

WeMoney Awards Program - Ratings & Methodology Criteria

Business Awards (Merchant Payments)

Name: 2026 WeMoney Business Awards (Merchant Payments)

Key Dates:

Applications open: Monday, 22-June-2026
Applications close: Friday, 10-July-2026
Winners announced: Thursday, 23-July-2026

2026 Business Awards (Merchant Payments) Summary

The WeMoney Business Awards (Merchant Payments) celebrate the best products, services, and innovators in the Australian market, offering outstanding value and service quality to businesses.

We use our knowledge and experience to identify those products and services that offer outstanding value, as well as market-leading features, and recognise them with the WeMoney Business Awards (Merchant Payments).

For applicants, a WeMoney Business Award is a third-party endorsement of their product(s) and service(s).

Method: We score each factor on a 0-to-10 scale (or as a zero or one, depending on the factor), with 0 being the lowest possible score and 10 being the highest possible score.

Overview

2026 Merchant Payments Award Categories

Merchant Payment Award Categories
Merchant Payment Provider of the Year
Merchant Terminal of the Year
Merchant Terminal of the Year (Small Business)
Merchant Terminal of the Year (Sole Trader)
Best for POS Integrations
Excellent Rates & Fees
Best for Value
Best for Quality
Best for Flexibility
Outstanding Customer Service

Award Methodology

Merchant Payment Award Categories

Merchant Payment Provider of the Year

This award recognises the merchant payment provider demonstrating exceptional overall performance across payment processing, delivering outstanding value, innovation, and customer experience. Applicants were assessed based on market leadership, service offerings, pricing, digital innovation, and customer outcomes. The award is given to the provider with the highest weighted rating across the following categories:

- Market Leadership & Innovation
- Comprehensive Service Range
- Digital Payment Excellence
- Competitive Pricing Structure
- Customer Satisfaction & Support
- Business Growth Enablement
- Settlement & Processing Efficiency

Merchant Terminal of the Year

This award recognises the merchant terminal provider offering the most advanced, reliable, and user-friendly payment terminal solution for businesses across all market segments. Applicants were assessed based on terminal functionality, connectivity, durability, ease of use, and integration capabilities. The award is given to the provider with the highest weighted rating across the following categories:

- Terminal Functionality & Features
- Connectivity & Reliability
- User Interface Design
- Payment Method Support
- Integration Capabilities
- Durability & Build Quality
- Setup & Deployment Ease

Merchant Terminal of the Year (Small Business)

This award recognises the merchant terminal provider delivering the most suitable terminal solution for small business requirements and operational constraints. Applicants were assessed based on affordability, ease of use, business-appropriate features, support services, and scalability. The award is given to the provider with the highest weighted rating across the following categories:

- Small Business Affordability

- Simplified Operation & Setup
- Essential Feature Set
- Business Account Integration
- Growth Scalability Options
- Dedicated Small Business Support
- Transaction Volume Flexibility

Merchant Terminal of the Year (Sole Trader)

This award recognises the terminal provider giving sole traders and micro-operators the most accessible acceptance, from hardware-free smartphone payments to low-cost portable terminals. Applicants were assessed based on entry cost, setup speed, portability, usability, and mobile and international support. The award is given to the provider with the highest weighted rating across the following categories:

- Entry Cost & Pricing Accessibility
- Hardware-Free & Smartphone Acceptance
- Instant Digital Onboarding
- Portability & Everyday Usability
- Integrated Banking & Money Management
- Multi-Currency & International Support
- Individual Business Support

Best for POS Integrations

This award recognises the merchant payment provider offering the most comprehensive integration ecosystem with point-of-sale systems, delivering superior connectivity and value. Applicants were assessed based on integration versatility, technical excellence, implementation ease, reliability, and developer support. The award is given to the provider with the highest weighted rating across the following categories:

- POS Ecosystem Breadth & Coverage
- Advanced API Infrastructure
- Seamless Implementation Process
- Real-Time Transaction Sync
- Multi-Platform Flexibility
- Own & Third-Party POS Options

Excellent Rates & Fees

This award recognises the merchant payment provider offering the most competitive and transparent pricing, balancing low transaction rates with clear, predictable fee structures. Applicants were assessed based on rate competitiveness, pricing transparency, fee predictability, and overall cost effectiveness. The award is given to the provider with the highest weighted rating across the following categories:

- Transaction Rate Competitiveness
- Pricing Transparency & Public Rates
- Fee Predictability & Consistency
- Account & Setup Fee Minimisation
- Terminal Pricing & Options
- Additional Fee Disclosure
- Overall Cost Effectiveness

Best for Value

This award recognises the merchant payment provider delivering the greatest overall value through its ecosystem breadth, bundled business services, and benefits beyond headline pricing. Applicants were assessed based on ecosystem value, business tool integration, rewards and analytics, and total cost of ownership. The award is given to the provider with the highest weighted rating across the following categories:

- Ecosystem & Bundled Service Value
- Business Banking & Account Integration
- Rewards, Analytics & Data Insights
- Least Cost Routing & Fee Savings
- Settlement Speed & Options
- Feature Comprehensiveness
- Total Cost of Ownership

Best for Quality

This award recognises the merchant payment provider demonstrating superior quality from terminal reliability and feature innovation to support excellence and security standards. Applicants were assessed based on terminal quality, service reliability, feature sophistication, security, and processing standards. The award is given to the provider with the highest weighted rating across the following categories:

- Terminal Quality
- Service Reliability & Uptime
- Feature Quality & Sophistication
- Security & Compliance Standards
- Transaction Processing Excellence

Best for Flexibility

This award recognises the merchant payment provider offering the greatest adaptability across payment methods, checkout options, and settlement for diverse business and e-commerce needs. Applicants were assessed based on payment method breadth, checkout integration variety, settlement options, and

pricing flexibility. The award is given to the provider with the highest weighted rating across the following categories:

- Payment Method Breadth
- E-Commerce & Checkout Integrations
- Settlement Timing Flexibility
- Pricing Model Choice (Blended/IC++)
- API, SDK & Developer Options
- Business Size Accommodation
- Recurring & Subscription Support

Outstanding Customer Service

This award recognises the merchant payment provider delivering exceptional customer service through responsive support and customer-centric delivery ensuring business success. Applicants were assessed based on support channel availability, response times, service quality, setup assistance, and satisfaction. The award is given to the provider with the highest weighted rating across the following categories:

- Multi-Channel Support Availability
- Response Time Excellence
- Setup & Implementation Assistance
- Terminal Setup Assistance
- Ongoing Technical Support
- Account Management Services
- Customer Satisfaction Metrics

Assessment Criteria

Awards are based on a comprehensive list of individual criteria applied to each merchant payments provider and available products, assessing important factors, such as:

1. Affordability & Fees

The independent judging panel examines each merchant payments provider based on their fee structure, pricing transparency, and overall cost competitiveness. This includes a detailed assessment of all potential costs incurred by businesses throughout their relationship with the provider. Applicants are compared based on fees relative to industry benchmarks and transaction pricing models.

- Account creation, activation, and monthly service fees
- Per-transaction fee structures
- Volume discount thresholds
- Zero-cost EFTPOS options with surcharging capability
- Terminal pricing, setup fees, and connectivity costs

2. Flexibility & Features

The independent judging panel examines each merchant payments provider based on their product range, integration capabilities, and value-added services. This includes a detailed assessment of terminal options, payment processing features, and business support tools available to customers. Applicants are compared based on their flexibility and feature offerings relative to industry standards and business requirements.

- Terminal options and proprietary POS systems
- Third-party POS integrations and digital currency acceptance
- Real-time accounting software integrations
- Automatic payment reconciliation
- Same-day and instant settlement options

3. Customer Experience

The independent judging panel examines each merchant payments provider based on their service delivery, support quality, and overall customer journey. This includes a detailed assessment of application processes, setup assistance, customer support channels, and innovative service features. Applicants are compared based on their customer experience delivery relative to industry benchmarks and service expectations.

- Online application capability and documentation requirements
- Terminal setup assistance and custom branding options
- Customer support channels and response times
- Dedicated account managers and unique service features

Scoring Methodology

Score Range	Description
0-4	Below industry standards and represents significant room for improvement.
5-7	Meets industry standards and demonstrates strong performance, though with some room for improvement.
8-10	Exceeds industry standards and customer expectations, with limited room for improvement.

Data Collection & Review Process

WeMoney collects data from Merchant Payment Providers and observes demonstrations, as necessary. Our process begins by sending out detailed questionnaires to Merchant Payment Providers. The questionnaires are structured to be unbiased in nature and provide coverage at eliciting both favourable and unfavourable responses. The questionnaire answers, combined with our in-house specialists' hands-on research, make our proprietary assessment process that scores each provider's performance.

We then undergo an additional evaluation process that is curated for certain types of consumers. This evaluation adjusts the weighting of factors (and occasionally will consider additional criteria) to emphasise features that matter most to consumers.

We also take into account customer experience, industry standards and regulatory requirements.

Award Eligibility

Providers were given 3 weeks to respond to our invitation process and provide all necessary data. Only Merchant Payment Providers that provided data satisfactorily and met all requirements, were included in the WeMoney Awards Program.

The Review Team

The review panel comprises a member from the WeMoney team and experts that include market contributors, CEOs, Directors and editorial staff who are seasoned writers. Each panel member follows WeMoney's strict guidelines for editorial integrity and are all commercially independent of the applicants.

Selection Criteria

Awards are based on a comprehensive list of individual criteria applied to each product that assesses important features such as Affordability & Fees, Flexibility & Features, and Customer Experience, among others, that broadly fall into the following 3 categories:

- Affordability & Fees
- Flexibility & Features
- Customer Experience

Each individual criterion receives a weighting, which varies according to the award. Each award is made up of its own unique combination of weightings.

Weighting

Criteria	Indicative Breakdown	Weighting (%)
Affordability & Fees	• Account creation, activation, and monthly service fees • Per-transaction fee structures • Volume discount thresholds • Zero-cost EFTPOS options with surcharging capability • Terminal pricing, setup fees, and connectivity costs	35%
Flexibility & Features	• Terminal options and proprietary POS systems • Third-party POS integrations and digital currency acceptance • Real-time accounting software integrations • Automatic payment reconciliation • Same-day and instant settlement options	35%
Customer Experience	• Online application capability and documentation requirements • Terminal setup assistance and custom branding options • Customer support channels and response times • Dedicated account managers and unique service features	30%