

<b>Roadmap Stream</b>	POS
<b>Product</b>	OrderAway for SwiftPOS
<b>Release Date</b>	24/08/2021
<b>Roadmap Reference(s)</b>	90 – OrderAway Credit Card Processing Fees
<b>Description</b>	SwiftPOS OrderAway venues can now choose to levy credit card processing fees to patrons.

## Feature Details

As with all card payments, when an OrderAway transaction is settled using a credit/debit card via the Windcave payment gateway, the venue is subject to a merchant service fee for the payment processing. Venues now have the option to pass a card processing fee to the patron based on either a percentage of the transaction value, a per transaction flat fee, or a combination of both.

The fee is configured using the settings highlighted below. The fee is charged against a non-inventory product PLU configured in the POS for ease of reporting. The screenshot below shows how the fee looks to the patron in OrderAway.

Web Ordering Update

Device: POS | **Payment** | Branding | Order Flow | Confirmation | Receipt

- Allow Anonymous Users  
Allow anyone to create orders
- Enable Sign In  
Allow users to use their logins to get member pricing
- Force Login Prompt  
When enabled OrderAway will first show the login screen
- Tiered Member Pricing
- Currency Type: AUD  
This is configured on the default device only.
- Submit Without Payment
- Card Payment  
NOTE: If enabled, please ensure Payment Options are set
- Media: 13
- Media Description: ONLINE WINDCAVE

**Online Payment Fee**

PLU Number: 664  
PLU Number that the payment fee will be assigned to upon order submission

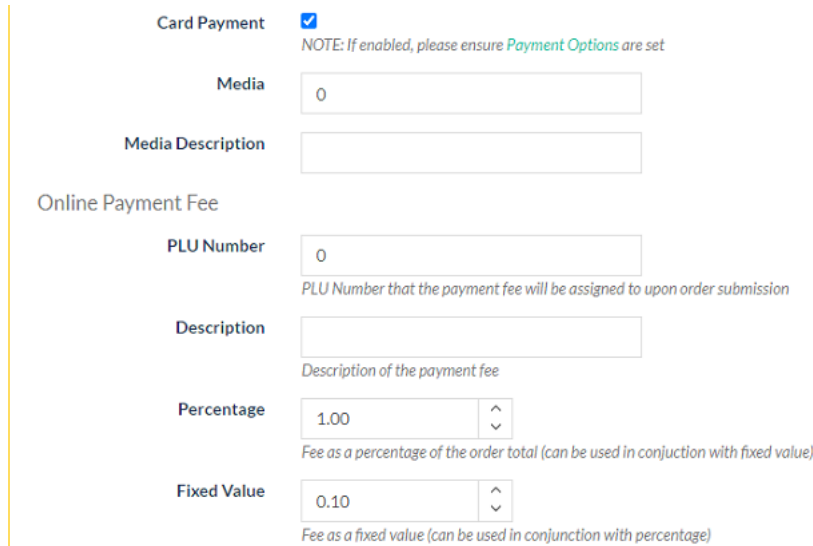
Description: Card Processing Fee  
Description of the payment fee

Percentage: 1.00  
Fee as a percentage of the order total (can be used in conjunction with fixed value)

Fixed Value: 0.10  
Fee as a fixed value (can be used in conjunction with percentage)

## Setup & Configuration

The card processing fee is configured on the Payment Tab of the OrderAway Portal in SwiftPOS BackOffice grouped under the Online Payment Fee header.



The screenshot shows the configuration form for the Online Payment Fee. It includes the following fields and options:

- Card Payment:** A checked checkbox with a note: "NOTE: If enabled, please ensure [Payment Options](#) are set".
- Media:** A text input field containing the value "0".
- Media Description:** An empty text input field.
- Online Payment Fee:** A section header.
- PLU Number:** A text input field containing the value "0", with a note: "PLU Number that the payment fee will be assigned to upon order submission".
- Description:** An empty text input field, with a note: "Description of the payment fee".
- Percentage:** A spinner control set to "1.00", with a note: "Fee as a percentage of the order total (can be used in conjunction with fixed value)".
- Fixed Value:** A spinner control set to "0.10", with a note: "Fee as a fixed value (can be used in conjunction with percentage)".

Note that legally, venues cannot surcharge more than the agreed Windcave card payment fee to the patron.

For more information regarding Merchant payment processing fees, please click [here](#) to view the [ACCC](#) website.

**PLU Number** – Set the Online Payment Fee against a representative non-inventory PLU product that will be used for all orders. This product needs to exist as an active product in the POS BackOffice.

**Description** – Set the description of the Online Payment Fee that will appear against all orders on the patron’s device.

**Percentage** – Set this field to the desired transaction value percentage to be charged to the patron. The percentage is charged net of the Fixed Value if a Fixed Value has been specified.

**Fixed Value** – Set this field to the desired fixed value to be charged to the patron per transaction.

NB a venue can opt to just charge a percentage fee, just a fixed value or a combination of the two.