

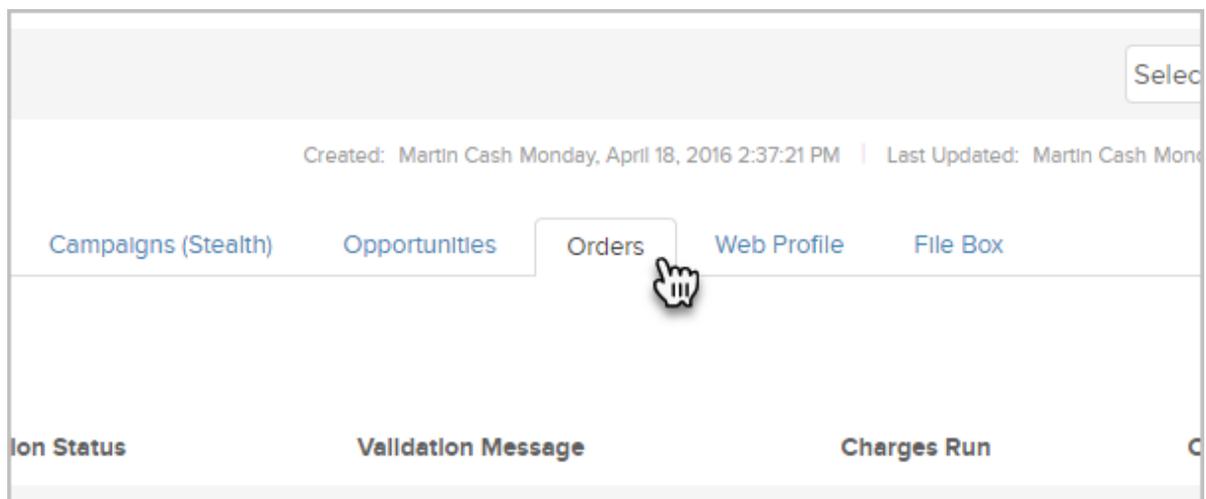
Issue A Credit Or Apply A Price Adjustment To An Order

You will generally issue a credit or apply a price adjustment against an unpaid order balance. If the customer has already submitted a full or partial payment, then you will need to issue a void, refund, or manual refund. For info on how to "Issue a Refund", click [here](#). If the credit or adjustment is part of a refund request, then you will apply the credit as you go through the refund process.

Note: Void ONLY if it is **PENDING** in the Merchant account. For more info, click [here](#)

Credits/adjustments are recorded as payments. You can pull up a list of them through the payments report (E-Commerce > Reports > Payments Report.)

1. While viewing a contact record, click on the **Orders** tab.



2. Click on the name of the order to open it.
3. Click the **Add Payment** button
4. Enter the Payment Information:
 - o **Amount:** (Enter the credit / adjustment amount). This amount will be deducted from the remaining balance due amount.
 - o **Date:** Enter the date (usually today's date.)
 - o **Payment Type:** Select Adjustment, Credit, or Refund from the dropdown.
 - o (Optional) Enter **Notes** about the reason for the adjustment. Common reasons

- may include a price adjustment, a courtesy credit for a service issue, etc.
- (Optional) **Apply to Commissions:** Choose *No* to prevent the price adjustment/credit from updating referral partner commissions.

Enter a Payment

Current Amount Due: \$499.00
Remaining Balance: \$499.00

Amount: \$

Date: 

Payment Type: ▼

Notes:

Apply to Commissions: Yes No

5. Click on the **Save** button to apply the adjustment to the invoice. Note: If you automatically email invoices upon successful payments (**E-Commerce > Settings > Orders > Billing** section), then the customer will receive an invoice notification when you save the adjustment.