ClubRunner

[NOVA] How do I add online payment service fees to invoicing?

Ryan A. - 2026-10-29 - Financial

ClubRunner allows you to set service fees that apply to online payments, which helps your club offset credit card processing fees that are charged by your connected payment provider. Service fees can be set independently for member dues, event registration, and donation campaigns.

If you need assistance connecting a payment provider to your account so you can take online payments, please contact us and we can assist.

Note

This is not the same as “surcharging”, which passes all processing fees on to the customer. This adds on a specific percentage and/or a set dollar amount to the order. You are charged the processing fees based on the total order amount that gets processed by the payment provider.

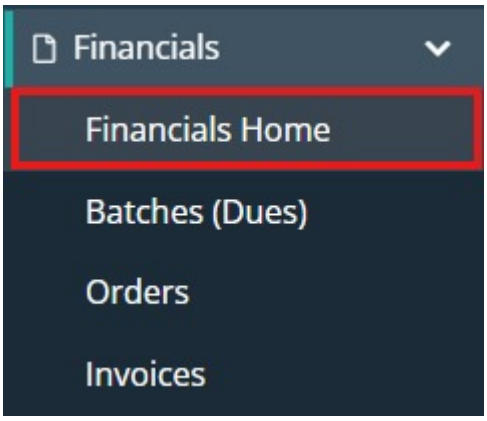
Skip to a specific section:

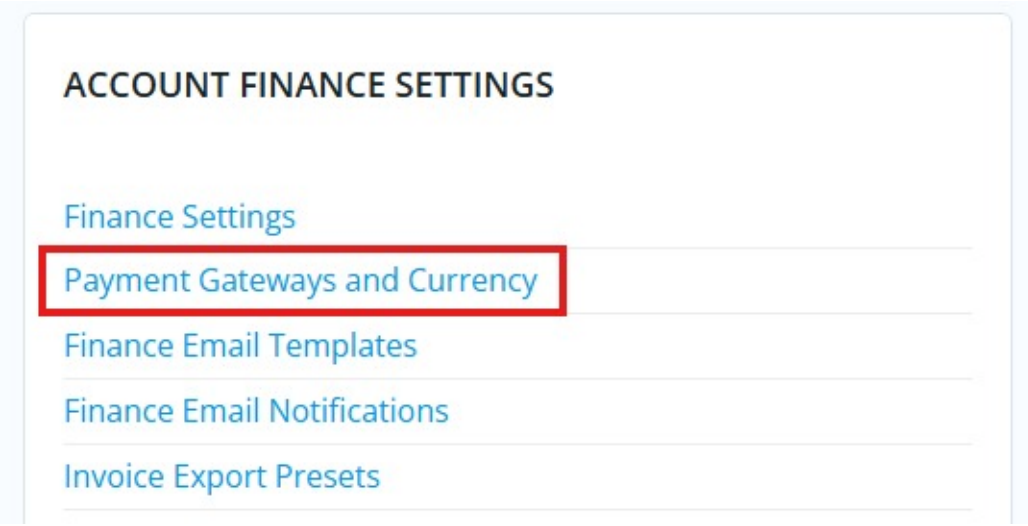
- Member Dues & General Invoices
- Donation Campaigns
- Cloud Events

Member Dues & General Invoices

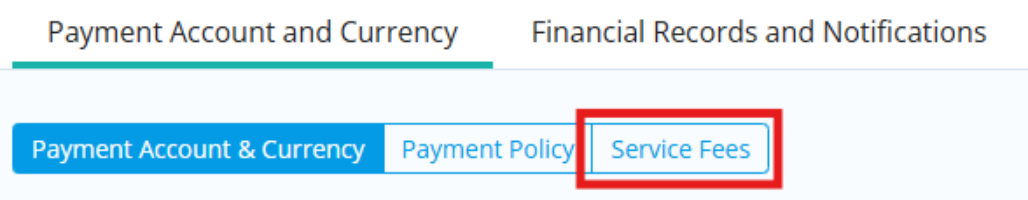
This will set a service fee for general or member dues invoices that you issue.

1. Navigate to **Financials -> Financials Home**, then under Account Finance Settings click **Payment Gateways and Currency**.

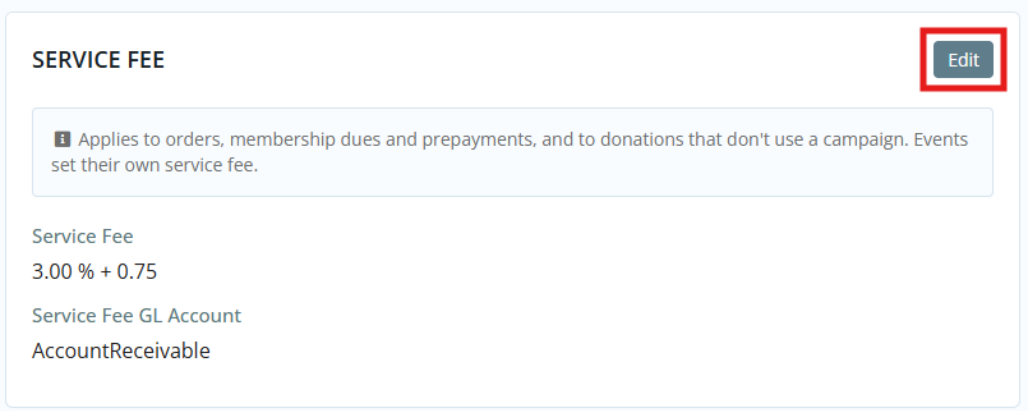




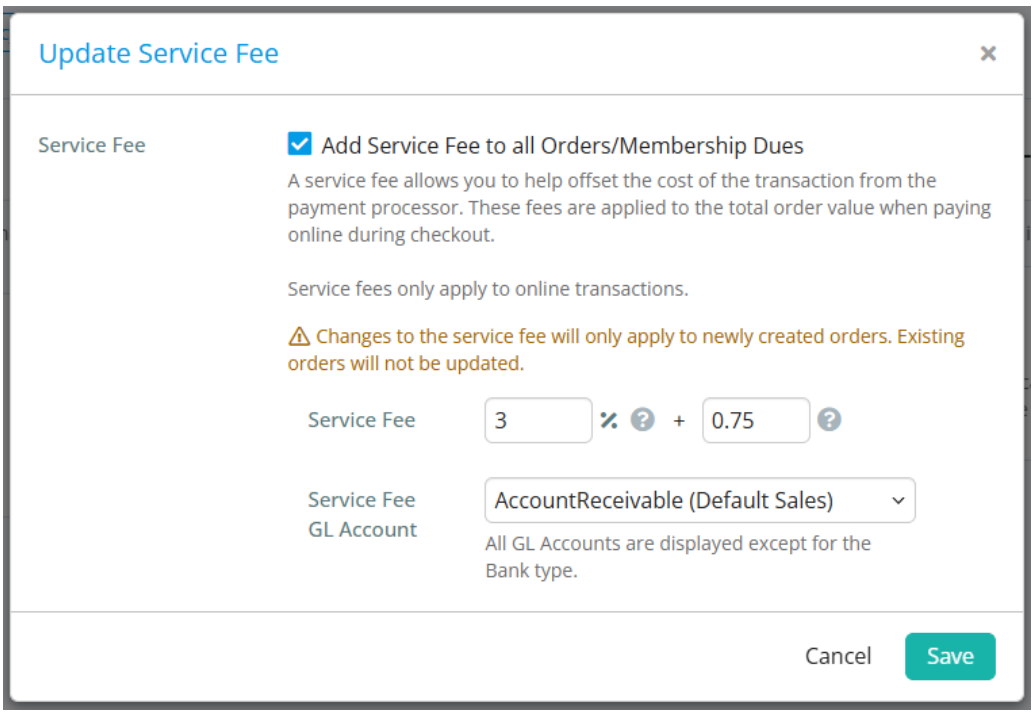
2. Click the **Service Fees** tab at the top of the page.



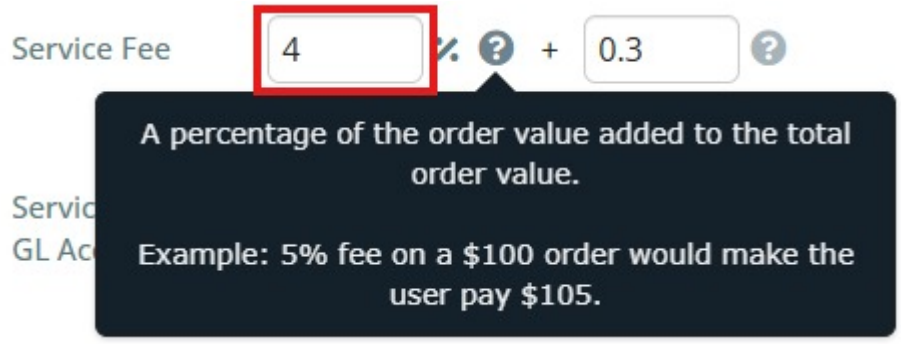
3. On the page that follows, click the **Edit** button in the Service Fee box.



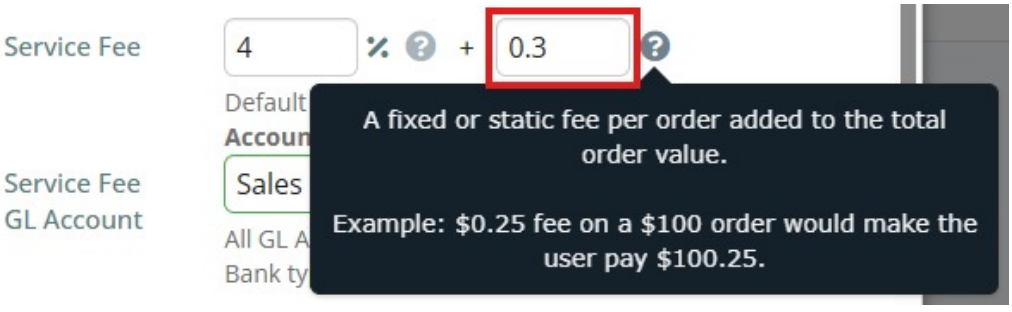
4. You will now be able to set the service fee which can be a percentage, a dollar amount, or a combination of the two. Click **Save** to apply your changes.



Percentage:



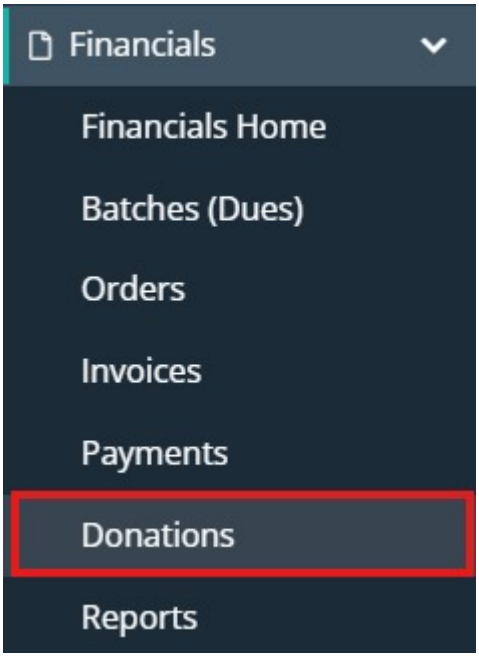
Dollar Amount:

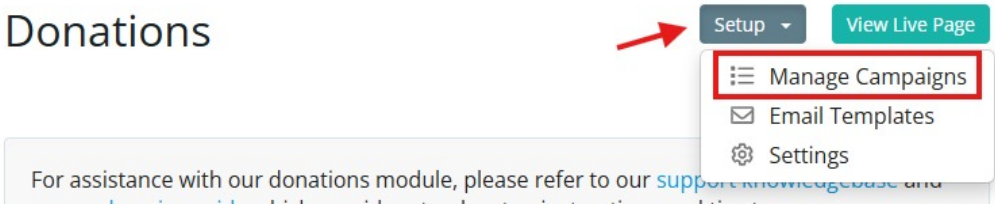


Donation Campaigns

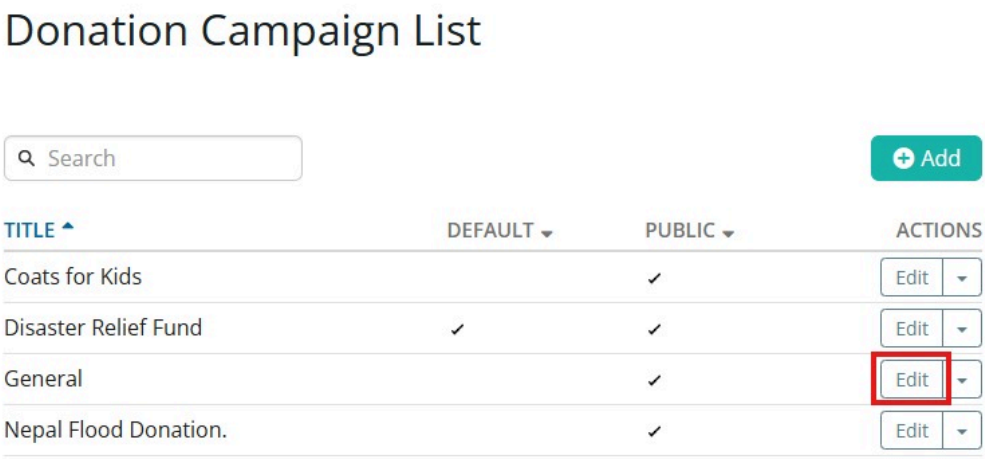
This will set a service fee for any donations processed through your donation campaigns.

1. Navigate to **Financials -> Donations**, then on the main Donations page in the top right-hand corner click **Setup -> Manage Campaigns**.

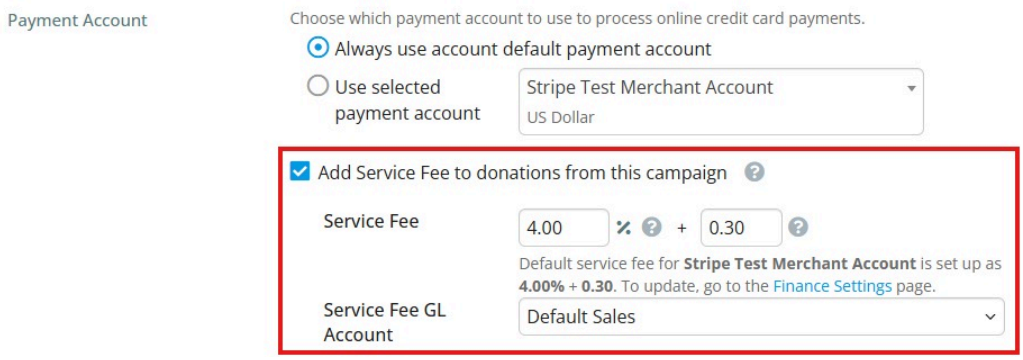




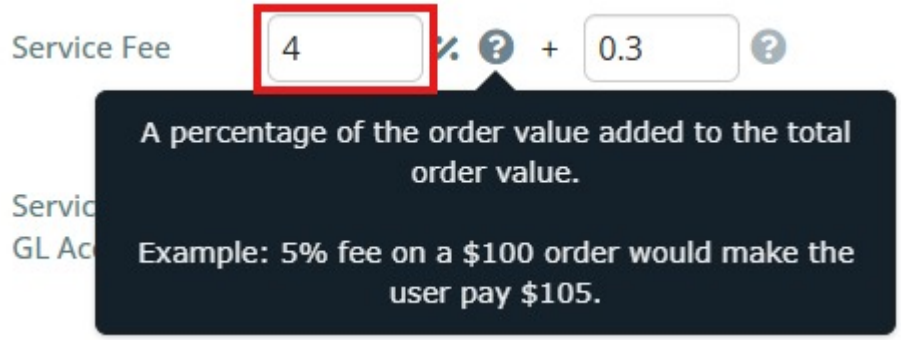
2. Here you click **Edit** beside whichever campaign you want to set the service fee on.



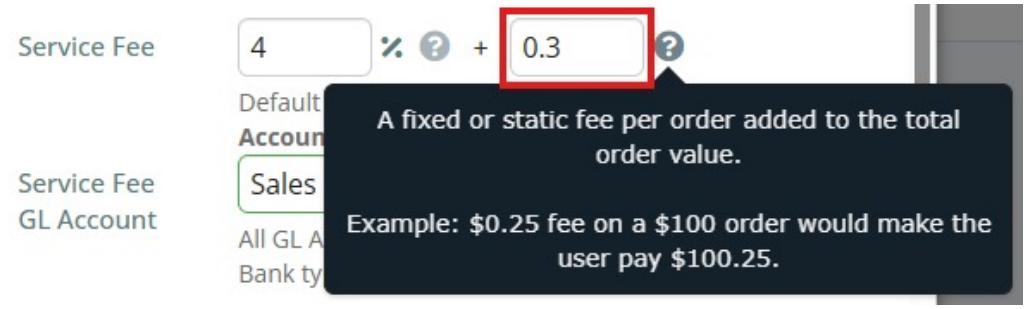
3. On the donation campaign editing screen there is an option to enable the service fee, which can be a percentage, a dollar amount, or a combination of the two. Click **Save** to apply your changes.



Percentage:



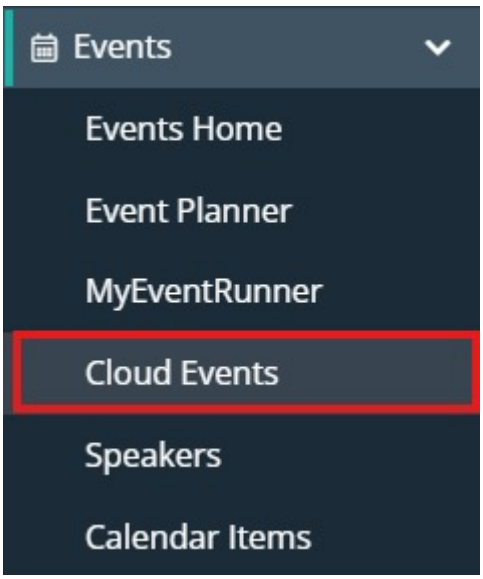
Dollar Amount:



Cloud Events

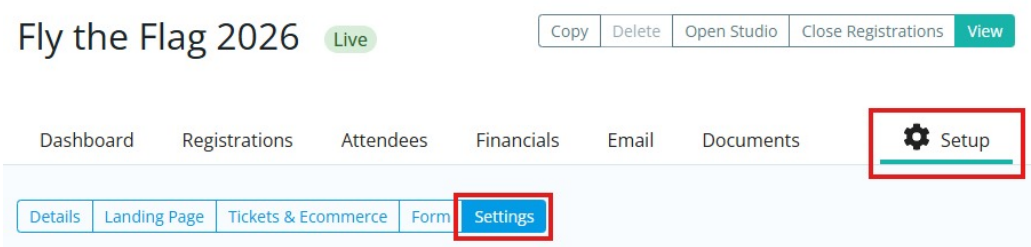
This will set a service fee for any registrations on Cloud Events.

1. Navigate to **Events -> Cloud Events**, then click **Manage** on the specific event you'd like to set the service fee on.

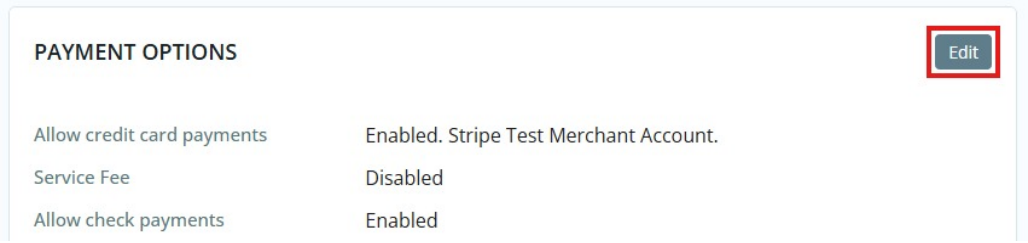




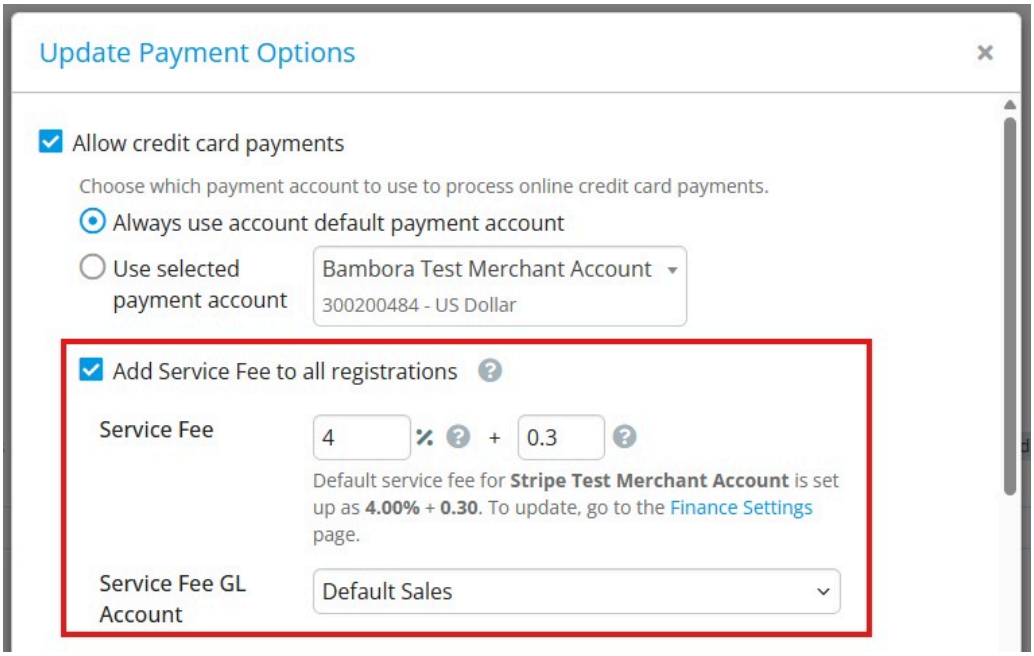
2. Now on the specific event page, click **Setup** and then go to the **Settings** tab.



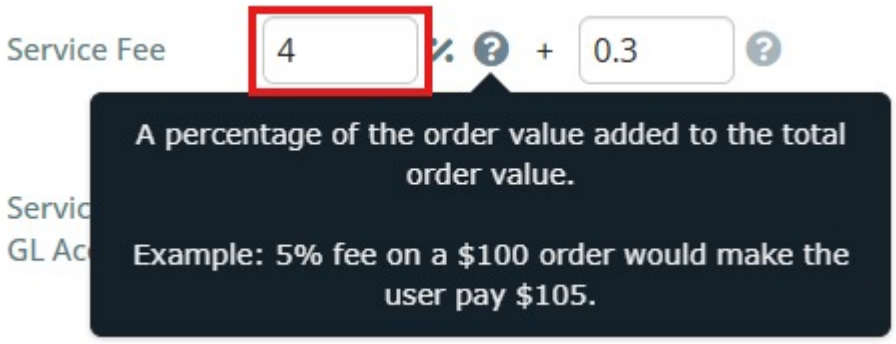
3. Now click **Edit** in the Payment Options section.



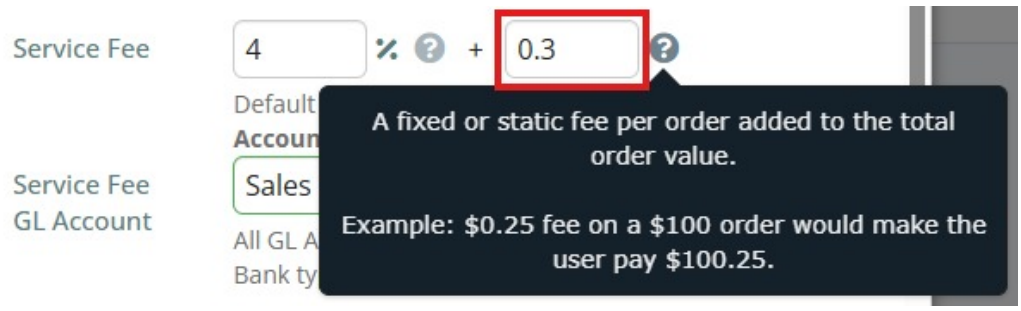
4. Here you'll see an option to enable the service fee, which can be a percentage, a dollar amount, or a combination of the two. Click **Save** to apply your changes.



Percentage:



Dollar Amount:


Service Fee
4
%
+
0.3
A fixed or static fee per order added to the total order value.
Example: $0.25 fee on a $100 order would make the user pay $100.25.
Service Fee GL Account
Sales