

## An additional (0.00) payment line appears when a deposit is marked as 'final payment'

### **Summary:**

When an order is being entered and a deposit applied if the Final Payment checkmark is selected a 0.00 payment line will appear with a checkmark on it.

An additional (0.00) payment line appears when a deposit is marked as 'final payment' on an order

## **Cause:**

This is correct behavior.

## **Solution:**

This payment line indicates that additional charges can be made against the order without obtaining payment information from the customer again. This will also automatically obtain any amount due that is left on the order at the time of release. This payment line can be edited via Regular Ticket Entry and an amount set for an additional deposit. Unfortunately, there is currently a limitation that this cannot be edited via Touchscreen Ticket Entry.

Tips for using the Final Payment line:

- To make an additional deposit against the final payment line
  - From the Main menu open Point of Sale / Tickets / Ticket Entry
  - Click the **Process Orders** button.
  - Click on **Deposits**
  - Select the 0.00 payment line and enter an amount of the deposit to be added.
  - Click **Save Deposits**.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=591>