

Checklist: Is your payment terminal too expensive?

Payment terminals are standard in high street retail. But many businesses don't know the actual costs and functions of their device. Or do they? This checklist provides a clear overview of hidden costs and shows you where there is potential for negotiation.

How to use the checklist

Answer yes or no to each question. Tick the box whenever you answer a question with **yes**. If you answer no three to five times, this indicates that you are paying unnecessary costs or need to switch to another solution.

Let's get started:

1. Costs and fees

- Are you aware of the exact transaction fees for each payment method (debit, credit, TWINT)?
- Do you know whether the fees for Swiss and foreign cards are different?
- Is a minimum fee charged for each payment (e.g. a fixed fee of 20 centimes)?
- Is your solution free of additional monthly fixed costs (e.g. monthly WLAN fee for terminal, rental)?
- Do you understand the fee model (without using complicated terms such as Interchange+)?

2. Contract and duration

- Can you terminate your contract at any time or at short notice (maximum of one month)?
- Have the outpayment conditions been adapted to your needs?

3. Technology and hardware

- Did you choose to buy or rent the terminal?
- Does the device suit everyday operations (stationary or mobile)?
- Is your device free of unexpected additional costs if it fails, needs maintenance or has to be replaced?

4. Integration and payment methods

- Is the terminal directly connected to your checkout or software?
- Does the device support all major payment methods (debit and credit cards, TWINT and PostFinance Card)?

5. Support and reliability

- Are support services also available at the weekend or early in the morning?
- Are technical problems usually resolved on the same day?
- Do you have an emergency solution or a replacement device available?

6. Outpayment and liquidity

- Do you receive the money within two days of payment?
- Are outpayments free of additional fees?

7. Evaluation: do you need to take action?

Number of ticks	Assessment	Recommendation
0–2 ticks	All fine	No need for action
3–5 ticks	First warning signs	Check and compare providers
6–8 ticks	Clear need for improvement	Renegotiate conditions, obtain quotations
9–10+ ticks	Critical: probably too expensive	Look into switching providers or changing systems

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Do you need support?

Our customer advisors would be happy to help you analyse your current solution – free of charge and with no obligation.

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