How to receive a payment for multiple Invoices & Credits (using the AR Receive Payments screen)

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Overview

Use **AR > Receive Payments** in 1place when a customer sends one payment covering several invoices. You can also apply available customer credits alongside the payment or apply credits without receiving new money.

This guide follows the accounting workflow: confirm the customer's instructions, match the invoices and credits, enter the allocation, and check that the amounts balance before saving.

Before You Begin

Have the customer's payment and remittance advice ready. Remittance advice identifies the invoices being paid and any credits the customer is using.

Compare the payment amount and reference with the check or bank confirmation. If the customer has not identified which invoices to pay, clarify the allocation before proceeding.

Steps

1. Open Receive Payments and Select the Customer

Go to **AR > Receive Payments**. A new payment form opens automatically.

Select the **Customer**, then choose the appropriate **Warehouse**. Select **ALL Warehouses** when the payment covers transactions across locations.

Confirm that the selected customer matches the account named on the payment instructions.

2. Enter the Payment Details

Complete the payment information before selecting transactions:

- **Payment Date:** Confirm the date the payment was received.
- **Payment Method:** Select how the customer paid.
- **Check / CC #:** Enter the applicable payment reference.
- **Auth #:** Enter the authorization number when applicable.
- **Received From Customer:** Enter the new money received.

An existing credit is applied separately. For example, if the customer sends **$450** and uses a **$50 credit**, enter **$450** in **Received From Customer**.

For a credit-only application, enter **$0.00**.

3. Locate the Invoices and Credits

In **Open Transactions**, use the date range or transaction search to locate the records listed on the customer's remittance advice. Click **Filter** after changing the criteria.

Match the transaction numbers and available balances with the customer's instructions. Check for previous payments so you do not apply the new payment to an invoice that has already been settled.

4. Select the Transactions and Adjust the Amounts

Select the checkbox beside each invoice being paid and each credit being used.

Review **Amount Applied** on every selected row. Adjust it when paying only part of an invoice or using only part of a credit.

For example, if the customer intends to pay **$200** toward an invoice with a **$500 balance**, apply **$200** to that invoice. The remaining **$300** should stay outstanding.

You can use **Move Selected To Top** to bring the selected transactions together for review. kb.onesourcesoftware.com

5. Review the Payment Summary

Check the summary before saving:

- **Received From Customer:** The new payment received.
- **Applied to Invoices:** The amount allocated to the selected invoices.
- **Applied from Credit:** The existing customer credit being used.
- **Applied from Discounts:** Any discounts included in the allocation.
- **Net Unapplied:** The amount remaining unallocated.

When the payment and selected credits are fully allocated, **Net Unapplied** should be **$0.00**. kb.onesourcesoftware.com

If the amounts do not balance as expected, check for a missing invoice, an incorrect credit, a discount, or an incorrect amount applied. Resolve the difference against the customer's instructions before saving.

6. Save the Payment

Enter relevant information in **Notes**, such as the remittance reference or an explanation of an agreed partial payment.

Click **Save & Create Deposit** and follow any prompts displayed.

Keep the customer's payment instructions and supporting documents according to your company's procedures.

7. Verify the Recorded Allocation

Review the saved payment to confirm that the intended invoices and credits were included.

You can also open a related invoice's **Payment Info** tab and select the magnifying glass beside the **Receipt ID** to review the payment and its allocation. kb.onesourcesoftware.com

Confirm that fully settled invoices have no remaining balance and that partially paid invoices show the expected amount outstanding.

Example: One Payment with a Credit

A customer owes **$300** on one invoice and **$200** on another. They have a **$50 credit** and send a payment of **$450**.

Enter **$450** in **Received From Customer**, select both invoices, and apply the **$50 credit**.

Before saving, confirm:

- **Applied to Invoices:** $500
- **Applied from Credit:** $50
- **Net Unapplied:** $0.00

The payment and credit together settle the two invoices.