Receive Order Payments

04/30/2025 3:17 pm CDT

Overview

When you **Receive Order Payments** that Sellercloud can't record automatically, such as cash, check, or certain PayPal transactions, you must apply them manually. This step is crucial for order processing, internal record-keeping, and maintaining accurate profit and loss reports.

To capture order payments, you can use Waytopay.me, which connects to third-party payment processors and generates payment links from which customers can pay via credit card or ACH. To learn more about how it works, see Waytopay.me Payment Settings Configuration. Additionally, with Card Present, you can collect in-person payments using an Android or iOS device with NFC.
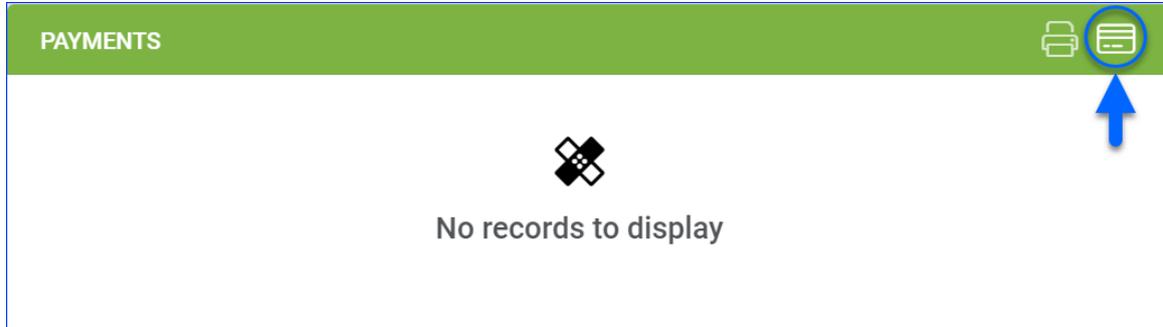

Receive Payments

You can receive payments for your orders either individually or in bulk.

Individually

To apply a payment to a single order:

1. Go to the Order Details Page.

2. Click **Toolbox** and select **Payment**.

3. In the **Payments** panel, click the card icon to add a new payment.

4. In the **Operation Type** field, select one of the following options:

   a. **Credit Card Post Authorization** – Authorize and capture a credit card payment.

   b. **New Credit Card Authorization** – Authorize a credit card payment without capturing it.

   c. **New Credit Card Charge** – Apply a one-time credit card payment.

      The credit card options require a payment processor connected directly to Sellercloud (not through Waytopay) under **Company Settings > Payment Settings > Selected Processor**.

   d. **Paypal Post Authorization** – Capture a previously authorized PayPal payment.

      The **PayPal Post Authorization** option has been discontinued.

   e. **Receive Check** – Receive a check payment.

   f. **Receive Manual Payment** – Receive a payment by any other payment method.

The examples below illustrate the **Check** and **Manual Payment** options.

5. Optionally, edit the payment **Amount**. By default, this is the remaining balance.

6. To change the **Payment Date** manually, enable the Client Setting **Allow to Enter Payment Date for Orders**.

7. Optionally, you can enter **Notes** related to the payment.

8. If you selected **Receive Check**, enter the **Check Number**.

9. If you selected **Receive Manual Payment**, select the **Payment Method**:

   a. **Cash**, **Email**, **PayPal**, **Purchase Order**, **Telephone**, **Wire**, or **Other**.

   b. **Gift Certificate/Card** – Choose from your Saved Gift Cards.

10. Optionally, you can enter a corresponding **Reference Number**.

11. To finish the process, click the **Receive Payment** button.

In Bulk

You can apply a payment to multiple orders simultaneously. The payment will be applied to orders in chronological order, from oldest to newest. A separate transaction will be recorded on each order, as indicated by the unique **Transaction #** on the order's **Payments** tab > **Payments** panel. This will be reflected in the reports accordingly.

TRANSACTION #	PAYMENT TYPE	PAYMENT METHOD	PAYMENT STATUS	DATE	NOTES
1111-C	$40.00	Payment	Cash	Cleared	03/18/2024 06:00 AM	

To allow partial payments, enable the Client Setting **Enable Partial Payment On Orders In Bulk**. Otherwise, payments can only be applied for the full outstanding amount on all orders.

The following example illustrates how Sellercloud allocates partial bulk payments. Suppose you have three unpaid orders with the following details:

- **Order A (Oldest):** $50 due
- **Order B:** $30 due
- **Order C (Newest):** $20 due

You receive a partial bulk payment of $70. Here's how it will be applied:

- The system applies **$50** to **Order A** (the oldest order), marking it fully paid.
- The remaining **$20** is applied to **Order B**, reducing its balance from **$30** to **$10**.
- **Order C** will not receive any portion of the payment, as the bulk payment has been fully allocated.

To receive order payments in bulk:

1. Go to the Manage Orders Page.

2. Search for the orders. To narrow the search results, you can set the **Payment Status** custom filter to **No Payment or Partial Payment** or apply any other filters.

3. Select orders by checking the boxes on their left.

4. Click the **Actions** icon at the bottom right.

5. Select **Manage Payments > Receive Payments**.

11:40 AM	$230.00	15	TT
02:36 PM	$22.00	1	TT
12:55 PM	$22.00	1	TT
12:53 PM	$23.00	1	TT
05:27 PM	$50.00	5	TT
05:24 PM	$50.00	5	TT
05:00 PM	$75.00	5	TT
04:59 PM	$15.00	1	TT
04:49 PM	$23.00	1	TT
04:45 PM	$155.00	10	TT
04:42 PM	$155.00	10	TT
04:37 PM	$22.00	1	TT
05:00 PM	$44.00	2	TT
02:45 PM	$10.50	1	TT

Search...

FAVORITES

Try starring some items from the list below.

ACTIONS

☆ Add Internal Notes...

☆ Add to Credit Memo

☆ Add Orders to Group...

☆ BackOrder Reallocation

☆ Bulk Replace SKU

☆ Use Amazon to Buy Shipping

☆ Update Customer Service Status

☆ Check Availability

‹ Mark As Delivered

‹ Mark As Exported

‹ Export

‹ Manage Payments

ReEvalulate Payment Status

Receive Payments

6. Edit the **Total Amount** field if necessary. This is possible only if you enable the Client Setting**Enable Partial Payment On Orders In Bulk**.

7. Select a **Payment Method:**

    a. **Check Payment**, **PayPal**, **Cash**, **Email**, **Purchase Order**, **Telephone**, **Wire**, or **Other**.

    b. **Gift Card** – If you select this option, you must also choose from your Saved Gift Cards.

8. For payments by **Check** or **PayPal**, enter the **Reference Number**.

9. Enter **Notes** related to the payment. These notes appear in the Payments Panel.

10. Click **Receive Payment**.

11. Optionally, you can click **Print Receipt** in the top right.

View Order Payments

To view all payments applied to an order:

1. Go to the Order Details Page.

2. Click **Toolbox** and select **Payment**.

3. Check the **Payments** panel.

PAYMENTS						
TRANSACTION #	PAID	PAYMENT TYPE	PAYMENT METHOD	PAYMENT STATUS	DATE	NOTES
1337	$160.00	Payment	Check	Cleared	12/31/2024 11:33 AM	Bulk Payment Applied

The **Payments** panel also shows Refunds.

Related Client Settings

The following Client Settings for order payments are available:
- **Allow to Enter Payment Date for Orders** – Allow updating the **Payment Date** field when Receiving Payments Individually.
- **Enable Partial Check Payment On Orders In Bulk** – Allow entering an amount that is less than the total for all orders when Receiving Payments In Bulk.

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Receive Payments

Sellercloud can record payments, and submit credit and debit card payments for processing. When entering the payment, you can change the payment date to reflect an earlier or later date. This is often used when processing a payment paid with a check.
- You must check **Allow to enter payment date for Orders** in **Client Settings**.
- The payment date fields is right under the payment amount field on the **Receive Payments** page.

Cash

1. Go to the order and click **Select an Action** > **Receive Payments**.

2. Go to **Select an Action** > **Receive Manual Payment**.

3. Select **Payment Type** > **Cash**.

4. Enter amount and click **Submit**.

You can select other types of manual payments by clicking on the **Payments Type** drop-down menu

Check

1. Select **Receive Payments > Receive Check**.

2. Change the payment date if applicable.

3. Enter **Check Number > Submit**.

New credit card charge

Credit card charge actions:
- CC Process— used to authorize and capture payments
- Post Auth— Captures the payment
- CC Auth— Authorizes payment without capturing

Initiating a credit card charge:

1. Select **Receive Payments > Credit Card**.

2. Enter credit card information > Submit. The charge will be processed.

Other types

Set to receive other payment types from the setting page. Open tool box and select **Payment Types**. Configure to allow desired payments.