

Payments Overview

Last Modified on 04/01/2025 11:03 am EDT

Overview

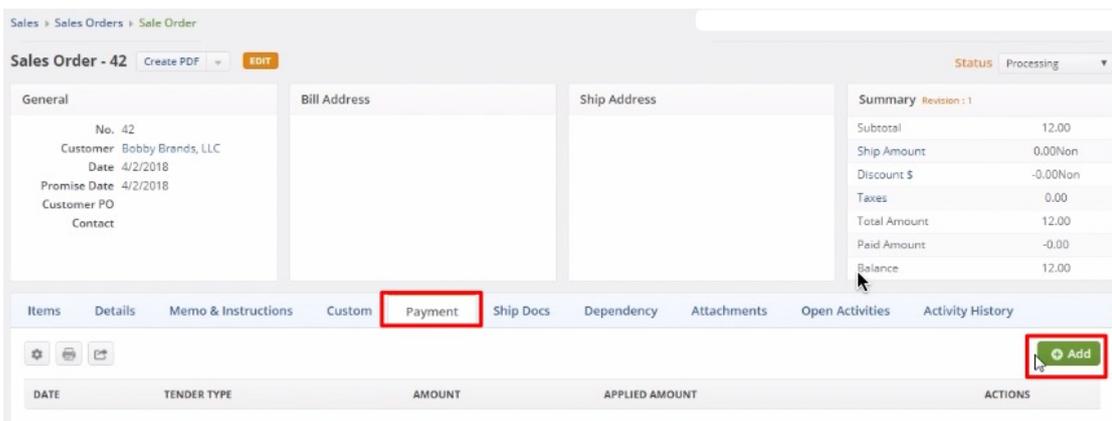
Many businesses take a deposit on a sales order then when the order is shipped, they receive cash or generate an invoice for the balance. In Order Time, the mechanism to prompt the user to enter payment on a sales order are the **Terms**. Changing the **Term type** will notify the system that you want to be able to take payment in Order Time. Order Time will use the **payment methods** to determine if the payment is cash, check or credit card.

Receiving Payments

When you **create a sales order** and the term that receives payment is entered, you will notice a **Payment** tab on the interface.

By default, the Payment tab is not visible in Sales Order. In order for the Payment tab to be available, the value of the **Payment Type** in **Terms** should not be Accounts Receivable (No Cash Payments). Specify the value for Terms through the **Defaults** tab in the **Sales Order** page. After doing so, the Payment tab will be available.

1. Click the **Payment** tab.
2. Click the **+Add** button.



3. The **Payment** pop-up window will appear. In here, select the desired **Payment Method**.

The screenshot shows a 'Payment' form with the following fields and values:

- Payment Method:** A dropdown menu is open, showing options: Cash, Check, Credit Card.
- Date:** (Empty)
- Memo:** (Empty)
- RefNumber:** 50-42
- AccountRef:** (Empty)
- Amount Due:** 12.00
- Amount:** 12.00
- Balance:** 0.00
- Change:** 0.00
- Unapplied:** 0.00

At the bottom right, there are two buttons: 'Save' (highlighted with a red box) and 'Cancel'.

Fields will vary depending on the selected [Payment Method](#).

- Cash or Check

After completing the payment information, click **Save** to return back to the Sales Order and you can change the status to **Approve**.

The screenshot shows the 'Payment' form with the following fields and values:

- Payment Method:** Cash
- Date:** 4/2/2018
- Memo:** (Empty)
- RefNumber:** 50-42
- AccountRef:** (Empty)
- Amount Due:** 12.00
- Amount:** 12.00
- Balance:** 0.00
- Change:** 0.00
- Unapplied:** 0.00

At the bottom right, there are two buttons: 'Save' (highlighted with a red box) and 'Cancel'.

- Credit Card

OrderTime allows you to receive payments on orders and shipping documents. If the payment method that is assigned is a credit card you will be able to enter the relevant credit card information. In addition you can process the credit card within OrderTime. The payments processing gateways should be set up first before you start selling. Refer to [Payment Gateway](#) for more details.

You can manage credit card security settings through [Settings > Company Preferences > Payments](#).

Enter the appropriate values in the fields provided. Click Save to return back to the Sales Order and you can modify the status to **Approve**.

Payment ✕

Payment Method Credit Card

Date 04/03/2018

Memo

RefNumber SO-5

AccountRef

Amount Due 0.00

Amount

Payment gateway

Credit Card No.

Exp. MM/YYYY

Name on Card

Credit Card Address

Credit Card Zip/Postal

Security Code

Email

Update customer's credit card info.

Transaction Type Authorize

Unapplied 0.00

Save Cancel

You can also process multiple payments in different payment methods. For example, the customer can initially pay with check for a deposit and later on do a full payment on shipping (i.e. before the items can be shipped) with credit card.

Payment Refunds

In the event that there is a **Customer Return**, a refund is typically warranted. You can process a refund through **Customer Return**.

1. On the **Customer Return** page, click on the **Refund** tab.
2. Click the **+Add** button.

Customer Return - 2 Create PDF EDIT Status Pending Return

General	Bill Address	Ship Address	Summary <small>Revision: 1</small>
No. 2 Customer ABCCom Date 3/9/2018 Customer PO Contact	COMP1 123 4 MIAMI, FL 45778 US	COMP1 123 4 MIAMI, FL 45778 US	Subtotal 0.00 Ship 01 20.00Tax Discount \$ 0.00Tax TaxRec1 (0.500 %) 0.10 Total Amount 20.10 Refunds/Credits 0.00 Balance 20.10

Items Details Memo & Instructions Attachments Custom Refund Open Activities Activity History

+ Add

REFUNDREF	DATE	AMOUNT	APPLIED AMOUNT	UNAPPLIED	ACTIONS
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3. The **Refund** pop-up window will appear. This is similar with the Payment window. In here, select the desired **Payment Method** (credit card, cash or check).
4. Fields will vary depending on the selected Payment Method.
5. After completing the payment information, click Save to return back to the Customer Return page.

Refund

Payment Method: Cash or Check

Amount: 10.10

Date: 04/03/2018

Unapplied: 10.00

Memo:

RefNumber: CR-3

AccountRef:

Save Cancel

After saving, the Summary in the Customer Return page, as well as the Refund tab will be updated with the refund amount details.

Sales > Customer Returns > Customer Return

Customer Return - 3 Create PDF EDIT Status Pending Return

General	Bill Address	Ship Address	Summary Revision: 2
No. 3 Customer ABCCom Date 3/13/2018 Customer PO Contact	COMP1 123 4 MIAMI, FL 45778 US	COMP1 123 4 MIAMI, FL 45778 US	Subtotal 0.00 Ship 01 20.00Tax Discount \$ 0.00Tax TaxRec1 (0.500 %) 0.10 Total Amount 20.10 Refunds/Credits 10.00 Balance 10.10

Items Details Memo & Instructions Attachments Custom Refund Open Activities Activity History

REFUNDREF DATE AMOUNT APPLIED AMOUNT UNAPPLIED ACTIONS

1	4/3/2018 12:00 AM	-10.0000	10.00	0.0000	
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