



1 June 2017

Margaret Mechum

By email

Dear Margaret

Your Official Information Act Request

I refer to your request for information of 4 May 2017 where you requested the following information:

- 1. When topping up a printing account online VUW charges a transaction fee of \$0.35 cents per transaction. What was the total amount of printing top up transaction fees collected in 2016? How much has been collected in 2017 so far (year to 1 May)?*
- 2. When topping up a printing account online VUW offers 'PayPal' as a payment method. What was the total cost charged to VUW in 2016 by PayPal for providing this service?*

I advise that in response to your first question, the total transaction fees collected by the University in 2016 was \$195 (556 transactions at \$0.35 per transaction), and so far for 2017 (January to May), \$1,050 (3000 transactions at \$0.35 per transaction).

To provide some context, the service was only introduced for the last few months of 2016, which is why the volumes for 2016 are low. The beginning of trimester 1 is often regarded as the busiest time of the year, which helps to account for the higher volumes thus far in 2017.

I also advise that the 35 cent transaction fee is based on PayPal's Micropayment fees.

With respect to your second question, the total fees charged by PayPal in 2016 were \$262.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Borich', written over a white background.

Peter Borich

Associate Director-Infrastructure & Services, Information Technology Services