

copilot RESIDUALS Quick Reference Guide

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

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Acco	unt Setups							
Ticke	ts.	Details						
Resid	duals	Details						
Equip	oment Orders	Commission Paid:		Bankcard Volume:	\$3.372.92			
My P	rofile	1 Income:		Non Bankcard Volume:	\$185.00			
Supp	ort	Expense:		Debit Volume:				
Logo	ut	Net Income:		New Accounts:	0			
		Gross Commission:		Closed Accounts:	0			
		Net Commission: Adjustments:	\$12.32 \$3.07	Merchant Count:	3			
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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

