Getting paid

Accepting money

You may accept money either online or offline.

Online payment methods – credit cards, PayPal, etc.

An online payment occurs when you charge a customer's credit or debit card with the help of a third-party payment provider. During payment, your customers enter their payment details and a third-party provider processes the transactions.

Sitepro supports all major processors in Ireland to process your transactions, including Realex, PayPal, Stripe, Authorize.net, Clover Till and others.

Offline payment methods – cash on delivery, phone order, bank transfer

For customers who pick up their orders in person, you may offer a cash alternative. Methods that do not involve any third-party payment providers (e.g., phone orders, direct bank transfer) also count as offline payments.

Customer payment experience

After customers visit your store, add products to their cart and proceed to checkout, they see payment options you have enabled. Your customers will select the payment option they prefer and proceed.

For online payments, customers enter their details and pay immediately.

For offline payments (e.g., cash on delivery, phone order, bank transfer), you must contact the customer to arrange payment.

In both events, you can receive an email notification for new orders by enabling the **New Order Placed** notification in <u>Control Panel → Settings → Mail</u>. If disabled, you will not receive messages about new orders.
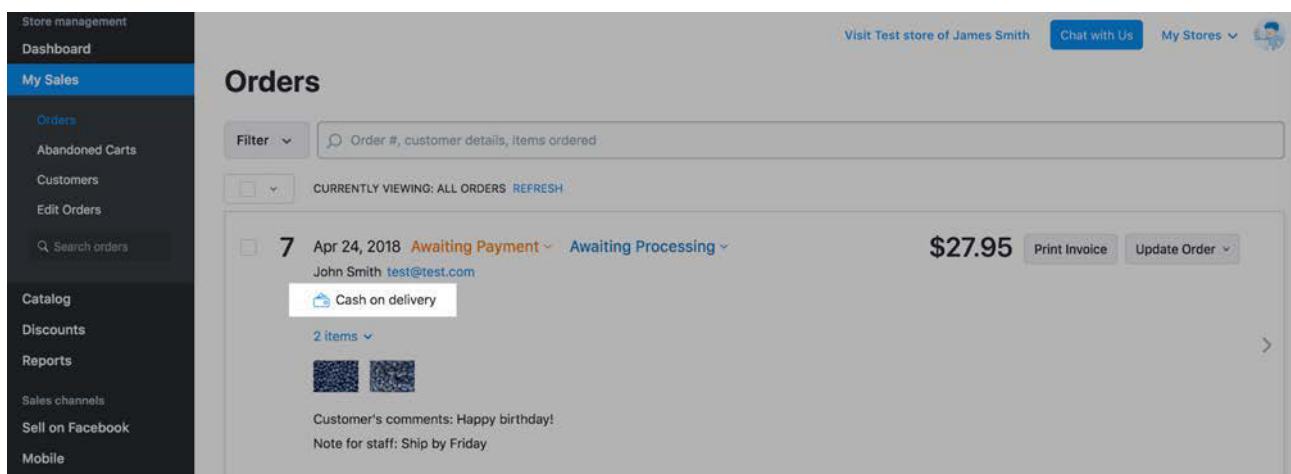
When to ship an order

You will receive an email notification that shows the order status with each new order. You can also check the order status in <u>Control Panel → My Sales → Orders</u>.

A **Paid** orders status means your customer selected an online payment option and the third-party provider processed the payment. Prepare this order for shipping and ship it right away!

An **Awaiting payment** order status means can mean one of two things:

1. Your customer selected an offline payment and you need to contact them to arrange payment.

2. Your customer's online payment was not processed. In this case, you can contact the third-party payment provider who processed the transaction or speak to the customer directly to arrange alternative payment.

3. Check your customer's payment method in <u>Control Panel → My Sales → Orders</u>:

Once **Paid**, go ahead and ship the order!

Where is the money?

When customers pay online, the transactions are processed by third-party providers (e.g., PayPal, Stripe). The funds are deposited to your account with the payment provider and you can withdraw these funds using the methods outlined by the payment provider.

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