



Foodpod merchant services agreement

Foodpod (pod = Pickup Or Delivery) is a software application available for the public (your customers) to order food using their devices such as cell phone . Foodpod’s primary function is to

1. Eliminate incoming telephone orders which can take immense amount of human resource to maintain.
2. Eliminate pen & paper writing errors while taking a phone call.
3. Take the customers payment before you start prepping food.
4. Identify and store customer details which can create a higher future value for your business.
5. The order shows directly in ClickPOS. A full Integrating of order, so no third-party ordering software to deal with.
6. As you maintain your menu, prices and trading hours, the online menu is automatically updated.

Foodpod is only available for those actively using the ClickPOS App point of sale system.

Public can view your products and services, create, and pay for the order.

The payment will be processed via secure PCI compliant bank’s gateway and will be paid into your account via ClickPOS as stated below under payment days.

Foodpod will provide the credit card merchant services in built into foodpod, so you don’t have to deal with merchant application. The bank charge a credit card fee for each transaction. This fee will be forwarded onto you along with a small percentage to maintain the foodpod application. ClickPOS will deduct below % (as noted below Merchant Credit Card Fee) as credit card and data processing fee. The % will be calculated and deducted from total of your online orders and balance will be forwarded to you. The payment will accompany the statement list of transaction processed.

Processing customer credit card: When customer submits an order, The payment will be Pre-Authorised for the amount, The amount will be withdrawn from customers account for pre-authorisation. When you tap the ACCEPT button in ClickPOS the amount will be processed.

When you DECLINE an order, the amount will be held up to 7 days by the bank then deposited back to customers account.

Customer Receipt : The customer will be provided with an Email receipt of all purchases.

Refunds : To refund a customer, simply tap the refund button on ClickPOS. The total amount will be deposited back to customers credit card. The refunds are allowed after Accept button is pressed. System will send a push message to customer when a refund is processed.

Payment days Our accounts department will forward the amount of all sales to your nominated bank account below (if payment day falls into a public holiday, then payment is processed on the next business day)

Monday : Payments for sales on past Thursday, Friday, Saturday, Sunday

Thursday : Payment for sales on past Monday, Tuesday, Wednesday

Communications relating to statements : email to accounts@clickpos.com

Merchant credit card fee *	2.6% will be deducted from total sales. The fee includes standard bank CC fee and foodpod data processing
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***The “Merchant credit card fee”** consists of the fee being charged by the bank for merchant services, The bank has the right to adjust the rate on a months’ notice. As the card fees are adjusted, ClickPOS accounts department will evaluate and forward the adjustment to you accordingly. The fee includes foodpod data processing and maintenance fee which may also be adjusted with a months’ notice. You have the option of charging this fee onto your customers via the ClickPOS app’s Settings > Online Order page.

Your details

Company name		Bank account to deposit (Australian bank details)	
ClickPOS company login Code		Account Name	
Your name		BSB	
Email to send statement		Account number	
Signature : I agree with above terms			
Date	/ /		