	Credit Card – 2% Debit – 0.75%	£30 annually	3.95p per authorisation	18 months	£75.00	£15.00
Company C	£20.00 +VAT per month	Credit Card – 1.4% Master/Maestro – 18p Visa Debit – 13p + 0.2% American Express – 1.9%	£3.50 per month	2p per authorisation	12 months	£99.00	£15.00
Company C (2)	£265 + VAT per year	“	“	“	12 months	£99.00	N/A
Company D	£180 + VAT per year	Credit/Debit card 1.5%	£3.50 per month	3p per authorisation	18 months	£50	£15.00

*Payment Card Industry Data Security Standard