Notes on Credit Card Convenience Fee setup

Note: This feature is available from 21.2 onwards

Global/ Shared Configuration:

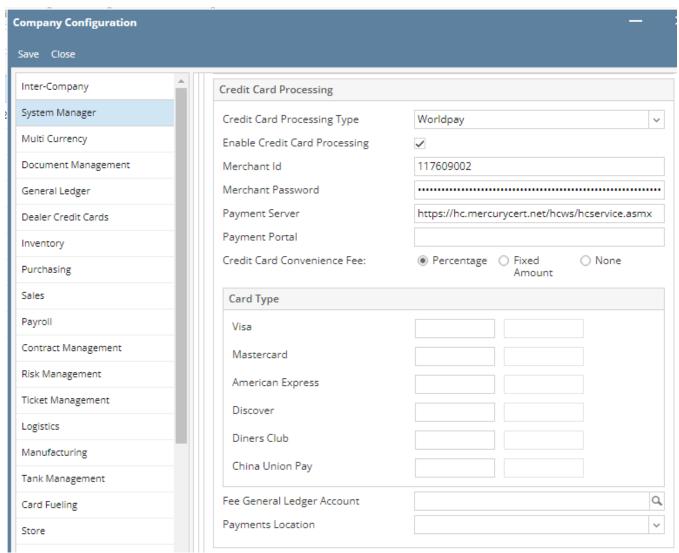
There are three (3) options in Credit Card Convenience Fee field. (Note: You may check first the page How to set up Credit Card Processing)

- Percentage
- Fixed Amount (Note: This is not currently available)
- None (Default)

When your customers make payments via credit cards, they may be charged a processing fee depending on the credit card type and the fee setup. This fee setup can be set up by percentage and may be configured by a personnel via **System Manager | Company Configuration**. On the other hand, he/she can select the None option (None is selected by default) if no processing fee will be charged to customers.

The **Credit Card Convenience Fee** is related to the next section which is **Card Type**. In **Card Type**, the credit cards accepted by the company are listed. Examples are the following:

- Visa
- Mastercard
- American Express
- Discover
- Diners Club
- China Union Pay



The use of the above cards in terms of processing fee is determined by the option selected in Credit Card Convenience Fee.

Percentage:

If Percentage is selected, the Percentage column will be enabled while the Fixed Amount column will remain disabled.

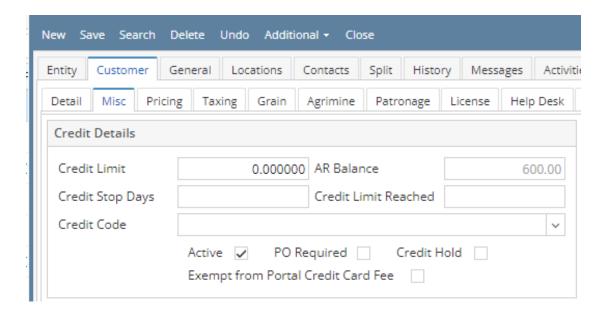
None:

On the other hand, if None is selected, Percentage and Fixed columns should be both disabled.

Customer Setup:

The global or shared configuration discussed above applies to all customers who are using credit cards for payments. However, that setup may be overridden if we want to exempt a customer or some customers.

To exempt a customer, check the *Exempt from Portal Credit Card Fee* checkbox located in **Customer | Misc | Credit Details** section. This checkbox is unchecked by default.



The *Exempt from Portal Credit Card Fee*, when checked, will override the shared configuration (System Manager) mentioned above and the customer will not be charged a convenience fee when performing credit card payments.