

AR Receive Payments screen - How to create and export

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Overview

The **Receive Payments** screen is used to record customer payments and apply them to open transactions. A payment can be applied to one or multiple invoices, customer credits can be applied when available, and discounts can be recorded when applicable.

The screen also provides a running summary of the payment, including the amount received, amounts applied, and any remaining unapplied balance.

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Overview of the Receive Payments screen

To access Receive Payments:

AR > Receive Payments

The Receive Payment form opens automatically.



Click **New** only when you need to start another payment after completing the current payment.

1. Payment Information

The **Payment Information** section contains the information needed to record a customer payment.

The screenshot shows the 'Receive Payments' screen with two tabs: 'Receive Payment' (active) and 'Payment History'. The form contains the following fields:

- Search By:** A dropdown menu with 'All Customers' selected.
- Warehouse:** A dropdown menu with 'All Warehouses' selected.
- Customer:** A dropdown menu with 'zTest Moren' selected, accompanied by a search icon (magnifying glass) and a clear icon (X).
- Received By:** A dropdown menu with 'Moren' selected.
- Receipt #:** A text field containing '2036'.
- Payment Date:** A text field containing '08/21/2026'.
- Payment Method:** A dropdown menu with 'Credit Card' selected.
- Check / CC #:** A text field.
- Auth #:** A text field.
- Batch #:** A dropdown menu with a clear icon (X) and a 'New Batch' button.
- Batch Total:** A text field displaying '\$0.00'.

The available fields include:

- **Search By** – Select whether to search All Customers or customers with a balance.
- **Warehouse** – Select the warehouse associated with the payment, if applicable.
- **Customer** – Select the customer making the payment.
- **Received By** – Automatically populated with the current user.
- **Receipt #** – Automatically generated by 1place.
- **Payment Date** – Defaults to the current date.
- **Payment Method** – Select the method used to make the payment.
- **Check / CC #** – Enter the applicable payment information.
- **Auth #** – Enter the authorization number when applicable.
- **Batch #** – Displays the batch associated with the selected payment method.
- **Batch Total** – Displays the accumulated total of payments processed within the current batch.

Payment Method and Batch

When a **Payment Method** is selected, 1place automatically creates a batch for that payment method.

The selected **Payment Method** and **Batch #** are retained when switching between customers. This allows multiple customer payments using the same payment method to be processed within the same batch.

The **Batch Total** accumulates as payments are saved within the batch.

For example:

1. Select **Check** as the Payment Method.
2. A new Batch # is automatically created.
3. Enter a payment of **\$100** and click **Save & Create Deposit**.
4. Select another customer.
5. The **Check** payment method and the same **Batch #** remain selected.
6. Enter a payment of **\$200**.
7. The **Batch Total** now reflects **\$300**.
8. Continue processing additional payments using the same payment method and batch.

Changing the Payment Method

When the **Payment Method** is changed, 1place automatically creates a **new batch**.

The **Batch Total** resets to **\$0.00** for the new batch.

For example:

- Current Payment Method: **Check**
- Current Batch Total: **\$300**
- Change Payment Method to **Credit Card**
- A new Batch # is automatically created.
- Batch Total resets to **\$0.00**.

The new payment will then accumulate in the new Credit Card batch.

Payment Summary

The payment summary on the right side of the screen displays:

- **Received From Customer**
- **Applied to Invoices**
- **Applied from Credit**
- **Applied from Discounts**
- **Net Unapplied**

Received From Customer	\$310.00
Applied to Invoices	\$310.00
Applied from Credit	\$0.00
Applied from Discounts	\$0.00
Net Unapplied	\$0.00

The **Batch Total** is separate from the payment summary and represents the accumulated amount processed in the current batch.

2. Open Transactions

The **Open Transactions** section displays the customer's open transactions that can be selected for payment.

Use the following fields to locate transactions:

- **Start of Range**
- **End of Range**
- Transaction filter
- **Search Transaction #**

Click **Filter** after changing the search criteria.

The transaction list can include invoices and other open transactions. The available information includes:

- Transaction #
- Customer PO #
- Transaction Type
- Transaction Date
- Transaction Total
- Previous Payments
- Balance Due
- Payment Terms
- Discount Date
- Discount %
- Discount Amount
- Net Balance
- Amount Applied

Select the checkbox beside a transaction to apply the payment.

The totals at the bottom of the section provide a running view of the customer's balance and the amount being applied.

3. Notes and Actions

Notes

Use the **Notes** field to enter internal comments related to the payment.

Action Buttons

The buttons at the bottom of the screen provide additional payment actions:

- **New** - Start another payment.
- **Import** - Import payment information.
- **Move Selected To Top** - Move selected transactions to the top of the list.
- **Issue Refund (for Selected)** - Issue a refund for the selected transaction.
- **Save & Create Deposit** - Save the payment and proceed with deposit creation.
- **Help** - Open help resources.
- **Close** - Close the Receive Payments screen.

Common Scenarios

Payment received for the full amount of an invoice

Use this procedure when a customer payment fully covers an invoice.

Enter Payment Information

1. Go to **AR > Receive Payments**.
2. Select the customer.
3. Confirm the **Payment Date**.
4. Select the **Payment Method**.
5. Enter the required payment information.
6. Confirm the **Received From Customer** amount.

Apply the Payment

1. Locate the invoice in **Open Transactions**.
2. Select the checkbox beside the invoice.
3. Verify the amount applied to the invoice.

The payment amount will be applied based on the selected transaction's available balance.

Verify the Payment

Before saving the payment, verify the payment summary:

- **Received From Customer** - Confirm the amount received.
- **Applied to Invoices** - Confirm the amount applied to the invoice.
- **Applied from Credit** - Confirm any customer credit being used.
- **Applied from Discounts** - Confirm any discount being applied.
- **Net Unapplied** - For a fully applied payment, this should be **\$0.00**.

Complete the Payment

1. Enter any relevant information in **Notes**.
2. Click **Save & Create Deposit**.

Payment received for several invoices

Use this procedure when one customer payment needs to be applied to multiple invoices.

1. Select the customer.
2. Enter the payment information.
3. Locate the customer's open invoices in **Open Transactions**.
4. Select the checkbox beside each invoice being paid.
5. Review the amount applied to each invoice.

6. Verify the payment summary.
7. Confirm that the **Net Unapplied** amount is correct.
8. Enter any relevant notes.
9. Click **Save & Create Deposit**.

Payment received for invoices and customer credits

When a customer payment needs to be applied together with an existing customer credit, select the applicable transactions and verify the **Applied from Credit** amount in the payment summary.

Review the resulting **Net Unapplied** amount before saving the payment.

Payment received without identified invoices

When the customer has provided a payment but has not identified the invoices being paid:

1. Select the customer.
2. Enter the payment information.
3. Review the customer's open transactions.
4. Apply the payment to the appropriate transactions when identified.
5. If the payment cannot be fully applied, review the **Net Unapplied** amount.
6. Add a note describing the payment when necessary.
7. Save the payment.

Customer makes an overpayment

If the customer pays more than the amount being applied to open transactions, the remaining amount will appear as **Net Unapplied**.

Review the unapplied amount and follow the appropriate customer credit or refund procedure.

Issue a refund for a selected transaction

To issue a refund:

1. Select the applicable transaction in **Open Transactions**.
2. Click **Issue Refund (for Selected)**.
3. Complete the refund process.

Processing Multiple Payments Using the Same Batch

1. Go to **AR > Receive Payments**.
2. Select the first **Customer**.
3. Select the **Payment Method**.
4. Enter the payment amount.
5. Apply the payment to the appropriate open transactions.
6. Click **Save & Create Deposit**.
7. Select the next **Customer**.
8. Verify that the **Payment Method** and **Batch #** are retained.
9. Enter and apply the next payment.
10. Click **Save & Create Deposit**.
11. Continue processing payments as needed.

The **Batch Total** continues to accumulate with each payment processed using the same payment method and batch.

How to Start a New Batch

To start a new batch, change the **Payment Method**.

1. Select the next customer.
2. Change the **Payment Method**.
3. 1place automatically creates a new **Batch #**.
4. Verify that the **Batch Total** has reset to **\$0.00**.
5. Enter and apply the payment.

6. Click **Save & Create Deposit**.

Receive Payment Settings

Payment methods and other Receive Payment configuration are maintained through the applicable 1place settings.

Refer to the Receive Payment Settings documentation for information about configuring payment methods and related settings.
