

# Channels (English)

## Telesales

- CUSTOMER ACCOUNTS
- CHANNELS
- **TELESALES**
- CONFIGURATION
- REPORTING
- EXPORT
- DOWNLOADS
- ACCOUNTING
- ADMINISTRATION

### Mail/phone order

Customer Search

Search term  PAYONE customer account nr.

### Customer data | Item | Payment

You have not yet ordered the Channel FinanceGate Telesales, therefore this area is not available to you. If you wish to order this Channel, please contact our sales department at any time.

Tel.: +49 (0)431 25968 0  
Email: [sales@osgoavone.com](mailto:sales@osgoavone.com)

- 1 Telesales
  - 1.1 Customer Data
  - 1.2 Item
  - 1.3 Payment

This menu item is only available if you have booked Telesales or Mail/Phone Order. Mail order means the order by post, since the order by e-mail must take into account how it is secured on the basis of the data contained.

## Customer Data

Customer data | Item | Payment

Portal:

SubAccount:

Payment type:

Merchant customer no.:

Salutation\*:

Title\*:

First name:

Surname:

VAT reg. no.\*:

Company\*:

Street name and number\*:

Postcode\*:

Town\*:

Country:

Email address\*:

**Payment information**

Account number:

Sort code:

or

IBAN:

BIC:

Currency:

Purpose\*:

\* means the field is optional.

Here you have the possibility to enter the customer data for the respective order. Furthermore, you can choose between the sub-accounts you have created and enter the respective payment information according to the selected payment type.

Only after **sending** the input, you can change to the tab **item**, in order to enter the exact name or the number of articles.

## Item

Customer data | **Item** | Payment

Gross unit price:

Number\*:

Item no.\*:

Item name\*:

VAT\*:

\* means the field is optional.

**1** continue -> new item      **2** continue -> enter

Subsequently, the gross unit price must be entered, as well as the ordered number of the article, the article number, the article description and the sales tax rate. Then you can add another article (1) or go to the booking process (2).

Customer data | **Item** | Payment

Item	Item no.	Name	Number	Unit price
1.			1	100,00 EUR (19 %) <a href="#">[remove]</a>
2.			2	50,00 EUR (19 %) <a href="#">[remove]</a>

Gross unit price:

Number\*:

Item no.\*:

Item name\*:

VAT\*:

\* means the field is optional.

continue -> new item      continue -> enter

If you enter several articles, these are listed here with the entered data.

## Payment

Customer data | **Item** | **Payment**

**Item:**

Item	Item no.	Name	Number	Unit price
1.			1 x	100,00 EUR (19 %)
2.			2 x	50,00 EUR (19 %)
3.			2 x	20,00 EUR (19 %)
<b>Totals:</b>				<b>240,00 EUR</b>

**Customer data:**

Merchant customer no: 123456

Salutation:

Title:

First name:

Surname:

Country: Germany

**Payment information**

Sort code:

Account number:

IBAN:

BIC:

Total amount: **240,00 EUR**

**Send account entry**

Under payment you get an overview of the entered data, including the ordered articles, as well as the order sum.