exigo

Expected Payments

v1.0

Expected Payments

The purpose of this document is to outline how the Expected Payment feature in Exigo works.

WHAT IS AN EXPECTED PAYMENT?

An **expected payment** is a way to pay for an order **without requiring immediate payment**. It allows your customers to post an order and use **a "promise-to-pay"** method in lieu of cash or credit card.

Some companies refer to these methods as "deferred payments" or "pending customer action" payments.

SOME COMMON FORMS OF EXPECTED PAYMENTS ARE:

1. **Cash on Delivery (COD)**
2. **Bank Wire Transfer**
3. **Post Office**
4. **Cash Kiosks**

HOW IS AN EXPECTED PAYMENT CREATED?

There are two different methods for creating an Expected Payment:

1. **Exigo Admin**

As long as Expected Payments are enabled for the user, this is just another payment option in the **Payments Tab** of the **Order form**. Full steps are explained below.

2. **Web API**

As long as your web developer has API access, this is just another **"Create Payment"** method, with a few fields specific to Expected Payment types. API documentation for the **CreateExpectedPayment** method is available at:

http://api.exigo.com/3.0/ExigoApi.asmx?op=CreateExpectedPayment

STEPS TO CREATE EXPECTED PAYMENTS IN EXIGO ADMIN:

Note: Make sure your Exigo Admin user account has permissions to create expected payments.

This is handled in the **User Menu** section of the **User administration settings**. **"Allow Expected Payment"** is located under the **Customer Search** portion of the user menu:

Allow Move Order

Allow Customer Change Log

Allow Order History

Allow Payment History

Allow Expected Payment

Allow Tree View

Allow Auto Order History

1. Create a **new order**
2. Go the **Payment Tab**
3. Select the **button on the lower right** of the window, next to the words

"Expected Payment: None":
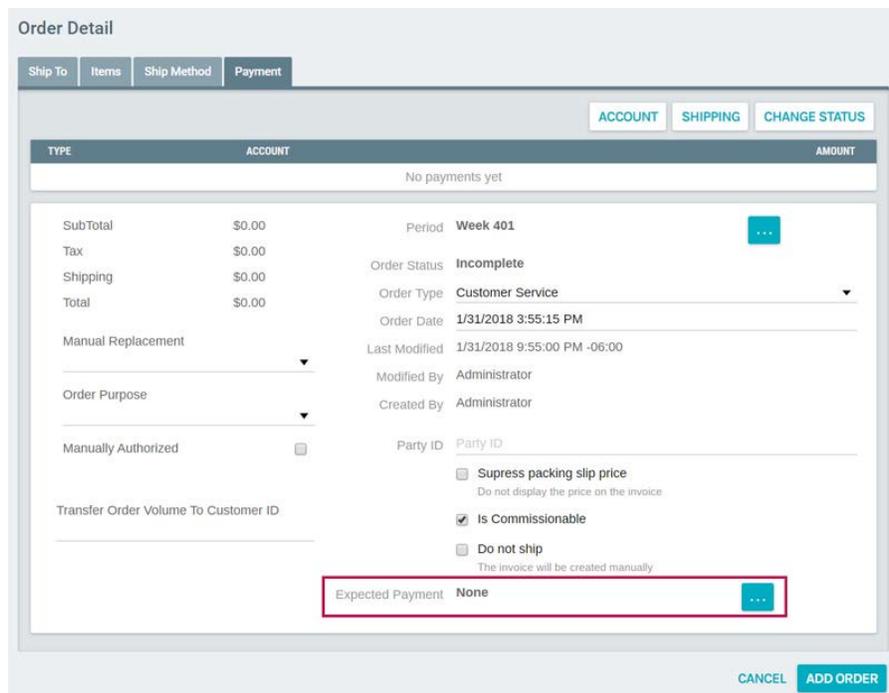
4. After you click on the button, a new window will appear. This is where you'll put in the **Expected Payment details:**

5. Select your **Method of choice** (e.g. Bank Wire, COD, et)
6. Fill out any relevant details (see METHODS section below)
7. Click OK. The Expected Payment has now been added to the order.

Note: You don't need to add any other payments to the order at this time.

The status of the order should stay in **Pending status.**

See the sections labeled: **"HOW TO CONFIRM AN EXPECTED PAYMENT"** below for details on the **Expected Payment confirmation process.**

WHAT IS THE ORDER STATUS WHEN EXPECTED PAYMENT IS USED?

When an order is created in the Exigo Admin, it will be **Pending status** until payments that match or exceed the value of the order are created. **Once a payment is added**, the status of the order will change to **Accepted status.**

When you add an expected payment to an order, it will remain in pending status until you confirm the receipt of the expected payment and the order is changed to accepted status.

Expected payment Status types:

- **Expected:** You have not received payment yet. The order should stay in **Pending status.**
- **Confirmed:** You have confirmed receipt of the expected payment and the payment has been added to the order and the order status has been changed to **Accepted.**
- **Cancelled:** You have not received the expected payment within the time frame you have established and you wish to **cancel the expected payment** and also **cancel the order**.

EXPECTED PAYMENT METHODS

- **Bank Wire**
  - o This method has **optional fields** which allow you to store the customer's **Account information** and any **notes** you may wish to refer back to at a later date.
  - o These fields are **optional** and are **only stored for your reference**.
- **COD**

o   This is a simple **"Cash on Delivery"** method. No additional fields are recorded for this type.
- Other methods can be added upon request.

HOW TO CREATE AN EXPECTED PAYMENT FROM THE WEB?

Your IT developer should have a User account with access for using the API web services. The steps are as follows:

1. Use **CreateExpectedPayment** and pass the necessary parameters.
    a. Please note that all payment method types are available here.
2. For **Expected Payments**, the **Authorization Code is optional** and can be used for expected payment systems that pre-assign a code/number/account to the expected transaction.
3. The API will return an **Expected Payment ID upon success**.

API DOCUMENTATION FOR THE CREATEEXPECTEDPAYMENT METHOD IS AVAILABLE AT:

http://api.exigo.com/3.0/ExigoApi.asmx?op=CreateExpectedPayment

HOW TO CONFIRM RECEIPT OF EXPECTED PAYMENT?

From the **Accounting>>Accounting Overview** screen:

1. Go to the **"Misc"** section in the middle column and click on **"Confirm Expected Payments"**
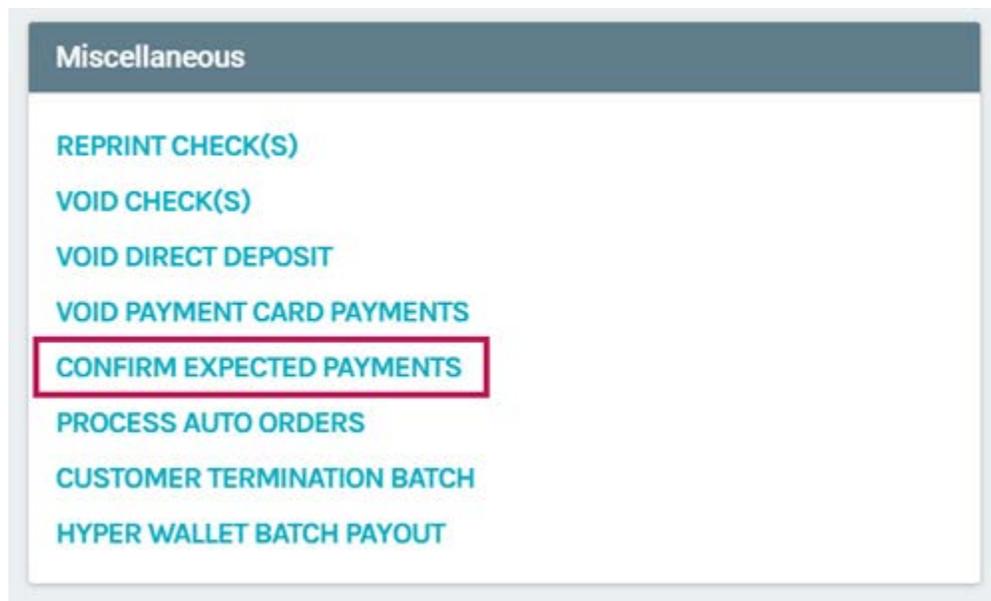
2. This will bring up a new popup window, called **"Confirm Payments"**
3. From this new window, you will see all expected payment records in the system that have a **status of Expected.**
    a. The transactions are sorted by date, oldest to newest.
4. Use this screen to **update your transactions**.
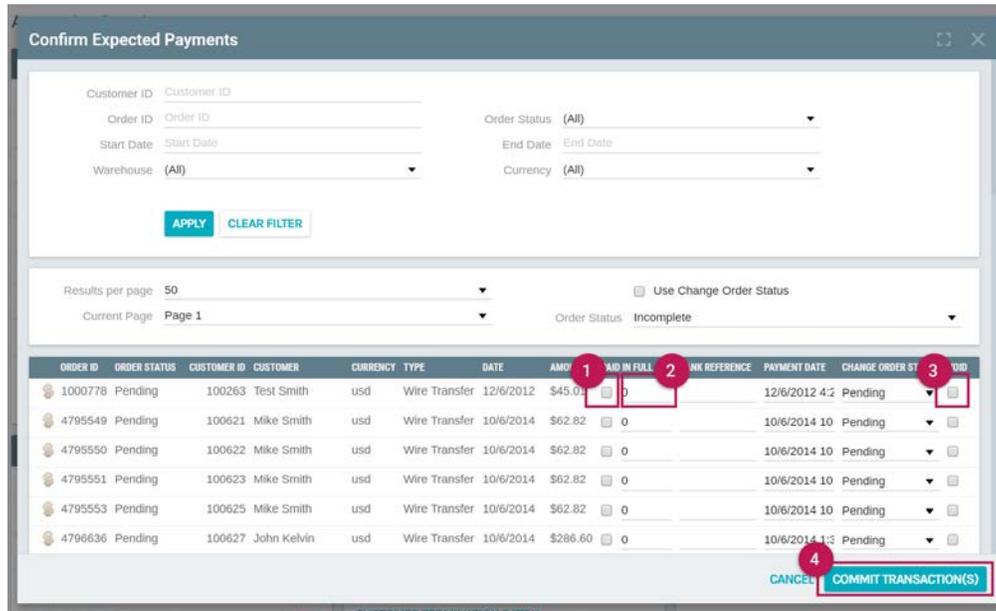
1. This will change the status of the payment to **CONFIRMED**.
2. If you put any amount in this box, it will **CHANGE** the amount paid on this payment record. If the amount here doesn't exceed the amount owed on the order, the order will remain **PENDING**.
3. This will change the staus of the payment to **CANCELLED**
4. Click here to **COMMIT** all the changes you made to the list payments above.

5. Scroll through the transactions and mark each one based on the action you want to take when the **Commit Transaction button** is used:
    a. **Paid in Full** – once selected, the expected payment status will be changed to **Confirmed status**. A new payment record with today's date will be added to the order.
    b. The order status will be changed to **Accepted status.**
    c. **Input Box for dollar amount** – if you enter a value in this box, the payment record that is created will represent this dollar amount and not the amount of the order that is displayed in the **Amount: column.** If the payment created does not exceed the order total, the order will remain in Pending status.
    d. **Void** – once selected, the expected payment status will be changed to Cancelled. The Pending order status will be changed to Cancelled.
6. Once you have updated all transactions, you would then click on **Commit Transactions button**.

NOTE: If you click on the Close button in the lower right corner, your updates will not be saved.

CAN I REPORT ON EXPECTED PAYMENTS?

Using the **Report Builder tool**, you can report on the fields found in the **Expected Payment table** under the **Customer Payments** section.
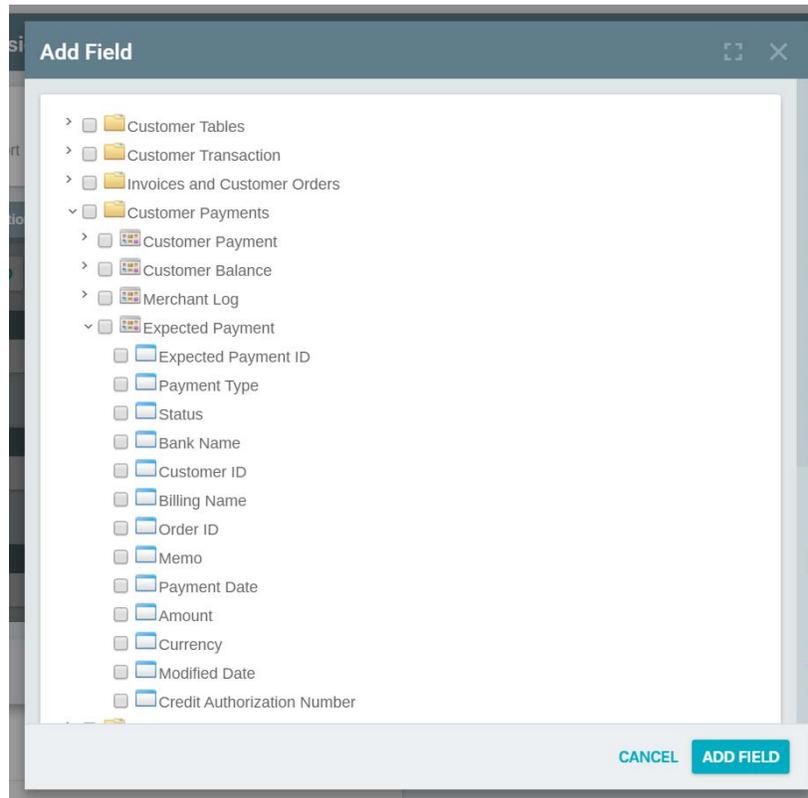
NOTE: Expected payments will not appear in any Daily Cash or payment reports.

 HOW IS THE EXPECTED PAYMENT DISPLAYED ON THE ORDER?

If your invoice template allows the payment information to be displayed, it will appear in the **middle section** where the payment would go.

Fancy Enterprises of America
123 Wall Testing Pkwy
Los Angeles, CA 90700

13550

To	Info

Test 1657455
1950 N. Stemmons Freeway
Suite 6042
Dallas, TX 75207

Order No.:   13550
Order Type: API Order
Shipping Method: UPS Ground
Customer ID: 13928
Customer Name: Test 1657455
Date: 11/21/2011 2:34:13 AM
Email: test1657455@gmail.com
Phone: 5126870041

Expected: Payment Info

Bank Wire
Expected Amount: $165.87
Bank Name:
Accountholder's Name: Test 1657455

Item	Quantity	Description	BackOrderedQty	Price	Total
1001	1	PureCare Envigorate	0	$19.95	$19.95
1002	3	PureCare Regenerate	0	$34.95	$104.85
				Subtotal	$124.80
				Shipping	$30.77

Customer ordered this during the enrollment process at

CAN I CONFIRM AN EXPECTED PAYMENT FROM THE API?

Not currently. But, we will be developing a web service soon that will allow you to manage the reconciliation of your expected payments.