AR Payment History - How To's

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Overview

The **Payment History** screen provides a centralized view of payment and refund transactions recorded against **Sales Orders, Invoices, and Credit Memos**. It can be used to:

- **Review payment and refund transactions** associated with customer sales activity.
- **View transaction details**, including receipt date, receipt ID, customer, payment method, payment number, and batch number.
- **Track payment activity** related to Sales Orders and Invoices.
- **Review refund transactions** associated with Credit Memos.
- **Verify transaction information** when reviewing payment or refund activity.
- **Locate specific transactions** using the available search and filter options.
- **Review related AR balance information** to understand the impact of recorded payments and refunds.

How to Filter and Search Payment History

Use the **Payment History** screen to narrow transaction results and quickly locate specific payment or refund transactions. You can use individual filters or combine multiple filters to refine your results.

To filter Payment History:

1. Navigate to **AR > Receive Payment > Payment History**.
2. Enter the desired **From Date** and **To Date** to limit the results to a specific date range.
3. Use the available filters to further narrow the results:
   - **Received By** – Select the user who recorded or received the transaction.
   - **Customer** – Select the customer associated with the transaction.
   - **Type** – Select the applicable transaction type, such as a payment or refund.
4. Click **Recalculate** to apply the selected filter criteria.
5. Review the filtered transactions displayed in the results.

To search for a specific transaction:

1. Enter a keyword or transaction-related information in the **Search** field.
2. Click **Recalculate** to update the results.
3. Review the displayed transactions to locate the desired record.

> **Tip:** You can combine the available filters with the Search field to narrow down a large number of transactions and locate a specific payment or refund more efficiently.

How to Group and Review Payment History

The **Group By** option allows users to organize Payment History results in different ways, making it easier to review and analyze payment and refund transactions based on how the information needs to be reviewed.

To group Payment History:

1. Navigate to **AR > Receive Payment > Payment History**.
2. Apply any desired filters or search criteria.
3. Select an option from the **Group By** dropdown.
4. Click **Recalculate** to apply the grouping.
5. Review the grouped transactions displayed in the results.

Available Group By Options

Group By	How It Helps
None	Displays transactions without grouping. This is useful when you want to review individual transactions in a straightforward list.
Received By	Groups transactions according to the user who received or recorded the payment. This can help review payment activity handled by a specific AR staff member.
Batch #	Groups transactions by batch number. This is useful when reviewing or verifying transactions that were processed together in the same batch.
Payment Method	Groups transactions according to the payment method used. This can help review payment activity by method, such as cash, check, or other available payment types.

Group By	How It Helps
Received By & Batch #	Groups transactions first by the user who received the payment and then by batch number. This is useful when reviewing which staff member processed each batch of transactions.
Received By & Payment Method	Groups transactions by the user who received them and then by payment method. This can help analyze the types of payments handled by each AR staff member.
Date (Rows), Received By (Columns)	Organizes the results by date and displays payment activity by the users who received the transactions. This is useful for comparing payment activity across staff members over different dates.
Date (Rows), Received By (Batch #)	Organizes the results by date, then by the user who received the transactions and their batch numbers. This is useful for reviewing payment activity by date while also tracking the batches processed by each user.

Tip: Choose the grouping that best matches what you are trying to review. For example, use**Payment Method** when reviewing payment activity by tender type, or **Received By & Batch #** when tracing transactions back to the staff member and batch that processed them.

How to Filter Payment History by Type

The **Type** filter allows users to narrow Payment History results based on the type of payment or refund transaction. Selecting the appropriate type makes it easier to review specific categories of transactions and focus on the records relevant to the task.

To filter Payment History by Type:

1. Navigate to **AR** > **Receive Payment** > **Payment History**.
2. Locate the **Type** filter.
3. Select the appropriate transaction type:
    - **All Payments & Refunds** – Displays all payment and refund transactions.
    - **All Payments (Real Money)** – Displays payment transactions involving actual monetary payments.
    - **All Credit Memo/Debit Memo Refunds** – Displays refund transactions associated with credit memos or debit memos.
    - **All Credit Memo Offsets** – Displays transactions related to credit memo offsets.
4. Apply any additional filters, if needed.
5. Click **Recalculate** to update the Payment History results.
6. Review the transactions displayed based on the selected type.

When to use each Type option

- **All Payments & Refunds –** Use when you need an overall view of payment and refund activity.
- **All Payments (Real Money)** – Use when reviewing transactions involving actual funds received.
- **All Credit Memo/Debit Memo Refunds –** Use when researching refunds generated from credit memos or debit memos.
- **All Credit Memo Offsets** – Use when reviewing transactions where credit memos are applied or offset against customer balances.

Tip: You can combine the **Type** filter with other Payment History filters, such as date, customer, or received by, to narrow the results further.