AR Receive Payments screen - How to create and export

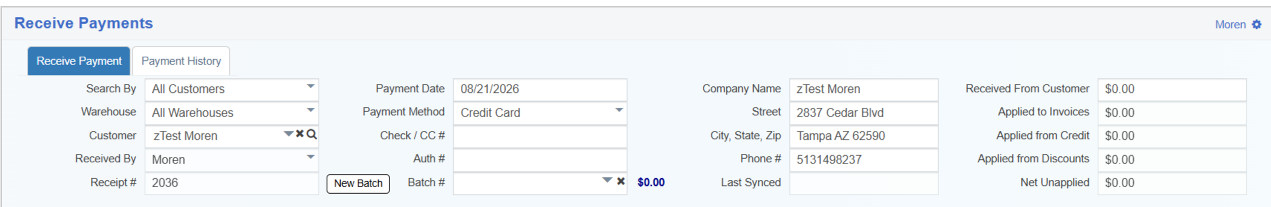
Last Modified on 08/21/2026 1:12 pm EDT

Help Topics (Links)

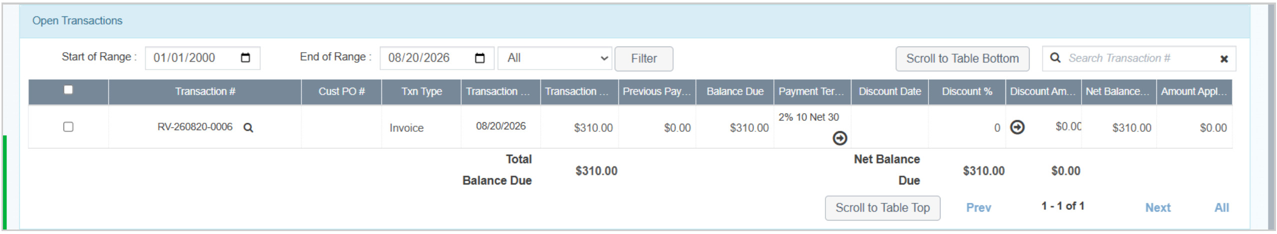
- Overview of the Receive Payments Screen
    - Payment Information Section
    - Open Invoices Section
    - Open Credits Section
    - Notes and Actions Section
- Common Tasks (Scenarios)
    - Payment received for full amount of an invoice
    - Payment received for several invoices - invoices are identified and amounts match
    - Payment received for several invoices as well as credit memos - need to clear both invoices and credit memos
    - One payment received for multiple customers, with both invoices and credits listed (happens for MSO's)
    - Payment is applied to incorrect customer and needs to be corrected.
    - Payment is applied to incorrect invoice and needs to be corrected.
    - Customer has a credit balance for which they want a refund.
    - Payment is received that does not fully cover an invoice - short pay
    - Payment is received and the invoices to be paid are not identified.
    - Customer makes an overpayment
    - Need to write off customer balance or invoice
    - Customer's check bounces
    - Need to offset open credits with open invoic
    - Write off was done, but shouldn't have been done.
- Receive Payment Settings

The **Receive Payments** screen makes it easy to record and manage customer payments. It gives you a clear view of all the important details—like customer information, payment method, open invoices, and available credits. You can apply one payment to multiple invoices and also use any existing customer credits. This helps keep your records accurate and ensures your receivables are up to date.

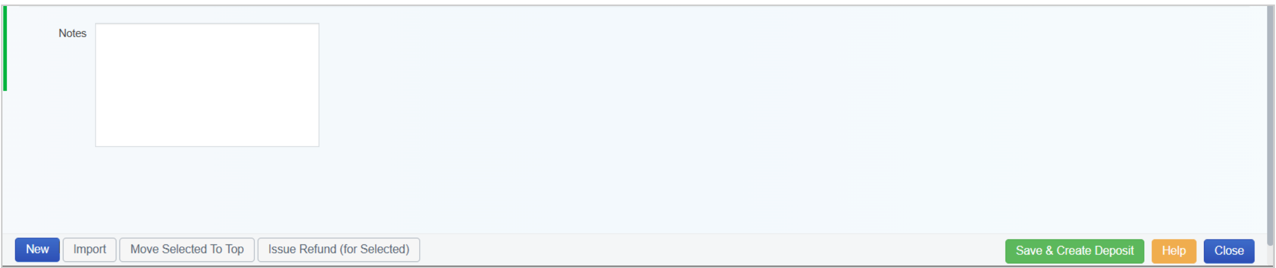
To help you navigate the Receive Payments screen with ease, here's a closer look at the four key sections and what each one is designed to do:



This top section is where you enter all the relevant payment entry details. You'll select the customer, specify who received the payment, and input key information such as the payment date, method (e.g., check, credit card), and deposit account. Fields like Check/CC Number and Authorization Number should be filled out based on the customer's chosen payment method and the details they provide. The Receipt Number is automatically generated by the system and serves as the unique reference number for the receive payment transaction. On the right side, you'll see the customer's billing information along with a real-time summary of the total amount received, the amount applied to invoices, the amount applied from available customer credit, and any remaining unapplied balance.



This section displays the customer's current unpaid or partially paid invoices along with any available credits. You can select which invoices to apply the payment or credits to and enter specific amounts per invoice. Each invoice row shows the invoice number, date, original total, previous payments, remaining balance due, payment terms, and any applicable discounts. Any existing customer credits—such as those from overpayments or returns—are also listed with transaction details, original credit amount, amounts already applied, and remaining balances. The total balance due is calculated at the bottom, providing a real-time view of the customer's outstanding balance after payments and credits are applied.



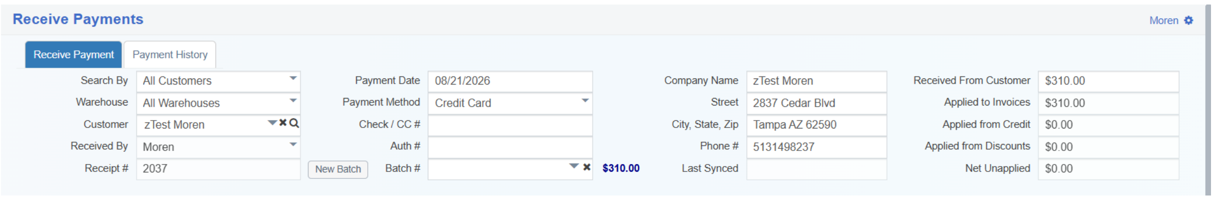
At the bottom of the screen, you'll find the Notes field, where you can enter internal comments related to the payment for reference purposes.

The Action Buttons allow you to complete and manage the transaction. From here, you can create new payments, import data, reorganize selected line items, manage debit memos, save and create deposits, access help resources, or close the screen.

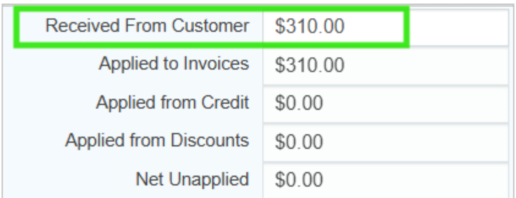
is the GL Transaction Line Items area, which displays how the payment is distributed across general ledger accounts. This section includes details such as warehouse, location, department, debit and credit accounts, and applied amounts. A summary is also provided to show totals received, amounts applied to invoices and credits, discounts applied, and any remaining balance difference.

Follow the steps below to receive payments for full amount of an invoice:

- **Enter Payment Information**

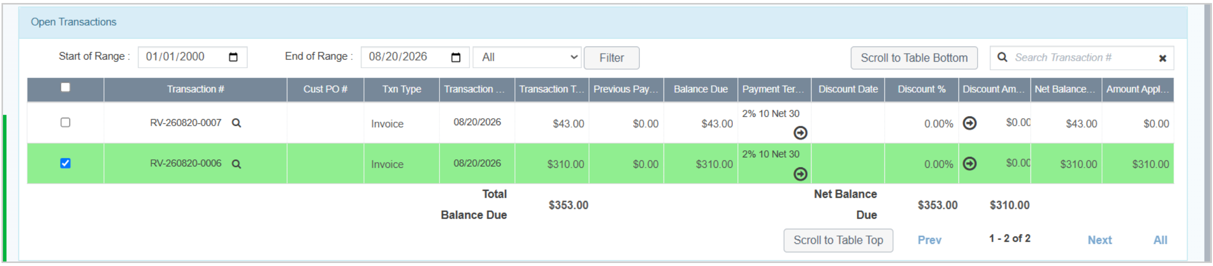


- Select which records to **Search By**
  - All customers or
  - Customers with a Balance
- Select the **Customer** by typing the company name on the search field or click the arrow down button to view the whole customer list.
- **Received By** field is automatically generated with the users name.
- **Payment Date** is automatically generated based on the date payment is entered on the system.
- Select the **Payment Method** to be used and enter the related information needed:
  - ACH - Payment made through Automated Clearing House (bank-to-bank transfer)
    - Bank Name
    - Routing Number
    - Account Number
    - Transaction/Confirmation Number
  - Cash - Physical money received directly from the customer.
  - Check - Payment made using a paper check issued by the customer.
    - Check Number
  - Credit Card - Payment made using a customer's credit card.
    - Last 4 Digits of Card Number
    - Authorization Code/CVV
    - Cardholder Name
    - Zip Code
  - Credit Memo - Payment applied using an issued credit memo or store credit.
  - Email Pay - Online payment made by the customer through a link sent via email.
    - Customer Email
  - Wire - Direct bank-to-bank transfer initiated by the customer, often used for large payments.
    - Bank Name
    - Sender's Bank Reference Number
    - SWIFT/BIC Code (if applicable)
    - Transaction/Confirmation Number
- Enter **Amount Received from the Customer**



- The following details will automatically be calculated:
  - Amount Applied to Invoices
  - Amount Applied from Customer Credit
  - Amount Applied from Discounts
  - Net Unapplied

- **Select from the open invoices where you want to apply the payment.**

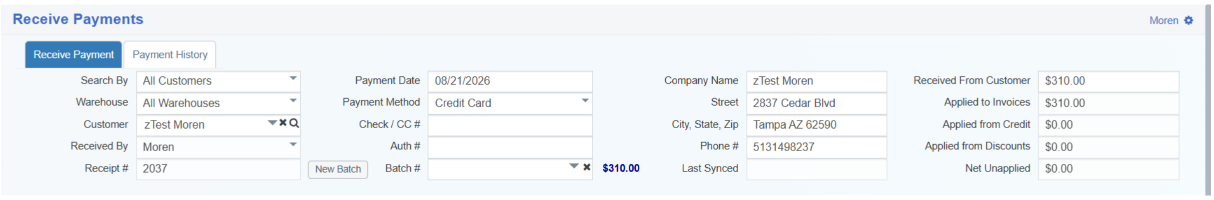


- ◦ Check the **box** beside the open invoice where you want to apply the payment. The amount paid will be automatically filled out based on the net balance due.
- Before saving the payment, **verify** the following (located on the upper right side):
  - Amount Received From Customer
  - Amount Applied to Invoices
  - Amount Applied from Customer Credit (zero since it is a full payment)
  - Net Unapplied (This should be **ZERO**, which means there is no over and under payment)
- You can add any relevant **notes**. Then click **SAVE** to complete the payment transaction.

In a scenario where you receive payments for several invoices, user would have to **enter payment by company**. Each payment amount is applied to invoices that it can covered.

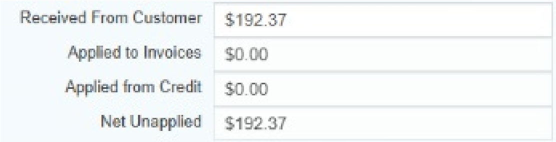
Follow the steps below for each customer:

- **Enter Payment Information**



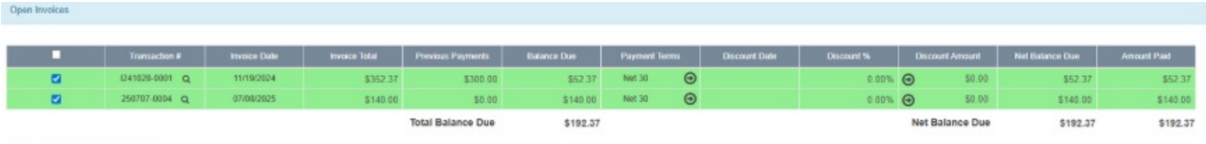
  - Select which records to **Search By**
    - All customers or
    - Customers with a Balance
  - Select the **Customer** by typing the company name on the search field or click the arrow down button to view the whole customer list.
  - **Received By** field is automatically generated with the users name.
  - **Payment Date** is automatically generated based on the date payment is entered on the system.
  - Select the **Payment Method** to be used and enter the related information needed:
    - ACH - Payment made through Automated Clearing House (bank-to-bank transfer)
      - Bank Name
      - Routing Number
      - Account Number
      - Transaction/Confirmation Number
    - Cash - Physical money received directly from the customer.
    - Check - Payment made using a paper check issued by the customer.
      - Check Number
    - Credit Card - Payment made using a customer's credit card.
      - Last 4 Digits of Card Number
      - Authorization Code/CVV
      - Cardholder Name
      - Zip Code
    - Credit Memo - Payment applied using an issued credit memo or store credit.
    - Email Pay - Online payment made by the customer through a link sent via email.
      - Customer Email

- Wire - Direct bank-to-bank transfer initiated by the customer, often used for large payments.
  - Bank Name
  - Sender's Bank Reference Number
  - SWIFT/BIC Code (if applicable)
  - Transaction/Confirmation Number
- Enter **Amount Received from the Customer**



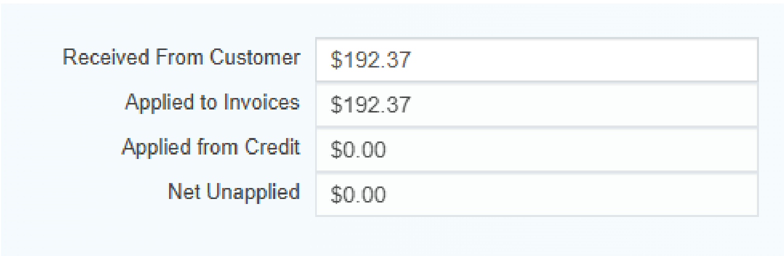
- The following details will automatically be calculated:
  - Amount Applied to Invoices
  - Amount Applied from Customer Credit
  - Net Unapplied

- **Select from the open invoices where you want to apply the payment.**


Open Invoices

☐	Transaction #	Invoice Date	Invoice Total	Previous Payments	Balance Due	Payment Terms	Discount Date	Discount %	Discount Amount	Net Balance Due	Amount Paid
☑	I241028-0001	11/19/2024	$352.37	$300.00	$52.37	Net 30		0.00%	$0.00	$52.37	$52.37
☑	250707-0004	07/08/2025	$140.00	$0.00	$140.00	Net 30		0.00%	$0.00	$140.00	$140.00
				Total Balance Due	$192.37				Net Balance Due	$192.37	$192.37

  - Check the **box** beside the open invoice where you want to apply the payment. The amount paid will be automatically filled out based on the net balance due.
- Before saving the payment, **verify** the following (located on the upper right side)

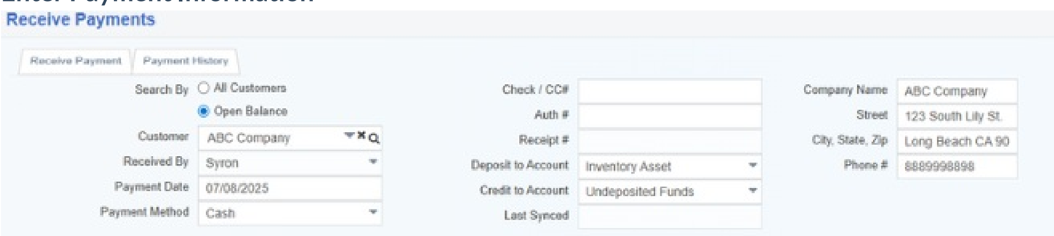


  - Amount Received From Customer
  - Amount Applied to Invoices
  - Amount Applied from Customer Credit
  - Net Unapplied (This should be **ZERO**, which means there is no over and under payment)
- You can add any relevant **notes**. Then click **SAVE** to complete the payment transaction.

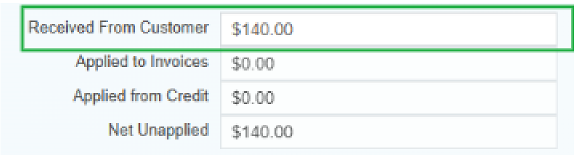
Repeat the process for the remaining payments sent by customers.

Follow the following steps in scenarios where you need to apply payments as well as open credits on invoices:

- **Enter Payment Information**

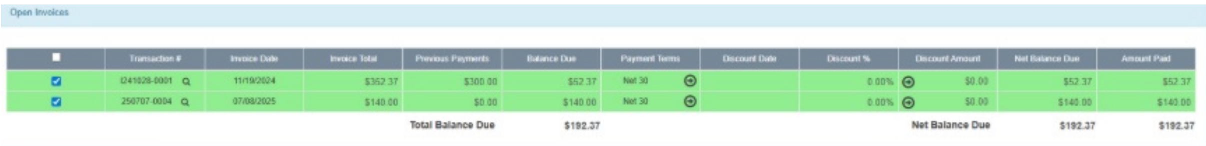


- Select which records to **Search By**
  - All customers or
  - Customers with a Balance
- Select the **Customer** by typing the company name on the search field or click the arrow down button to view the whole customer list.
- **Received By** field is automatically generated with the users name.
- **Payment Date** is automatically generated based on the date payment is entered on the system.
- Select the **Payment Method** to be used and enter the related information needed:
  - ACH - Payment made through Automated Clearing House (bank-to-bank transfer)
    - Bank Name
    - Routing Number
    - Account Number
    - Transaction/Confirmation Number
  - Cash - Physical money received directly from the customer.
  - Check - Payment made using a paper check issued by the customer.
    - Check Number
  - Credit Card - Payment made using a customer's credit card.
    - Last 4 Digits of Card Number
    - Authorization Code/CVV
    - Cardholder Name
    - Zip Code
  - Credit Memo - Payment applied using an issued credit memo or store credit.
  - Email Pay - Online payment made by the customer through a link sent via email.
    - Customer Email
  - Wire - Direct bank-to-bank transfer initiated by the customer, often used for large payments.
    - Bank Name
    - Sender's Bank Reference Number
    - SWIFT/BIC Code (if applicable)
    - Transaction/Confirmation Number
- Enter **Amount Received from the Customer**



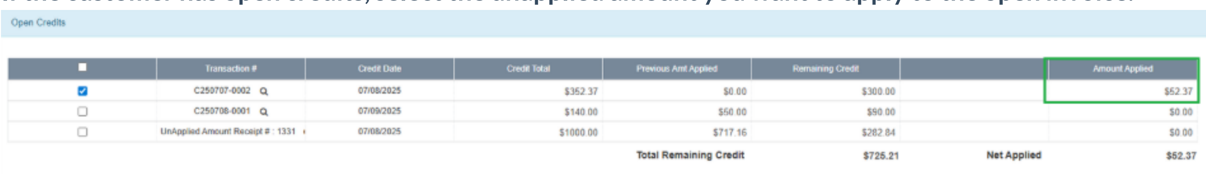
- The following details will automatically be calculated:
  - Amount Applied to Invoices
  - Amount Applied from Customer Credit
  - Net Unapplied

- **Select from the open invoices where you want to apply the payment.**

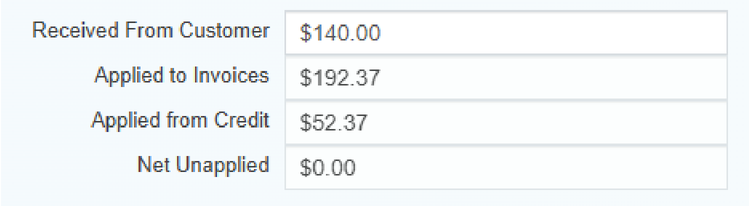


  - Check the **box** beside the open invoice where you want to apply the payment. The amount paid will be automatically filled out based on the net balance due.

- **If the customer has open credits, select the unapplied amount you want to apply to the open invoice.**



    - Check the **box** beside the open credits you want to apply to the invoice as payment
    - Enter the **amount** to be applied to the open invoice under the **amount applied** column.
- Before saving the payment, **verify** the following (located on the upper right side)



    - Amount Received From Customer
    - Amount Applied to Invoices
    - Amount Applied from Customer Credit
    - Net Unapplied (This should be **ZERO**, which means there is no over and under payment)
- You can add any relevant **notes**. Then click **SAVE** to complete the payment transaction.

Credit Memo will be cleared once applied and Invoices will be tagged as paid once payments and credits are applied.

Current Limitation: At the moment, you can only apply a payment to one customer per transaction in the system.

Workaround: To handle a single payment covering multiple customers, you'll need to split the total amount by customer and enter each portion separately. In the Receive Payments screen, **distribute the correct amount per customer**, matching their respective invoices and credits.

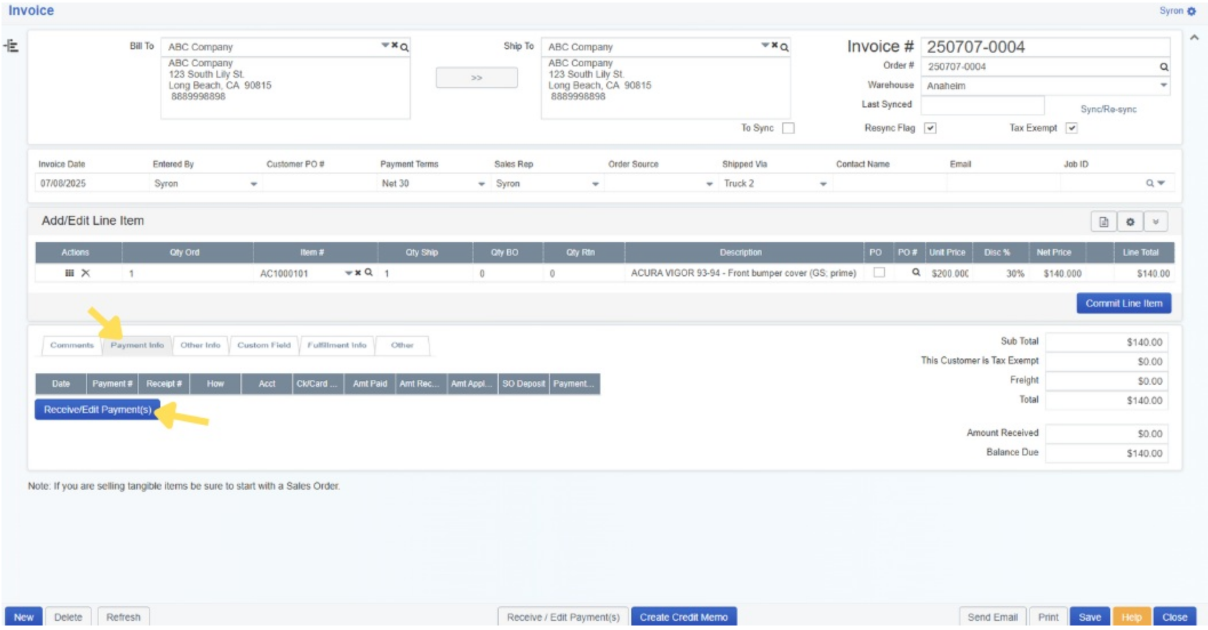
Here's how the user should records the payment if a payment is received for 3 customers (customer a,b,c):

- Pick Customer A on the Customer Field.
- Select Check as Payment Method.
- Enter Check payment method info.
- Enter Amount Received from the Customer. Since payment will be split, the amount to be entered by the user should not be the total payment received for the three customer but the exact amount due for the open invoice of customer A.
- Select the open invoice to be paid.
- Click Save to process the payment transaction.

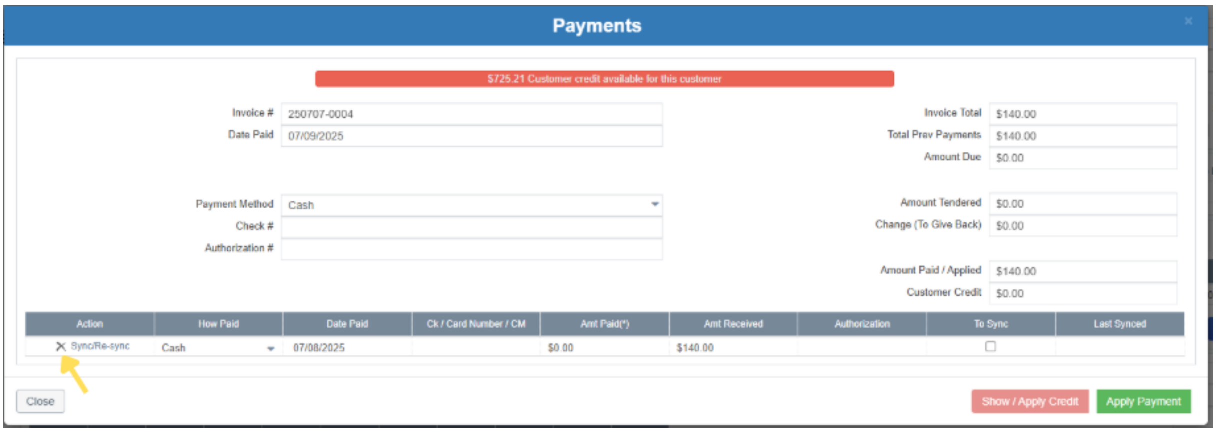
Users will then do the same steps for Customer B and C. **Note:** Since payment will be split, the amount to be entered by the user on the ***Amount Received from the Customer field*** should not be the total payment received for the three customer but the **exact amount due** for the open invoice of that specific customer.

If a payment was mistakenly applied to the wrong customer, follow these steps to remove it and reapply it correctly:

- **Open the Invoice**



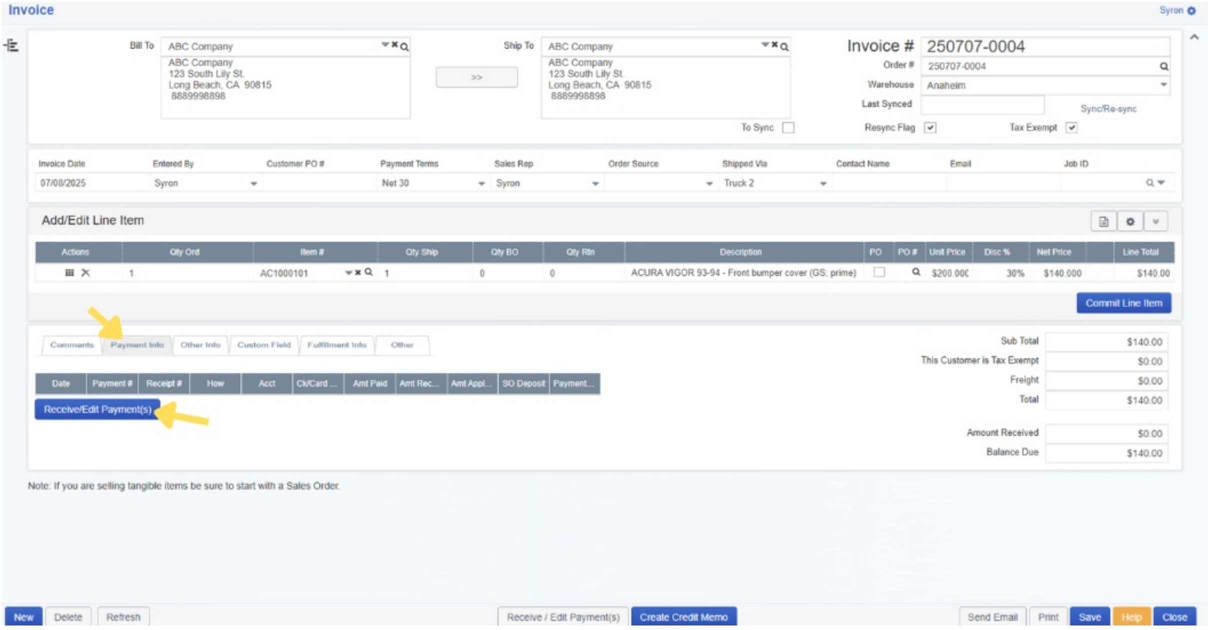
  - Locate and open the invoice where the payment was incorrectly applied.
- **Go to the Payment Info Tab**
  - Click on the **Payment Info tab** within the invoice.
- **Open the Receive/Edit Payments Screen**
  - Click **Receive/Edit Payments button**.
  - A pop-up window will appear showing payment details for that invoice.
- **Locate and Remove the Incorrect Payment**



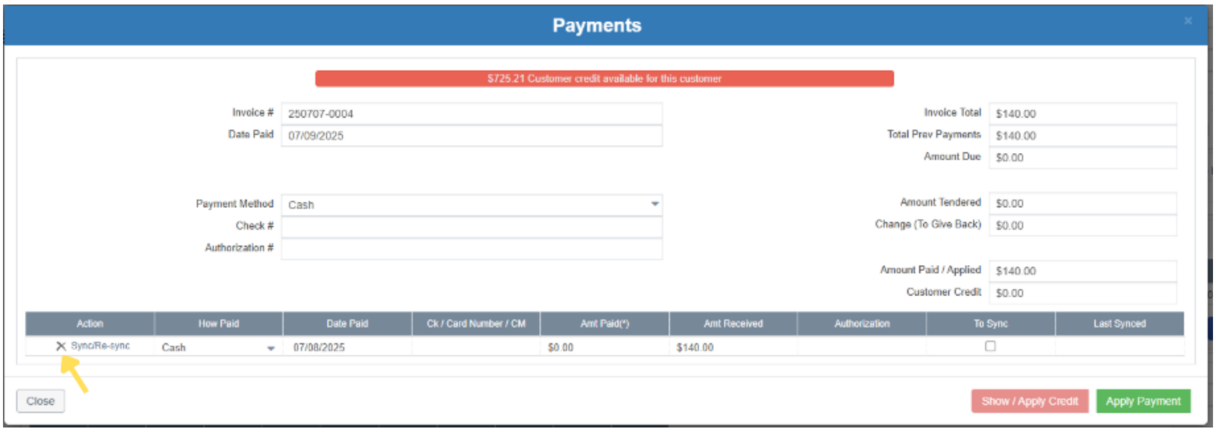
  - In the pop-up window, you'll see a **table listing all payments** applied to the invoice.
  - Find the payment that was applied to the wrong customer.
  - In the Action column for that payment, click the **X button** to delete it.
- **Reapply the Payment to the Correct Customer**
  - After removing the incorrect payment, go to the correct customer's invoice.
  - Follow the usual **Receive Payment process** to apply the payment to the correct record.

If a payment was mistakenly applied to the wrong invoice, follow these steps to remove it and reapply it to the correct one:

- **Open the Invoice with the Incorrect Payment**



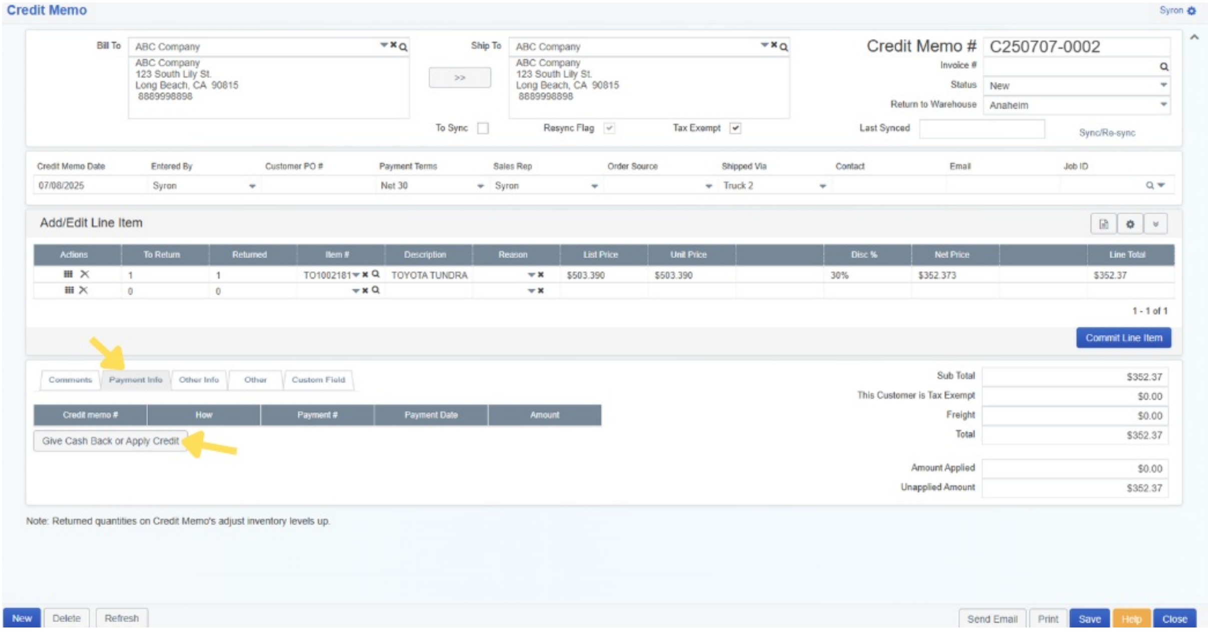
  - Locate and open the invoice where the payment was wrongly applied.
- **Go to the Payment Info Tab**
  - Click on the **Payment Info tab** inside the invoice.
- **Open the Receive/Edit Payments Screen**
  - Click **Receive/Edit Payments button.**
  - A pop-up window will appear. At the bottom of this window, you'll see a table displaying the list of payments associated with the invoice.
- **Remove the Incorrect Payment**



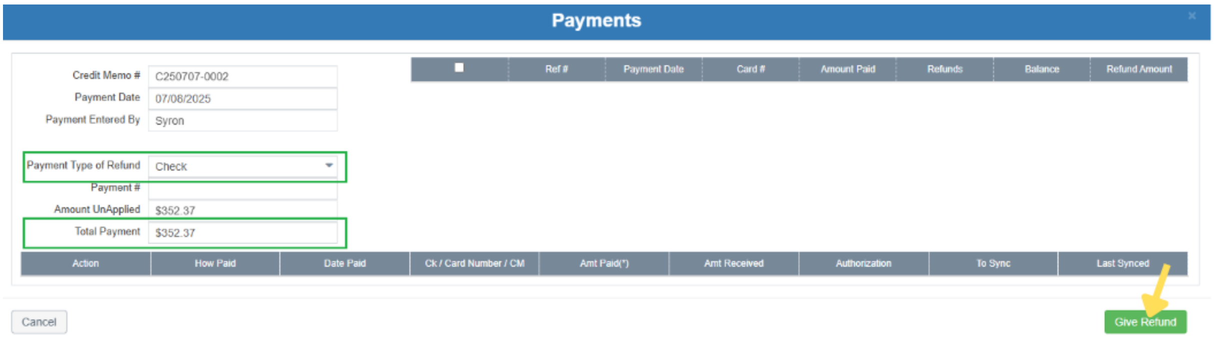
  - In the payment list, find the payment that was applied in error.
  - In the Action column, click the **X button** to delete the payment from this invoice.
- **Reapply the Payment to the Correct Invoice**
  - To reapply the payment, you have two options:
    - **Option A:** Open the correct invoice, go to the Payment Info tab, and click Receive/Edit Payments to re-enter the payment.
    - **Option B:** Use the Receive Payment screen to apply the payment to one or multiple invoices for the correct customer.

If a customer has a credit balance or an existing Credit Memo and requests a refund, follow these steps to process it:

- **Open the Credit Memo**



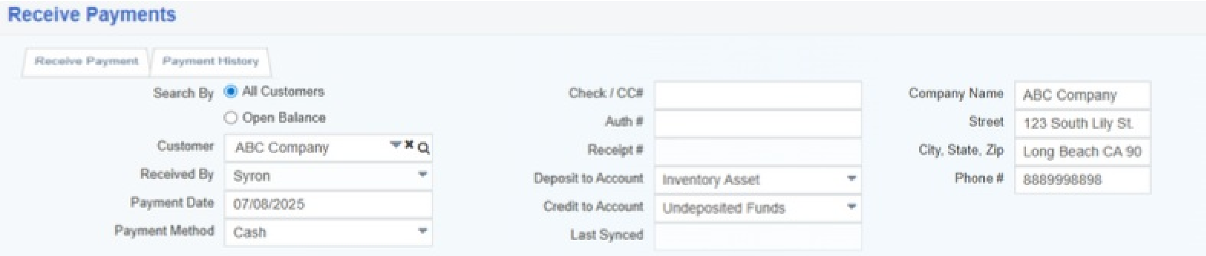
  - Locate and open the **Credit Memo** associated with the customer's credit balance.
- **Go to the Payment Info Tab**
  - Click on the **Payment Info tab** within the Credit Memo.
- **Click the "Give Cashback or Apply Credit" Button**
  - Click the **Give Cashback or Apply Credit button** to begin the refund or credit application process.
- **Review the Credit Usage**
  - A pop-up window will appear showing how the credit has been used or refunded (if applicable).
- **Select Refund Payment Type**



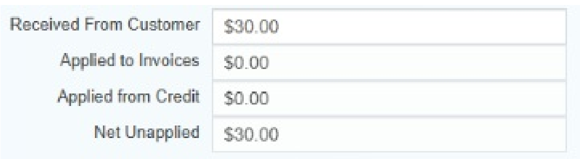
  - In the **Payment Type of Refund field**, choose the method used to refund the customer (e.g., Cash, Check, Credit Card, etc.).
- **Enter Refund Amount**
  - In the **Total Payment Field**, enter the **amount of the refund** to be issued.
- **Process the Refund**
  - Click **Give Refund** to complete and record the transaction.

Follow the steps below to receive payments that does not full cover an invoice:

- **Enter Payment Information**

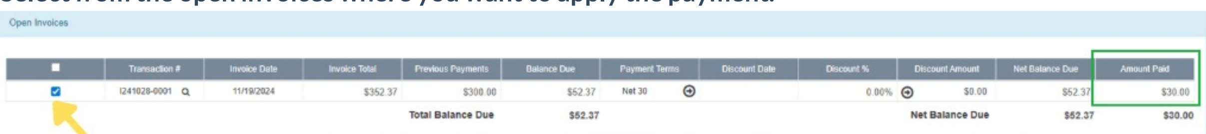


- Select which records to **Search By**
  - All customers or
  - Customers with a Balance
- Select the **Customer** by typing the company name on the search field or click the arrow down button to view the whole customer list.
- **Received By** field is automatically generated with the users name.
- **Payment Date** is automatically generated based on the date payment is entered on the system.
- Select the **Payment Method** to be used and enter the related information needed:
  - ACH - Payment made through Automated Clearing House (bank-to-bank transfer)
    - Bank Name
    - Routing Number
    - Account Number
    - Transaction/Confirmation Number
  - Cash - Physical money received directly from the customer.
  - Check - Payment made using a paper check issued by the customer.
    - Check Number
  - Credit Card - Payment made using a customer's credit card.
    - Last 4 Digits of Card Number
    - Authorization Code/CVV
    - Cardholder Name
    - Zip Code
  - Credit Memo - Payment applied using an issued credit memo or store credit.
  - Email Pay - Online payment made by the customer through a link sent via email.
    - Customer Email
  - Wire - Direct bank-to-bank transfer initiated by the customer, often used for large payments.
    - Bank Name
    - Sender's Bank Reference Number
    - SWIFT/BIC Code (if applicable)
    - Transaction/Confirmation Number
- Enter **Amount Received from the Customer**



- The following details will automatically be calculated:
  - Amount Applied to Invoices
  - Amount Applied from Customer Credit
  - Net Unapplied

- **Select from the open invoices where you want to apply the payment.**



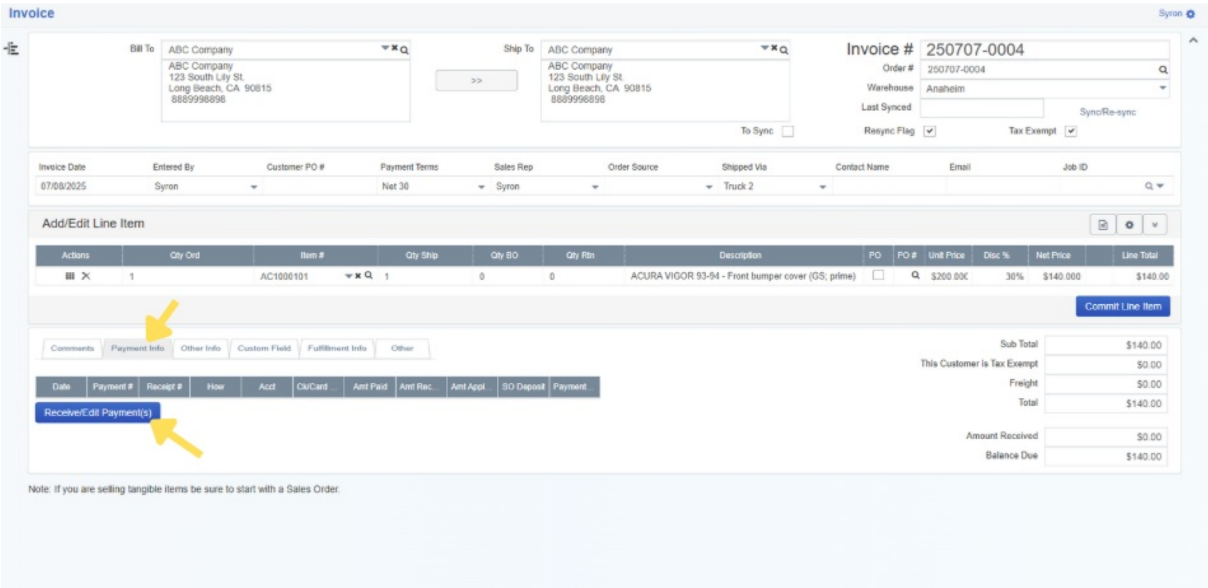
  - Check the **box** beside the open invoice where you want to apply the payment.

- Modify the **amount paid** based on the payment received from the customer .
- Before saving the payment, **verify** the following (located on the upper right side)
  - Amount Received From Customer
  - Amount Applied to Invoices
  - Amount Applied from Customer Credit
  - Net Unapplied
- You can add any relevant **notes**. Then click **SAVE** to complete the payment transaction.

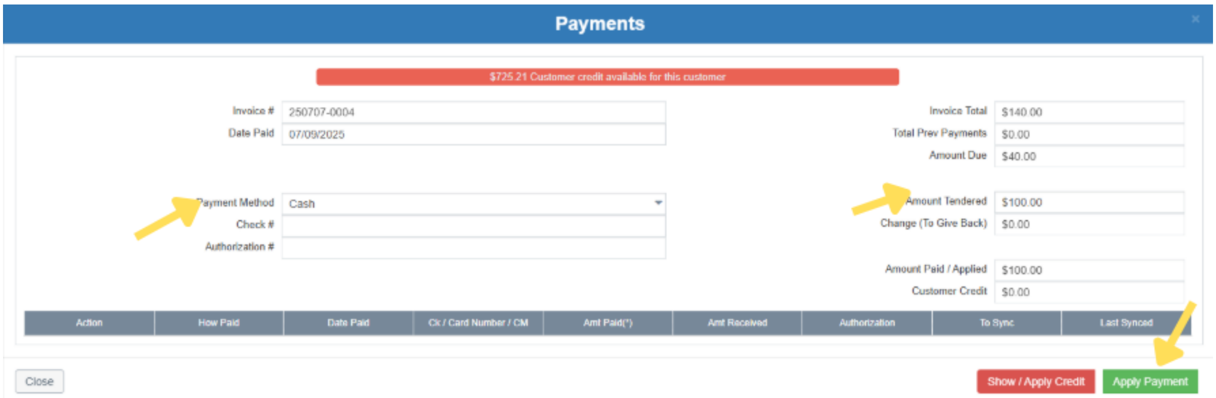
See another option below:

If a customer pays less than the full invoice amount, you can also record the short payment directly through the invoice:

- **Open the Invoice**



  - Locate and **open the invoice** for which the short payment was received.
- **Go to the Payment Info Tab**
  - Click on the **Payment Info tab** to view payment details.
- **Click Receive/Edit Payments**
  - This will open the **payment screen** where you can enter and apply payments.
- **Select the Payment Method**



  - Choose the appropriate payment type (e.g., Cash, Check, Credit Card).
- **Enter the Amount Paid**
  - On the Amount Tendered field, enter the **actual amount received** from the customer. This may be less than the full invoice total.

- **Save the Payment**
  - The payment will be applied, and the invoice will show a remaining balance due based on the shortfall.

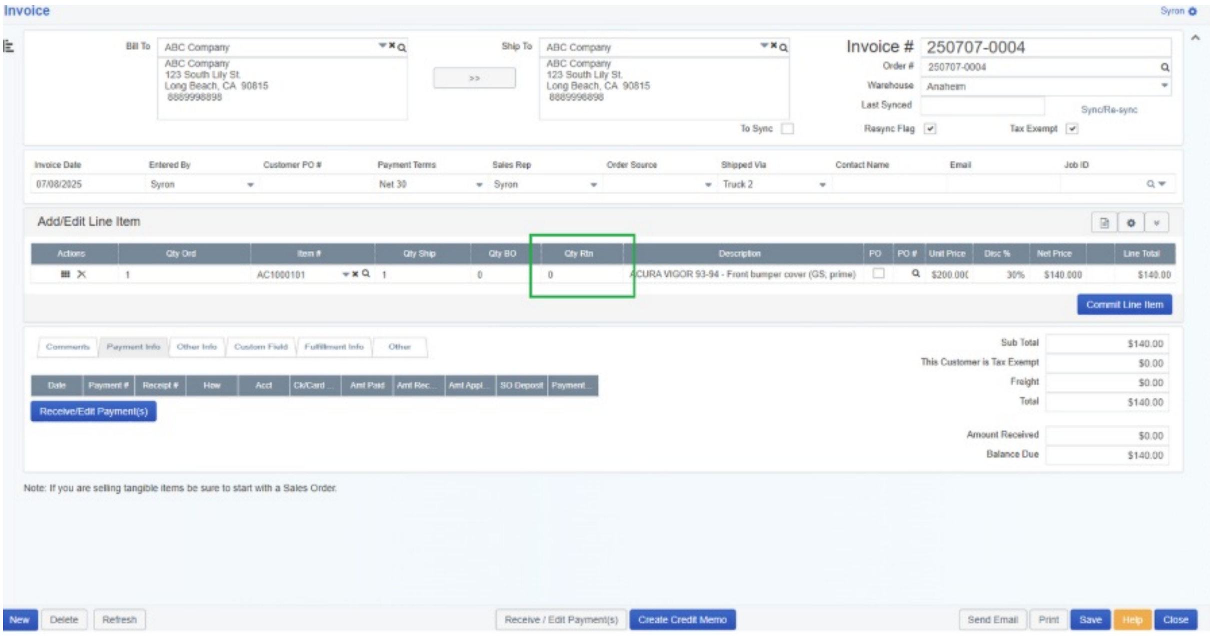
Since the system cannot automatically determine which invoices the customer intended to pay, the **user should contact the customer for clarification**. If no direction is provided, a common approach is to apply the payment to the oldest outstanding invoices first.

Receive the payment as usual.

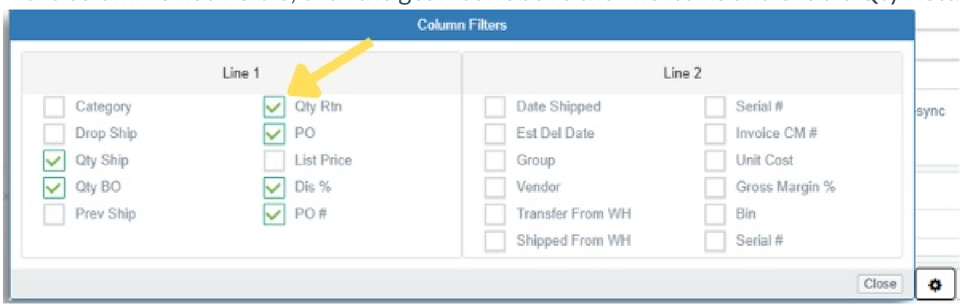
If there is an **overpayment**, a **Credit Memo** will be automatically created for the excess amount. This credit can be applied to future invoices for the customer.

Step 1: Create a Credit Memo for the Write-Off

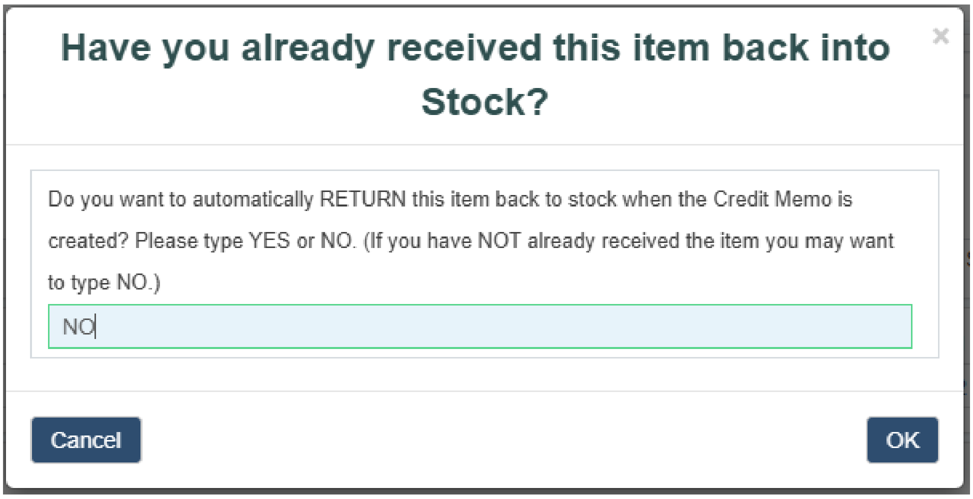
- Open the Invoice
  - Locate and open the invoice that needs to be written off.
- Enter the Qty Return



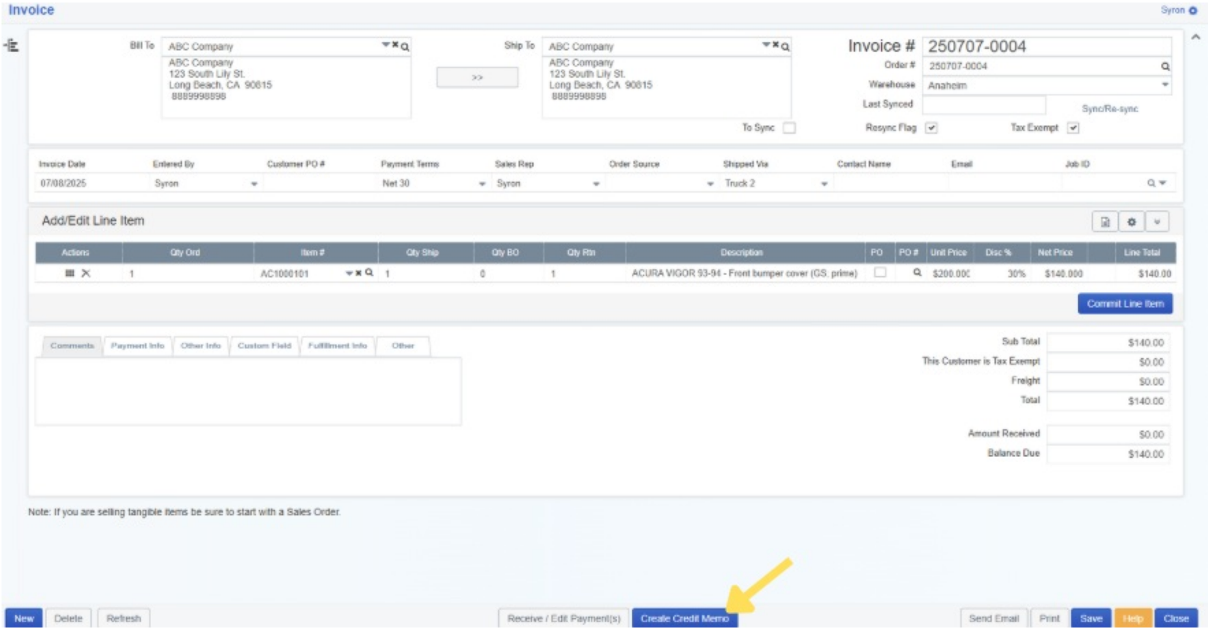
  - In the **Qty Return** column, enter the quantity for the item(s) that should be written off.
  - If the column is not visible, click the gear icon above the line items and enable Qty Return.



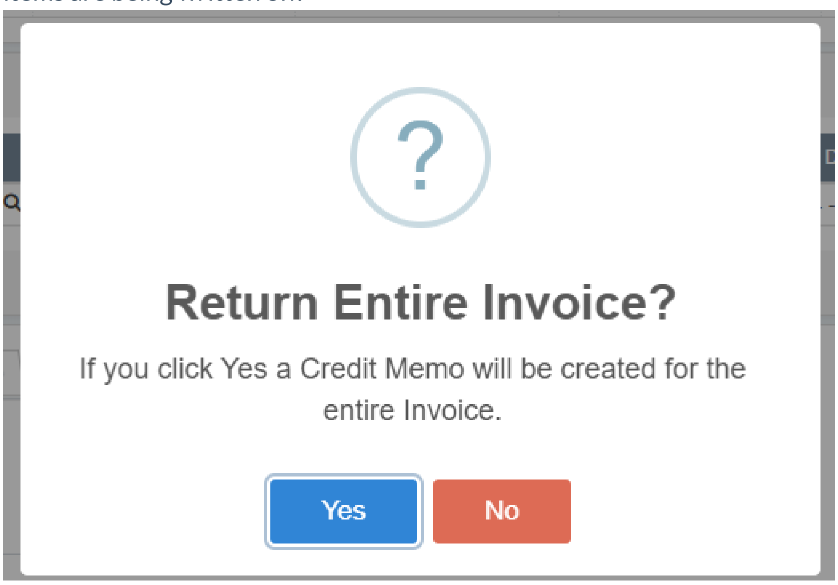
- Respond to Stock Prompt
  - When asked **"Have you already received this item into stock?"**, type **NO**, since this is a write-off and not a physical return.



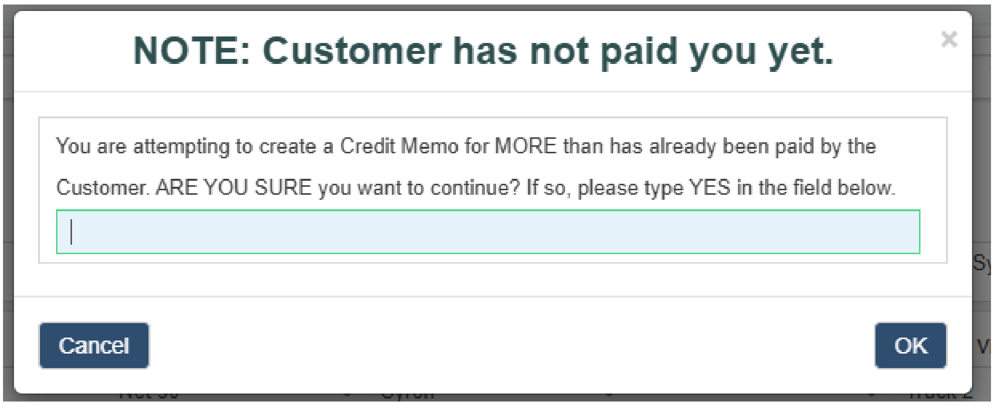
- Click "**Create Credit Memo**"



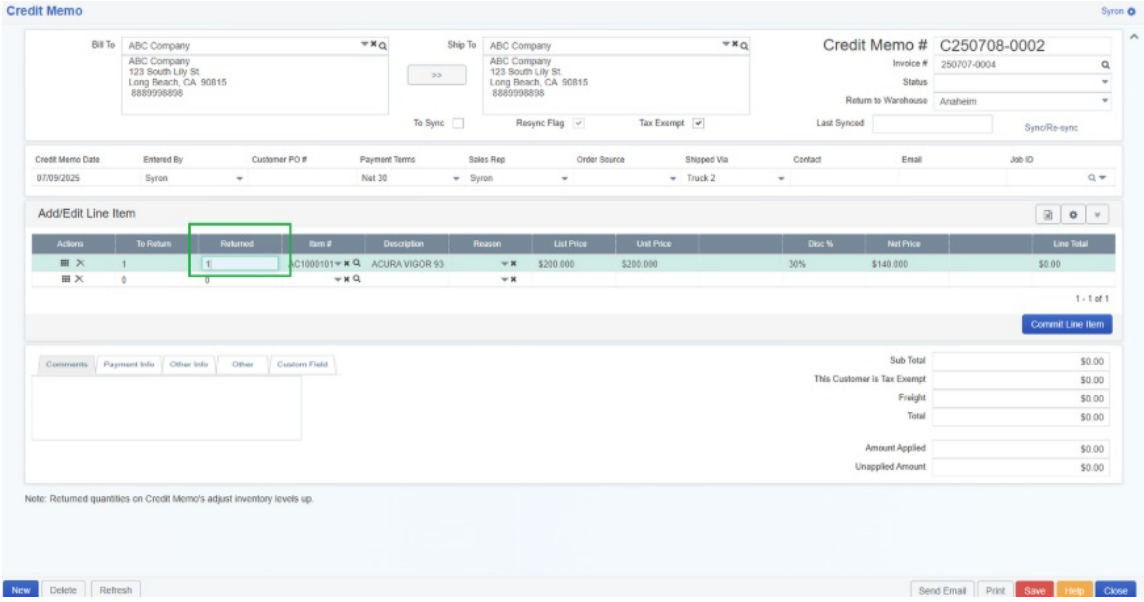
  - This button is located in the lower-middle section of the invoice screen.
  - Respond to the following prompts:
    - **"Return Entire Invoice?"** – Select Yes if you're writing off the full invoice, or No if only certain items are being written off.



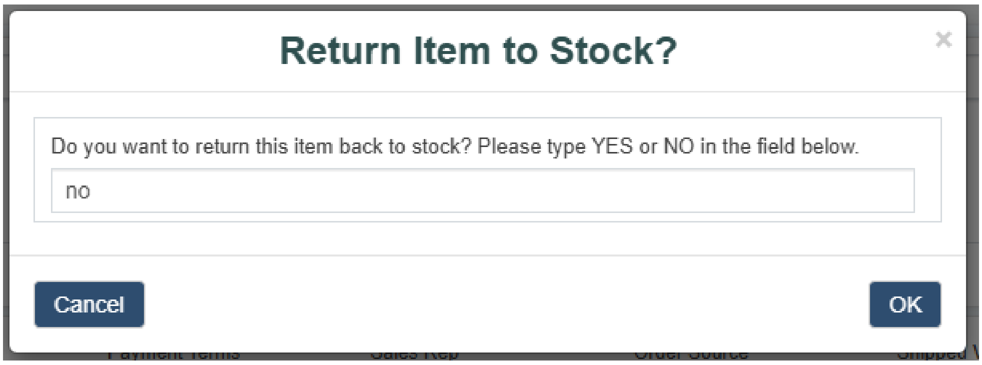
    - **"Customer has not paid you yet"** – Type **YES** to confirm.



- Complete the Credit Memo
  - The Credit Memo will open in a new tab.
  - On the line items, enter the **return quantity** (again) to reflect the amount being credited.



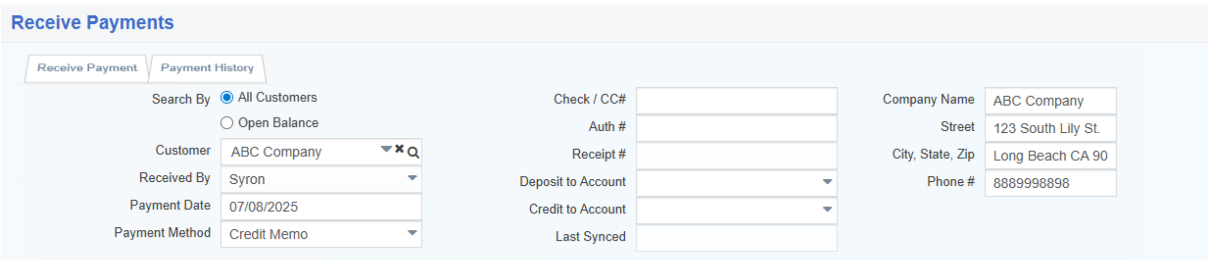
  - When prompted **"Return item into stock?"**, answer **NO**, since the items were not returned.



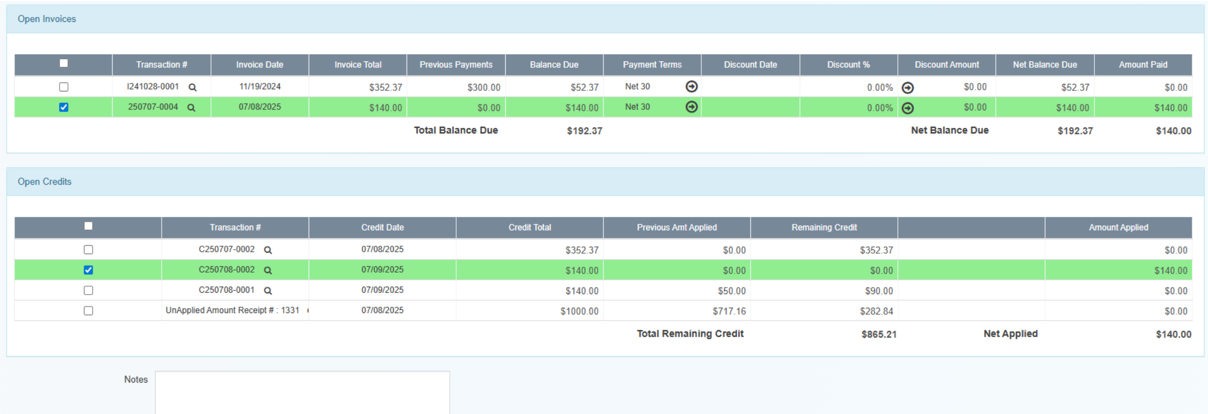
  - Click **Commit Line Item**, then **Save**.

Step 2: Apply the Credit Memo to the Invoice

- Go to the **Receive Payment Screen**



- Select Search Filter
  - Choose either:
    - All Customers, or
    - Customers with a Balance
- Select the Customer
  - Enter the **company/customer's name** or select them from the dropdown list.
- Review Auto-Filled Fields
  - **Received By** will default to your username.
  - **Payment Date** will default to today's date.
- Select Payment Method
  - Choose **Credit Memo as the payment method**.
- Apply Credit to the Invoice



Open Invoices

	Transaction #	Invoice Date	Invoice Total	Previous Payments	Balance Due	Payment Terms	Discount Date	Discount %	Discount Amount	Net Balance Due	Amount Paid
☐	I241028-0001	11/19/2024	$352.37	$300.00	$52.37	Net 30		0.00%	$0.00	$52.37	$0.00
☑	250707-0004	07/08/2025	$140.00	$0.00	$140.00	Net 30		0.00%	$0.00	$140.00	$140.00
				Total Balance Due	$192.37				Net Balance Due	$192.37	$140.00

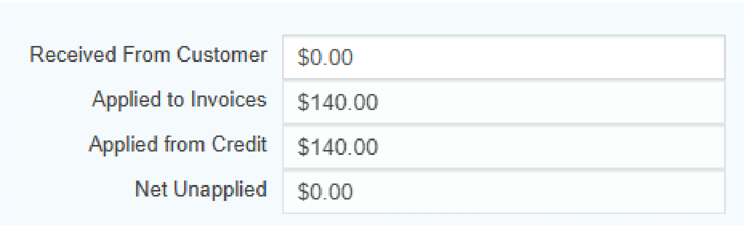
Open Credits

	Transaction #	Credit Date	Credit Total	Previous Amt Applied	Remaining Credit		Amount Applied
☐	C250707-0002	07/08/2025	$352.37	$0.00	$352.37		$0.00
☑	C250708-0002	07/09/2025	$140.00	$0.00	$0.00		$140.00
☐	C250708-0001	07/09/2025	$140.00	$50.00	$90.00		$0.00
☐	UnApplied Amount Receipt # : 1331	07/08/2025	$1000.00	$717.16	$282.84		$0.00
				Total Remaining Credit	$865.21	Net Applied	$140.00

  - Under **Open Invoices**, check the box for the invoice being written off.
  - Under **Open Credits**, select the Credit Memo you just created.
- Add a Note
  - In the **Notes** section, enter a message such as, "Credit Memo applied to write off the balance."
  - This helps document the reason for applying the credit.

Step 3: Verify and Save

- Before saving the transaction, verify the following values on the upper right:

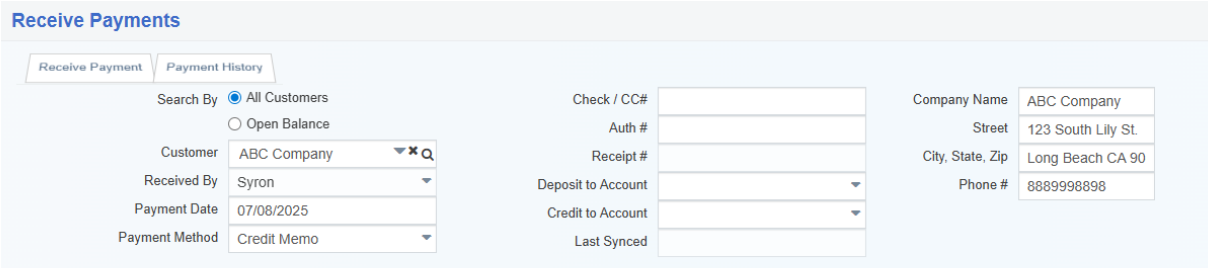


  - **Amount Received From Customer** – Should be 0.00 (since no payment was received)
  - **Amount Applied to Invoices** – Should equal the amount being written off
  - **Amount Applied from Customer Credit** – Should match the amount of the Credit Memo
  - **Net Unapplied** – Should be 0.00 (unless you're only partially writing off the invoice)
- Click **Save** to complete the write-off process.

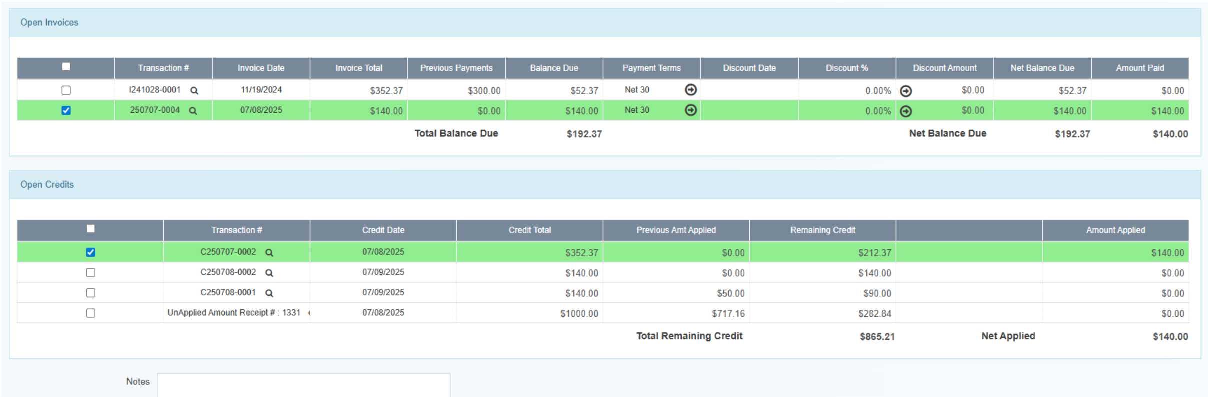
Please note that **1place does not handle banking or fund movement**—those actions must be performed outside of the system through your actual payment processor or bank.
However, if a payment has already been applied in 1place and needs to be corrected, you will need to **delete the payment**. This will reopen the related invoices and mark them as due again, allowing the correct payment to be applied.

If a customer has available credits (such as a Credit Memo or overpayment) and would like those credits applied to their open invoices, follow the steps below:

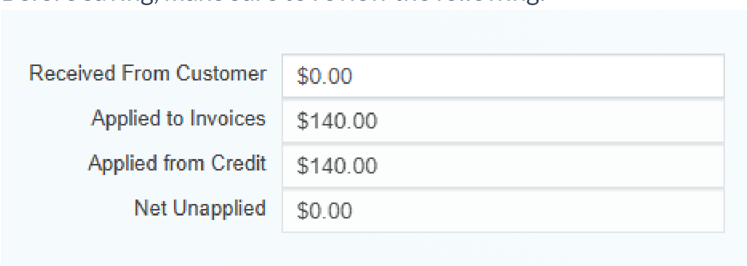
- **Enter Credit Application Information**



  - **Select Which Records to Search By**
    - Choose one of the following filters:
      - All Customers, or
      - Customers with a Balance
  - **Select the Customer**
    - Type the company name in the search field, or click the dropdown arrow to view the customer list and select the correct customer.
  - **Review Auto-Filled Information**
    - The Received By field is auto-filled with your username.
    - The Payment Date is set to today’s date by default (can be adjusted if needed).
  - **Select "Credit Memo" as the Payment Method**
    - This indicates that you are applying an available credit instead of receiving a new payment.
- **Apply Credit to Open Invoices**



  - **Select Invoices to Apply the Credit To**
    - From the list of open invoices, check the boxes next to the invoice(s) to which the credit should be applied.
    - The system will allow you to apply credits up to the invoice balance.
  - **Select Available Credits to Apply**
    - Next to the list of open invoices, you will see a list of open credits available for that customer.
    - Select the appropriate credit(s) you want to apply toward the invoice.
  - **Verify the Details (upper right side)**
    - Before saving, make sure to review the following:



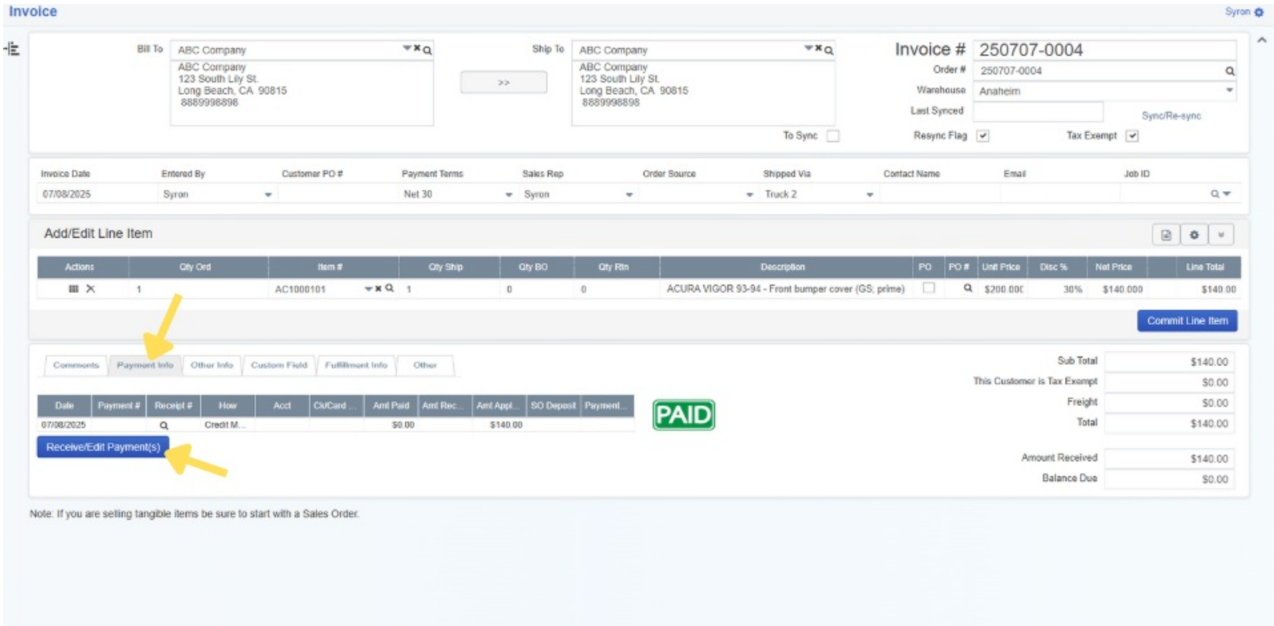
      - **Amount Received from Customer:** This will show as $0 (no new funds received).

- Amount Applied to Invoices: Shows how much of the credit is being used.
- Amount Applied from Customer Credit: Matches the credit being applied.
- Net Unapplied: Should be ZERO if the full credit is applied.

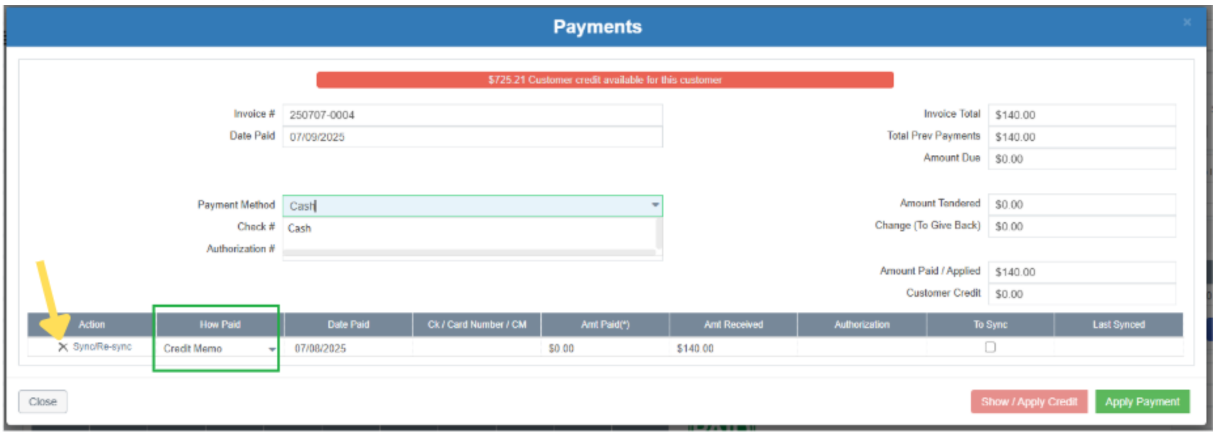
- **Add Notes (Optional)**
  - Include any relevant notes for future reference or audit purposes.
- **Save the Transaction**
  - Click **SAVE** to complete the process of applying the credit to the customer's invoices.

In 1place, writing off an invoice involves creating a Credit Memo and applying it as a payment. If a write-off was applied by mistake, you'll need to delete both the payment using the credit memo and the credit memo itself. Follow the steps below:

Delete the Payment That Used the Credit Memo



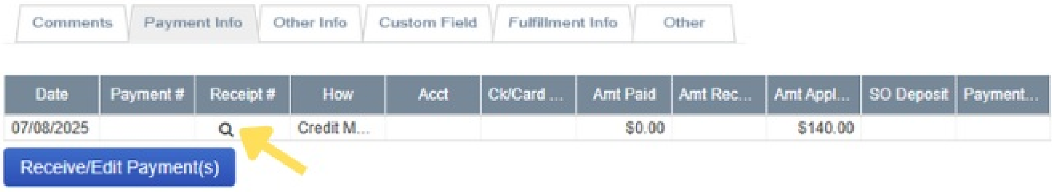
- Open the **Invoice** that was written off.
- Click the **Receive/Edit Payments** button.
- A pop-up window will appear. At the bottom of this window is the **Payment History** table.



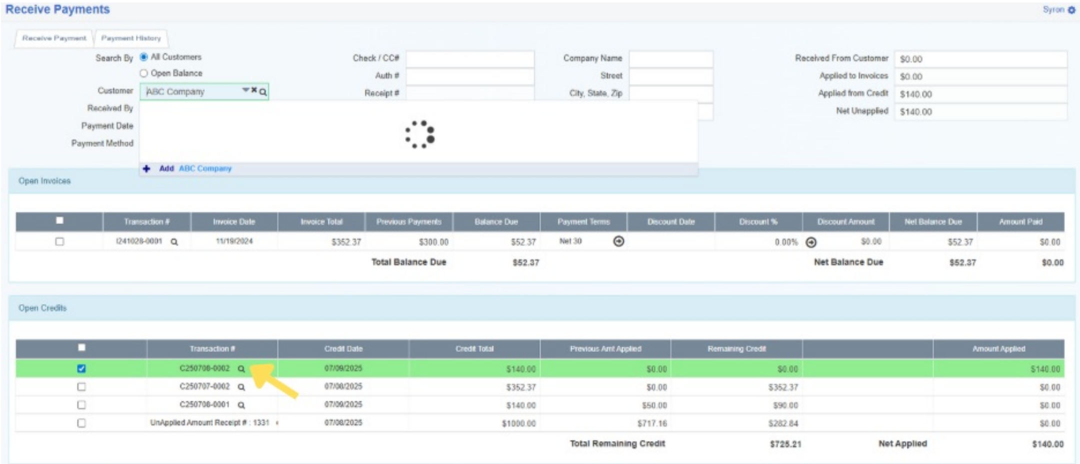
- Locate the payment that used a Credit Memo.
- Under the Action column, click the **X button** to delete the payment.
- When prompted, type **YES** to confirm the deletion.

Delete the Credit Memo

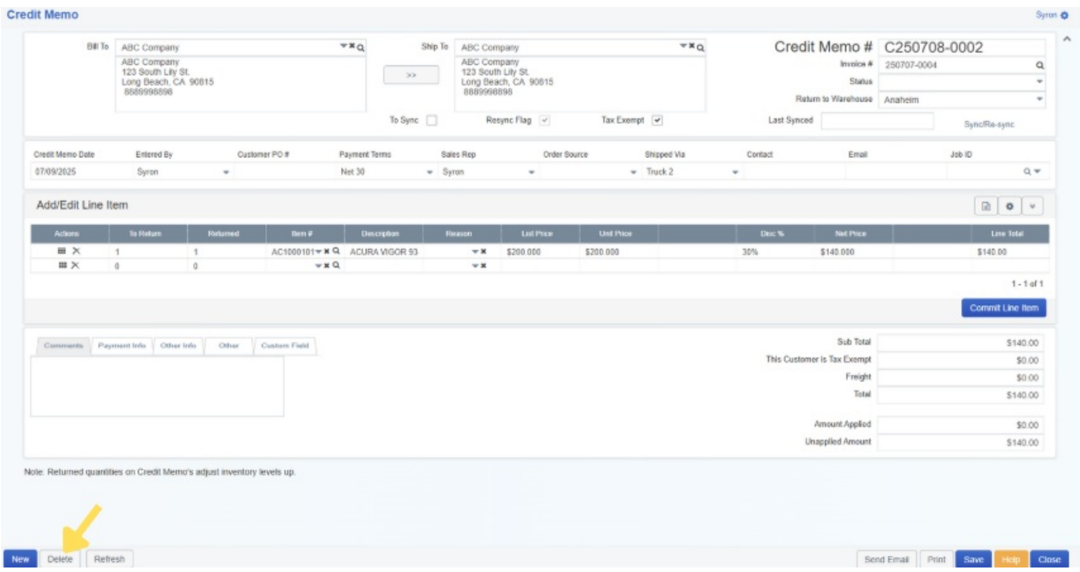
- Open the **Credit Memo** that was applied to write off the invoice.
  - If you're unsure which credit memo was used:
    - Go back to the **invoice.**
    - Click the **Payment Info tab.**
    - In the **Payments Table**, locate the line where the credit memo was applied.



    - Click the **magnifying glass** under the Receipt column for that row.
    - This will open the **Receive Payment screen** with the credit memo highlighted in green.



    - Click the **magnifying glass** under the **Transaction #** column to open the actual Credit Memo.
- Once the Credit Memo opens, click the **Delete** button in the lower-left corner.
    -



- Confirm the deletion by typing **YES** when prompted, and enter a **reason for deleting the Credit Memo**.

AR Receive Payments - How to Create and Export

About Receive Payments

The **Receive Payments** screen in 1place is used to record customer payments and apply them to open invoices. After entering and applying the payment, the payment can be saved and included in a deposit.

How to Access Receive Payments

1. Go to **AR**.

2. Select **Receive Payments**.

Selecting **Receive Payments** opens a new payment form where you can enter the customer's payment information.

> **Note:** The **New** button is used when you need to start another payment after completing the current payment.

Create a Customer Payment

1. Select the **Customer** who is making the payment.

2. Select the **Warehouse**, if applicable.

3. Enter or confirm the **Payment Date**.

4. Select the **Payment Method**.

5. Enter the payment details required for the selected payment method, such as:

    - **Check / CC #**

    - **Auth #**

    - **Batch #**

6. Review the customer information displayed on the right side of the form.

The **Received From Customer** amount reflects the payment being entered.

Select Open Invoices

The **Open Transactions** section displays the customer's outstanding transactions.

1. Set the **Start of Range** and **End of Range** as needed.

2. Use the transaction filter to narrow down the list.

3. Select the checkbox beside the invoice or transaction being paid.

4. Review the **Balance Due** and transaction details.

5. Enter or confirm the amount to apply to each selected transaction.

Review the payment summary on the right:

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

Make sure the payment is properly applied before saving.

Add Payment Notes

Enter any relevant information in the **Notes** field.

Save the Payment and Create a Deposit

After entering the payment and applying it to the appropriate transactions:

1. Review the payment details.

2. Confirm that the payment amount and applied amounts are correct.

3. Click **Save & Create Deposit**.

The payment is saved and the deposit creation process is initiated.

Process Another Payment

After completing the current payment:

1. Click **New**.

2. Enter the information for the next customer payment.

3. Apply the payment to the appropriate open transactions.

4. Save the payment.

Payment History

The **Payment History** tab can be used to review previously recorded customer payments.

> **Note:** The Receive Payments screen shown here uses **Save & Create Deposit** to save the payment and initiate the deposit process. If "export" refers to a separate payment/deposit export function, that workflow should be documented separately.