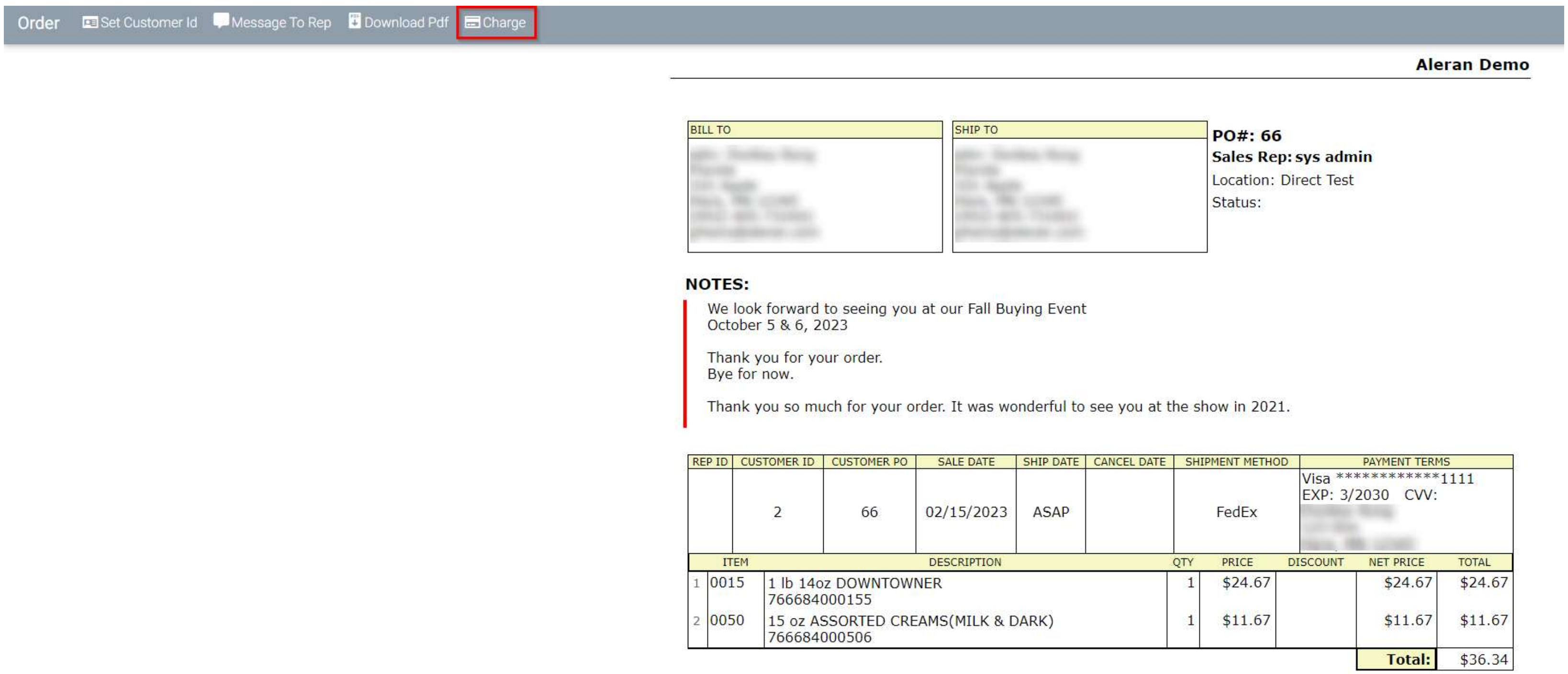
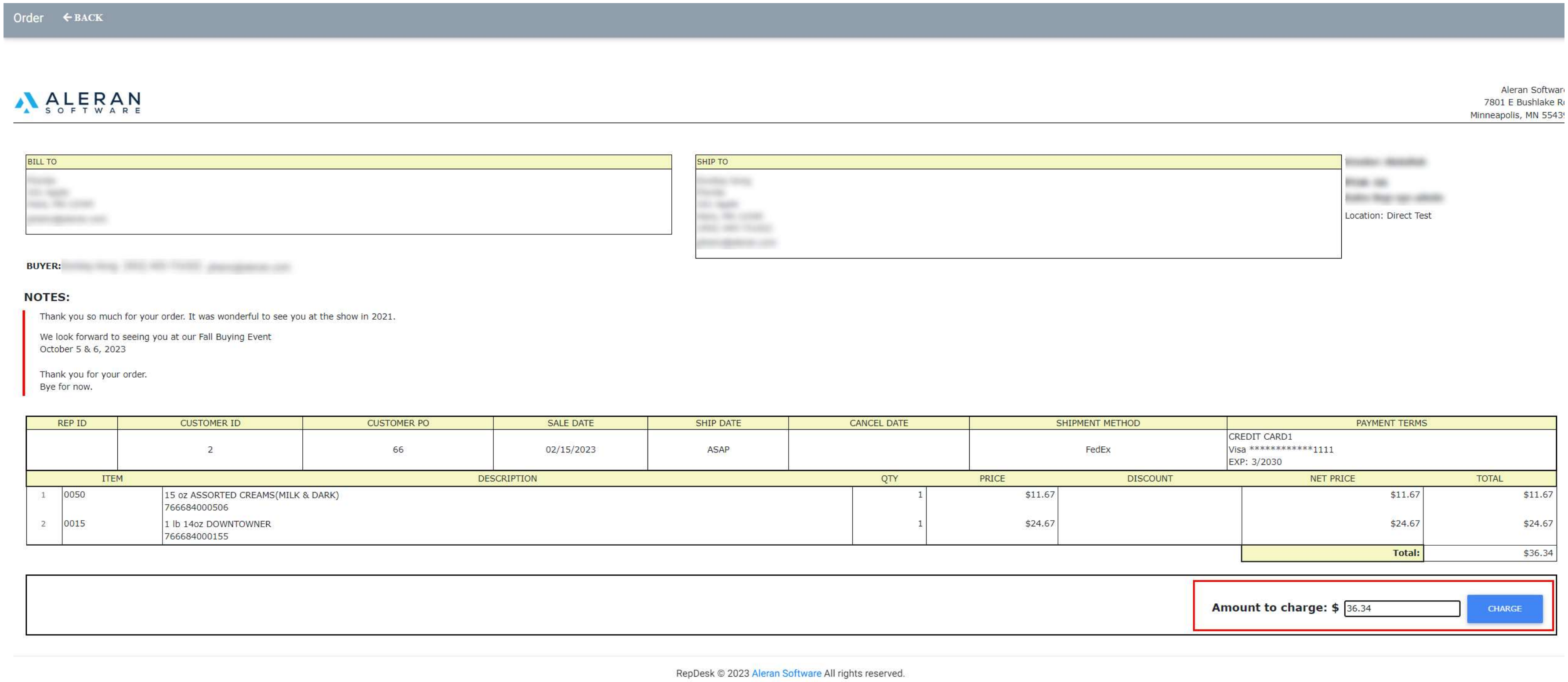
How to charge a Customer's Credit Card in VendorDesk

This documentation will provide the steps necessary for processing customer payments in VendorDesk. Once a customer's credit card and payment information has been added and tokenized in the sales agency's RepDesk account, you will be able to charge that card directly in VendorDesk.

1. When an order is submitted by a sales agency that has a tokenized credit card, there will be an option in VendorDesk to charge the card. Select the "Charge" button on the top of the screen.



2. You will be taken to a different screen within VendorDesk where you can review the sales order and choose the dollar amount that you would like to charge to the customer's credit card. **Please note that you cannot modify the PO to add any additional line items in VendorDesk.**


Order ← BACK

ALERAN SOFTWARE

Aleran Softwar
7801 E Bushlake R
Minneapolis, MN 5543

BILL TO	SHIP TO

Location: Direct Test

BUYER:

NOTES:

Thank you so much for your order. It was wonderful to see you at the show in 2021.

We look forward to seeing you at our Fall Buying Event
October 5 & 6, 2023

Thank you for your order.
Bye for now.

REP ID	CUSTOMER ID	CUSTOMER PO	SALE DATE	SHIP DATE	CANCEL DATE	SHIPMENT METHOD	PAYMENT TERMS
	2	66	02/15/2023	ASAP		FedEx	CREDIT CARD1 Visa ************1111 EXP: 3/2030

	ITEM	DESCRIPTION	QTY	PRICE	DISCOUNT	NET PRICE	TOTAL
1	0050	15 oz ASSORTED CREAMS(MILK & DARK) 766684000506	1	$11.67		$11.67	$11.67
2	0015	1 lb 14oz DOWNTOWNER 766684000155	1	$24.67		$24.67	$24.67
						Total:	$36.34

Amount to charge: $ 36.34 CHARGE

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3. Lastly, you will be prompted with a dialogue box that shows if the customer’s card has been successfully charged or not.

   If a card was successfully charged, you will see a successful payment message.

   If there is an issue with charging the card, you will see the following results with a reason for the declined payment: