

# Convenience Fees and How They Work

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Convenience fees are charged for the privilege of paying for a product or service using a non-standard method of payment. For example, movie theaters usually sell tickets in person at a ticketing window. If the movie theater also gives customers the option of paying for tickets online, the theater could charge a convenience fee for the online ticket orders. Customers are not paying for the right to use their credit card, but for the privilege of making a payment in a non-standard method.

A convenience fee is sometimes mistakenly referred to as a [surcharge](#); however, there is a distinct difference between the two. A surcharge is charged for the privilege of using a credit card as a form of payment. A convenience fee is assessed for using a more convenient payment channel and is not limited to credit cards. It is imperative to understand which can and cannot be utilized, and in what circumstances.

*Note: By default, convenience fees are not enabled. You may request this option to be added to your Qualpay account profile. To request this option, please contact the Qualpay [Customer Support Team](#).*

## Guidelines for Applying Credit Card Convenience Fees

As a merchant, you may charge a convenience fee to credit card transactions under the following conditions.

- The Merchant must notify the customer of the convenience fee before finalizing the payment.
- All transaction receipts must display the amount of the convenience fee. If using the Qualpay Virtual Terminal, the receipt will comply with this guideline.
- The payment must take place in a non-standard payment channel.
- A convenience fee must be a flat, fixed amount.
- The convenience fee must be applied to all means of payment accepted

through the non-standard payment channel.

- The convenience fee must be included in the transaction amount total.
- A convenience fee cannot be applied to recurring payments.
- The business collecting the payment may not be exclusively operating in a card-not-present environment.

## Setting Convenience Fee Options For The Qualpay Virtual Terminal

1. Select **Administration**
2. Select *Settings*
3. Select *Payment*
4. Scroll down to the **Virtual Terminal Settings** section of the payment profile

In the **Convenience Fee** section, you can set if a convenience fee is required on Qualpay Virtual Terminal transactions. If the convenience fee is required, the toggle option will show in *green*. If the convenience fee is optional, the toggle will show in *white*.

You can also set the default convenience fee amount in the **Convenience Fee** section. To add the default convenience fee amount, enter the set dollar amount in the *Default* field. Once the amount is added, scroll to the top of the page and click *Save Payment Profile*.

## Processing Convenience Fees On Qualpay API Solutions

To process a convenience fee using one of our API solutions, you must include additional parameters with your API call. Visit our Developer Center [API page](#) for the solution guide needed to identify and add the additional fields to your integration.

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