



Accounting Guide

2025



Selling Fees & Payment



Commission:

- 15% Marketplace | 7% ezOrdering

Payment Transaction Fee:

- 2.99%



Payments sent weekly on
Tuesdays via ACH direct deposit



Billing cycle: Monday-Sunday

Example Order

Food and beverage total	Subtotal	\$443.74
Customer facing delivery fee set by location	Delivery Fee	\$44.37
Sales tax paid by customer	7.35% Sales Tax	\$35.88
Sales tax remitted in <u>certain states</u>	Sales Tax Remitted by ezCater	-\$35.88
	Tip	\$88.75
Total		\$576.86
2.99% (subtotal + delivery + tax)	Payment Transaction Fee	-\$14.41
(subtotal + delivery fee)	Commission	-\$73.22
Caterer Total Due		\$489.23

Viewing Payments

Financials Tab

- View previously processed payments
- Each location receives a separate payment, even if going to same bank account
- Click into each payment for a full breakdown and a list of orders from the billing cycle

Open payment details

Recipient	Amount	
Rusty Russells B.B.Q. #1234 (Rusty Russells B.B.Q.) 1862 Auburn Rd, Ste 117, Dacula, GA 30019	\$5,017.76	View Details

Payment Breakdown

Food Total	\$5,567.00
Delivery Fees	+ \$300.00
Commission ⓘ ezOrdering Orders Direct Entry Orders Relish Orders Marketplace Orders	- \$853.68 - \$23.10 \$0.00 \$0.00 - \$830.58
Sales Tax ⓘ	+ \$304.62
Tips	+ \$326.18
Payment Transaction Fee ⓘ	- \$169.73
Adjustments ⓘ	\$0.00
ezDispatch Charges & Misc. Fees ⓘ	\$0.00
Marketing Spend ⓘ Preferred Partner Program ezRewards Program	- \$456.63 - \$193.75 - \$262.88
Promotions ⓘ	\$0.00
Total for all orders ⓘ	+ \$5,017.76
Paid to you separately by ezCater ⓘ	- \$5,017.76
Paid by ezCater	\$5,017.76

Hover over for
calculation

Automatic ezDispatch Pricing

Definitions:

Delivery Fee

Fee paid by the customer, to the restaurant

ezDispatch Fee

10% of the food subtotal, with a minimum of \$30.

Delivery Commission

Delivery fees are subject to commission based on the order source (ie. Marketplace is 15%).

Effective Cost

ezDispatch fee always = customer delivery fee - therefore effective cost = **commission rate x delivery fee.**

Example Marketplace order

When using ezDispatch for all your orders, we match the customer-facing delivery fee to the cost of ezDispatch

Food Subtotal	\$200.00
Delivery Fee (Paid by your customer)	+\$30.00
ezDispatch Fee (Paid by you to ezCater)	-\$30.00
Delivery Commission (15% for Marketplace)	-\$4.50
Effective cost paid for ezDispatch	-\$4.50

The ezDispatch cost is always 10% of food subtotal (minimum \$30)

**** All customer tips are passed directly to the delivery partner ****

Creating Order Reports

Create Order Reports
via
Completed/Rejected
tabs

See orders from: Last 90 Days (dropdown) Search by order number: #25C-A6B Sources: Marketplace (checked), ezOrdering (checked), Direct Entry (checked) [Generate Report](#)

Order #	Date & Time	Customer	Setup required	Store	Source	Issues	Rating	Order Value
4X5-WPR	Tue, Jun. 10, 11 AM (10:40 AM pickup)	State University	Yes	Rusty Russells B...	Marketplace	--	No review	\$281.40

Create Payment Order
Report when viewing a
payment in Financials
tab

Paid by ezCater \$5,017.76

Orders in this Payment [Download Order Details](#)

Order #	Date	Location	Address	Order Source	Paid by ezCater
3C8-Y1A	11/18/19	Athens Area Urology	815 Ryan Islands Athens, GA, 30606	Marketplace	\$385.73
5TV-49Q	11/19/19	roper pump company	20911 Reichert Street Commerce, GA, 30599	Marketplace	\$159.11

Click [here](#) to
download a
sample report

Watch [this video](#) to see how to view payments in your ezManage!

