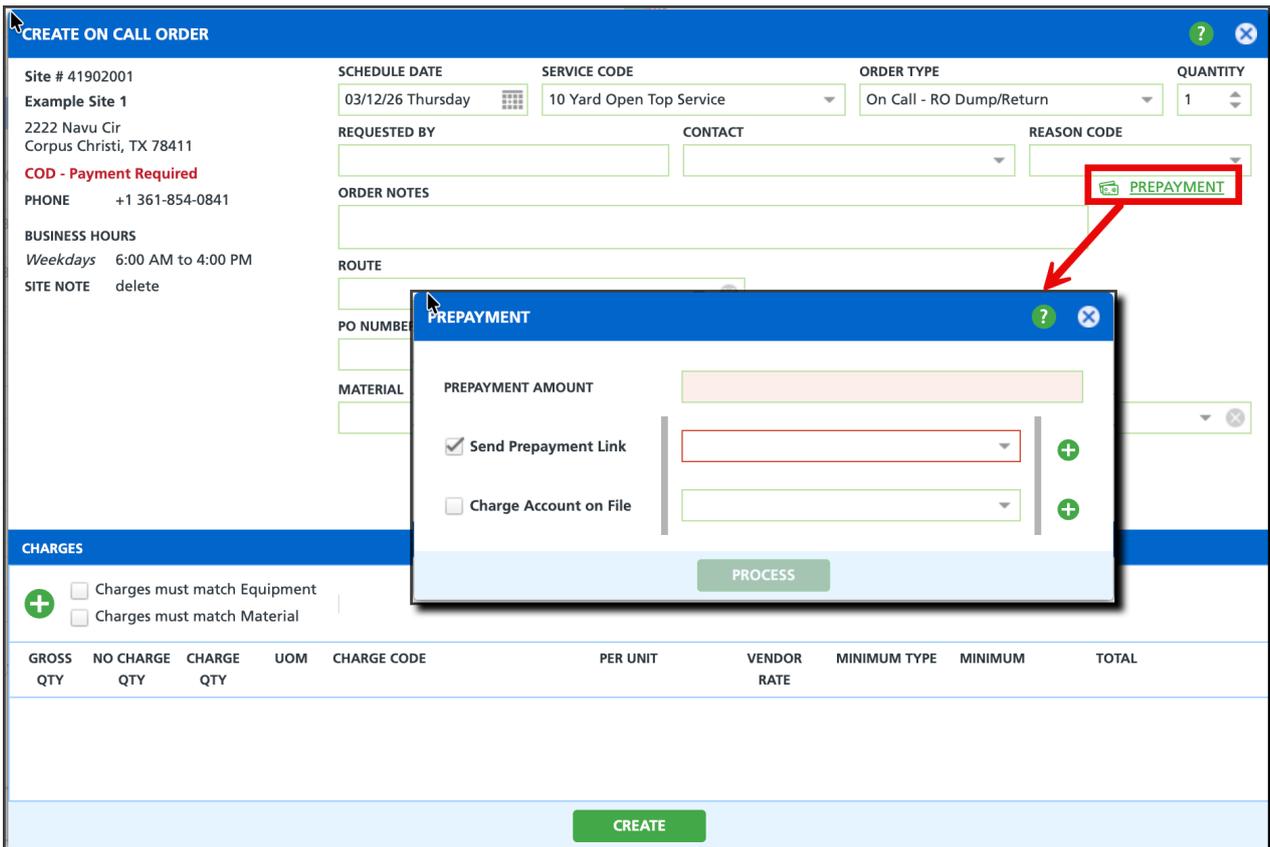


Prepayments (Create On Call Order)

Last Modified on 03/20/2026 7:39 am PDT

Pathway: [Accounts](#) > [Search: Account](#) > [Create On Call Order](#) > [Prepayment](#) [link]

The **Prepayment** option is a feature that can be used during the creation of an on-call order to collect payment before a service is started. This allows for a seamless and convenient payment process, and minimizes the risk of unpaid services. When the Prepayment feature is selected, users have the option to send a prepayment link to a designated account contact via email or text message, or process the payment using an existing payment method on the account.



Permission

The following permissions are required to send a prepayment link:

Permission ID	Permission Name
5	View Account
6	View Site
89	Add On Call Work Order

Logic

- A prepayment link is invalid once payment is received or the service is marked 'Completed.'
- A prepayment link **cannot** be sent after the on call order is created. The link is **only available** on the 'Create On Call Order' screen.
 - *On call order must be cancelled and a new one created for a link to be sent.*
- Account contacts populate based on their contact notification preference indicated for the account.

- The Prepayment option 'Charge Account on File' is only available at the time the on call order is created.

Send Prepayment Link

Customers can receive a prepayment link via email or text messaging, enabling them to pay the requested amount before a service is started. This link only allows for the payment indicated to be paid and once the payment is received, will become inactive. Once the service date has passed, the link is invalid.

PREPAYMENT

PREPAYMENT AMOUNT: 50.00

Send Prepayment Link: John Doe

Charge Account on File

PROCESS

Send Prepayment Link (Email)

SEND PREPAYMENT NOTIFICATION

TYPE: Email Text Message

SUBJECT: WO Prepayment Notification

SEND TO (EMAIL): aliena@navusoft.com

SEND TO CONTACT: John Doe aliena@navusoft.com

Dear Valued Customer,
Site @@site_id;; - @@site.name;;

Please click the below link to submit payment for your @@servicecode.name;; service currently scheduled for @@workorder.scheduleddate;; at @@site.address.addressLine1;;, @@site.address.city;;.
A prepayment amount of @@requiredprepaymentmount;; is required to schedule and dispatch the requested service.

[Click here to submit prepayment for @@requiredprepaymentmount;;](#)

Thank you,
@@division.legalname;;

SEND

1. Select 'Prepayment' from the Create On Call Order screen.
2. Enter a Prepayment Amount.
3. Check 'Send Prepayment Link'.
4. Select a contact from the drop down. Contacts are pulled from the account's list of contacts.
 - If the link should be sent to a contact who is not listed, they can be added by selecting the green + icon to the right of the drop down. Contacts created here are automatically added to

the list of contacts for the account.

5. Click '**Process**'. After a user selects Process, the Send Payment Notification screen will display.
6. Select the Email radio button for the notification **Type**.
7. Select a **Subject** if the default selection does not apply.
 - Each subject is a template created in Setup that uses dynamic fields to insert information specific to the customer and the payment request into the message. It is not advised to make changes to the message content's body as it may affect how the message displays for the customer.
8. Optional: Enter an email address in the **Send To (Email)** field if the email is being sent to a contact other than the account contact.
9. Select the account contact from the **Send To Contact** drop down field.

Send Prepayment Link (Text Message)

SEND PREPAYMENT NOTIFICATION

TYPE Email Text Message

SUBJECT WO Prepayment Notification

SEND TO (MOBILE) 🇺🇸 (999) 999-9999

SEND TO CONTACT

@@site.name;; This message is to notify that you your service request for @@workorder.scheduleddate;; has been recorded. Please provide prepayment in the amount of \$@@requiredprepaymentmount;; to finalize scheduling. @@PREPAYMENT_LINK;;

SEND

1. Select '**Prepayment**' from the Create On Call Order screen.
2. Enter a **Prepayment Amount**.
3. Check '**Send Prepayment Link**'.
4. Select a contact from the drop down. Contacts are pulled from the account's list of contacts.
 - If the link should be sent to a contact who is not listed, they can be added by selecting the **green +** icon to the right of the drop down. Contacts created here are automatically added to the list of contacts for the account.
5. Click '**Process**'. After a user selects Process, the Send Payment Notification screen will display.
6. Select the Text Message radio button for the notification **Type**.
7. Select a **Subject** if the default selection does not apply.
 - Each subject is a template created in Setup that uses dynamic fields to insert information specific to the customer and the payment request into the message. It is not advised to make changes to the message content's body as it may affect how the message displays for the customer.

- Optional: Enter a phone number in the **Send To (Mobile)** field if the text message is being sent to a contact other than an account contact.
- Select the account contact from the **Send To Contact** drop down field.

Charge Account On File

If preferred, the account can be charged with an existing payment method on file. This option does not send a link and payment is processed immediately.

The screenshot displays the 'CREATE ON CALL ORDER' form with a 'PREPAYMENT' modal window open. The modal contains the following fields and options:

- PREPAYMENT AMOUNT:** 50.00
- Send Prepayment Link
- Charge Account on File
- Payment Method: Visa Ending in 1111 01/24

A red arrow points to the 'Charge Account on File' checkbox. The background form shows order details such as 'SCHEDULE DATE' (07/13/23 Thursday), 'SERVICE CODE' (10 Yard Open Top Service), and 'ORDER TYPE' (On Call - RS Delivery). A 'PREPAYMENT' icon is visible in the top right of the main form.

- Select '**Prepayment**' from the Create On Call Order screen.
- Enter a **Prepayment Amount**.
- Check the '**Charge Account on File**' checkbox.
- Select the payment method from the drop down to process the payment with.
 - If a payment method does not exist, or a different one should be used, select the **green +** icon to add a payment method to the account.
- Click '**Process**' when finished and the payment is immediately processed.

Payment Received

Once payment is received from the customer, or a payment was processed using a payment method on file, the payment is recorded in the Service Record's Payments tab.

? X
EDIT SERVICE RECORD

SUNLAND FIELD SERVICE 1234 Example DRIVE (2) ORANGE, TX 77632 PHONE (555) 555-1234 CREATED BY Aliena Somers on 7/13/23 11:26 am ORDER REASON <input type="text"/> ACCESS (2217 BOWIE LOOP) TRAILER	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">WORK ORDER</td> <td style="width: 10%;">QTY</td> <td style="width: 20%;">SERVICE CODE</td> <td style="width: 15%;">EQUIPMENT</td> <td style="width: 15%;">WORK TYPE</td> <td style="width: 15%;">ORDER TYPE</td> <td style="width: 10%;">MATERIAL</td> </tr> <tr> <td>6362992</td> <td>1</td> <td>10 Yard - RO</td> <td>10Yard-MSW</td> <td>RO_DELIVER</td> <td>On Call</td> <td>MSW</td> </tr> </table> <p>ORDER NOTES <input style="width: 100%;" type="text"/></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">PO NUMBER <input style="width: 90%;" type="text"/></td> <td style="width: 70%;">EXTERNAL ID <input style="width: 90%;" type="text"/></td> </tr> </table> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">SCHEDULED DATE 07/13/23 Thursday</td> <td style="width: 20%;">ROUTE <input style="width: 90%;" type="text"/></td> <td style="width: 10%;">SEQUENCE 0</td> <td style="width: 50%;">DESTINATION / ORIGIN <input style="width: 90%;" type="text"/></td> </tr> </table> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">WORK STATUS Scheduled</td> <td style="width: 30%;">EXCEPTION REASON <input style="width: 90%;" type="text"/></td> <td style="width: 40%;">POSTING STATUS Pending</td> </tr> </table>	WORK ORDER	QTY	SERVICE CODE	EQUIPMENT	WORK TYPE	ORDER TYPE	MATERIAL	6362992	1	10 Yard - RO	10Yard-MSW	RO_DELIVER	On Call	MSW	PO NUMBER <input style="width: 90%;" type="text"/>	EXTERNAL ID <input style="width: 90%;" type="text"/>	SCHEDULED DATE 07/13/23 Thursday	ROUTE <input style="width: 90%;" type="text"/>	SEQUENCE 0	DESTINATION / ORIGIN <input style="width: 90%;" type="text"/>	WORK STATUS Scheduled	EXCEPTION REASON <input style="width: 90%;" type="text"/>	POSTING STATUS Pending
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Charges	Payments \$ 50.00 1	Completion	Attachments	Labels	Photos
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DESCRIPTION	BATCH #	BATCH DATE	STATUS	REFERENCE	AMOUNT	NOTE
Credit Card	11004	07/13/2023	Posted	123456_DEMO_AUTH	\$ 50.00	-

Related Articles

[Schedule an On Call Order](#)