Managing Payments in 25Live

Security Note:

Manage Payment functionality is only visible to users with appropriate Functional Security permissions.

Authorized users can request and track payments through the Manage Payments window of any event's pricing tab, in instances with the Stripe integration enabled.

Requesting Payment

1. Navigate to Your Event in 25Live

In 25Live, navigate to the pricing tab of your event. To manage payments, the event must have a pricing set available. If one is not available, you will need to create one.

2. Click Manage Payments

Click the **Manage Payments** button to open the **Send Request** window.

STUDENT AFFAIRS

Item	List Price	Adjustments	Price	Taxes	Total	Charge To	Rate Schedule
AV - Technician	$0.00	+ Add	$0.00		$0.00	STUDENT AFFAIRS	
BCC 300	$240.00	-$120.00	$120.00	Sales Tax: $8.40 Room Tax: $16.80	$145.20	STUDENT AFFAIRS	Large Space (>100)
Fair	$0.00	+ Add	$0.00		$0.00	STUDENT AFFAIRS	
Subtotal	$240.00	-$120.00	$120.00	$25.20	$145.20		
Adjustments:		+ Add					
Total	$240.00	-$120.00	$120.00	$25.20	$145.20	Outstanding Balance: $145.20	
					Manage Payments		

Image: Use the Manage Payments button to request a payment.

3. Enter the Payment Information

- Use the **Payment Type** dropdown to update the type to **Deposit**, **Balance**, or **Misc**.
  - Only one instance of each type is allowed.
- Choose whether to request an exact **Amount** or a **Percentage** of the remaining balance.

- Enter the requested payment amount or percentage in the text field.
  - The **Request Amount** will automatically reflect this update.

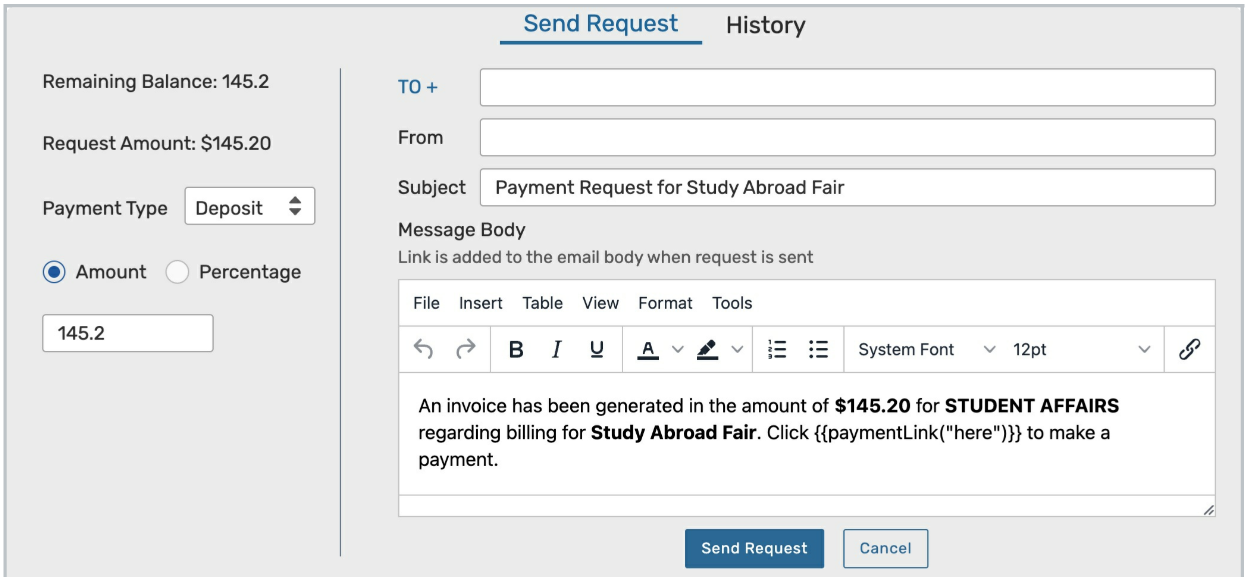


Image: Set the payment information on the left-hand side of the Send Request tab.

4. Enter the Email Information

- Enter the email address of the user you are sending the request to and the email address that you'd like the request sent from.
- Make any necessary updates to the **Subject** and **Message Body**.
  - The paymentLink variable `{{paymentLink("here")}}` in the default text of the **Message Body** will generate a link that takes the user directly to the Stripe payment page that was set up in System Settings > Integrations. The following example shows how the message in Step 3 will be displayed in an email:

An invoice has been generated in the amount of **$145.20** for **STUDENT AFFAIRS** regarding billing for **Study Abroad Fair**. Click here to make a payment.

Image: The email text from step 3 generates a link to make a payment.

5. Review and Send the Request

Review the email message and requested payment amount. Click the **Send Request** button to email the request.

Help With Sending or Receiving Payments

All funds are transferred through Stripe and the connected third-party banking systems. If payments sent through Stripe were not received, please check your Stripe account or reach out to Stripe directly:

https://support.stripe.com/

Tracking and Editing Request and Payment History

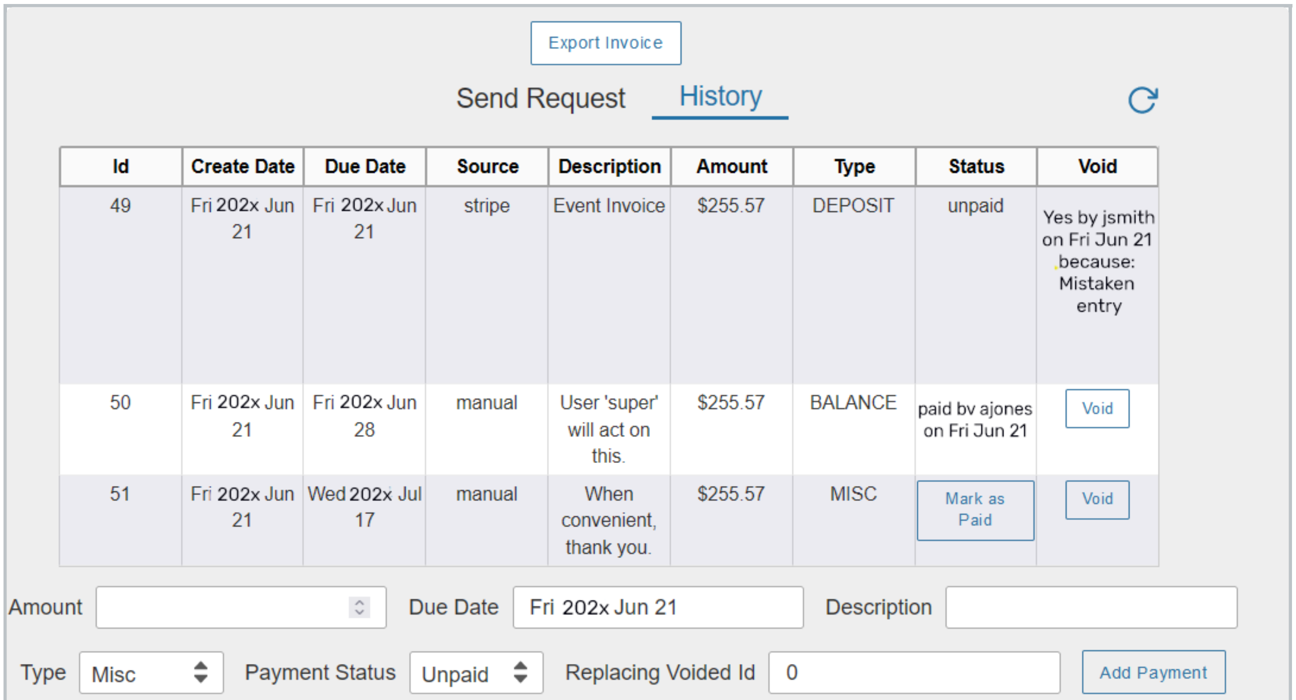
1. Navigate to Your Event in 25Live

In 25Live, navigate to the pricing tab of your event.

2. Open the Payment History

Click the **Manage Payments** button to open the payment request window. Then tap the **History** tab.

This table will show all of the past requests and payments associated with this event.



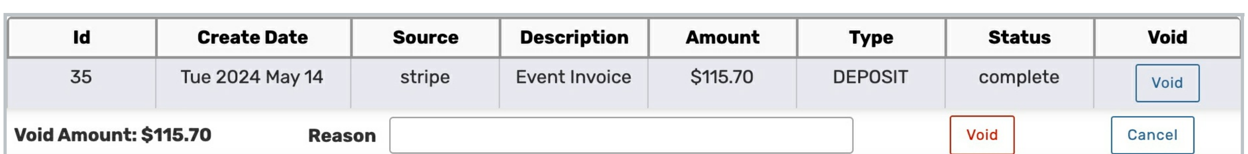
Id	Create Date	Due Date	Source	Description	Amount	Type	Status	Void
49	Fri 202x Jun 21	Fri 202x Jun 21	stripe	Event Invoice	$255.57	DEPOSIT	unpaid	Yes by jsmith on Fri Jun 21 because: Mistaken entry
50	Fri 202x Jun 21	Fri 202x Jun 28	manual	User 'super' will act on this.	$255.57	BALANCE	paid bv ajones on Fri Jun 21	Void
51	Fri 202x Jun 21	Wed 202x Jul 17	manual	When convenient, thank you.	$255.57	MISC	Mark as Paid	Void

Image:
The History tab will show all past payments.
User activity and date of payment can be displayed under the Status column.

Scan the columns for more information about past payments, such as deadline, status, etc. User activity and date of payment may be displayed under the Status column when a user marks a row as paid.

3. Add or Void Payments

- To void a payment, simply click the **Void** button in the right-hand column.
- Use the text field to add a reason for voiding and tap **Void** to submit the change.



Id	Create Date	Source	Description	Amount	Type	Status	Void
35	Tue 2024 May 14	stripe	Event Invoice	$115.70	DEPOSIT	complete	Void

Image: Use the red Void button and enter a reason for voiding.

- To add a payment, enter a payment **Amount** and a **Description**.
- Then update the **Type** to **Deposit**, **Balance**, or **Misc**.
- (Optional) Enter the **ID** of any voided payment in the **Replace Voided ID** text field to replace it.
- Tap **Add Payment** to submit your change

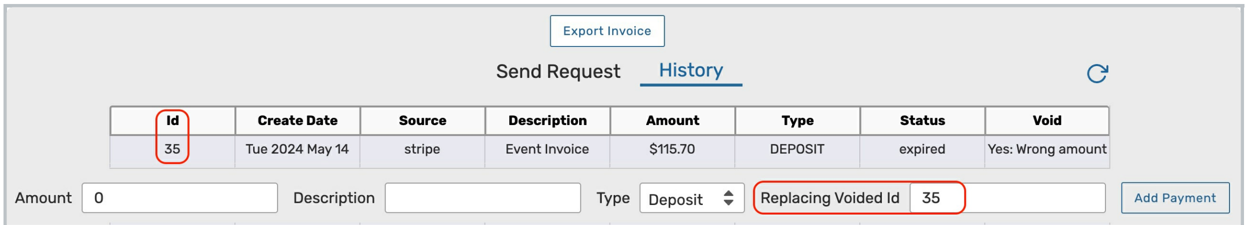


Image: Enter the ID number of the payment you'd like to void in the Replacing Voided ID field.