**How to Collect Payment Procedure**

**Purpose:**  
This procedure outlines the steps necessary to collect payment for all orders processed through Presswise.

**Expectations for COD Accounts**

* A deposit of $100 must be collected before any order under a COD account proceeds.
* Final payment, including prepress, tax, and shipping, must be collected upon proof approval before production can continue.
* Orders without full payment remain in the "Payment Pending" status before moving to Production.

**Expectations for all Payments**

* Payment confirmation must be provided to the customer upon request, emphasizing that partial payments (e.g., deposits) do not represent the final invoice.

**1. Procedure**

**Step-by-Step Instructions**

**1.1 Locate the Order**

1. Log in to tpc.mypresswise.com.
2. Navigate to the "Orders" tab.
3. Search for the order number in the search box.
   * Note: The order can also be found in the "Payment Pending" bubble on the Orders Dashboard.

**1.2 Calculate the Payment**

1. Locate the total order amount:
   * Found under the "Description" section of the ticket.
   * Alternatively, check "Payment Balance" in the "Order Info" section (note this shows remaining balance if a partial payment has already been made).
2. For COD accounts:
   * A deposit of $100 must be collected before moving to Prepress Review.
3. For final payments:
   * Ensure prepress, shipping, and taxes are included in the total.

**1.3 Process the Payment**

**Card Payments**

1. Click the "Payments" tab at the top-left of the ticket to open the Payment History window.
2. Follow these steps:
   * Select the "Card" tab.
   * Choose the "Charge" transaction type.
   * Enter the payment amount in the "Order Amount to Pay $" box.
   * Click "Recalculate."
   * If using a saved card:
     + Verify the saved card details and select the correct card.
     + Click "Make Payment."
   * If entering new card details:
     + Fill in card information (card number, expiration, CVV).
     + Verify billing address.
     + Ask the customer if they want the card saved on file for future use.
   * Click the "Continue" button to process the payment.
3. Verify payment confirmation:
   * A message will appear at the top of the Payment History window confirming "Payment Confirmed."
   * If the payment fails, verify details with the customer and retry. If this does not fix the issue, alert the customer that we will need a different form of payment before we proceed.

**Cash Payments**

1. Cash payments must be made in person:
   * Enter the payer’s name in the "Name" field.
   * Write "Payment" in the Memo field.
   * Enter the payment amount in the "Amount:" box.
   * Click "Record Payment."
2. Manage change:
   * Provide exact change to the customer from the cash register.
   * If exact change is unavailable, alert the Policy & Purchasing Manager and inform Financebefore finalizing the drawer.
3. Prepare documentation:
   * Print an invoice for internal records and customer confirmation if required.
   * Record payment details (Amount paid & date) on the Merchant copy. Nothing needs to be included on the customer copy unless requested.
   * Wrap the exact payment amount in the printed invoice and secure it in an envelope.

**Check Payments**

1. Check payments are not to be processed in-house. All check payments must be sent to the Finance Department.
   * Print an invoice for internal records and customer confirmation if required. If they require confirmation of payment, write the date and the check number on the bottom of the customer’s invoice.
   * Wrap the check in the printed invoice and secure it in an envelope.

**1.4 Move the Ticket**

1. Once payment is confirmed, manually move the ticket to the correct workflow location.
   * If uncertain, email Support within the original email thread for assistance.
2. For final payments:
   * Ensure the ticket is moved out of "Payment Pending" and into the production queue.
     1. All line items must be “approved” and have appropriate art attached.
     2. Click the “Production” button at the top of the Job Ticket (the icon is shaped like two gears). A message will pop up that tells you if your order was successfully injected into production. **(how to send a job to production SOP?)**

**2. Common Issues and Solutions**

**2.1 Payment Errors**

* **Issue:** Payment does not go through.
  + **Solution:** Verify all details (amount, card information, billing address) and retry. Contact the customer if the error persists.

**2.2 Handling Change for Cash Payments**

* **Issue:** Exact change is unavailable in the cash register.
  + **Solution:** Notify the Policy & Purchasing Manager and inform Financeto obtain necessary change.

**2.3 Ticket Movement**

* **Issue:** Uncertainty about where to move a ticket after payment.
  + **Solution:** Email Support for guidance.

**3. FAQs**

1. **What percentage of the total order amount is collected as a deposit?**
   * A deposit of $100 must be made before the ticket can move forward.
2. **When must the final payment be collected?**
   * Upon proof approvalfor any COD jobs, before production continues.
   * Within 30 days after a ticket is invoiced for Net30 jobs.
3. **What if a customer requests a final invoice after paying a deposit?**
   * Inform the customer that the deposit is not a final invoice and is subject to changes due to prepress or shipping adjustments.
4. **Where can the total order amount be located?**
   * Under the "Description" section or "Order Info" section in the ticket.
5. **What should be done if a payment fails?**
   * Verify payment details and retry. Contact the customer for alternate payment method if the issue persists.
6. **What if a ticket is closed; can I still complete payments?**
   * Yes, you can still collect payment after a ticket has closed.



**4. Script: Managing Full Payment/ Final Invoice Requests**

"Hi [Client Name],

Final invoices upfront can be tricky. We recommend waiting until the order is finalized to account for potential changes like shipping or revisions. Your estimated total is $[Amount]. Please let us know your preferred payment method."

**5. References**

* PressWise User Guide.
* Internal Support Contact List.
* COD Policy Document.