

# Merchant Manual

Effective from: 23 February 2026

All the changes are highlighted **with yellow.**

Main changes are:

- Some modification in Definition section
- Modification of claim/compliant process
- Modification of VAT presentation in the Statements
- Add PEPPOL channel for XML invoice presentation
- Modification of the invoice fulfillment process

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## 1. Summary

### 1.1. Lifecycle overview for navigation

In addition to the table of contents, you will find the topics organised by lifecycle below. You can navigate directly to the relevant section of the document by clicking on the relevant link.

Quick overview

### [1.2. Definitions used in this Merchant Manual](#)

#### [Brief introduction](#)

First steps

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## 1.2. Definitions used in this Merchant Manual

For the purposes of this Merchant Manual, the capitalised terms have the meanings as set out in the Terms and Conditions for the provision of Payment Services, except as defined otherwise hereunder:

**Cards Accepted:** This means all cards – beyond those covered under the settlement terms – that are accepted on KBC Merchant Services Payment’s Payment Terminals, including those issued under third-party agreements.

**Chargeback:** A formal claim initiated by the Cardholder or the issuing bank for contesting a previously completed transaction. Depending on the outcome of the dispute, the transaction amount may be reversed, either partially or in full.

**Cut-off:** The designated end-of-day time for settlement transaction processing. Transactions successfully authorised before the cut-off time are included in the current day’s clearing and settlement cycle. Authorisations completed after the cut-off will be processed on the next day.

**CVC2/CVV2:** The three-digit security code printed on the card, which is used to verify the card in card-not-present transactions, such as online purchases.

**Good Faith Letter procedure:** Where a transaction cannot be settled due to a Merchant-side error, KBC Merchant Services may send a letter requesting the Cardholder to authorise the settlement retroactively through the issuer bank. This is subject to Cardholder’s consent.

**Lost chargeback:** A chargeback is considered lost if the Cardholder and the issuing bank prevail in the dispute and the transaction amount even partially is debited from the Merchant’s account.

**Machine-readable statement:** A data file used for automatic reconciliation by the Merchant, typically provided in XML or similarly structured format.

**Open Balance:** The Virtual Merchant Account (VMA) represents the remaining, or open payout balance of a Merchant unit (e.g. Shop or Company), after the daily settlement has completed in the KBC Merchant Services settlement system.

**PAN:** The Primary Account Number, also referred to as the ‘Card Number’ that appears on the Cardholder’s physical card (FPAN). In the case of tokenised cards, a different Digital PAN (DPAN) is used for security purposes.

**Payment Terminal:** This refers to the electronic equipment – whether built into or separate from the cash desk (including software-only systems) – that is used at the site where the card transaction takes place, for the purpose of processing cashless transactions. The authentication of the card and the Cardholder may be performed by the

issuer via the payment terminal, as may the electronic granting or denial of the authorisation by KBC Merchant Services. Unless expressly provided otherwise, Payment Terminal means both the Payment Terminal and the PIN pad as one unit.

**PIN:** This is the abbreviation for Personal Identification Number.

**PIN pad:** The device used for the secure entry and encrypted transmission of the Cardholder's PIN code. It is either integrated into or connected to the Payment Terminal.

**Rate card:** A list of applicable fees charged by KBC Merchant Services, typically provided as an annex to the Merchant contract.

**Receipt:** A paper receipt containing card transaction data, provided in-line with card scheme regulations. Typically, two receipts are generated: one for the Merchant (also known as a Merchant Receipt and one for the Cardholder (Client Receipt), unless otherwise requested by the Cardholder or mandated by the Card Scheme.

**Settled Card:** Cards defined in the Contract are eligible for settlement. KBC Merchant Services will settle transactions initiated with these cards in accordance with the contractual terms.

**Service company:** A third-party provider designated by KBC Merchant Services to perform Payment Terminal maintenance.

**Shop:** Physical location of a Merchant's place of business.

**Technician:** A local support agent, employed by KBC Merchant Services or an authorised service provider, who visits the Merchant's location when on-site technical assistance is needed.

**TID:** Payment Terminal ID

### 1.3. Introduction

This Merchant Manual (Hereinafter referred to as the 'Manual') is issued by K&H Pénzforgalmi Szolgáltató Kft., (name of foreign company K&H Payment Services Ltd.), with its registered office at 1095 Budapest, Lechner Ödön fasor 9, Hungary, EU VAT number: HU17780120, Company registration 01 09 338123, acting through its Belgian branch with its office at Havenlaan 2, 1080 Brussels, Belgium, VAT BE 1014.238.829, with the commercial name KBC Merchant Services (hereinafter referred to as the 'KBC Merchant Services'). The Terms and Conditions are part of the Master Agreement for Acquiring Services (the Framework Agreement). The Merchant accepts these Terms and Conditions when signing the Master Agreement for acquiring services.

The Merchant is responsible for ensuring that its employees are familiar with and comply with this Manual. Any action taken by an employee is an action deemed have been performed by the Merchant. If such action is not in accordance with procedures set out in the Manual, it will be treated as the Merchant's responsibility. Therefore, we strongly recommend that you review the content of this Manual with your staff and ensure full compliance with the procedures described in it.

## 2. In-shop payment services

### 2.1. Basic information

The Merchant is required to clearly display the availability of card acceptance in the shop, using the stickers and other materials provided by KBC Merchant Services. These items are included in the starter set included in the Payment Terminal starter package.

At a physical Merchant location, the preferred way of communicating acceptance is to display the acceptance marks on a main entry door or on a nearby window. If these locations are not available, the acceptance marks must be displayed so they are seen easily from the outside. When a POS Terminal is present at a Merchant location, appropriate acceptance marks must be displayed on the POS Terminal.

Cards may only be used to pay for actual goods or services sold at the Merchant's premises. It is strictly prohibited to accept cards:

- On behalf of other person or business
- To settle any unrelated debt
- For transactions not specified in the contract.

The Merchant is also required to comply with the BC Group Sustainability Policy Framework, as stipulated in I/7 ii of the Terms and Conditions. Any violation of these provisions may lead to immediate termination of the Contract, as set out in IV.36., Article 2/c of the Terms and Conditions.

KBC Merchant Services or authorised representatives of card schemes may perform test transactions (e.g. mystery shopping) at the Merchant's premises, to assess the actual conditions of card acceptance.

### 2.2. Payment Terminal maintenance

#### 2.2.1 Payment Terminal installation

The appropriate Payment Terminal type (portable/desk) and installation method (plug and play/technician) were selected by the Merchant at Contract signing. If KBC Merchant Services accepts the Contract, an order will be placed for Payment Terminal delivery to the shop address specified in the 'In-shop Payment Terminals' Contract module. The shop's designated contact person will receive an activation email from the Service Company containing the activation code and the transaction password. These credentials are confidential and must be stored securely. They must not be shared with anyone other than the designated staff members. The Service Company will then contact the shop to schedule the Payment Terminal installation. During this call, the Service Company will verify the contact person's identity, the availability of technical support at the shop and confirm the date and time of the visit.

Each Payment Terminal package includes:

- Payment Terminal (inactive)
- Accessories
- TID information
- SIM card (for portable Payment Terminals)
- An external PIN pad (where applicable).

Regardless of the delivery method, the Merchant is responsible for inspecting the package at the time of receipt. If any items are damaged or missing, the Merchant must notify KBC Merchant Services within two business days of delivery.

A step-by-step guide is included in the package to facilitate plug-and-play installation. If additional installation assistance is required, please call the technical support line (+32) 2 303 32 32 and select '1' for technical support. Updated instructions are also available online at: <https://Merchantservices.kbc.be/en/documents> and navigate to the terminal-related section. During installation, please follow the on-screen instructions. For activation Enter the TID and input the activation code that were provided by the Service Company via email.

Note: If the installation is performed by a technician, plug-and-play installation is not required. However, activation of the Payment Terminal is in all cases the Merchant's responsibility.

If the Courier delivery or Technician delivery fails to complete due to a reason attributable to the Merchant (e.g. the shop is closed, the contact person is unavailable or the technical contact is not present), the cost of any repeated installation attempt(s) will be charged to the Merchant.

### 2.2.2. Daily maintenance

Please ensure all Payment Terminal parameter and software updates initiated by the host are supported, by following the instructions below:

- Do not power off the Payment Terminal, even when the shop is closed
- Wait until all downloads and installations are fully completed
- Do not interrupt the update process.

In many cases, updates are introduced for the benefit of the Merchant or are part of an amendment agreed between the Merchant and KBC Merchant Services, while some updates may include system patches. If the Merchant permanently refuses or disables a remote update, the cost of any resulting on-site technical intervention – and potential non-compliance penalties – will be charged to the Merchant. KBC Merchant Services reserves the right to terminate the Contract if critical updates are refused and proper operation of the Payment Terminal cannot be guaranteed.

The most recent versions of the Payment Terminal user manuals, Payment Terminal-specific instructions and software-specific guides are available on the KBC Merchant Services website. Please make sure to always refer to the latest available version, available at <https://Merchantservices.kbc.be/en/documents> (see the Terminal-related section).

### 2.2.3. Payment Terminal failure

In the event of a technical issue, please call the support line (+32) 2 303 32 32 and select '1' for technical assistance. Please identify yourself, describe the problem and respond to the Remote Customer Support agent's questions. The Remote Customer Support agent will attempt to resolve the Payment Terminal issue remotely. Your cooperation in this process is appreciated.

If the issue cannot be resolved remotely, you may request a Payment Terminal replacement. You can choose one of the following options:

- (1) Courier delivery – The faulty Payment Terminal will be collected, and the replacement Payment Terminal will be delivered for you to install using the plug-and-play method (default option).
- (2) Technician delivery – A technician will visit to swap and install the replacement Payment Terminal at your location. Please inform the Remote Customer Support agent if you would prefer this option.

**Important:** If you opt for Courier delivery, please ensure that the faulty Payment Terminal is handed over to the courier delivering the replacement device. The Payment Terminal should be returned without accessories, unless the Remote Support agent instructs you otherwise, based on their technical analysis. If you request a Technician delivery, an additional installation fee will apply.

Where the Payment Terminal failure has been caused by the Merchant (e.g. due to physical damage, improper handling or lack of access), the cost of repair or replacement will be charged to the Merchant.

## 2.3. Transaction management in Payment Terminals

This section provides an overview of how card transactions are processed through the Payment Terminal.

### 2.3.1. Accepted brands

The Payment Terminals support the following card brands:

- Bancontact
- Mastercard, including all sub-brands owned by Mastercard, such as:
  - Maestro
  - Debit MasterCard
- VISA, including all sub-brands owned by VISA, such as:
  - VISA Electron
  - vPay
  - Visa Debit.

Bankcards issued in the EEA can be both visually and electronically identified as business or consumer, prepaid, debit or credit cards. Issuers of tokenised cards are also required to display these features on the card image. Alternatively, our Payment Terminals are also able to identify the card type. Additionally, the acceptability of the card can be determined at POS by the Merchant/Merchant representative (i.e. a staff member). There is otherwise no basis for differentiated service. In other words, if you accept credit cards, you should also accept **credit** cards issued outside Belgium.

In case of multi-branded cards, you can select from the options to enable the Cardholder's choice of brand, where more than one card brand is accepted by the Payment Terminal.

### 2.3.2. Default transaction types

The following transaction types are available to all Merchants, by default:

- Purchase (Sale) transaction – Used to execute Cardholder payments for goods or services
- Reversal (Cancellation) transaction – Used to cancel previously authorised transactions executed before the daily cut-off time. This option is available only for purchase transactions.

**Important:** If a reversal is refused by the host (e.g. in case of Bancontact transactions **or reversal** after cut-off), please process the **reversal as a** refund instead, if your Payment Terminal supports this function.

Printed receipts **for the most recent transaction** for both the Merchant and the Cardholder can be re-printed by default using the Payment Terminal's menu options. Transaction totals and history can also be checked on the Payment Terminal (or in the Merchant Zone).

### 2.3.3 Optional transaction features

In addition to the default transaction types, the following optional features may also be available:

- Refund (Return or Payback) – Used when the Cardholder requests the reversal of a previous transaction, either partially or in full, even after several days or weeks of the original transaction.

- **Note: The same card must be presented as was used for the original purchase. Original credit transactions (i.e. refunds without a linked sale) are not permitted.**
- Tip management – Primarily used in the hospitality sector (e.g. restaurants). An additional amount (e.g. a tip) may be added to the base amount of the bill, up to a maximum of 25% and with an absolute limit of 1 000 euros per transaction. The tip is listed separately on the printed receipt but appears together with the base amount during settlement.
- Reference Field (Variable Symbol) – This text field allows the entry of up to 30 characters of free text for transaction identification. This information appears in the machine-readable statements and transaction data and can assist in reconciliations within your back-office systems via the Merchant Zone.

#### 2.3.4. PCI Requirements

You must comply with the requirements of the Payment Card Industry Data Security Standard (PCI DSS) when performing transactions.

The PCI DSS is the standard for physical and information security in the payment card industry that requires all Merchants, service providers and acquirer banks that store, process or transmit payment card transaction data to comply with the PCI DSS security standards. The PCI DSS aims to limit the risks of leakage of such data and thus prevent its possible misuse. The PCI DSS is a model framework for ensuring security reflects best practice in order to minimise the risk of data theft.

The Merchant is responsible for the protection of Cardholder data, especially at the point of sale, and for any transfer of such data to the cash register or other computer software system. The setup and security of the systems must be handled in such a way that Cardholder data is not compromised, including the systems of your suppliers. In order to minimise the possibility of sensitive data being stolen, best practice is to not store any card data whatsoever. Such data includes PAN, Cardholder's name, expiry date, etc. Sensitive authentication data, such as CVV/CVC, PIN code, full Track-1 or Track-2 information, etc., should never be retained.

##### **PROTECT SENSITIVE DATA, IN PARTICULAR:**

- In the area where paper receipts from the terminal are stored (if they contain data).
- In the cash register or computer software system (if data are transmitted).
- In security camera recordings (the terminal keypad/PIN Pad for PIN entry must not be recorded or scanned).
- In the records of the Merchant's wired and wireless connections.

Please follow the key rules below:

Do not collect, store or write down any Cardholder or payment data unless explicitly instructed to do so by this Manual. If storage or processing is permitted, always follow the requirements strictly as outlined in this Manual or official amendments to this Manual.

#### 2.4. Card-present transaction flow

The way a transaction is processed may vary slightly, depending on the Payment Terminal type or model. For the most accurate and up-to-date description, please refer to the product-specific guides available here: <https://Merchantservices.kbc.be/en/documents> (see the Terminal-related section).

##### 2.4.1. Card usage

Payment Terminals typically support four methods of card input:

- Contactless (EMV)
- Chip (EMV)
- Magnetic stripe

- Manual entry via keypad.

#### Preferred order of payment types

- Contactless (tap-and-pay transactions) – This payment type is required for tokenised cards and should be the default type for all transactions. Merchants should not touch the card or the device. Let the Cardholder tap their card to the device themselves.
- Chip (card insertion) – Where contactless payment is not available or fails, insert the card into the chip reader. The Payment Terminal will guide the process from this point.
- Magnetic stripe (swipe) – If the above two methods are unavailable, you may swipe the magnetic stripe, if **this method is permitted**.
- Manual entry – Entering card data manually is only permitted if your Payment Terminal is specifically configured to allow it.

#### Cardholder Verification Method (CVM)

During a transaction, the authentication process may be initiated using one of the following CVMs:

- No authentication – For low-value contactless payments under the CVM limit
- Device-based authentication – For devices such as mobile phones, smartwatches, etc., where tokenised cards are stored in a secure environment
- Two-step verification – In some cases, the Cardholder receives a message after the first tap and must confirm the transaction with a second tap
- PIN-based authentication – The Cardholder must enter their PIN using the Payment Terminal's PIN pad.

In all cases, authentication is performed automatically. If successful, the transaction proceeds without further action from the Merchant.

#### Signature-based authentication

While signature-based authentication is not permitted for payment card acceptance in the EEA region, in very rare cases – typically involving a proprietary card with a magnetic stripe only – authentication must be performed by the Merchant, based on the Cardholder's signature. In such cases:

- The receipt will include a designated signature field.
- The Cardholder must sign the receipt.
- The Merchant must compare the signature on the slip with the one on the signature panel of the card.
- If the signatures do not match, the transaction must be stopped or reversed.

#### 2.4.2. Sale (Purchase) transactions

##### To process a sale/purchase transaction:

- Select the 'Payment' function from the Payment Terminal menu.
- You have the option of entering a reference (up to 30 characters, which may include letters, numbers or special characters).
- Enter the amount of the goods/services (excluding tip), ensuring it is between the minimum and maximum allowed values.
- You now have the option of adding a tip.
- Present the total amount (base amount + tip) to the Cardholder.
- The Cardholder should tap their card or device (containing a tokenised card) on the contactless reader.

#### Authentication and authorisation flow

The authentication process depends on the CVM requirements:

- If authentication is not required (e.g. the amount is below the CVM limit), the transaction proceeds without further steps after authorisation.
- If authentication is required, it must be completed before the transaction continues. There are three authentication methods:
  - PIN-based authentication: The Cardholder enters their PIN on the Payment Terminal.
  - Device-based authentication: The Cardholder verifies the transaction on their device (e.g. with biometrics or passcode).
  - Two-step verification: The Cardholder may need to confirm the transaction with a second tap or biometric confirmation.
- **In the rare event that signature-based authentication must be used, it exclusively applies to cards bearing only a magnetic stripe. To perform this authentication, follow the 'Signature-based authentication' instructions above (Section 2.4.1).**
- Once the authorisation is complete and the transaction is finalised:
  - The Payment Terminal screen displays an 'Approved' message.
  - A receipt is printed by default:
    - One copy for the Cardholder
    - One copy for the Merchant (e.g. for signature-base authentication).

If the transaction is declined:

- The reason code and description will appear on the POS screen.
- The same information is printed on the receipt.
- Always check the reason code before proceeding to any further action.

Special Cases

- If the contactless method fails, you may retry using the chip reader.
- If a card is declined in contactless mode, retry the transaction with the chip-and-PIN method to initiate a new authorisation. The reason code will then be displayed/printed.
- Magnetic stripe usage is not permitted for EEA-issued cards. However, some cards issued outside the EEA or proprietary cards may lack a chip and rely solely on the magnetic stripe (magstripe). In such cases:
  - Magnetic stripe use is allowed.
  - Authentication must be performed via PIN code or signature, as applicable.
  - If signature is used, the Merchant's copy of the receipt is always printed.
- If a copy is requested, it can be reprinted.

### 2.4.3. Refund (Return) transactions

A refund transaction allows the Merchant to return funds to the Cardholder, either partially or in full, based on a previous sale.

To initiate a refund:

- Select the 'Refund' function from the menu.
- Optionally, enter a reference (up to 30 characters – letters, numbers or special characters).
- Enter the amount to be refunded (this may equal the full or partial transaction amount). **In case of Bancontact the maximum amount of the refund is 3 000 euros.**
- Enter your transaction password.
- Present the amount to the Cardholder.
- The Cardholder must use the same card as used in the original sale.
- The card or device should be tapped on the contactless reader of the Payment Terminal.
- Upon successful authorisation:
  - The Payment Terminal displays an 'Approved' message on the Payment Terminal screen

- A receipt is printed automatically.
- If the transaction is declined:
  - The reason code and description appear on the screen and are printed on the receipt
  - Check the reason code before proceeding.

**Please note:**

- If the contactless mode fails, you may retry the refund using the chip reader.
- Magnetic stripe usage is not permitted for cards issued inside the EEA. However, proprietary cards or non-EEA cards without chip may still permit magnetic stripe usage.

#### 2.4.4. Cancellation (Reversal)

A cancellation (or reversal) is used to void a previous sale transaction before cut-off.

To cancel a transaction:

- Select the 'Cancellation' function from the Payment Terminal menu
- Select the original purchase transaction to be cancelled
- Enter the authorisation code
- Enter the original amount (only the full amount should be entered)
- Enter your transaction password
- The cancellation must be performed with the same card used for the original transaction
- A receipt is printed by default.

**Important:**

If cancellation is not permitted, process a refund transaction instead. This applies in cases such as Bancontact or when the original transaction took place before a previous cut-off (time).

#### 2.5. Face-to-face (F2F) POS acceptance

This section applies to Merchants who signed the 'In-shop, face-to-face acquiring services' Contract Module. F2F POS acceptance features and functions include:

- If the contract specifies 'debit only', then only debit consumer cards (including those issued outside Belgium) are accepted on KBC Merchant Services Payment Terminals. **Bancontact brand commercial debit products are also accepted.**
- This restriction must be clearly displayed near the cash register or Payment Terminals.
- If the contract allows 'all cards', then commercial, credit and pre-paid cards (even those issued outside Belgium) are also accepted and settled.
- **Manual entry of card data is not allowed.**
- The following transaction types are available:
  - Sale (purchase/payment)
  - Cancellation (transaction reversal) **excluding Bancontact cards**
  - Refund (return) – only upon request and using the KBC Merchant Zone Contact Us module.
- With tip-enabled Payment Terminals, Merchants may add a tip of up to 25% and to a maximum 1 000 euros per transaction.

#### Transaction refunds by telephone or the Merchant Zone

The refund function will not available via the Payment Terminal during the Friends-and-family pilot phase. You can initiate refund by phone (tel.: +32 2 303 32 32) or through the KBC Merchant Zone.

If a manual refund is requested by phone or the KBC Merchant Zone, the Merchant must state or send the original transaction details exactly as they appear on the transaction receipt or in the Merchant Zone Transaction menu. The relevant details include:

- Shop ID/Payment Terminal ID

- Date and time
- Source transaction ID
- Authorisation code
- Original amount
- Requested refund amount (must be less or equal to the original transaction amount).

For approval purposes, KBC Merchant Services may request confirmation and additional documents via the Merchant's registered email address.

**Important:**

Merchants must never ask for, write down or store any payment card data used by the Cardholder during F2F transactions.

## 3. Value-added Payment Terminal services

### 3.1. Accepted but not settled cards (e.g. closed-loop prepaid cards or meal vouchers)

In addition to settled cards, you may accept other cards via KBC Merchant Services.

To do so:

- You must contract directly with the issuer of the additional card brand (but only after you have agreed an acquiring contract with KBC Merchant Services).
- After obtaining the Payment Terminal ID (TID) from KBC Merchant Services, ask the issuer to configure the Payment Terminal for that brand.
- Transactions are sent to the card issuer's host for authorization.
- The card issuer is responsible for settlement.

**Important:**

- KBC Merchant Services accepts these cards at the Payment Terminal based on third-party setup information.
- Transactions are forwarded to the issuer-defined location.
- KBC Merchant Services is not responsible for contract terms, conditions, settlements or complaints regarding these cards.
- If issues arise, please contact the card issuer's support team.

Currently supported, 'accepted but not settled' card brands are:

- Pluxee
- Edenred
- Monizze.

## 4. Settlement

### 4.1. Transaction processing

All electronic transactions performed with the Payment Terminal are automatically submitted to KBC Merchant Services for settlement.

The daily settlement process follows these steps:

- Online transactions are automatically submitted.
- Centrally initiated transactions (e.g. manual transaction entries requested by the Merchant, chargebacks and corrections) are submitted using the end-of-day process.

- All the eligible transactions executed before the cut-off are collected and processed in the end-of-day batch.

Central processing includes:

- Submission to the relevant card scheme(s)
- Calculations of fees and commissions payable by the Merchant
- Execution of the financial settlement (payout to the Merchant)
- Discrepancy checks (where necessary).

Please note:

The end-of-day processing runs every calendar day. Payout is executed only on business days, as defined in the Terms and Conditions.

If the value of debit transactions (e.g. chargeback or refund transactions) exceeds the total amount due to the Merchant, the open balance amount will be deducted from the next payout.

For example:

- If the Merchant has a positive balance, it is paid out.
- If the debit items exceed the credit turnover, **daily payout would be zero and** the resulting balance will be carried forward and deducted from the next payout(s). If this is not possible, KBC Merchant Services may initiate settlement.

Payout Frequency

KBC Merchant Services performs payouts daily, as defined in Section I/11 of the Terms and Conditions. In practice, card turnover is paid out on the next working day.

For example:

- Transactions processed on Friday, Saturday and Sunday are paid on Monday collectively, if Monday is a business day.
- If Monday is a bank holiday, then the payout (for all four days' worth of transactions) will be made on Tuesday.

Payouts are made to the Merchant's bank account indicated in the contract. The bank account must be a Euro account with KBC or CBC in Belgium.

## 4.2. Settlement model

In the net settlement model, all applicable commissions and commission adjustments are deducted before the Merchant receives the payout. In summary:

- KBC Merchant Services calculates all transactions and commissions daily.
- Other items such as chargeback, refund or correction transactions are also applied on a daily basis.
- Only the net amount (i.e. gross transactions less commissions and debit items, plus commission credits, including VAT, where applicable) is transferred to the Merchant's account.
- VAT is calculated on **transaction based and deduct from the payout as well.**
- Fees are invoiced separately (see Section 5.7) and are therefore not deducted from the payout.

## 4.3. Commission calculation

KBC Merchant Services applies commission fees to transactions processed through its Payment Terminals **or generated manually in back-end systems**, based on the contractually agreed pricing structure. Commission is always subject to VAT.

The commission applies to the following transaction types:

- Sale (purchase)
- Refund.

If a transaction is reversed, the related commission is accordingly also reversed.

#### 4.3.1. Basic calculation

Commissions are charged based on transactions initiated by the Merchant or KBC Merchant Services on the Merchant's behalf. These commissions are settled between KBC Merchant Services and the Merchant and VAT is always applied.

Commission may be calculated in one of the following ways:

- As a fixed amount per transaction (i.e. X euros for each transaction)
- As a percentage-based amount (i.e. Y% of the transaction amount)
- According to a mixed-model combining the above two methods (i.e. a fixed amount + percentage (X euros + Y%).

If a 'surplus' is stipulated in the contract, all applicable commission elements (fixed amount and percentage) are added together.

For example:

If the base commission is 0.12 euros (fixed amount) for domestic debit consumer card and a 1.20% surplus applies to domestic debit commercial cards, the total commission is 0.12 euros + 1.20% of the transaction amount. Please note that tiering does not apply, the fixed amount remains 0.12 euros.

Percentage-based commissions are calculated on the full gross amount of the transaction (e.g. base amount + tip) and are rounded to two decimal places. Fixed commissions are also calculated in euros and displayed to two decimal points.

**Commission for merchant with net settlement model must be up to the transaction amount. For example:**

- If the transaction amount is 0.02 euros
- and the minimum fee is 0.04 euros (+ 0.01 euros VAT)
- then the full commission is 0.02 euros, including VAT.

#### 4.3.2. Reversal, Rejection and Chargeback transactions

In case of reversed or rejected transactions, KBC Merchant Services will also reverse the originally calculated amount of the corresponding commission fee.

For example:

If the original transaction amount was 100 euros, the applied commission + VAT equalled 1 euro and the net original credited amount was 99 euros, then a reversal will result in a debit of 99 euros and a reversal of the 1-euro commission + VAT.

If the reversal is partial, the commission is adjusted proportionally, based on the reversed amount.

For example: If the original transaction was 100 euros and only 10 euros was reversed, the corresponding commission refund will be  $10 \text{ euros} / 100 \text{ euros} * 1 \text{ euro} = 0.10 \text{ euros}$ , therefore 0.10 euros will be credited back and 9.90 euros debited.

In the case of a lost chargeback, the full transaction amount will be debited (100 euros, in this example).

If any transaction-related fees apply (as defined in the Terms & Conditions, Merchant Manual, Rate Card or other official KBC document), they will be calculated in addition to the commission (e.g. a lost chargeback fee or manual transaction processing fees).

### 4.3.3. Tiering

If tiered pricing is included in the contract, discounts are applicable in a stepped manner, based on the number of sale (purchase) transactions performed during the month **for only those transactions group which is defined in the Agreement**. Only sale transactions are eligible. Other types (e.g. refunds or reversals) are excluded.

For example:

If Tier One covers 0–500 transactions with a commission of 0.12 euros and any volume over 500 transactions is charged at a reduced rate of 0.08 euros, then:

- A Merchant with 800 transactions between 01–30 June will pay:
  - (0-500) x 0.12 euros = 60 euros
  - (501-800) x 0.08 euros = 24 euros
  - Total = 84 euros

#### Important:

- Reversal, rejection, chargeback and refund transactions are excluded from the tiering calculation.
- If a transaction from a lower tier is later reversed or charged back, the next eligible sale transaction is charged using the same (lower) tier's rate (e.g. 0.08 euros in the above case).
- Tiering does not apply to refund transactions. They are covered by a different commission model.  
**If tiering is applied only, for example, to domestic consumer debit cards transactions, a higher (0.12-euro) fixed commission (in addition to the percentage-based part) will always be applicable to commercial cards and consumer cards outside Belgium.** For more information, we reference the MIF table: <https://Merchantservices.kbc.be/en/documents> (see the Contract-related section).

## 4.4. Fees

### 4.4.1. Payment Terminal-related fees

#### 4.4.1.1. Recurring fees

Recurring Payment Terminal fees are charged on a regular basis, typically monthly. VAT is always applied. All recurring fees are invoiced and collected after monthly invoice generation.

The recurring fee is charged after the first full month of service, while the last invoice issued is for the final calendar month in which the contract termination becomes effective.

For example:

If the contract is signed on 15 January, and the Payment Terminal is installed on 20 January, the first invoice will be for the month of February and will be issued 1 March.

If the contract is terminated on 15 June in the following year, with the termination effective on 31 July, the last invoice will be for the month of July and will be issued on 1 August.

If the contract is terminated with immediate effect on 15 June in the following year, the last invoice will be issued on for the full month of June will be issued on 1 July.

#### 4.4.1.1.1. Payment Terminal maintenance fee

The POS Payment Terminal maintenance fee is charged if the Merchant selected the purchase option in the contract, referred to as the 'In-shop terminals' module.

The monthly fee depends on the Payment Terminal type and applies regardless of whether the Payment Terminal is new or a replacement unit and covers the full lifecycle of the contract.

It includes:

- Software maintenance and remote updates
- Remote diagnostics and troubleshooting

- Support by technical call centre
- Payment Terminal replacement (via courier)
- Payment Terminal repairs (where damage is not due to Merchant fault)
- SIM card for portable terminal.

#### 4.4.1.1.2. Payment Terminal rental fee

The Payment Terminal rental fee is charged if the Merchant selected the rental option in the contract. The monthly fee amount depends on the Payment Terminal type and includes the maintenance fee (see Section 4.4.1.1.), which is a standard contract clause.

#### 4.4.1.1.3. Minimum Payment Terminal maintenance fee and Payment Terminal rental fees

A minimum fee applies if the Merchant terminates the contract before the (12-month) minimum contract term ends, as defined in the Agreement (see IV/36.2 in Terms and Conditions).

If termination occurs before the minimum contract term ends:

- The remaining period up to the end of the minimum contract term will still be invoiced in full.
- Any promotional discounts granted at the beginning of contract (e.g. free months or reduced rates) will be revoked and charged retroactively.
- The monthly recurring fees (i.e. the rental or maintenance fee) will be charged for each remaining month, even if the Payment Terminal is returned earlier.
- No pro-rata or partial refunds are applicable for unused service periods within the minimum term.
- The total due at termination includes both:
  - the full fees for the remaining period
  - the reversed discounts granted earlier.

For example:

- The contract includes a maintenance fee of 12.00 euros/month with six-month free period
- The Merchant terminates the contract in the ninth month
- The remaining three months' maintenance fees (for months 10–12): 3 x 12.00 euros = 36.00 euros
- The originally free six months now also charged retroactively: 6 x 12.00 euros = 72.00 euros
- Total amount charged at termination: 36.00 euros + 72.00 euros = 108.00 euros.

This policy ensures fair cost recovery for the provided services and waived fees during the initial period.

#### 4.4.1.2. One-time fees

One-time fees are typically charged on a monthly invoice basis, after the relevant service or event has occurred (ex post). VAT is always applied.

##### 4.4.1.2.1. Installation by technician

If the Merchant has selected the 'Installation by a technician' option within the 'In-shop terminals' module, a one-time installation fee will be charged for each Payment Terminal installed by a technician. This fee also applies in the following cases:

- If a Payment Terminal becomes faulty and is replaced by a technician
- If the contract is terminated, and the Payment Terminal is uninstalled and returned to KBC Merchant Services by a technician.

##### 4.4.1.2.2. Installation by technician – additional Payment Terminal

If more than one Payment Terminal is installed at the same shop location at the same time, a reduced installation fee will apply for each additional Payment Terminal.

The reduced fee is also applicable if the contract is terminated and the second and additional Payment Terminals are collected and returned by the technician **from the same place at the same time for return** to KBC Merchant Services.

#### 4.4.1.2.3. Payment Terminal purchase

If the Merchant has selected the 'Purchase' option in the 'In-shop terminals' module of the Contract, an invoice will be immediately issued, based on the unit fee and the number of Payment Terminals purchased. VAT is always applied. The Payment Terminal purchase is independent from any monthly Payment Terminal-related fees.

#### 4.4.2. Transaction-related fees

Transaction-related fees are always one-time charges. If a specific fee is defined, it will be applied in addition to the standard commission.

If no specific amount is mentioned in this Manual, the applicable fee is determined according to the Rate card referred to your Merchant Contract. VAT is always applied.

##### 4.4.2.1. Lost chargeback fee

If a chargeback is initiated by the Cardholder (issuer) and the case is lost **even partially** due to Merchant fault, KBC Merchant Services has the right to apply a Lost Chargeback Fee. This fee is transaction-based and applies to each failed chargeback case.

##### 4.4.2.2. Good Faith claim fee

If a Merchant does not receive the funds for goods or services delivered – due to Merchant error – but the goods or services have already been received or consumed by the Cardholder, the Merchant may request the initiation of a Good Faith Letter procedure from KBC Merchant Services.

KBC Merchant Services will initiate the claim process if the following conditions are met:

- The claim is officially submitted
- All relevant documentation and evidence of the transaction(s) are provided during validation
- The claimed amount exceeds 100 euros (per transaction)
- Good Faith Claim fee must be paid in advance to KBC Merchant Services.

KBC Merchant Services will only initiate this process after the Cardholder has accepted the settlement request contained in the Good Faith Letter.

If the requested amount is not recovered, no settlement will occur between the Cardholder and the Merchant.

The Good Faith Claim fee is non-refundable, regardless of the outcome.

#### 4.4.2.3. Manual transaction processing fee

If a Merchant is unable to complete a transaction on the Payment Terminal (e.g. purchase, reversal or refund), they may submit a request to KBC Merchant Services via the Merchant Zone/Contact Us menu. The transaction can be processed manually in KBC's back-end systems as a correction, provided that all relevant supporting documentation is submitted.

KBC Merchant Services will only process such a transaction on the Payment Terminal if the request and documentation meet the required standards set by the Card Scheme, as well as the relevant rules.

KBC Merchant Services reserves the right to perform transaction corrections even in the absence of a specific request from the Merchant. However, the Manual Transaction fee will only apply if the correction is required as a result of a Merchant request or fault.

#### 4.4.3. Contractual penalties

KBC Merchant Services reserves the right to charge the following penalties, as defined in the Terms and Conditions or in this Merchant Manual:

- Damaged or lost rental Payment Terminal fee: If the Merchant rents the Payment Terminal and it is either not returned upon contract termination or it is damaged or destroyed due to Merchant fault a penalty charge will result.

- Non-compliance fee: Any penalty charges received from Card Schemes due to the Merchant non-compliance may be passed on to the Merchant.

VAT is not applied to these penalties.

If a purchased Payment Terminal is lost or damaged, the Merchant must cover the cost of a replacement device.

#### 4.5. Commission and fee corrections

In addition to regular transaction corrections (see Section 4.1), KBC Merchant Services may apply commission or fee corrections for discrepancies. If a correction is made, written notification or documentation may be provided or the change will be reflected in the next statement or invoice. The correction may result in a debit or credit from the Merchant's perspective, depending on the adjustment required.

All commission-related corrections are reflected in the statement and, where applicable, on the pro-forma invoice (where the original commission and the correction fall in different invoice periods). From a payout perspective, the corrected amount is handled like a normal commission, with the appropriate adjustment.

If a fee correction is made within the same invoice period, it will not appear separately on the invoice. However, if the original fee was already invoiced, the correction will be listed in a subsequent invoice.

For more information, please consult the Rate card available at <https://merchantservices.kbc.be/en/documents> (Contract-related section) or **the relevant fee list associated with your Merchant Contract**.

#### 4.6. Statements

KBC Merchant Services provides official statements regarding transactions and commissions. These statements are issued to the Merchant exclusively in electronic format via the Merchant Zone.

##### 4.6.1. Types of statements

The Merchant can choose between two types of PDF statements:

- Detailed (transaction-based): Each transaction and the corresponding commission are listed individually
- Summarised (aggregated): Transactions and commissions are presented as daily or periodic totals.

By default, the daily detailed PDF statement is enabled to support reconciliation between Payment Terminal transactions and payouts. If the Merchant wishes to switch to another statement format, a contract modification must be requested.

Additionally, Merchants may request machine-readable XML statements generated daily. These can also be delivered via the Merchant Zone.

All statements are generated per shop by default.

##### 4.6.2. Frequency

Statements are generated in alignment with payout frequency and only on business days. If a business day is missed due to a weekend or holiday, the next available statement includes all data from the missed period.

For example:

- Daily frequency: Statements are generated Monday through Friday. On Monday, a statement is created for Friday to Sunday transactions. If Monday is not a business day, the next statement **is generated on Tuesday, and it** will include data from Friday through Monday.

- Weekly frequency: Generated on Mondays (or the first business day of the week) and covering the previous week's (including any Bank holiday) transactions. If Monday is not a business day, the next statement will include data from the previous Monday through to and including the Bank Holiday.
- Monthly frequency: Generated on the first business day of the following month. If this is not a business day, the following statement will include data from previous month's first business day through to and including the last Bank Holiday.

#### 4.6.3. Merchant's open amount reflected in the statement

A statement is generated even if the total debit amount equals or exceeds the total credit amount. In such cases, the resulting amount in the statement will be zero or negative, meaning no payout (actual transfer) is made or a direct debit (e.g. SDD) may even be initiated.

If the Merchant enters a positive balance due to transactions on subsequent days, the statement will reflect **only the new transactions**. However, any outstanding negative balance (debit) from the previous days will be deducted before payout.

For example:

If on Tuesday the Merchant has a -100 euros balance (due to refund transaction), a statement is generated showing -100 euros, but no financial transfer is made. If on Wednesday the Merchant generates a +300-euro positive turnover, the statement will reflect a 300-euro payout, of which only 200 euros will be paid out, as 100 euros will be deducted for the prior debit.

#### 4.6.4. Statement contents

##### 4.6.4.1. Detailed PDF

The detailed PDF statement consists of a transaction-based section and a summary section.

##### Transaction-based section

The transaction-based section includes a breakdown per brand, card type, issuer region, TID and processing date, as follows:

- Transaction date: The original date of the transaction at the Payment Terminal
- Authorisation number: A 5–6-character code generated for the transaction during the Authorisation process
- Card number: the truncated PAN, showing only the first 6 and last 4 digits with the remaining digits indicated by stars (\*)
- Transaction amount: the total gross amount of the transaction
- Interchange fee: amount paid to the issuer via Card Scheme
- Acquirer fee (optional): only shown in case of MIF++ pricing, otherwise this is marked as 0
- Scheme fee (optional): only shown in case of MIF++ pricing, otherwise this is marked 0
- Total commission: the total commission charged to the Merchant, **including** VAT
- Payment amount: transaction amount minus the total commission, **including** VAT
- Comment (optional): text or ID for transaction identification.

Note:

- Currency of the transactions are in the header of the statement
- All amounts are shown without the '+' sign
- Commission amounts are displayed without the '-' sign
- If the transaction is debited, then the '-' sign is used everywhere.

##### Summary section

At the end of the PDF, a summary by payout is provided, grouped by:

- Payment date
- Payment ID
- Shop ID
- Payment Terminal ID
- Transaction date.

Transaction amount, total commission and payment amount are summarised in separate columns. Payment amount is the gross amount less the total **commission including VAT**. The total summarised payout amount is the gross transaction amount less the total commission, **including** VAT.

Finally, there is an overview broken down by card groups (i.e. brand and card type, as it appears in the detailed view, including commission and interchange fee information).

#### 4.6.4.2. Aggregated PDF

The Aggregated PDF provides an overview summary of:

- Turnover
- Total commission **including VAT**
- Any applicable corrections.

The summary covers the entire reporting period (e.g. monthly), with no breakdown by payment date or Payment Terminal ID.

Example:

A monthly aggregated PDF will **contain** the total transaction values and commissions processed within that month, without any daily breakdown.

Additional summary rows include:

- Turnover, commissions, interchange fees are grouped by
  - Brand
  - Card types
  - Issuer region.

Please note:

- Scheme fee and Acquirer fee are displayed only where MIF++ pricing is applicable and are otherwise listed as 0.
- This format does not include transaction-level details, only totals for the period.

#### 4.6.4.3. XML statement

The XML statement contains detailed transaction-level information in a machine-readable format (XML structure), suitable for automated processing.

It includes:

- Company and shop data
- Transaction-level data (similar to the detailed PDF)
- Card type
- Issuer region
- Debit/credit indicator for transaction and commission.

If a reference field (also known as variable symbol) was entered during the transaction, it will also appear in the XML output.

Please note:

This statement is typically used for automated back-office integrations or custom reconciliation processes.

Although it is a machine-readable format, the XML file can also be opened with applications such as Excel, for reviewing purposes.

For detailed description we refer to: <https://Merchantservices.kbc.be/en/documents> (See the Service-related section).

## 4.7. Invoices

All invoices are issued in electronic format only and

- PDF format is delivered via the KBC Merchant Zone
- XML format is delivered via PEPPOL.

The invoice is the official accounting document for the Merchant and includes all fees and commissions charged by KBC Merchant Services. Invoices reflect the contractual financial obligations during the invoicing period.

### 4.7.1. Monthly invoices

Monthly invoices are generated using the data from the current month and are issued on the first business day of the following month. These invoices contain:

- Commissions
- Recurring fees
- One-time fees
- Ad-hoc fees (these are pre-defined in the fee section but may be issued as ad-hoc items).

KBC Merchant Services issues two monthly invoices:

- a pro-forma invoice for commissions and summarised VAT amount for Merchants with net settlement model:
  - These amounts are already deducted from the payouts on a daily basis.
  - The invoice is issued for accounting purposes only and no payment is required.
- Invoicing for all other fees collected via SEPA Direct Debit:
  - All recurring fees, one-time fees and ad-hoc fees are shown, grouped by fee type.
  - Totals include the total amount, total VAT amount and the total payable amount (Total amount + VAT amount).

### 4.7.2. Ad-hoc invoices

Ad-hoc invoices are generated immediately after the corresponding fee-generating event occurs. These invoices are not tied to the monthly billing cycle and cover specific, one-time items such as Payment Terminal purchases or contractual penalties. These invoices to be paid via SEPA Payment by due date.

#### 4.7.2.1. Payment Terminal purchase

If the Merchant selects the 'Purchase' option in the 'In-shop terminals' module of the Contract, an invoice is generated immediately, as follows:

- If multiple Payment Terminals were purchased at once the full amount is included in a single invoice
- VAT is applied, and the invoice displays the total amount, VAT and the amount payable.

#### 4.7.2.2. Contractual penalties

In case of contractual breaches, resulting penalty fees such as non-compliance fees or lost or damaged Payment

Terminal fees are charged in a separate invoice, which is issued immediately. VAT is not applied to these fees.

#### 4.7.2.3. Credit notes

If the Merchant disputes an invoiced amount, they should contact KBC Merchant Services via the Contact Us module in the KBC Merchant Zone.

Following the investigation, if a correction is required, a credit note will be issued in one of the following forms:

- Partial credit note: a portion of the original amount is refunded
- Full credit note with a reissued invoice: the original invoice will be cancelled, and a new invoice is issued with the correct amount.

#### 4.7.3. Fulfillment

Different types of invoices are settled via different payment methods:

- Payment Terminal purchase invoices and contractual penalty invoices must be settled by the Merchant via SEPA payment (Transfer)
- Regular monthly invoices are automatically collected by KBC Merchant Services via SEPA Direct Debit (SDD).
- Pro-forma invoices are not to be settled as already deducted from the daily settlement.

##### 4.7.3.1. Transfer

When the invoice is to be settled manually by the Merchant, the payment details, due date and the amount payable are clearly indicated on the invoice.

##### 4.7.3.2. SEPA Direct Debit (SDD)

Regular monthly invoices are collected via B2B (Business-to-Business) SEPA Direct Debit (SDD). Once both Parties have signed the SDD module of the Merchant Contract, KBC Merchant Services has the right to initiate monthly SDD collections for the invoiced amount.

- The SDD will be collected through the Bank acting as creditor bank based on the instructions from KBC Merchant Services.
- Invoices are issued on the first business day of each month and made available in the KBC Merchant Zone and sent via PEPPOL in xml format. A notification mail is also sent to Merchant's registered email address.
- The Merchants' Account will be debited on the fifth [5th] Business Day following the invoice date. The Merchant must ensure that sufficient funds are available on their bank account to cover the invoiced amount.

If SDD collection was not successful, additional SDDs will be initiated. If additional SDD collections are also not successful, KBC Merchant Services will deduct the overdue invoices from the daily payment amount. If this is not possible, KBC Merchant Services has the right to terminate the Contract, except when Merchant transfers the overdue amount within eight [8] calendar days of the date of the termination notification email. In case of termination, rental Payment Terminals and any other equipment will be collected.

## 5. KBC Merchant Zone

### 5.1. Registration with the KBC Merchant Zone

KBC Merchant Zone is a secure online application. Merchants must authenticate themselves when accessing the KBC Merchant Zone using:

- a login name, password and via a time-based, one-time password (TOTP) authentication app  
or
- the login credentials provided by the KBC/CBC bank for the banking application through which they access the KBC Merchant Zone.

The application can be accessed via PC or mobile devices (iOS and Android).

Once KBC Merchant Services accepts the Merchant's contract, a welcome email (or a message via KBC/CBC Digital Channels) is sent to the Main User, as designated in the Merchant Contract. The Main User is always the legal representative of the Merchant company. The step-by-step guide to completing the registration process can be found [here](#).

All responsibilities related to the use of the KBC Merchant Zone rest with the Merchant and the Main User, particularly regarding:

- Providing the correct email address and phone number for administrator password delivery
- Managing downloaded documents, statements, and invoices appropriately
- Monitoring activity via the Contact Us module.

The main daily services available in the application include:

- Viewing company, shop and Payment Terminal-related information
- Checking the near-real-time transaction status of Payment Terminals
- Downloading transaction reports in various formats
- Downloading Merchant's receipts from the KBC Merchant Zone database in PDF format
- Viewing and downloading statements (default PDF and machine-readable format)
- Viewing and downloading invoices (monthly or ad-hoc)
- Initiating requests, claims, contract modifications, etc. using the Contact Us module.

If you require further information, please see the KBC Merchant Zone User Guide, available (following registration) in the KBC Merchant Zone Help menu.

To access the application, please visit: [merchantservices.kbc.be/en/info/merchantzone](https://merchantservices.kbc.be/en/info/merchantzone).

### 5.2. Statement

Statements are available via the KBC Merchant Zone, and you can download them multiple times with no risk of data loss or damage.

If the Contract is terminated, all statements should be downloaded within 30 days of the termination date.

### 5.3. Invoicing

Invoices are also presented via the KBC Merchant Zone and can be downloaded multiple times with no risk of accidental deletion or data loss. If a correction is issued, both a credit note and the corrected invoice will be made

available.

If the Contract is terminated, all invoices should be downloaded within 30 days of the termination date.

## 5.4. Contact Us

You can send authenticated requests to KBC Merchant Services using the Contact Us module in the KBC Merchant Zone. For a quicker response, please use the pre-defined categories to make your request. However, you can also send general queries. KBC Merchant Services will contact you regarding your query via Merchant's official email address. Please include any confirmations, responses and any attachments with your reply email, if necessary.

### 5.4.1. Contract changes

You can submit various contract-related requests by telephone or using the Contact Us module in the KBC Merchant Zone, including:

- Company/shop/Payment Terminal data modification
- New shop or Payment Terminal requests, termination requests
- Changes to services or parameters
- Changes to statements or account settings
- Contact detail updates for shops or contact persons.

To make modifications, you must first select the appropriate category and sub-category in the KBC Merchant Zone, then state your request. KBC Merchant Services will review your request and, if necessary, send you a contract modification document for signature.

### 5.4.2. Claims

#### 5.4.2.1. Transaction-related claims

You may submit a claim related to a specific transaction, such as:

- Manual refund requests
- Good Faith letter procedure
- Transaction correction requests.

To submit a claim, you must:

- State the subject of your claim or select the appropriate category and sub-category in KBC Merchant Zone.
- Provide the original transaction details (i.e. Shop ID, Payment Terminal ID, date and time, **Source transaction ID**, authorisation code and original amount).
- Clearly indicate whether the transaction is to be credited or debited to the Merchant.
- State the new transaction amount (and state your claim request clearly), including:
  - whether you would like to credit or debit the Merchant
  - what the new amount should be (e.g. a manual refund can only be equal to or less than the original amount).

KBC Merchant Services may request additional data or documentation. For Good Faith claims, the applicable fee must be paid in advance.

#### 5.4.2.2. Settlement-related claims

If you disagree with the calculated commissions, fees or payout amounts, you may submit a settlement-related

claim.

In such case, you should:

- State the subject of your claim or select the appropriate category and sub-category in KBC Merchant Zone
- Specify the exact date(s) of the relevant transactions
- Clearly describe the issue.

#### 5.4.3. Complaints

Official complaints must be submitted in writing. Please send your complaint to us using the KBC Merchant Zone Contact Us module (select Complaint as a main category, then select the relevant sub-category) or by email to the [complaints.merchantservices@kbc.be](mailto:complaints.merchantservices@kbc.be). You will find more information about the formal complaint procedure at [merchantservices.kbc.be/complaints](https://merchantservices.kbc.be/complaints) or in the [complaint handling information](#) document.