

Managing Payments in 25Live



Security Note

Functionality described here requires special permissions are setup in [Group Administration](#).

Viewing invoices and requesting payments in Payment Mode:

- Event editing (or higher) Object Security Permissions
- Basic Options: 4.0 *View Pricing on Events* = Yes
- Basic Options: 4.1 *Edit Pricing on Events* = Yes

Managing payments in Payment Mode:

- Basic Options: 5.0 *View Payments on Events* = Yes
- Basic Options: 5.1 *Manage Payments on Events* = Yes

In This Article:

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- [Requesting Payments](#)
- [Adding a Manual Payment Without Sending a Request](#)
- [Tracking and Editing Payment History](#)

Authorized users can request and track payments in the **Payment Pricing Mode** of any event's Pricing tab.

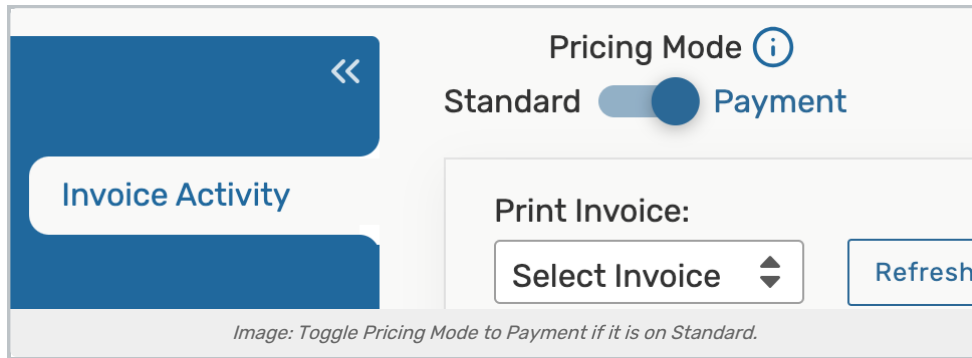
Navigating to Payment Management

1. Open Your Event's Pricing Tab in 25Live

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

2. Set Pricing Mode to Payment

- **Pricing Mode** need to be toggled to **Payment**.
 - *Note: Switching between modes is not recommended. Adjustments made in one mode will not be reflected in the other. Your choice will remain "sticky" until changed.*



3. Choose a Custom Invoice

- To manage payments, the event must have a custom invoice setup. If one is not available, you will need to [create one](#).

Requesting Payments

1. Find the Payment Section

- Expand **Send Payment Request**.

Update All Items to Rate Group:
 Choose a Rate Group

Line Item View Occurrence View

ALTERNATIVE FILM CLUB Invoice #: 15-88

Item	List Price	Adjustments	Price	Taxes	Total	Charge To
AV - Overhead Projector	\$20.00	<input type="button" value="+ Add"/>	\$20.00		\$20.00	ALTERNATI <input type="button" value="v"/>
AV - Screen - 10'	\$20.00	<input type="button" value="+ Add"/>	\$20.00		\$20.00	ALTERNATI <input type="button" value="v"/>
AV - Sound System	\$35.00	<input type="button" value="+ Add"/>	\$35.00		\$35.00	ALTERNATI <input type="button" value="v"/>
BCC Theater	\$0.00	<input type="button" value="+ Add"/>	\$0.00		\$0.00	ALTERNATI <input type="button" value="v"/>
Subtotal	\$75.00	\$0.00	\$75.00	\$0.00	\$75.00	
Adjustments:		<input type="button" value="+ Add"/>				
Total	\$75.00	\$0.00	\$75.00	\$0.00	\$75.00	Outstanding Balance: -\$75.00

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

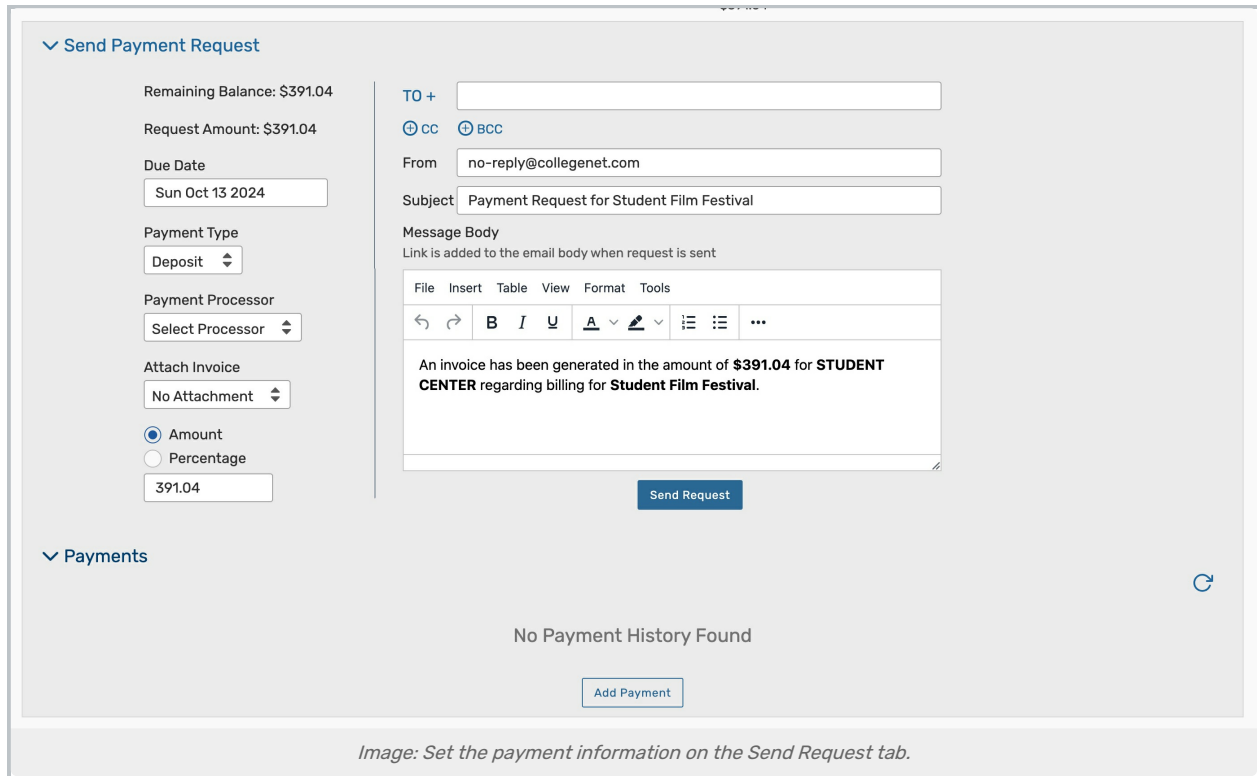


Tip: Editing the Invoice Number

While in Payment mode with a specific invoice selected, you may use the edit icon to change the invoice number (80 characters, alphanumeric characters, and special characters allowed).

2. Enter Your Payment Information

- If desired, adjust the payment's **Due Date**.
- Use the **Payment Type** dropdown to update the type to **Deposit**, **Balance**, or **Misc**.
 - Only one instance of each type is allowed.
- Choose to process the payment through [Stripe](#), 7 Point Solutions, or manually.
- Select an invoice report to attach to the email.
- 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** at the top will automatically reflect this update.



3. Enter the Email Information

- Enter the email address(es) of the user(s) you are sending the request to in the To, CC, and BCC fields. Then, use the From field to enter the email address that you'd like the request sent from.
 - The **To** field will automatically populate the work email address of the billing contact if one is mapped to the organization that is being billed.
- Make any necessary updates to the **Subject** and **Message Body**.
 - **Stripe:** 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](#).
 - **7 Point Solutions:** The variable `{{uniquePaymentIdentifier}}` in the default text of the **Message Body** will generate a payment ID for users to copy into the 7 Point Solution portal. The paymentLink variable `{{paymentLink("here")}}` will generate a link that takes the user directly to the portal.

4. Review and Send the Request

- Review the email message and requested payment amount. Click the **Send Request** button to email the request.
 - Past request emails can be reviewed in the event's audit trail.
 - Once sent, the payment activity will be logged to the **Payments** table.
 - The **Send Request** button will be updated to **Send Reminder** once a request of one type is sent.
 - If using 7 Point Solutions or Stripe, those integrations will be displayed in the **Source** column.



Tip: Locking an Invoice

When an invoice is selected, the section may show the **Invoice Lock** option. This can be toggled to prevent updates from reservation changes and formula changes. Once toggled on, the **Update All Items to Rate Group** dropdown and **Refresh this Event's Pricing** button will be hidden.

Adding a Manual Payment Without Sending a Request

1. Find the Payment Section

- Expand **Payments**.

Update All Items to Rate Group:
 Choose a Rate Group Refresh this Event's Pricing Create Invoice

Line Item View Occurrence View

ALTERNATIVE FILM CLUB Invoice #: 15-88

Item	List Price	Adjustments	Price	Taxes	Total	Charge To
AV - Overhead Projector	\$20.00	+ Add	\$20.00		\$20.00	ALTERNATI ▾
AV - Screen - 10'	\$20.00	+ Add	\$20.00		\$20.00	ALTERNATI ▾
AV - Sound System	\$35.00	+ Add	\$35.00		\$35.00	ALTERNATI ▾
BCC Theater	\$0.00	+ Add	\$0.00		\$0.00	ALTERNATI ▾
Subtotal	\$75.00	\$0.00	\$75.00	\$0.00	\$75.00	
Adjustments:		+ Add				
Total	\$75.00	\$0.00	\$75.00	\$0.00	\$75.00	Outstanding Balance: -\$75.00

[> Send Payment Request](#)
[> Payments](#)

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

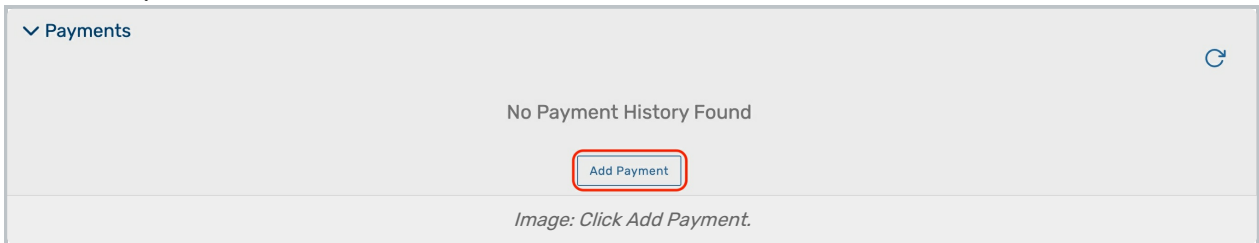


Tip: Editing the Invoice Number

While in Payment mode with a specific invoice selected, you may use the edit icon .

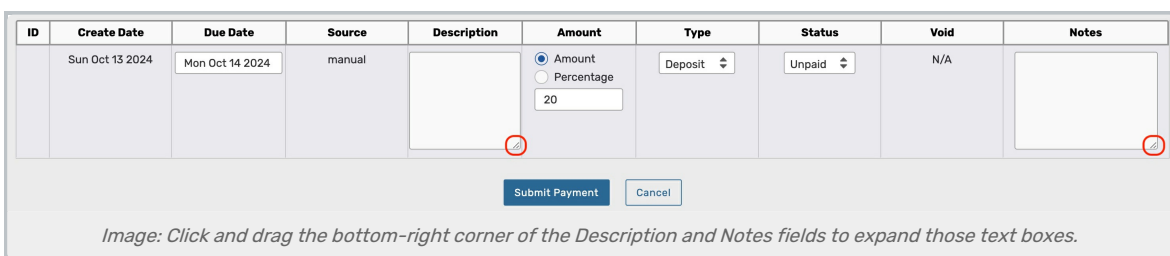
2. Click Add Payment

- Click **Add Payment**.



3. Edit the Payment Information

- By default, the table will fill in the details from the **Send Payment Request** section. Every field except **ID**, **Create Date**, **Source**, and **Void** can be edited:
 - Every payment made in your instance will get an **ID** assigned automatically. This value will populate after you save the new payment.
 - The **Create Date** shows the date the row was added to the Payments table.
 - Use the calendar selector in the **Due Date** field to make updates.
 - Adding a manual payment through the **Add Payment** button will set the **Source** to **manual**.
 - Enter a **Description** of the payment
 - Choose whether to request add an exact **Amount** or a **Percentage** of the remaining balance to the payment. Then, enter the exact amount or percentage in the text field.
 - Use the **Type** dropdown to record the payment as a **Deposit**, **Balance**, or **Misc**.
 - Only one instance of each type is allowed.
 - Select whether the amount is currently **Paid** or **Unpaid** in the **Status** column.
 - Add any additional comments in the **Notes** field. If needed, this field can be edited later.



4. Save

- Review your changes and click **Submit Payment** to save.

Tracking and Editing Payment History

1. Find the Payment Section

- Expand the **Payments** section.

2. Review and Make Changes

- If the **Source** is **manual**, you can select **Mark as Paid** in the **Status** column at any time.
 - Stripe and 7 Point Solutions payments will get marked as paid automatically after a payment is received in either platform.



Help With Sending or Receiving Payments

Funds transferred through Stripe or 7 Point Solutions are connected through third-party banking systems. If payments sent through either integration were not received, please check your Stripe or 7 Point Solutions account or reach out to them directly:

Stripe Support: <https://support.stripe.com/>

7 Point Solutions Support: <https://www.7pointops.com/help>

- Use the **Notes** field to update any past comments about the payment.
- Click **Void** and enter a reason for voiding to reverse a payment. This text will be displayed on the table after saving. Press **Void** to confirm.

[> Send Payment Request](#)

[< Payments](#) ↻

ID	Create Date	Due Date	Source	Description	Amount	Type	Status	Void	Notes
5	Sun Oct 13 2024	Sun Oct 13 2024	manual		\$391.04	DEPOSIT	Mark as Paid	Void	

Void Amount: \$391.04 Reason

Void Cancel

Add Payment

Image: Enter text in the Reason text box to add a void comment.