

How does Cash on Delivery Remittance Work?

Learn how the remittance (retail price) for your Cash on Delivery (COD) orders is transferred to your account. For better clarity, navigate to the **Billing > Remittances** Section on your panel.

Remittance Statuses

After your COD order is delivered to the customer, the flow of the remittance is as follows.

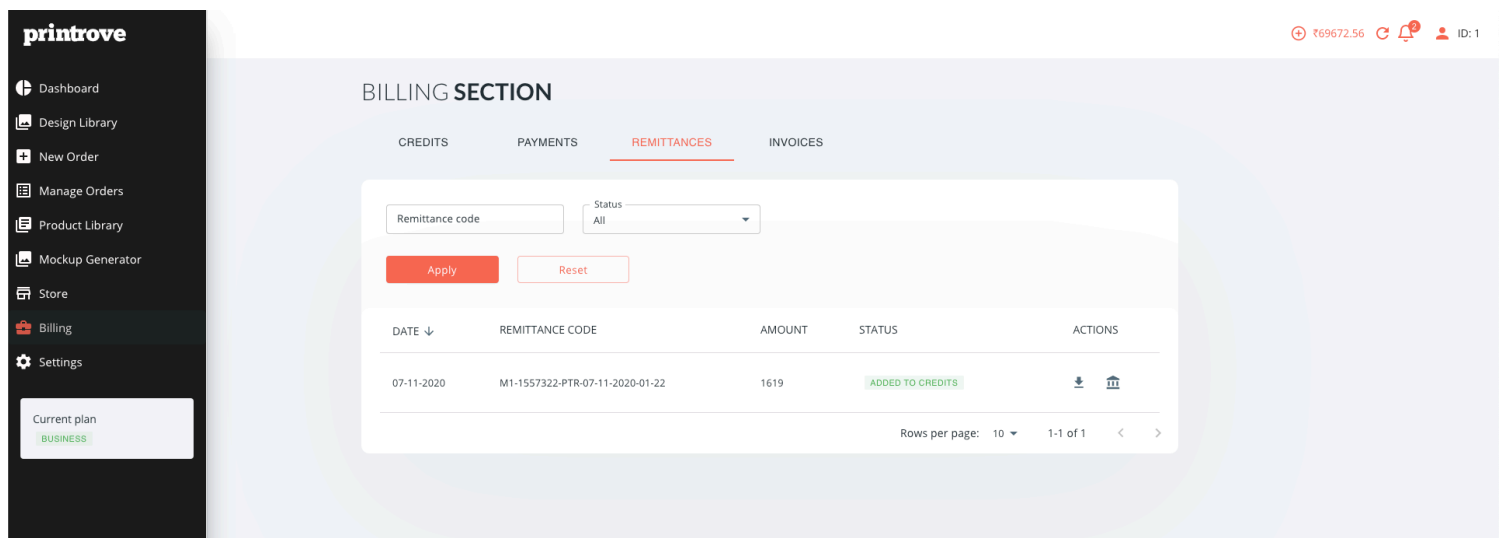
1. Created:

- Remittance Reports are generated every **Monday, Wednesday, and Friday**.
- A combined list of all your COD orders delivered in the **last 24 hours** is created.
- Each Remittance has a unique code and date, allowing you to filter by code or status.

The screenshot displays the Printrove interface. On the left is a dark sidebar with the 'printrove' logo and a menu including Dashboard, Design Library, New Order, Manage Orders, Product Library, Mockup Generator, Store, Billing, and Settings. The 'Billing' option is highlighted. The main area shows the 'BILLING SECTION' with tabs for CREDITS, PAYMENTS, REMITTANCES (selected), and INVOICES. A top bar shows a balance of ₹68053.56, a refresh icon, a notification bell, and a user profile icon labeled 'ID: 1'. Below the tabs, a form allows filtering by 'Remittance code' and 'Status' (set to 'All'), with 'Apply' and 'Reset' buttons. A table lists remittance entries with columns for DATE, REMITTANCE CODE, AMOUNT, STATUS, and ACTIONS. One entry is shown with a status of 'CREATED'. Pagination at the bottom indicates 'Rows per page: 10' and '1-1 of 1'.

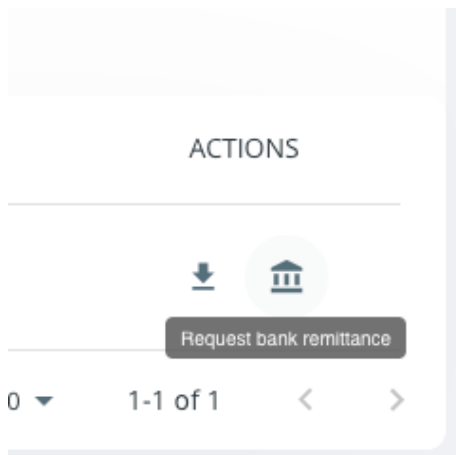
2. Added to Credits:

- Once the remittance report is created, Printrove automatically **adds** the **total amount** to your Merchant Account as credits.
- This helps **manage** your cash flow and allows you to **reinvest** credits into your business.

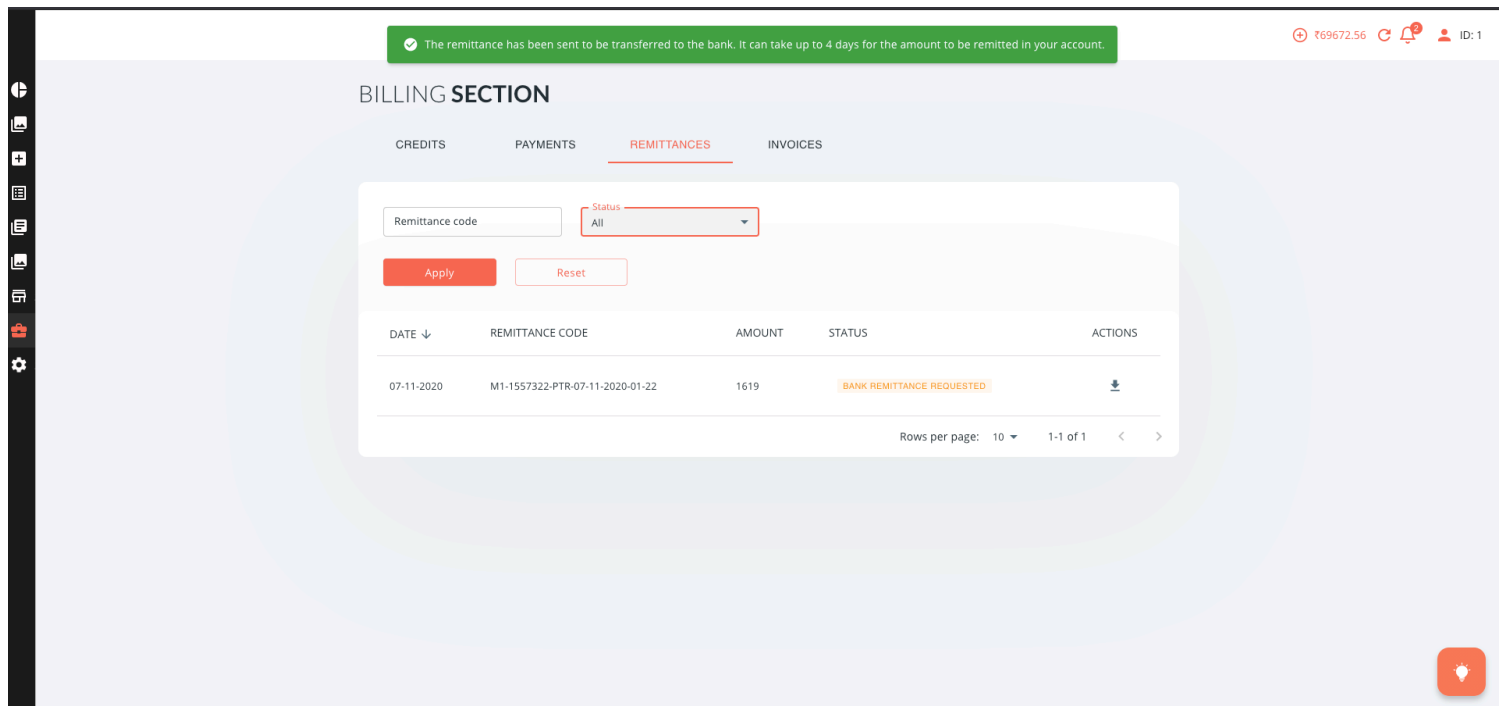


3. Bank Remittance Requested:

- To transfer credits to your Bank Account, click on "**Request Bank Remittance**" under *Actions*.

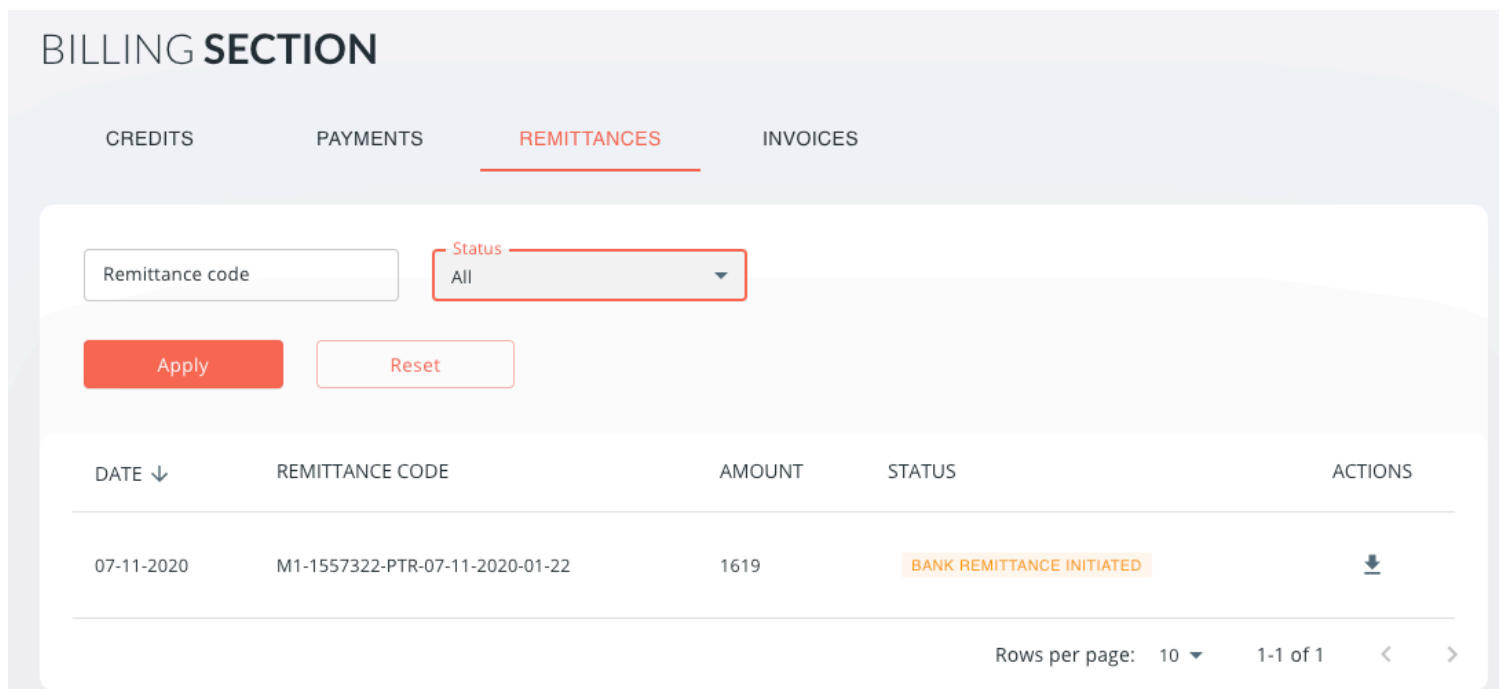


- This feature is enabled **7 days after** the remittance report is created.
- After confirming the request, the status updates to Bank Remittance Requested and the credits are **deducted** from your wallet.



4. Bank Remittance Initiated:

- After requesting a bank remittance, the Accounts Team acknowledges and initiates the transfer **within 2 business days**, provided you have the requested credits in your account.



5. Remittance Transferred to Bank:

- **Within 2 days** of initiating the transfer, your credits are **transferred** to the registered bank account.

BILLING SECTION

CREDITS

PAYMENTS

REMITTANCES

INVOICES

Remittance code

Status

All

Apply

Reset

DATE ↓

REMITTANCE CODE

AMOUNT

STATUS

ACTIONS

07-11-2020

M1-1557322-PTR-07-11-2020-01-22

1619

REMITTANCE TRANSFERRED TO BANK



Rows per page: 10

1-1 of 1



Frequently Asked Questions (FAQs)

1. What if you've used some of the credits and want the rest transferred?

Ensure you have at least the **original remittance amount** in your account. For example, if the remittance amount was 5000 INR and you've used 3000 INR, you need at least 5000 INR in your account to request a remittance.

2. I prefer direct transfer to my Bank Account instead of adding to credits.

You can request a Bank Remittance, and the amount will be added to your account within 2 to 4 business days.

3. What is the total timeline for the transfer to my Bank Account?

After the order is delivered and the remittance report is created, it takes up to 7 days for the "Request Bank Remittance" feature to be enabled. Once requested, it takes up to 4 days for the transfer to complete. The total timeline from order delivery to bank transfer is **8 to 11 days**.

We hope this guide helps you understand the remittance process for COD orders. Happy learning!

