

# **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:





	P Allow Move Order
	P Allow Customer Change Log
	P Allow Order History
	P Allow Payment History
[	P Allow Expected Payment
	P Allow Tree View
	P 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":

			ACCOUNT SHIPPING	CHANGE STATL
ТУРЕ	ACCOUNT			AMOUNT
		No pay	nents yet	
SubTotal	\$0.00	Period	Week 401	
Tax Shipping	\$0.00 \$0.00	Order Status Order Type	Incomplete Customer Service	-
Total Manual Replaceme	\$0.00 nt	Order Date Last Modified	1/31/2018 3:55:15 PM 1/31/2018 9:55:00 PM -06:00	
Order Purpose	•	Modified By Created By	Administrator Administrator	
Manually Authorized		Party ID	Party ID	
Transfer Order Volun	ne To Customer ID		Supress packing signification     Do not display the price on the invoice     Is Commissionable     Do not ship	
		Expected Payment	The invoice will be created manually None	

4. After you click on the button, a new window will appear. This is where you'll put in the **Expected Payment details:** 



xpected Payme	t	5 × 53
Status	Expected	•
Method	Bank Wire	•
Bank		E3
Accountholder		
Memo		

- 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
  - 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.
  - These fields are **optional** and are **only stored for your reference**.
- COD



- 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"

liscellaneous
REPRINT CHECK(S)
VOID CHECK(S)
VOID DIRECT DEPOSIT
VOID PAYMENT CARD PAYMENTS
CONFIRM EXPECTED PAYMENTS
PROCESS AUTO ORDERS
CUSTOMER TERMINATION BATCH
HYPER WALLET BATCH PAYOUT



- 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**.

Customer ID											
Order ID					Order Status	(All)			-		
Start Date					End Date						
Warehouse	(AJI)				Currency	(All)			•		
	APPLY CLE	AR FILTER									
Deculte per page	50							Ire Change Order	Ctatur		
Results per page Current Page	50 Page 1					Order SI	atus Inco	Jse Change Order mplete	Status		
Results per page Current Page ORDER 10 ORDER ST	50 Page 1 ATUS CUSTOMER ID	CUSTOMER	CURRENCY	Түре	DATE	Order SI	Latus Inco	Use Change Order mplete	Status Payment date	CHANGE ORDER ST	3
Results per page Current Page ORDER 10 ORDER ST 1000778 Pending	50 Page 1 ATUS CUSTOMER ID g 100263	CUSTOMER Test Smith	CURRENCY	TYPE Wire Transfer	• • DATE 12/6/2012	Order St AMO 1 \$45.01	atus Inco	Use Change Order mplete	Status PAYMENT DATE 12/6/2012 4:2	CHANGE ORDER ST	3
Results per page Current Page 0806810 0806851 1000778 Pending 4795549 Pending	50 Page 1 ATUS CUSTOMER ID g 100263 g 100621	CUSTOMER Test Smith Mike Smith	CURRENCY USD	TYPE Wire Transfer Wire Transfer	DATE     12/6/2012     10/6/2014	Order St AM0 1 \$45.01 \$62.82	atus Incon	Jse Change Order mplete	Status PATMENT DATE 12/6/2012 4:2 10/6/2014 10	CHANGE ORDER ST E Pending Pending	3
Results per page Current Page 080cR 10 080cR 31 0000778 Pending 4795549 Pending 4795550 Pending	50 Page 1 ATUS CUSTOMER ID g 100263 g 100621 g 100622	CUSTOMER Test Smith Mike Smith Mike Smith	CURRENCY USD USD USD	TYPE Wire Transfer Wire Transfer Wire Transfer	▼ ▼ 12/6/2012 10/6/2014 10/6/2014	Order SI 445.01 \$45.01 \$62.82 \$62.82	atus Incor Alti In Rull p 0 0	Use Change Order mplete	Status PAYMENT DATE 12/6/2012 4:2 10/6/2014 10 10/6/2014 10	CHANGE ORDER ST Pending Pending Pending	3
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- **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.

si	Add Field			
	<ul> <li>Customer Tables</li> <li>Customer Transaction</li> <li>Invoices and Customer Orders</li> <li>Customer Payments</li> <li>Excustomer Payment</li> <li>Expected Payment ID</li> <li>Payment Type</li> <li>Status</li> <li>Bank Name</li> <li>Customer ID</li> <li>Billing Name</li> <li>Order ID</li> <li>Memo</li> <li>Payment Date</li> <li>Amount</li> <li>Currency</li> <li>Modified Date</li> </ul>			R 2.1 2.1 2.1 2.1 2.1 2.1 2.1 2.1 2.1 2.1
	CANCEL	DD FIE	LD	1

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.



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То		1	Info				
Test 1657455 1950 N. Stemmons Freeway Suite 6042 Dallas, TX 75207			Order No.: 1 Order Type: A Shipping Method: U Customer ID: 1 Customer Name: T Date: 1 Email: t		13550 API Order UPS Ground 13928 Test 1657455 11/21/2011 2:34:13 AM test1657455@gmail.com 5126870041		
Expec Bank Accou	ted: Payme ted Amoun Name: ntholder's I	Bank Wire t: \$165.87 Name: Test 1657455					
Item	Quantity	Description	BackOrdere	dQty	Price	Tota	
1001	1	PureCare Envigorate	2 0		\$19.95	\$19.95	
1002	3	PureCare Regeneral	te O		\$34.95	\$104.85	
					Subtotal	\$124.80	
		the during the second	lange the second second		china in		

# 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.