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Payment gateways in WHMCS: modules, bank transfer and confirming payments by hand

Choosing the Right Plan

CODE

RLX-AO-KB-2130

VERSION

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COUNTRY · LANGUAGE

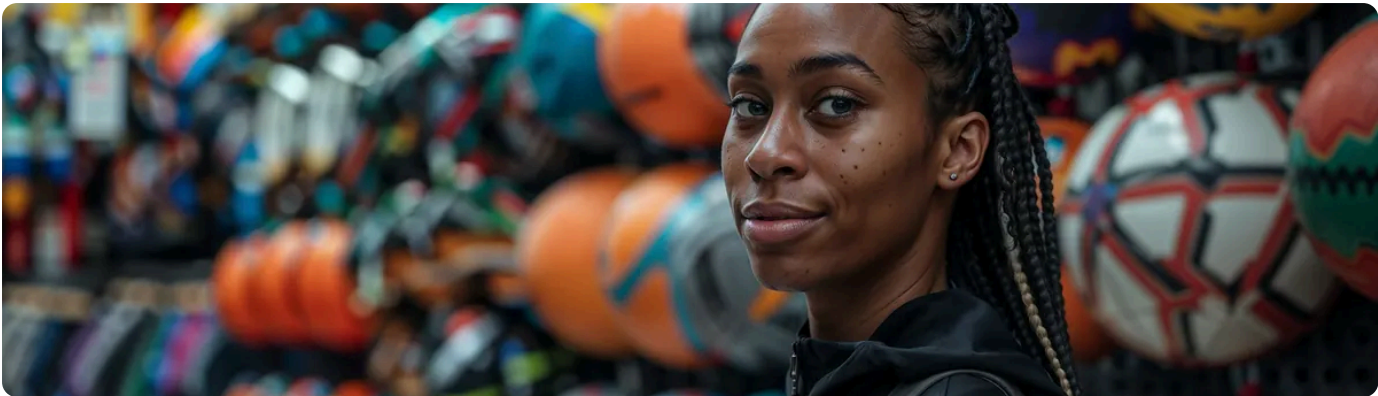
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<https://www.meu.interweb.ao/knowledgebase/2130>



This article is for resellers who run their own WHMCS. WHMCS is another company’s product: we neither sell nor resell licences, as explained in **what WHMCS is**. Menu names change from one WHMCS version to the next. **The short answer:** in WHMCS each payment method is a **module**. Some confirm payment on their own, because the provider tells WHMCS when the money arrives; others, such as **bank transfer**, only show instructions, and **you** confirm by hand. WHMCS ships with modules for some international services; for local payment methods, the module has to come from the provider itself or from a developer. Check that **before** you promise a method to your customers.

The three kinds of payment method

Kind	How payment gets confirmed
An online provider’s module	The customer pays on the provider’s page, and the provider calls an address on your WHMCS to say so. The invoice closes itself and the service moves on. See how online payments work .
Bank transfer or deposit (“offline” modules)	WHMCS shows the IBAN or the instructions you wrote. When you see the money in the bank, you record the payment on the invoice.
Customer credit balance	If the customer has credit on the account, WHMCS can use it to pay the invoice without any module.

Enabling, testing and confirming by hand

1

Enable the modules in **Configuration > System Settings > Payment Gateways** (in recent versions, under Apps & Integrations). Give each one a name the customer understands, in their language.

2

For bank transfer, write complete instructions: account holder, bank, IBAN or account number, and a request to put the invoice number in the payment reference.

3

Check the system address in **General Settings** (System URL). It must be exactly the address WHMCS answers on, with https. If the provider calls an address that redirects somewhere else, the payment notice can be lost on the way.

4

Make a test payment with each automatic module, on an invoice of your own. Confirm the invoice closes itself, and look at the Gateway Log to see what the provider sent.

5

To confirm by hand: open the invoice, **Add Payment** tab, choose the method, the date the money arrived and the transaction reference. When you save, WHMCS does the same as for an automatic payment: closes the invoice, unsuspends the service or creates the new account.

6

Currencies: if you have more than one, each module can convert to the currency the provider accepts. Check the conversion before you open that currency to customers.

Never record a payment without seeing the money. A receipt sent by e-mail or message is not money in the account: fake receipts exist. And do not delete invoices to “tidy” the list: cancel them, so the history stays.

If the provider says it was paid and the invoice is still open, its notice never reached WHMCS. Check the Gateway Log: if there is nothing there, something stopped the request first, such as a wrong system address or a web application firewall. See **ModSecurity and web application firewalls**.

The provider's payment notice is not reaching your WHMCS and the Gateway Log is empty? Give us the address and the time of the payment, and we will see whether the server refused it.

[Open a support ticket](#)

SEE ALSO

How online payments work: gateway, processor and merchant account in plain words

ModSecurity and web application firewalls: what they do, and what to do when one blocks you

Taxes and invoice numbers in WHMCS: tax rules, proforma invoices and repeated numbers

WHMCS automation settings: when invoices go out, reminders, suspension and termination

Connecting WHMCS to WHM so accounts are created on their own

What WHMCS is, and when you need it



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