

How to Access Your Monthly Residual Information

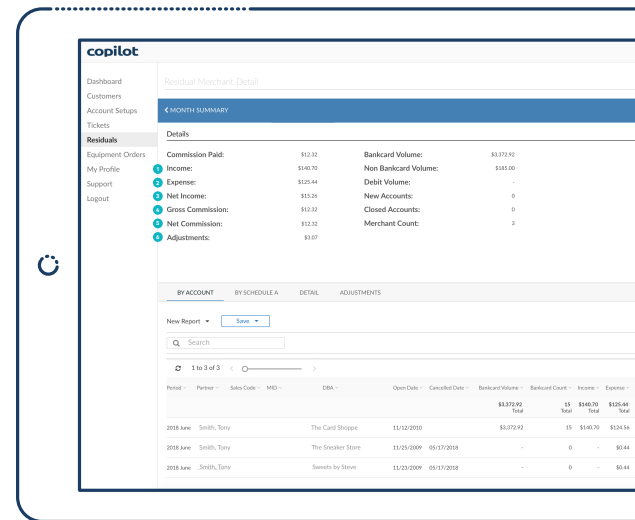
- ✓ Log in to CoPilot with your secure login information
- ✓ Click 'Residuals' on the left hand side of the screen

[TIP]

Bookmark the CoPilot URL
(copilot.cardconnect.com) for quick access
to our partner portal

Now that you're into the residual tab, let's dive in!

- | | |
|-----------------------------|---|
| [1] Income | Monthly total billed to Merchant by CardConnect |
| [2] Expense | Total Partner Cost (card association fees, interchange, etc) |
| [3] Net Income | Income less expense |
| [4] Gross Commission | Partner percentage split multiplied by net income |
| [5] Net Commission | The sum of the [Gross Commission] minus [Payout] minus [Buyout] |
| [6] Adjustments | One-off payments |



Commissions FAQ

How is my commission calculated?

- > [Gross Discount Rate Commission] – [Bankcard Vol/BIN Buy Rate] = **Net Discount Rate Commission**
- > [Statement Fee Commission] – [CardPointe Platform Fee] = **Net Statement Fee Commission**

How can I tell which sales code applies to which account?

- > Review account detail under sales code column

When are residuals posted to my account?

- > Residuals will post on 25th of each month
- [TIP] If the 25th falls over the weekend, residuals will post the Friday before

How are residuals paid?

- > Residuals are paid on the previous month's onboarding and processing activity

I received a separate payment after my monthly residual commission posted. What is it?

- > If there are any adjustments to your commission payout, there will be a separate deposit made

[TIP] The amount of the adjustment can be confirmed by viewing the residual tab in CoPilot

Who do I contact if I have questions about my residuals?

- > Our Support team is here to help you every step of the way
partnersupport@bluepay.com | 844.869.0693

How can I export my residual report?

- > Click on the Residuals tab in CoPilot > select a hyperlinked processing period > click the 'Export Report to CSV File' button