GUIDE FOR RESTAURANTS

PAYMENTS, FEES AND STATEMENTS

Card payments land in your own Stripe account, cash stays in your till, and Foxi.food is paid per order. This guide explains every money line, the monthly statement and what to hand to your accountant.

www.foxifood.com/help/

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HOW THE MONEY FLOWS

Where does my customer's money go?

Straight to you. A card payment is charged on your own Stripe account, which Stripe pays out to your bank. Foxi.food never holds your revenue — you are the seller. The Stripe account belongs to your restaurant: you open it in your own name during activation, and Stripe's own terms apply to it. You manage it under **Settings → General → Settings**, tab **Payments** (**Manage payment account**, **Open Stripe dashboard**); only owners see it (details: /help/payments/stripe/). There is no monthly or setup fee. The platform charges the 0.45 EUR processing fee, paid by your customer, plus a delivery fee on courier orders (below).

What reaches my bank account from a card order?

For each card order, Stripe pays out the amount charged minus:

1. the 0.45 EUR processing fee — your customer pays it on top of the price;
2. the platform delivery fee, on courier orders only;
3. Stripe's own card fee.

Stripe pays out on its own schedule, typically within a few business days. To match a payout, compare the Stripe dashboard with **Orders (CSV)** by date and amount. If payouts stop, the usual cause is incomplete Stripe verification: the **Payments** tab then reads **Stripe account is restricted**. Click **Resolve restrictions** and add what Stripe asks for. You resolve that with Stripe — Foxi.food cannot release payouts.

THE FOXI.FOOD PROCESSING FEE

Who pays the processing fee, and how much is it?

The customer does. Every web or app order carries a processing fee of 0.45 EUR, shown in the cart as its own line, **Processing fee**. It applies to delivery and pickup, card and cash, unless the platform has configured an exception for your restaurant. QR table orders and orders your staff enter by phone carry none. Outside the euro area the platform charges a fixed equivalent, not a conversion. Today that is 11.50 CZK in the Czech Republic, 1.90 PLN in Poland and 180 HUF in Hungary. To check your own amount, read the **Processing fee** line in your cart.

How is the fee collected on a card order?

Automatically. When the card is charged on your Stripe account, Stripe passes the fee to the platform (an "application fee"). Both platform fees then appear in the **Foxi fees** column of your monthly statement — see 'Your monthly statement'. The **Orders (CSV)** download has no platform-fee column; each order's processing fee is the **Processing fee** line in its order detail.

How is the fee collected on a cash order?

You collect the whole order total, including the 0.45 EUR, and the fee is counted in **Foxi fees**. That column totals card and cash orders together, with no separate figure for what you owe on cash orders — the card ones were already taken via Stripe.

What the documents do not say today: how you pay the fees from cash orders, when, on which document, and what happens in a month with cash orders only. The manual says the platform will tell you how to settle it. What to do now:

1. keep the **Foxi fees** figure from each closed month;
2. write to support@foxi.food with the statement month and ask how and when to pay;
3. ask your accountant how to book it.

Do I pay the fee on cancelled, refunded or uncollected orders?

Today a cancelled order records no platform fee. The rest depends on the situation:

- **You cancel a paid card order** — click **Cancel order**; the refund is automatic and in full, and no fee is recorded.
- **Cash no-show** — click **Cancel order**; no fee. Mark it delivered instead and a fee is recorded in **Foxi fees**.
- **Card-paid order never collected** — the money is already on your Stripe account. Whether you refund is your decision as the seller. **Cancel order** refunds it in full; a partial refund you make in the Stripe dashboard.

A fully refunded order is left out of **Revenue**, **Foxi fees** and **Payable**.

> **Good to know:** this is current behaviour, not a contractual right. The Refund Policy says per-order processing fees and Stripe's card fee are not reversed on refunded orders.

DELIVERY FEE, STRIPE'S CARD FEE AND THE CARD DISCOUNT

What is the platform delivery fee on courier orders?

Courier-delivered web and app orders carry an additional platform delivery fee, currently 10 % of items plus tip minus discounts. You pay it, and it covers the courier app and the dispatch tools. You see it in the fee overview in the admin **Manual** and in the **Foxi fees** column of your statement. Your own delivery and service fees, set under **Operations → Delivery → Prices & rules**, stay out of the base. The **Delivery fee** your customer pays is your own charge; it stays with you when your own couriers deliver.

What does Stripe charge, and where are Stripe's documents?

Stripe charges its card-processing fee to you under its own terms — Foxi.food neither sets nor receives it. Typically it is 1.5 % + 0.25 EUR per transaction for standard European cards. For corporate cards it is around 2 % plus 0.25 EUR. The Terms and /pricing/ give this range. Stripe's fee documents are in your Stripe dashboard (**Open Stripe dashboard**).

What is the card-payment discount, and who funds it?

An automatic incentive to pay online, shown at checkout as **Card payment discount** — 5 % by default. You fund it from the order price. It is calculated on the items only, and today applies to online card payments alone — never to cash, QR table orders, company accounts or the processing fee. The platform sets the rate and you cannot change it in the admin; ask support@foxi.food if you need a different one.

Which fees apply to which orders?

Use this table to see who pays what on each kind of order. The platform delivery fee is Foxi.food's 10 %; your own **Delivery fee** and **Service fee** (**Operations → Delivery → Prices & rules**) are not platform fees and stay with you. Stripe's card fee applies whenever a card is charged.

Order	Processing fee (customer)	Platform delivery fee 10 % (you)	Stripe's card fee (you)
Web/app, courier delivery	Yes (card and cash)	Yes	Card orders
Web/app, pickup	Yes (card and cash)	No	Card orders
QR table order	No	No	If paid online
Staff-entered phone order	No	No	If paid by card link

YOUR MONTHLY STATEMENT

Where is my monthly statement and what does it show?

Under **Finance → Accounting → Invoices & receipts** (owners only), on the page **Monthly statement**. One row per month shows **Orders**, **Revenue**, **Foxi fees**, **VAT**, **Payable** and **Status**. **Foxi fees** is the month's platform fees: the processing fees, plus any delivery fees on courier orders. The running month is marked **Open** (provisional) and closes automatically after month end.

What is "Payable" — will Foxi.food transfer it to me?

No. **Payable** is an accounting figure, not a transfer. The admin note begins: "Payable = revenue after Foxi fees. Cash revenue stays with you directly — only the card portion is paid out."

> **Good to know:** Payable includes cash you already hold, and it ignores Stripe's card fee. It will therefore not equal your Stripe payouts.

Which files can I download for my accountant?

Each month offers two downloads:

- **Summary (CSV)** — orders, revenue, Foxi fees, payable, card and cash revenue, tips, discounts, refunds and one VAT row per rate (net; tax; gross).
- **Orders (CSV)** — every order of the month.

Finance → Accounting → Data export adds financial transactions, orders or courier payouts for any date range, as CSV or JSON, up to 10,000 records. Transactions and courier payouts are stated in the smallest currency unit (cents, haléře) — 1250 means 12.50. The statement page itself shows the last 12 months.

Is the platform my accounting archive?

No — the Terms make you responsible for determining your own retention periods and for complying with your country's tax and accounting record-keeping rules. Ask your accountant how long you must keep them. After the Agreement ends you normally have 30 calendar days to export your data, but not if the account was blocked for a breach of the Terms. Then it is deleted, subject to Foxi.food's own legal archiving duties.

Good to know: Enable GDPR Strict Mode (**Settings → General → Settings**, tab **GDPR & Data Protection**) irreversibly deletes order history — export your files first.

DOCUMENTS FOR YOU AND FOR YOUR CUSTOMER

Do I get an invoice from Foxi.food for its fees?

Today the admin gives you a monthly statement (CSV) — not an invoice with an invoice number and issuer details. The Terms of Service provide that the Provider (Elite Digital Services, LLC) issues invoices electronically to your account e-mail. If you need an invoice and none has arrived, write to support@foxi.food with the statement month. Whether the statement alone is enough for your books — ask your accountant.

What document does my customer receive?

The platform e-mails your customer in your restaurant's name. They get an order confirmation with a tracking link, a ready notice and a receipt on delivery. The receipt is the document your customer keeps: a proof of payment, not a fiscal receipt, listing every price line including the processing fee. For VAT payers it adds a VAT breakdown by rate under your business name and tax IDs (IČO, DIČ, IČ DPH). QR table orders send no e-mails.

Who issues the fiscal receipt — me or the system?

You do, as the seller. The Terms oblige you to follow your country's fiscal or electronic revenue-registration system and to issue proper tax documents. In Slovakia that is eKasa, in Hungary the online cash register. The Country-Specific Terms (/legal/country-terms/) name it where one exists. There is no working cash-register connection today — under **Settings → Integrations** the cash-register items are marked **Coming soon**. Whether an online order must be registered, and when — ask your accountant.

TIPS

Who receives online tips?

Customers can add a tip on web, app and QR table bills. On card orders it lands on your Stripe account with the order; on cash orders you collect it. On a delivery by your own courier, the manual says, it is credited to that courier. Today it appears in the **Financial transactions** export (**Finance → Accounting → Data export**) as rows of type courier_tip — the same rows the admin ledger labels **Courier tip**. Foxi.food pays couriers nothing; you settle with them yourself. Otherwise the tip stays with you.

Are fees or VAT charged on tips?

No processing fee is added on a tip. On courier orders the platform delivery fee is calculated on items plus tip minus discounts. Today the system adds no VAT to a tip and keeps it out of the VAT breakdown. The statement shows tips separately (**Tips**). No document addresses tax or payroll treatment — whether a tip is revenue, wages or a pass-through item, ask your accountant.

DISCOUNTS, GIFT CARDS AND COMPANY ACCOUNTS

Who bears discounts and promo codes?

You do — every discount is a reduction of the price you set. That covers promo codes and automatic offers from **Business → Marketing → Promo codes & discounts**, loyalty rewards, **Last-call deals** and the card-payment discount. The customer sees each as its own line in the cart. A discount never reduces the processing fee, and a free-delivery promo does not reduce the platform delivery-fee base.

How do gift cards work with the money?

Once Stripe is active, your ordering site offers gift cards automatically. Preset values are 10, 20, 30, 50 or 100 in your restaurant's currency (EUR in the euro area). The money lands on your Stripe account at sale, and the customer spends the balance at checkout — see **Business → Marketing → Gift cards**. **Void** only invalidates a card: the money is not refunded automatically, so refund the buyer in the Stripe dashboard first.

How do company accounts and meal subscribers get invoiced?

Create the account under **Finance → Accounting → Company accounts**. Its employees then order on the account, settled as cash (no card). Each month the **Statement** button lists the company's orders — you issue that invoice, not Foxi.food. The processing fee applies as on any cash order; the card-payment discount does not. **Operations → Delivery → Meal subscribers** works similarly for lunch regulars: internal orders with no processing fee, and monthly totals split between cash and invoice.

FOR YOUR ACCOUNTANT

What do the Terms say about VAT on Foxi.food's fees?

The Terms of Service state that all prices are "net prices exclusive of any applicable indirect taxes (such as VAT, GST, or sales tax)". The User — you — "is responsible for self-assessing and reporting any taxes applicable to the purchased services". For Users "established in the European Union and registered for VAT, the reverse charge mechanism applies". For "EU-based businesses not registered for VAT, no additional taxes are charged by the Provider". What you must self-assess, report or file — ask your accountant.

Is the processing fee my revenue, or money I collect for the platform?

The documents describe the mechanics, not the accounting treatment. They say:

- The Terms call it the Provider's Service Fee, "added to the customer's order total".
- It is shown to your customer as its own line and appears on the proof of payment issued in your name.
- The manual's price-line overview assigns it to the platform, not to you.

The statement supports either view: **Revenue** is gross, **Foxi fees** separate, **Payable** net. How to record the line, gross or net — ask your accountant.

What facts do I hand to my accountant?

Hand these over with the statement files for the months in question:

- **Contracting party:** Elite Digital Services, LLC, 1111B S Governors Ave #21653, Dover, DE 19904, USA. If your accountant needs its tax identification, ask support@foxi.food. The tax number at the end of the Terms is the EU representative's (Euro business company Kft.), not the contracting party's.
- **Seller:** you — you issue the fiscal receipt.

- **Fee amounts and who bears them:** see the table above.

WHERE TO FIND HELP

Whom do I ask about fees, statements and payments?

- **Foxi.food support** — support@foxi.food, Monday–Friday 9:00–17:00 CET. Include your account e-mail, restaurant name, the statement month or order numbers, and a screenshot.
- **Your Stripe dashboard** — Stripe's fees, payouts, refunds and disputes (chargebacks); see /help/payments/stripe/.
- **Your accountant** — VAT, fiscal registration and bookkeeping; the platform provides data, not tax advice.

Which documents govern this topic?

- Terms of Service — /legal/terms-of-service/
- Refund Policy — /legal/refund-policy/
- Country-Specific Terms — /legal/country-terms/
- Pricing — /pricing/

The Terms and /pricing/ set the 0.45 EUR processing fee and state Stripe's fee range; the Terms alone set the 30-day notice for price changes. The Refund Policy governs fee refunds, and the Country-Specific Terms add local tax rules. The current fee overview in the admin **Manual** and your monthly statement show the platform delivery fee on courier orders. Where the documents are silent, ask support@foxi.food or your accountant. This guide is online at https://www.foxifood.com/help/payments-and-fees/.

STILL HAVE QUESTIONS?

Technical support for restaurants is available by e-mail. Include the name of your restaurant and, where relevant, the order number.

support@foxi.food
www.foxifood.com/help/

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