

How To Check Your Processing Statement Quickly

It is totally amazing to me that so many businesses don't check their monthly statements at all, even to verify that their deposits match their sales. The reason for most is they are just too difficult to understand and they don't have the time to figure them out. However, the consequences of not checking can be very costly. I can tell you that processors do make errors and unless you follow up you will just keep paying and paying. Some recent errors include:

- A client charged \$.55 per Interac transaction instead of \$.055 extra cost in 1 month \$375!
- A client charged as if all of their transactions are non qualified average monthly cost \$125!
- A client charged over \$300 a month for an ad he never agreed to, caught after 10 months after \$3000 in charges!
- A client was charged over \$10,000 in new fees that they were never properly notified of in just 3 months!

Here is a brief (and easy) "How To" check your statement:

1. Compare the daily deposits to your batch reports, if your processor subtracts fees daily you will have to track the difference daily and match it to the total cost on your monthly statement to balance.
2. Compare your Interac per transaction rate to your contract rate.
3. Subtract your Interac and any equipment charges from your total rate and express as a total of your credit card sales. If you see this jumping suddenly any month you should check with your processor to find out why. Note this should be less than 2% depending upon your processing rates. Another note we suggest this way to capture hidden fees.
4. Check each of your statements for notices of changes in fees and contact the Processor to find out what the change will be.
5. Check for "standard" transactions which are transactions made without the card being present and try to keep these to a minimum. These are more expensive to process and you are exposed to more risk of chargebacks.

You will notice that we didn't suggest that you check your credit card processing rates individually. Fact is that most statements currently don't provide that information in an easy to read format. We have

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spread sheets that do all of these calculations for us but generally, if you compare your bottom line costs each month you will know when they go up. Changes are coming to the way statements are setup, it remains to be seen if they help as intended. We have sent suggestions to the FCAC on how to improve the statements we will see where it goes.

These are a minimum of what should be checked each month many business owners and if you are not receiving a monthly statement you should contact your processor to find out how to get them. Some processors give you the option to get an online copy of your statement and do not mail a hard copy. Generally a call to the processor will correct this. You can either opt for a hard copy (usually at extra cost) or find out how to get your statement online. If you don't have access to a computer and can't get statements mailed to you might be time to consider a new processor.

Running any business is all about Return On Investment and I realize a business owners time is limited but the return on the time invested in this monthly check could save you thousands in expense dollars.

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