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Understanding deposits in Customer Order

Understanding deposits in Customer Orders

In Visual Anthology, all payments received are applied to the merchandise that is being shipped. Deposits result from over payment, typically from items being backordered. Remember that Visual Anthology calculates the total due based on the ship quantities. Deposits are maintained by Visual Anthology and don't require any interaction on the part of the user, that is, you don't have to choose deposit as a tender. However, this must be setup in the tenders file prior to using. See "Setting Up Tenders - Deposit" for detailed information.

In the following example, we will not discuss the entire process of creating a Customer Order. Instead, we will concentrate on taking tenders that will result in a deposit. To set this up, we will need a Customer Order created with two items. One will be marked as "ship", the other as "backorder". When this is filled in correctly, you should see all items on the order totalled as if all were being shipped out. In this example, they are not all being shipped. However, the customer has sent payment that covers all items - not just the ones being shipped.

1. After taking the necessary steps to create an order according to the above instructions, and with the Customer Order open on the Details tab, press *F3* to begin taking tenders.
2. Select "Check" or "Cash" as the payment method. You may use any tender type and have Visual Anthology retain a deposit. However, as we discussed in the credit card sales section, most retailers will not bill a customer's account until the item ships.
3. The **Amount** field now contains the total due for the entire order. We are assuming that the customer either wants to pay in full or has sent a check to cover the entire order.
4. Click the Enter  button to accept the amount shown.
5. **Post?** - you will then be asked by Visual Anthology if you want to post the record. Yes we do. This action records the payment information .
6. **Ship Now?** - you are now asked if you want to ship the item(s). Yes we do. In this case, we'll assume that the customer requested that each item be shipped as it becomes available. This will cause a shipment document to be created with the same Customer Order number. This document will contain all information concerning the items that were shipped, and the tender information for this shipment.

7. **Give change or Retain deposit?** - because we have accepted a tender amount greater than is necessary to pay for the shipped items, Visual Anthology asks what you want to do with the left over money. You can retain it as a deposit or give change. We want to retain as a deposit since there is a balance due on the sale.

To complete this order and ship the second item, you will need to locate the "open" record in the List view. Open the Details tab for this record and edit the number of items being shipped. Once this is done, select the F12 Post option. Visual Anthology knows there is a deposit associated with the order and uses as much of it as is necessary to cover the items being shipped (usually the full amount).

To make setting ship and backorder values easier, set the **Auto-fill** checkbox to off (unchecked). This will allow you to determine the number of items being shipped. If left on, Visual Anthology looks to the inventory file to determine how many are available to ship (on hand qty).