

What are these charges to my checking account?

Last Modified on 01/31/2024 3:49 pm CST

Exciting news! Our ConnectBooster Support documentation is moving to a new location. Be sure to bookmark the new link below.

<https://help.cb.kaseya.com/help/Content/0-HOME/Home.htm>

Monthly Fees

ConnectBooster billing is split between ConnectBooster software, Payment Gateway Virtual Terminal, and the merchant processing fees. Since these are separate services, they get billed separately – it just so happens ConnectBooster facilitates all of them. Here is a list of charges you may expect to see in your bank account which relate to ConnectBooster:

- ConnectBooster
- Gateway
- Credit Card Processing
- ACH Processing

ConnectBooster

This is the Monthly SaaS charge for the CB portal. You should receive an emailed invoice each month from the Kaseya Billing team, and you can see your invoices at any time by visiting your [KaseyaOne portal](#). If you do not have a KaseyaOne account, please contact your account manager for further assistance.

ConnectBooster billing starts on the install date.

Gateway Fee

BNG Gateway Fee

BNG Gateway Fees are shown as "Gateway Services" or "Gateway Services Web Payment" on bank statement. To view BNG Gateway billing, log into the [BNG Gateway](#), click on 'Options' and 'Settings' and then 'Billing Statement'. From there, you can click on the invoice number to pull up the invoice detail.

Bambora Gateway Fee

Updated soon!

Credit Card Processing

Crearent

Crearent statements are available on [Crearent Compass](#), and fees are debited the first week of every month. In June, for example, you will see a debit between June 1st-7th from "Crearent LLC" for the May credit card processing fees. Crearent does not have an exact day they release their invoices, but tries to release before the fees are debited.

EPX

EPX invoices are available online the first week of the month in [Payments Hub](#). Your bank account will be debited fees the last business day of each month, and the debit descriptor in bank account will read "MERCH FEES [your merchant ID number] CCD"

With EPX, you can opt in to receive paper statements as well for \$1/month. Simply email support@connectbooster.com and we would be happy to set that up for you.

Bambora

Updated soon!

ACH Processing

Paya

Paya's processing fees are rolled into your BNG Gateway fees. You can see the per-transaction charges on your monthly BNG Gateway billing statement. For transactions over \$25,000, you will see debits to your bank account from BUSINESS TO BUSINESS ACH ACH SETTLEMENT ELEC FEE the day of or day after that transaction runs. This is the premium discount fee (0.15%) for larger transactions.

Paya's Billing Identifier number is - **Company ID: 3383693141**. If you have any blocks set up on your bank account, please provide this Company ID to your bank to allow debits to process correctly.

Payliance

Payliance emails a monthly invoice to the address you set as your primary contact. Monthly fees are taken out around the 16th of every month, the descriptor will say "PAYLIANCE".

Payliance's Billing Identifier number is - **Company ID: 1273846756**. If you have any blocks set up on your bank account, please provide this Company ID to your bank to allow debits to process correctly.

ACHQ

ACHQ is partnered with ConnectBooster for ACH processing and will be invoiced monthly. Monthly invoicing is processed on the first business day of the month for the previous month and invoices are automatically generated and sent to your clients' bank account(s) on file by the 5th business day of the month.

ACHQ's Billing Identifier number is - **Company ID: 1464699697 and 1112999721**. If you have any blocks set up on your bank account, please provide this Company ID to your bank to allow debits to process correctly.

Bambora

Updated soon!

If you have any questions, please don't hesitate to reach out to ConnectBooster support at support@connectbooster.com or 877-733-6584.