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Can constituents cover payment processing fees?

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1 hour ago · Updated

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> **Note:** This feature has been deprecated for all 3rd party payment processors. A new version of the feature compatible with NeonPay and Neon Payment Processing will be released in Fall 2019.
> If you have the Fee Coverage feature set up with another processor by July 26, 2019, it will continue to work.
> If you are interested in more information about NeonPay and how to sign up, please refer to our guides.

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Yes, you can allow constituents to cover the processing fee for **online payments** (credit card or e-

check) for Donations, Store Purchases, Memberships, or Event Registrations. This fee coverage by

constituents can be mandatory or optional. Processing fees are enabled separately for each type of transaction.

Enabling Fee Coverage

To configure a processing fee, navigate to:

Global Settings cog > Global Settings > Payments & Transactions> Credit Card & ACH Processing Fees

System Settings / System Settings Home / Credit Card & ACH Processing Fees

When a purchase contains multiple transaction types, the customer will be charged the processing fee associated with the transaction type that takes up the largest portion of the transaction.

Credit Card

Use this when you would like your constituents to cover the credit card processing fees.

Transaction Type	Fee	Fee Description	Optional Fee	Optional Fee Description	Operation
Donation Fee	No Fee	Processing Fee	No	Optionally add $ to cover processing fees	Edit
Product Fee	No Fee	Processing Fee	No	Optionally add $ to cover processing fees	Edit
Event Registration Fee	No Fee	Processing Fee	No	Optionally add $ to cover processing fees	Edit
Membership Fee	No Fee	Processing Fee	No	Optionally add $ to cover processing fees	Edit

ACH

Use this when you would like your constituents to cover the ACH processing fees.

Transaction Type	Fee	Fee Description	Optional Fee	Optional Fee Description	Operation
Donation Fee	No Fee	Processing Fee	No	Optionally add $ to cover processing fees	Edit
Product Fee	No Fee	Processing Fee	No	Optionally add $ to cover processing fees	Edit
Event Registration Fee	No Fee	Processing Fee	No	Optionally add $ to cover processing fees	Edit
Membership Fee	No Fee	Processing Fee	No	Optionally add $ to cover processing fees	Edit

Your **fees** can be a flat-rate amount (e.g. $2 per transaction), or they can be a percentage of the purchase price (e.g. 2.9%.)

Fee Description shows how the processing fee will be labeled on the payment form. You can change this description on the Edit screen if you would prefer a different label.

Click **Edit** next to the transaction type for which you want to configure transaction fees.

Update Processing Fee

Transaction Type:	Product Fee
Fee Type:	Percentage Fee ▼
Fee:	3.0 (%)
How would you like to label this fee in your front end forms?	Processing Fee (Default: Processing Fee)
Enable Optional Fee coverage?	☐
	Save

If you check the box marked "Enable Optional Fee coverage?", the fee will become **optional**. This means that your supporters will be able to choose whether or not they want to cover your transaction fee. You can also edit the way this option is displayed on your online forms.

The option to pay the processing fee will **default** to **Yes** (**selected**) if you enable optional fee coverage.

Reporting on Fee Coverage

To see what has been collected through this fee coverage, navigate to **Reports > New Report > Transaction Report**. Include **Processing Fee** as an output column. This will show the amount paid by the constituent to cover the payment processing fee, if any.

Communicating Fee Coverage to the Constituent

To notify your constituent of the full amount paid, include the **<<Credit Card or ACH Processing Fee>>** token in your System Email or Letter acknowledgement.

System Email: Donation Appreciation

Email HTML Content: Build from Existing Email

<<Organization Name>> is a U.S. tax-exempt 501 (c) (3) organization. Consistent with are the important details regarding your contribution:

- Your contribution was received on <<Donation Date>>.
- Amount: <<Donation Amount>>
- Fee Covered, if any: $<<Credit Card or ACH Processing Fee>>

Thank You for Your Support!

Sincerely,

body p

☐ Auto-generate and update text content of the email based on HTML content

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Note: The amount of the transaction does not include any covered fees.

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