

Tap into Dynamic Surcharging



With Dynamic Surcharging¹ we've made it easy for you to pass on some or most of the costs of the transaction to your customers.

To set up Dynamic Surcharging, just follow these steps.

The Dynamic Surcharging feature needs to be enabled and surcharge rates set up through the Tyro Portal before it can be enabled on the EFTPOS machine/s.

Step 1

Head to the [Tyro Portal](#), hit the **Self Service** tab, then select **Surcharges** to turn on and edit your rates.





Step 2

View/edit your cost of acceptance and select **Enable surcharges**. Here you may choose to include your machine rental fees in the calculation by selecting the **"Including EFTPOS machine rental fee?"** option.

Step 3

Print signage using this [template](#) to show customers your surcharge rates. This is part of your RBA requirements.

Once you've completed the three steps above, please follow the remaining steps that apply to your Tyro EFTPOS machine.

CounterTop/Mobile 	Tyro Pro 
Step 4 Reboot your EFTPOS machine/s by holding the yellow CORR key until Reboot Now is displayed.	Step 4 Reboot your EFTPOS machine by holding down the power button for a few seconds, then tap Restart . Allow a minute for the machine to reboot.
Step 5 <ol style="list-style-type: none">Press MenuGo to Configuration and enter your admin passwordSelect SurchargingSelect Enable If the words "Surcharge may apply" display on the screen when processing a transaction, then your EFTPOS machine has been updated.	Step 5 <ol style="list-style-type: none">Tap the  in the top left corner of the screenTap the Tap Settings and enter the admin passwordSelect SurchargingSelect Enable If the words "Surcharge may apply" display on the screen when processing a transaction, then your EFTPOS machine has been updated.

Things to know

Your cost of acceptance is how much it costs you to accept a particular card type. Your surcharge can't be worth more than what it costs you to use a certain payment method.

If you choose to surcharge and pass these costs onto your customer, it's important to get this right and ensure that the surcharge amount does not exceed your cost of acceptance.

If you're a new Tyro customer, cost of acceptance data in the Tyro Portal will show default rates as the surcharging tool uses the last 12 months of data to estimate surcharging rates for your business.

[Please be aware that cost of acceptance may change over time.](#)

Still got questions?

Please contact Tyro Customer Support team on **1300 00 TYRO (8976)**

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1. Dynamic Surcharging is available for Mastercard, Visa, eftpos, UnionPay, American Express, JCB, and Diners Club on CounterTop, Mobile and Tyro Pro EFTPOS machines, and excludes eCommerce transactions. The Dynamic Surcharging feature is not available to customers on No Cost EFTPOS pricing. By default, we do not include your EFTPOS machine rental costs into the calculation of your cost of acceptance, however you may choose to apply these costs into your calculation of your cost of acceptance via the Tyro Portal subject to the surcharging rules as set by the RBA and enforced by ACCC.