Managing Payments On Account and AR Adjustments

If your business allows customers to charge their purchases to an account, taking their payments is part of your daily workflow.

Objectives

- Accepting Payment On Account at POS
- Accepting Back Office Payment On Account
- Adjusting AR Payments

Accepting Payment On Account at POS

Depending on our business policy, you can take payments on account from customers at *POS* or at a non-POS station.

To take payments on account at POS, select **Sales** and then **POS**.
Search for the customer using either their name, account number, loyalty number, phone number, and email or mailing address.

Under the customer information section, you will find the **Payment On-Account** option.
This will *only* be available if your customer is authorized to charge on their account.
Select **Payment On-Account** to *view* the customers' A/R transactions and account information.
From the **Select Payment** drop-down, select the type of payment.

Tap **Statement Balance** to view the *full* amount of the last statement.
All related invoices will be included.
If the **Statement Balance** is $0.00, the **Make Payment** button will be disabled.

Choose **Running Balance** to pay all current charges.
This amount includes *discounts* and all the *open* invoices.

Choose **Other Amount** to pay a *custom* value.
Enter the amount to be paid *here*.
If this is a *balance forward* account, the payment will be applied to the *oldest* invoice first.

Select **Specific Invoice** to determine the exact invoices to pay.

The **Past Due Amount** option lets you pay just for the invoices that are past due.
All the past due invoices will be automatically selected for payment.

Review the TOTAL SELECTED amount and tap **Make Payment** to apply the customer’s payment to their account.

Accepting Back Office Payment On Account

You can also accept payment on account when you are *not* at the point of sale.
This is often referred to as taking a payment “in the back office”.

Form the main menu, select **Accounts Receivable,** and then **Payment On Account**.
Search for the customer making the payment and select them from the drop-down list.

The **Unapplied Payments and Credits** pop-up will appear if the customer you selected has *unapplied* payments or credits.
Select **Yes** to apply them along with the current payment.

You can review the amount available and check the boxes next to the invoices you want to pay.
Next, select **Post**.
You can select *this* if you need to apply for the unapplied payments/credits at any other point.

Except for the **Adjustment** option, all the options in the **Select Payment** drop-down are identical to those available at the POS.
You may need to adjust customers’ payments if they overpay or if you want to give them a discount or if you need to charge a fee for a returned check.

You can select **Clear** to revert any changes.
Tap **Make Payment** and apply the customer’s payment to their account.

In the Payment screen, choose the **Payment Card** tender type.

You will *not* see the **PAY** button when accepting payment at the back office.
Tap **Manual Card Entry** to enter the card details manually.
Tap **Purchase** to complete the payment.
Check with your processor to see whether they impose an extra cost if the card is not swiped.

Next, you will be prompted with the **Billing Information** pop-up.
Fill in the details and tap **OK**.
On the final screen, you can *only* email the receipt.

Adjusting AR Payments

You can make *adjustments* to payments in the back-office application or by using the **AR Transaction Viewer**.
If the adjustment is a *fee*, the amount will be added to the customer’s account.
If it’s a *credit*, it’ll reduce the customers' balance due.

Select **Adjustment** from the **Select Payment** drop-down menu.
Enter the amount you want to adjust *here* and select the **Adjustment Reason**.

If you make a *credit* adjustment for a **Balance Forward** account, the amount will be credited to the *oldest* invoice automatically.
For a credit adjustment on an *Open Item* account, select the invoices that you would like the credit applied to.

Select **POST ADJUSTMENT** for the changes to take effect.
Another way to adjust payment is by using the **AR Transaction Viewer**.

From the main menu, select **Accounts Receivable > Activity > A/R Transaction Viewer**.
From the transaction type drop-down, select **Payment**.
You may use *these* fields to narrow your search for a specific payment.
Next, press **Search**.

Select the checkbox next to the transaction you want to adjust and then tap **Actions > Modify Adjustment Payment** or **Credit**.
Enter the amount to be adjusted *here* and choose the adjustment reason from the drop-down *here*.
Finally, tap **Make Payment**.

If you have selected **Adjustment** as the transaction type, then tap **CHANGE** from the **Modify Adjustment** pop up.
Enter the adjustment amount *here* and tap **Save Changes**.

Unless you have selected multiple transactions, you will be redirected to the Transaction Viewer. If this is the case, you can repeat the process and make the necessary changes.

Recap

Accepting and managing payments on accounts keeps your Accounts Receivable value up to date and helps provide accurate statement data for your customers.

For more information, refer to the help articles, videos, and guided learning.

In this course, we showed you how to accept payment at the point of sale, in the ‘back office’ and how to make adjustments when needed.

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