

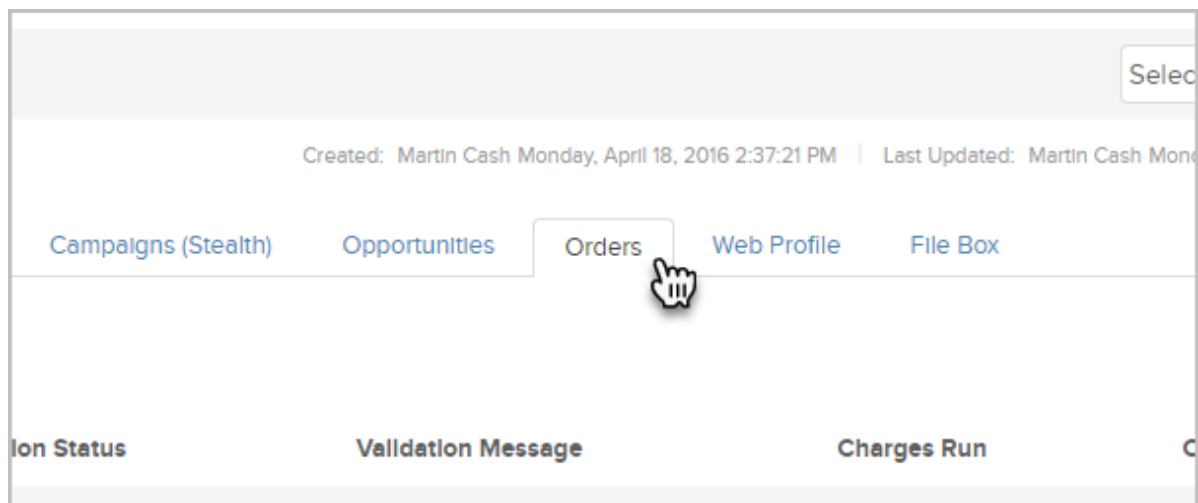
Issue a credit (write-off) or apply a price adjustment to an order

You generally issue a credit or apply a price adjustment against an unpaid order balance. If the customer already submitted a full or partial payment, then issue a void, refund, or manual refund. For how to issue a refund, click [here](#). If the credit or adjustment is part of a refund request, then you 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 and 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 drop-down.
 - 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:** Select **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 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.