

LIST OF PRICES AND SERVICES E-COMMERCE



PAYONE PaymentService / PAYONE AccountConnect

A: PRICES FOR PAYMENT TYPES AND OPTIONS FOR THE PAYONE PAYMENTSERVICE		
PAYONE Merchant Account	Settlement	Price
Access to your transaction management, comprehensive reporting and your personal contact	Set-up: Monthly:	€199.00 €39.00
Transaction Management PAYONE Merchant Interface (PMI) Comprehensive functions for transaction management and configuration		free of charge
User and Rights Management PAYONE Merchant Interface (PMI) A random number of user accesses with individually configurable access rights		free of charge
Client API Seamless connection to existing forms and check-out pages		free of charge
Front-end Freely customisable and designable payment form in 7 languages		free of charge
Server API Server to server connection via a platform-independent API interface		free of charge
Card-based payment types	Settlement	Price
Visa & Mastercard (incl. Maestro)	Disagio*: Set-up: Monthly:	1.49 % min. €0.05 €49.00 €10.00
Liability shift and fraud prevention through 3-D Secure authentication process (all versions)	Per process:	€0.03
Chargeback Chargeback of credit card payments with an attempt at conciliation (representment)	Per process:	€35.00
Integrity-Fee (Mastercard & Maestro) Authorisation requests without subsequent booking, with booking of a deviating amount or cancelled authorisation requests	Disagio:	0.30 % min. €0.08
Surcharge for transaction currencies other than Euro	Disagio:	1.00 %
Surcharge in case of deviating commercial card share of more than 15 %	Disagio:	1.00 %
Surcharge in case of transactions of cards outside the European Economic Area (EEA) of more than 5 %	Disagio:	1.50 %
Adjusted fee for merchants outside of Germany		Individual calculation
Registration fees and other fees of credit card organisations (e.g. for high-risk merchants). Fees of the credit card organisations + 15 % PAYONE Service Fee		
Fees for inclusion in a penal or monitoring program of credit card organisations. Fees of the credit card organisations + 15 % PAYONE Service Fee		

Account-based payment types	Settlement	Price
Buy now, pay later (BNPL) PAYONE Secured Invoice PAYONE Secured Direct Debit PAYONE Secured Installment	Disagio B2C: Disagio B2B**: Set-up: Per payment type Monthly:	2,49 % 2,69 % €49.00 €10.00
Additional transaction costs B2C Additional transaction costs B2B**	Per process: Per process**:	€0.69 €1,49
Secure invoice	Disagio B2C*: Disagio B2B*: Set-up: Monthly:	1.95 % 2.69 % €49.00 €10.00
Payment protection fee	Per process B2C: Per process B2B:	€0.69 €3.99
SEPA Direct Debit incl. Download of the first SEPA mandate for passing on to the buyer & archiving	Disagio*: Set-up: Monthly:	0,5 % 49,00 € 10,00 €
Debit return fee	Per process:	6,90 €
Obtainment of a SEPA mandate Generation & online obtainment of the mandate, IBAN conversion and plausibility check	Per process:	0,05 €
Creation of a SEPA mandate in PDF Generation & archiving of the initial mandate as PDF	Per process:	0,05 €
Bank transfer Prepayment & Invoice	Disagio*: Set-up: Monthly:	0.25 % €49.00 €10.00
giropay Online-transfer in Germany	Disagio*: Per process Set-up: Monthly:	0.90 % 0.10 € €49.00 €10.00
Chargeback		0.10 €
Funds Transfer Payment to buyer by SEPA transfer (independent of a previous receipt transaction)	Disagio*: Set-up: Monthly:	0.25 % €49.00 €10.00

*Disagio surcharge for high risk industries 4.50 %

** B2B is only available for PAYONE secured purchase on account in Germany

All fees are subject to value added tax at the applicable rate.

Unless otherwise contractually agreed, the prices stated here shall apply.

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Local payment types	Settlement	Price
eps Online-transfer in Austria	Disagio*:	1.50 % min. €0.29
	Set-up:	€49.00
	Monthly:	€10.00
iDEAL Online-transfer in the Netherlands	Disagio*:	1.50 % min. €0.19
	Set-up:	€49.00
	Monthly:	€10.00
Bancontact Debit card Belgium	Disagio*:	1.90 % min. €0.19
	Set-up:	€49.00
	Monthly:	€10.00
Additional transaction costs	Per process:	€0.19
Refund costs	Per process:	€0.30
Alipay Online-Payment China	Disagio*:	2,85 % min. €0.35
	Set-up:	€49.00
	Monthly:	€10.00
Refund costs	Per process:	€0.30
WeChat Pay Online-Payment China	Disagio*:	2,85 % min. €0.35
	Set-up:	€49.00
	Monthly:	€10.00
Refund costs	Per process:	€0.30

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B: PRICES FOR PAYMENT TYPES AND OPTIONS FOR PAYONE ACCOUNTCONNECT		
Card-based payment types	Settlement	Price
Visa & Mastercard (incl. Maestro)* Connection of your existing acceptance agreement	Set-up: Monthly:	€99.00 €19.00
Liability shift and fraud prevention through 3-D Secure authentication process (all versions)	Per process:	€0.03
American Express* Connection of your existing acceptance agreement	Set-up: Monthly:	€99.00 €19.00
Address Verification System (AVS) Compares the invoice address with the address of the account holder stored with American Express		Free of charge
American Express SafeKey Liability shift and fraud prevention through 3-D Secure authentication process	Per process:	€0.03
Diners Club / Discover Connection of your existing acceptance agreement	Set-up: Monthly:	€99.00 €19.00
girocard Connection via Apple Pay (Account Connect) An acceptance contract is also required necessary (discount 0.99%)	Set-up: Monthly:	€99.00 €19.00
JCB* Connection of your existing acceptance agreement	Set-up: Monthly:	€99.00 €19.00
UnionPay International Connection of your existing acceptance agreement	Set-up: Monthly:	€99.00 €19.00
Account-based payment types	Settlement	Price
SEPA Direct Debit Connection of your existing business account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
Obtainment of a SEPA mandate Generation & online obtainment of the mandate, IBAN conversion and plausibility check	Per process:	€0.05
Creation of a SEPA mandate in PDF Generation & archiving of the initial mandate as PDF	Per process:	€0.05
Download of a SEPA mandate per PDF Download of the first mandate for passing on to the buyer & archiving in the merchant system		Free of charge
Bank transfer Prepayment & Invoice & Cash on delivery (combined) – connection of your existing business account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
giropay Online-transfer in Germany Connection of your existing business account (AccountConnect) Chargeback	Disagio: Per process Set-up: Monthly: Per process	0.90 % €0.10 €99.00 €19.00 €0.10
Local payment types	Settlement	Price
eps Online-transfer in Austria – connection of your existing acceptance agreement (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
Przelewy24 Online-transfer in Poland – connection of your existing business account (AccountConnect)	Set-up: Monthly:	€499.00 €99.00
PostFinance Card & E-Finance Online-transfer in Switzerland – connection of your existing business account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00

* Different costs for credit card processing in the USA (Set-up: €299.00, Monthly: €49.00 and additional transaction costs per process €0.08)

Other payment types	Settlement	Price
ESR Processing – Automatic processing of account statements for the orange pay-in slip for biller (ESR)	Set-up: Monthly:	€99.00 €19.00
Unzer (Payolution GmbH) purchase on invoice Connection of your Unzer account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
Unzer (Payolution GmbH) part payment Connection of your Unzer account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
Unzer (Payolution GmbH) direct debit Connection of your Unzer account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
Unzer (Payolution GmbH) aggregated micro-payment Connection of your Unzer account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
RatePAY purchase on invoice Connection of your RatePAY account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
RatePAY part payment Connection of your RatePAY account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
RatePAY direct debit Connection of your RatePAY account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
Klarna purchase on invoice Connection of your Klarna account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
Klarna online bank transfer Connection of your Klarna account (Account Connect)	Set-up: Monthly:	€99.00 €19.00
Klarna part payment Connection of your Klarna account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
Klarna direct debit Connection of your Klarna account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
PayPal Connection of your PayPal account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
PayPal Express Checkout Shortcut – Integration of the “yellow button” in the shop; buyers pay without entering their personal data via PayPal		Free of charge
PayPal Reference Transaction Handling of recurring payments via PayPal		Free of charge

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Other payment types	Settlement	Price
Alipay Connection of your Alipay account (AccountConnect)	Set-up: Monthly:	€199.00 €29.00
Additional transaction costs	Per process:	€0.08
Amazon Pay (V1 oder V2) Connection of your Amazon Pay account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
Apple Pay on the Web Wallet payment system for devices from Apple to process card payments via the existing connection Additional booking of the card-based payment method required (Visa, Mastercard, American Express or girocard)	Set-up: Monthly:	€49.00 €10.00
Funds Transfer Payment to buyer by SEPA transfer (independent of a previous receipt transaction)	Set-up: Monthly:	€99.00 €19.00
Barzahlen/viacash Connection of your Barzahlen/viacash account (AccountConnect)	Set-up: Monthly:	€99.00 €19.00
Wallee Connection of your Wallee account for „Shopify“ (AccountConnect)	Set-up: Monthly:	Free of charge €10.00
up to 50,001 transactions per month	Per process	€0.04
up to 100,000 transactions per month	Per process	€0.03
up to 150,000 transactions per month	Per process	€0.025
up to 200,000 transactions per month	Per process	€0.0225
up to 250,000 transactions per month	Per process	€0.02

C: SERVICES AVAILABLE ACROSS ALL PAYMENT TYPES		
Master Data Storage	Settlement	Price
Storage of personal customer data for one-click check-out and recurring transactions		Free of charge
Account Data Storage	Settlement	Price
Storage of account data for one-click check-out and recurring transactions		Free of charge
Card Data Processing	Settlement	Price
PCI DSS-conform storage of credit card data and provision of a pseudo card number (Tokenization) for one-click check-out and recurring transactions		Free of charge
Credit Card Check – Plausibility checks of the credit card data (separate query)	Per process:	€0.05
Automatic Payment Allocation	Settlement	Price
Automatic reconciliation and allocation of all settled transactions and payments to ease the burden for your accounting department	Per process:	€0.09
Manual Payment Allocation	Settlement	Price
Manual processing of unclear payments received (e.g. those not stating a purpose)	Per process:	€1.90
Credit notes	Settlement	Price
Transfer-based credits or reverse transfers, e.g. if the payment service provider has no intra-system solution available		Free of extra charges
Additional Sales Channel: e-commerce	Settlement	Price
Provision of all ordered payment types for one additional sales channel: e-commerce	Set-up: Monthly:	€99.00 €19.00
Sales channel: PAYONE Link	Settlement	Price
Provision of a check-out page hosted by PAYONE, which can be sent as a link	Set-up: Monthly:	€99.00 €19.00
Additional transaction costs	Per Link:	€0.09
Sales channel: mail/telephone order	Settlement	Price
Virtual terminal for manual handling of credit card and direct debit payments	Set-up: Monthly:	€99.00 €19.00
Transaction costs	Settlement	Price
up to 5,000 transactions per month	Per process:	€0.09
more than 5,001 transactions per month	Per process:	€0.08
more than 10,000 transactions per month	Per process:	€0.07

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D: EXPANSION OPTIONS		
Risk Management	Settlement	Price
Risk management to minimise payment defaults	Set-up: Monthly:	€99.00 €19.00
Bank Account Check Plausibility check of the bank account data (separate query)	Per process:	€0.05
NCA Check (Non Consumer Account) Check against public bank accounts incl. KUNO list	Per process:	€0.05
POS Lock File Comparison to lock file from the stationary trade, incl. KUNO list	Per process:	€0.09
Address Check Basic Checks address for existence in 20 countries	Per process:	€0.15
Address Check Person Checks name and address for deliverability (DE only)	Per process:	€0.19
infoscore assessment Basic Only hard criteria (record of debtors, insolvencies etc.)	Per process:	€0.45
infoscore assessment Professional All criteria (hard facts + facts from debt collection)	Per process:	€0.85
infoscore assessment Premium All criteria + BoniScore	Per process:	€0.95
infoscore assessment Premium + Informa-Score All criteria + BoniScore + Informa-Score	Per process:	€1.09
Boniversum address check postal Checks address for existence (DE)	Per process:	€0.15
Boniversum address check, identification (Premium) Checks name and address for deliverability (DE only)	Per process:	€0.23
Boniversum VERITA Premium Ident S incl. address check, identification (Premium) and special ad- dresses addresscheck, identification, score-value, special addresses (DE)	Per process:	€0.55
IP Check Compares the country of origin of the IP address with the country of the buyer's invoice address		Free of charge
IP Country Filter Checks the country of origin of the IP address and allows defining a negative or positive list of countries		Free of charge
BIN Check Compares the country in which the bank issuing the credit card is based with the country of the invoice recipient		Free of charge
BIN Country Filter Checks the country which issued the credit card and allows defining a negative or positive list of countries		Free of charge
Velocity Check Limits the max. allowable attempts of payment per time unit		Free of charge
Blacklist Management of automatic and manual playlists		Free of charge

Invoice Issuing	Settlement	Price
Automated issue of invoices by email or postal mail	Set-up: Monthly:	€199.00 €29.00
Generation of invoice and/or credit note documents**	Per process:	€0.19
Dispatch of invoice and/or credit note documents by email		Free of charge
Dispatch of invoice and/or credit note documents by postal mail (one-page, black and white, within Germany, plus postage)	Per process:	€0.44
Dispatch of invoice and/or credit note documents by postal mail (one-page, colour, within Germany, plus postage)	Per process:	€1.40
Dispatch of invoice and/or credit note documents through the customer's mail server via SMTP	Set-up: Monthly:	€99.00 €19.00
Standard invoice and/or credit note template		Free of charge
Additional standard invoice and/or credit note template – Standard template based on merchant's stationary and usable for another sales channel	Set-up: Monthly:	€49.00 €10.00
Receivables Management	Settlement	Price
Automated dunning system by email or postal mail and collection order	Set-up: Monthly:	€199.00 €29.00
Generation of dunning letters	Per process:	€0.19
Dispatch of dunning letters by email		Free of charge
Dispatch of dunning letters by postal mail (one-page, black and white, within Germany, plus postage)	Per process:	€0.44
Dispatch of dunning letters by postal mail (one-page, colour, within Germany, plus postage)	Per process:	€1.40
Standard Dunning Template	Per process:	Free of charge
Additional Standard Dunning Template Standard template based on merchant's stationary and useable for another sales channel	Set-up: Monthly:	€49.00 €10.00
Automated collection order to a debt collection partner	Per process:	€0.19
Automated processing of payment messages and status display – Processing of the status messages (e.g. successful or unsuccessful completion) on collection orders from the debt collection company	Per process:	€0.09
Manual processing of payment messages and status display – Manual processing of unclear status messages (e.g. successful or unsuccessful completion) on collection orders from the debt collection company	Per process:	€1.90
Credit Notes on Collection Claims – Processing of payment messages from the debt collection company and automated allocation/posting		Free of charge

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E: SERVICES		
SERVICE		
Service	Settlement	Price
Premium Service	Settlement	Price
Telephone and written service for all commercial and technical questions regarding your cooperation with PAYONE, available during business hours from Mon-Fri 9:00 am to 6:00 pm in German and English.		Free of charge
Reporting Plus	Settlement	Price
Realisation of individual reports / export (per export) on behalf of the merchant	Set-up: Monthly:	€99.00 €29.00
Template Plus	Settlement	Price
Individual invoice and dunning templates for preparing invoices and for receivables management (per sales channel) based on merchant's stationary	Set-up: Monthly:	€499.00 €19.00
TRAINING		
Training – PAYONE Merchant Interface – Remote	Settlement	Price
Application and configuration training of the PMI, exemplary processes based on your system, 2h, incl. handout, preparation and follow-up		€299.00
Workshop – Technical Integration – Remote	Settlement	Price
Best practices for the technical connection of your payment and check-out processes to the PAYONE platform, 2h, incl. handout, preparation and follow-up		€299.00
CONSULTING		
Consulting	Settlement	Price
Individual support in optimizing your payment processes and professional project management	Per hour:	€150.00
Onboarding Plus	Settlement	Price
Support throughout the entire implementation process. We support you from the decision-making process to conception and post-implementation testing. (mx. 20h consulting service)		€2,490.00

Analysis and Investigation of the Payment Process	Settlement	Price
Analysis and investigation of payment processes on behalf of the merchant	Per hour:	€150.00
Manual Payment Process	Settlement	Price
Subsequent, manual performance of payment processes on behalf of the merchant	Per process:	€1.90
Manual Receipt and Document Preparation and Dispatch	Settlement	Price
Subsequent preparation and dispatch of receipts, documents and payment transaction files on behalf of the merchant	Per file:	€10.00
Manual Configuration Change of the PAYONE Merchant Account	Settlement	Price
Performance of changes in the initial configuration of the merchant account on behalf of the merchant	Per process:	€49.00
SLA – Standard – Provision	Settlement	Price
Service Level Agreement for the platform availability, fault messages and MTTR		Free of charge
SLA – Silver – Provision	Settlement	Price
Service Level Agreement for the platform availability, fault messages and MTTR	Monthly:	€249.00
SLA – Gold – Provision	Settlement	Price
Service Level Agreement for the platform availability, fault messages and MTTR	Monthly:	€995.00
SLA – Platin – Provision	Settlement	Price
Service Level Agreement for the platform availability, fault messages and MTTR	Monthly:	€1,995.00
Payment by SEPA Direct Debit	Settlement	Price
Payment of the monthly PAYONE statement by SEPA direct debit		Free of charge
Payment by bank transfer	Settlement	Price
Payment of the monthly PAYONE statement by bank transfer	Monthly:	€10.00
Document Dispatch of PAYONE statement	Settlement	Price
Download receipt in the PMI		Free of charge
Dispatch by postal mail	Monthly:	€5.00
Obtaining Merchant Documents	Settlement	Price
PAYONE obtains a bank confirmation or information from the Commercial Register if merchant fails to make a delivery	Per process:	€10.00
Audit PAYONE	Settlement	Price
PAYONE specialists support audits performed by external parties or they perform PAYONE audits themselves	Per hour:	€150.00