

Note: Only Use this process as a workaround until the online credit card payment issue is resolved.

Step 1: Find the payment tab on the record to update and verify the payment is missing and a balance is still pending.

The screenshot shows a payment management interface. At the top, the record ID 'PW-PFP25-001' is highlighted in yellow. Below it, the event name 'Wedding Ceremony 6pm on ...' is visible. To the right, the status is 'Processing Fee Required' and the location is '3175 Gulf of Mexico Blvd, Longboat Key, FL 34224'. A navigation menu on the left has the 'Payment' tab highlighted in yellow. In the center, a summary box shows: 'Total Invoice Amount: \$100.00', 'Total Payment: \$0.00', 'Total Balance: \$100.00', and 'Amount Not Applied: \$0.00'. To the right of this box, terminal and cashier information is displayed. Below the summary, there are sections for 'Invoices' (showing invoice #1484 with a balance of \$100.00) and 'Transactions' (showing '0 record(s) found.'). Action buttons at the top include 'Pay', 'Apply', 'Refund', 'Void', and 'Generate Receipt'.

STATUS		LOCATION	
> Processing Fee Required 04/28/2025 by Julie M An...		> 3175 Gulf of Mexico Blvd Longboat Key, FL 34224	

Payment

Contacts (1)
Professionals (0)
Communications (1)
Address (1)
Parcel (0)
Owner (0)
Public Forum

Total Invoice Amount: \$100.00
Total Payment: \$0.00
Total Balance: \$100.00
Amount Not Applied: \$0.00

Terminal #:
Cashier ID: ADMIN
Date: 04/28/2025

Invoices

Invoice #	Balance
1484	\$100.00

Transactions

Date	Receipt #
0 record(s) found.	

Pay Apply Refund Void Generate Receipt

Step 2: Use the PAY button to add the payment details from InvoiceCloud. Only Method and Amount are required. Other elements are optional. Click the SAVE button and the payment is applied.

The screenshot shows the payment entry form. At the top, there are buttons for 'Menu', 'Save', 'Pay More', 'Reset', 'Cancel', and 'Help'. The 'Save' button is highlighted in yellow. Below the buttons, there are four input fields: 'Method,*' (set to 'Credit Card'), 'Amount,*' (set to '100.00'), 'Reference #,' (empty), and 'CC Auth. Code,' (empty). The 'Method' and 'Amount' fields are highlighted in yellow.

Menu Save Pay More Reset Cancel Help

Method,* Amount,* Reference #, CC Auth. Code,

Credit Card 100.00