

TeleCheck

How to Read Your Statement

To help you better understand the terms used in your statement, we assembled a Glossary of Terms.

Account Adjustments

Paid at Store

A payment, payment arrangement or reassignment made directly to subscriber for a bad check after it has been submitted to TeleCheck. (Note: Please call 1-800-366-1054 to report all payments, payment arrangements, returned merchandise or other circumstances as outlined in your Service Agreement. Please include the check-writer's name, ID number, check date, dollar amount of payment and method of payment. Also, please advise the TeleCheck representative taking the payment information whether the item was submitted for warranty reimbursement.)

Recovery Processing Fee

A charge for each check that fails to meet warranty requirements for which TeleCheck elects, at its discretion, to reimburse subscriber as a goodwill item for a specific returned item.

TRS Recovery Fee

A debit or credit due the subscriber resulting from a reported debt collected by TRS Recovery Services, Inc.

Monthly Fees

Check Inquiries

The dollar volume and number of checks entered into the TeleCheck system whether by telephone, electronically or otherwise.

Minimum Charge

The minimum amount of inquiry fees that subscriber shall pay on a monthly basis. If the total fees for subscriber's inquiries for any month are less than the monthly minimum fee, then the monthly minimum fee shall apply.

POS Support Fee

A monthly fee for point-of-sale (POS) support services.

Processing Fee

A monthly fee for handling subscriber's account.

Sales Tax

Depending on the state in which you do business, sales tax may be assessed.

Transactions

The number of check or account authorizations entered into the TeleCheck system whether by telephone, electronically or otherwise.

Non-Recurring Fees

Customer Requested Operator Calls (CROC)

A charge for calls made to the interactive voice response (IVR) system other than those prompted by your point-of-sale (POS) terminal.

Swap Fee for POS Replacement

A charge per equipment item replaced by TeleCheck Warranty.

Reimbursement

The acknowledgment of a check submitted to TeleCheck for warranty.

For more information, call 800-366-1054 to talk with a TeleCheck customer service representative.

