

OnceHub transaction fee (collecting payments from Customers)

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Note:

This article only applies if you use our [PayPal integration to collect payments from your Customers](#). If you have any questions on how we bill you as a OnceHub Customer, go to the [Account billing article](#).

OnceHub has partnered with PayPal to offer [payment integration through all phases of the booking lifecycle](#). OnceHub charges a [1% transaction fee](#) for payments received via OnceHub, in addition to the fees charged by PayPal.

Why does OnceHub charge a transaction fee?

OnceHub provides a robust and feature-rich scheduling solution. Our license-based pricing allows us to offer our customers unlimited usage of our product and high-touch support. [Payment integration](#) allows you to increase sales, generate additional revenue streams, and reduce administrative overheads. To ensure that you do not bear any fixed costs upfront, and are only paying for actual usage rather than projections, we have implemented a transaction-based pricing model for payment integration. This allows you to enjoy the full benefits of our comprehensive and robust payment integration, with its cost directly aligned to the revenue you generate.

What are the fees charged by OnceHub?

Transaction fees are collected as follows:

- All payments received via OnceHub are subject to a 1% transaction fee, including those made with a free account.
- There are no transaction fees or credits for refunds made via OnceHub.
- For all currencies, the 1% transaction fee is rounded down.

How do you allow automatic billing?

When you [connect your PayPal account to OnceHub](#), you will be prompted to [allow automatic billing](#) of a 1% transaction fee. You will be redirected to PayPal, where you will allow automatic billing via OnceHub. This is referred to in your PayPal account as a billing agreement. The transaction fee will be charged automatically with each payment received, and will be visible as an individual transaction in your connected PayPal account. [Learn more about OnceHub payment terms of use](#)

How will you invoice me for the transaction fee?

At the beginning of each month, you will receive a [Transaction fee invoice from OnceHub](#) summarizing all transaction fees paid during the previous month. The invoice is for your records only, and does not require additional payment, since the transactions were deducted automatically from your connected PayPal account with each payment received via OnceHub.