How to Receive a Payment on an Invoice (or Sales Order)

Last Modified on 11/20/2026 2:19 pm EST

Overview

Use this guide when a customer pays a specific invoice or makes a deposit or prepayment on a sales order.

Whether you work in sales, customer service, or accounting, start by confirming the correct transaction and amount received. Then record the payment in 1place and verify the remaining balance.

Before You Begin

Have the customer's invoice or sales order number, payment amount, payment method, and any payment reference available.

If one payment covers several invoices, use **AR > Receive Payments** to allocate it across the appropriate transactions.

Steps

1. Confirm What the Customer Is Paying

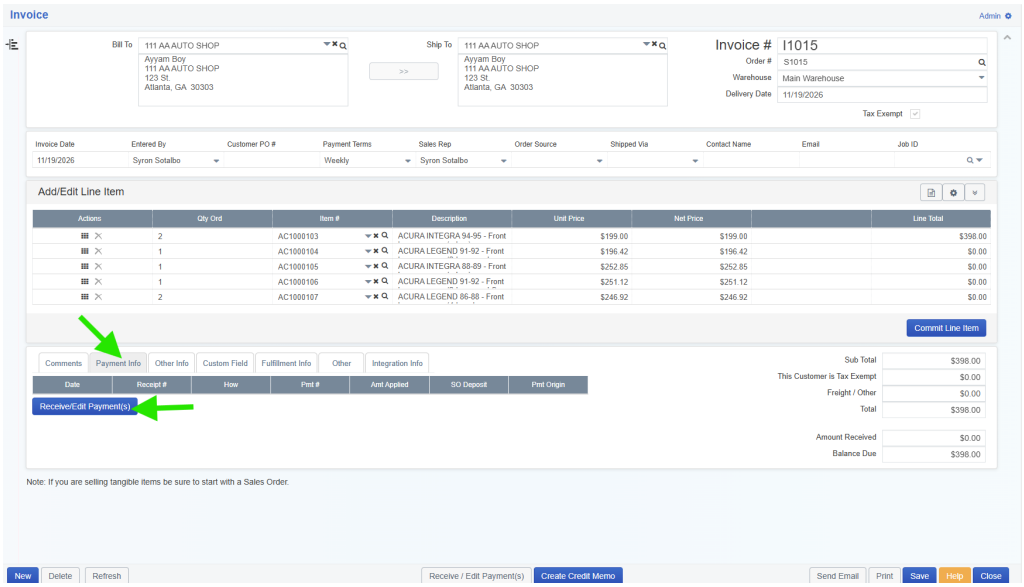
Open the customer's **Invoice** or **Sales Order**. Match the customer name and transaction number with the customer's paperwork or payment instructions.

Confirm whether the customer is paying the full balance, making a partial payment, or placing a deposit.

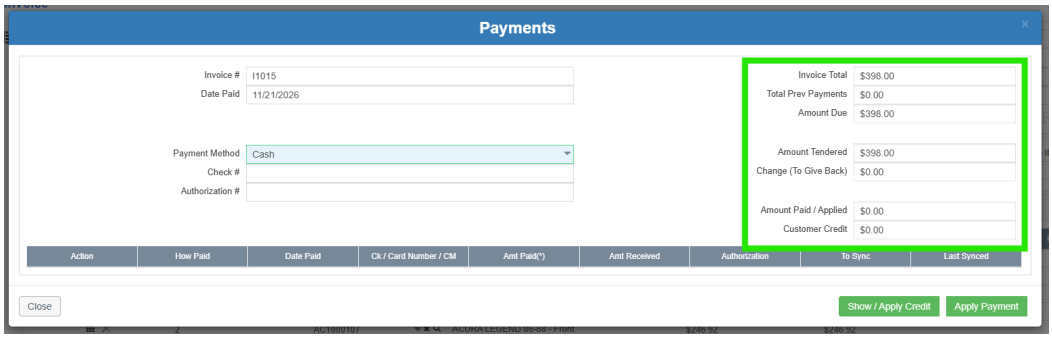
> If the sales order has already been invoiced, receive the payment on the related invoice. Payments cannot be added or edited on an invoiced sales order.

2. Review Previous Payments and the Amount Due

Open **Payment Info**, then select **Receive/Edit Payments**.



Review **Total Previous Payments** and **Amount Due**, including any earlier deposit. This helps prevent recording a payment twice or collecting an amount already paid.



For example, if a $1,000 transaction already has a $200 deposit, confirm that the remaining amount due is $800.

3. Confirm the Payment Received

Compare the amount you are about to record with the customer's actual payment:

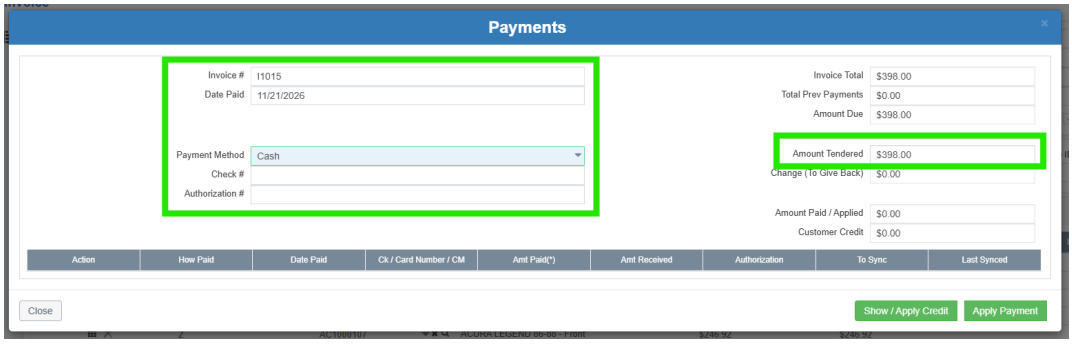
- **Cash:** Count the money received.
- **Check:** Confirm the amount and check number.
- **Electronic transfer:** Verify the payment against the appropriate bank or payment confirmation.

Resolve any difference between the customer's instructions and the transaction before continuing.

4. Enter the Payment Details

Review or complete the applicable fields:

- **Invoice #:** Confirm the invoice to be paid.
- **Date Paid:** Confirm the payment date.
- **Payment Method:** Select how the customer paid.
- **Check #:** Enter the check number when applicable.
- **Authorization #:** Enter the applicable card authorization reference.
- **Amount Tendered:** Enter the payment amount.



Amount Tendered initially displays the amount due. Change it when receiving a partial payment or deposit.

For example, if the customer pays $300 toward an $800 balance, enter **$300**.

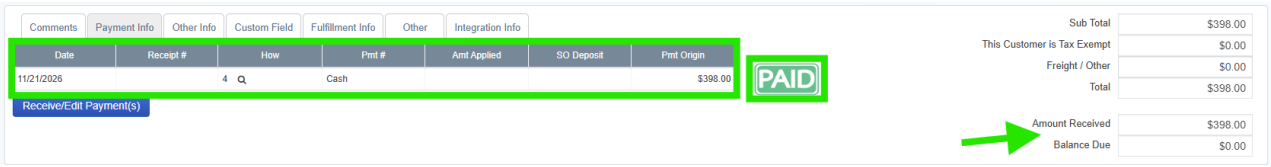
5. Apply the Payment

For cash, check, or an externally received wire payment, review the details and click **Apply Payment**.

Integrated payment methods may require different actions. For example, **Email Pay** uses **Pay via Email** to send a payment request. The payment is recorded after the customer completes it. To learn how to enter a credit card payment, see Credit Card Payments on 1place.

6. Verify the Payment and Remaining Balance

Review **Payment Info** to confirm the payment appears and the remaining balance is correct. A fully paid invoice displays a **PAID** stamp.



In the partial-payment example above, the remaining balance should be **$500**.

Advise the customer of any balance still due. Handle collected cash, checks, and supporting documents according to your company's reconciliation and deposit procedures.