Receiving payments

Overview

Use the Accounts Receivable System screens to record money you receive from customers. Choose the screen that matches the situation:

FORM	USE IT WHEN	WHAT IT CREATES
Invoice Payment (Checks/Credits)	A check or credit is already on file and you want to apply it to open invoices	Payment details against invoice lines; lowers the balances of the check or credit and the invoices, and marks fully paid invoices
Invoice Payment (Enter new check)	A check or cash arrives and you want to apply it to invoices right away	A new payment for the full amount plus payment details for the lines you apply; any unapplied amount stays on the check
Enter Check	You want to record a check now and apply it later	A payment whose balance equals its amount, ready to choose in Checks/Credits; saved at once with no confirmation
Counter Sale	A customer pays at the counter for goods or services that are not yet invoiced	A Counter Sale invoice with its lines, a payment (memo "Counter Sale") and payment details in one step; you can print a receipt

This page also explains how to review a customer's unused payments, credits and amount due on Customer Summary, and how to print an invoice.

Before you begin

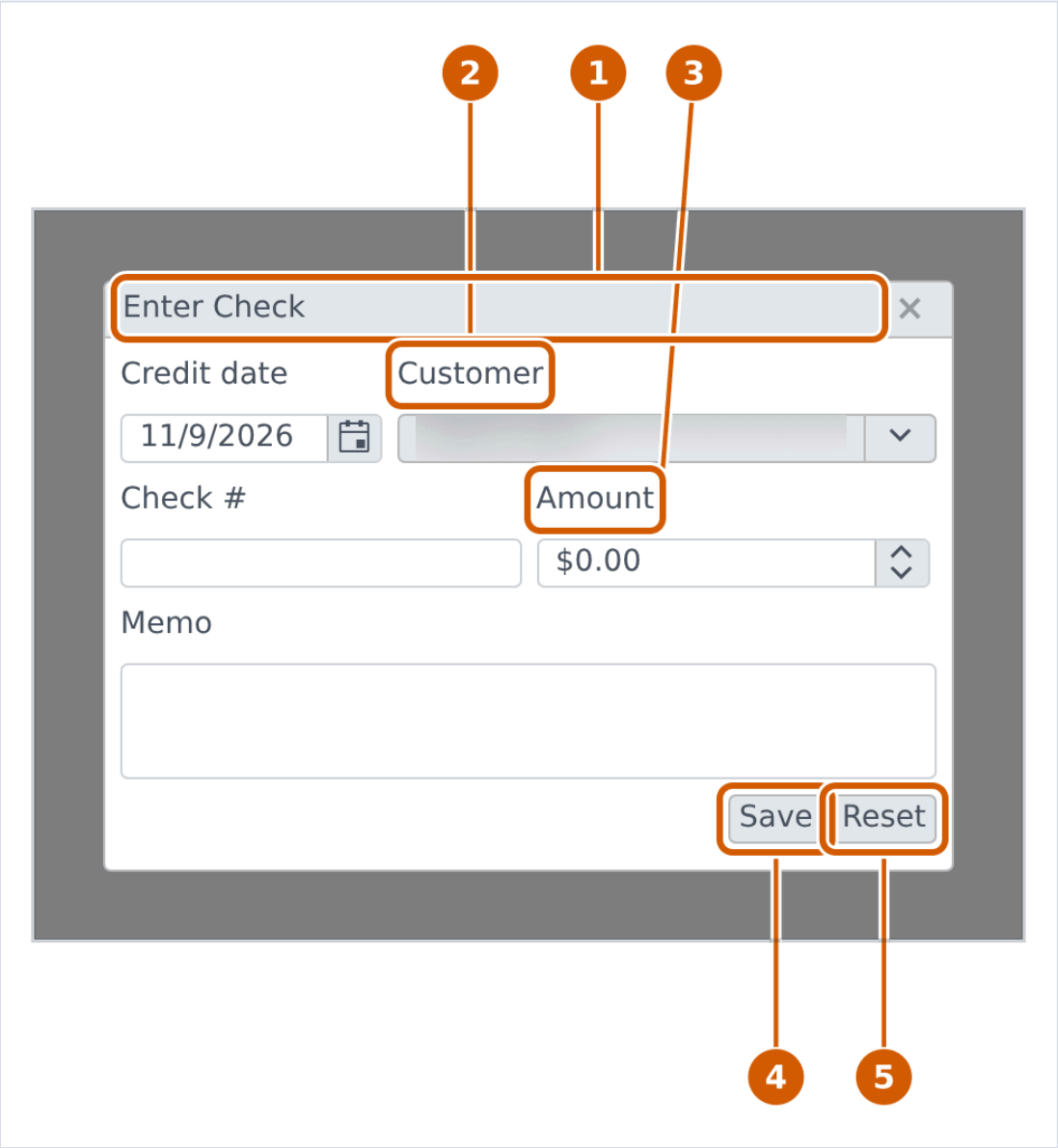
- Sign in to IRIS10 and open the Accounts Receivable System portal. See Navigating portals and pages.
- Make sure the customer's invoices are already issued. See Invoice entry: approve and issue.
- Make sure you have access to the Invoice Payment, Enter Check, Counter Sale or Customer Summary screen you need.
- To print an invoice from Customer Summary, you need access level 4. See Security Administration: access levels by user.

Procedure

Record a check to apply later (Enter Check)

> **Important:** Enter Check saves the check as soon as you click **Save**. There is no confirmation prompt, so check the customer, check number and amount before you save.

1. Open the Enter Check screen (the browser shows `/ars/entercheck`). A window titled "Enter Check" opens, with the fields **Credit date**, **Customer**, **Check #**, **Amount** and **Memo** and the buttons **Save** and **Reset**.



The Enter Check window. Save records the check right away, with no confirmation.

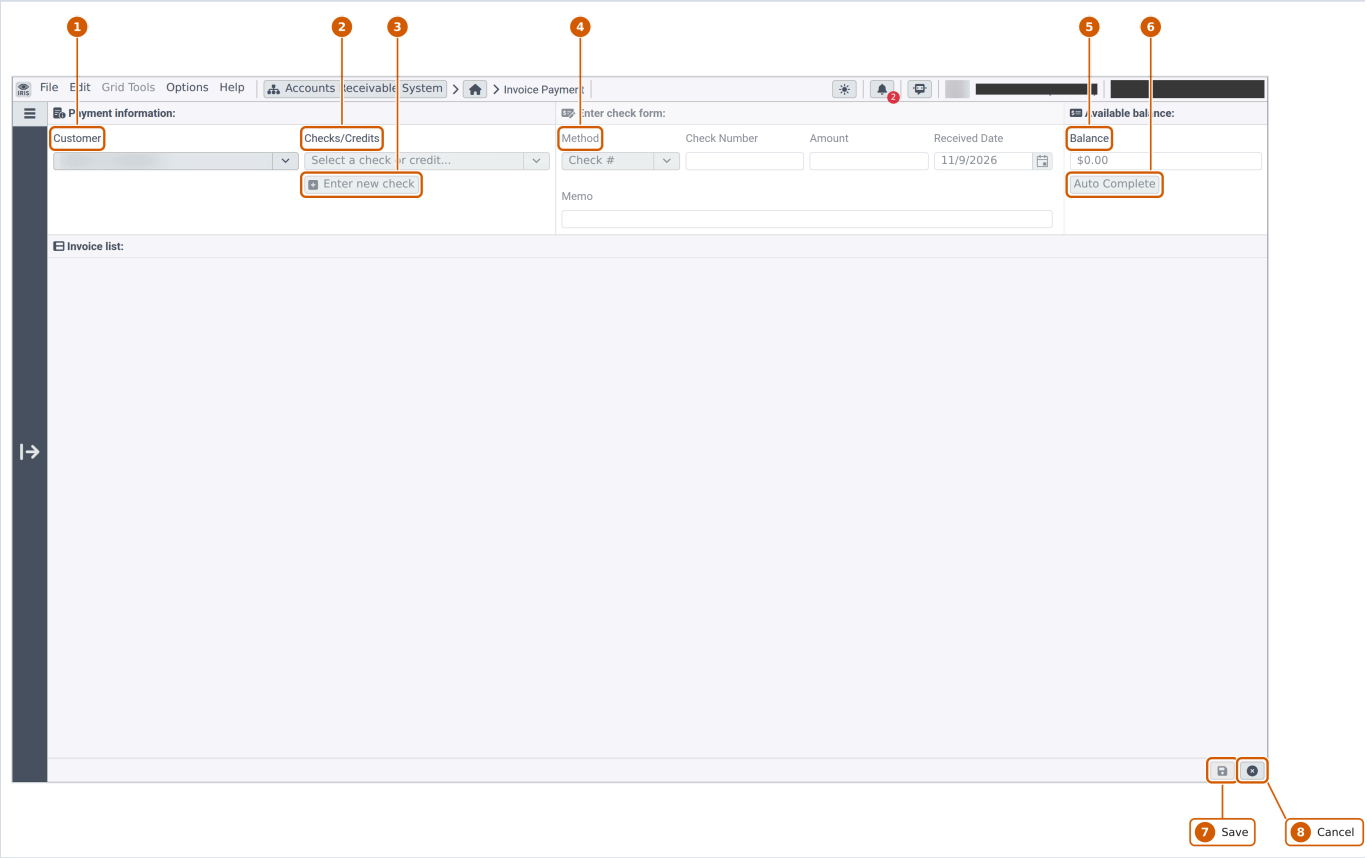
1. Enter Check
2. Customer
3. Amount
4. Save
5. Reset

2. Check **Credit date** and change it if the check arrived on another day. **Credit date** is set to today when the window opens.
3. In **Customer**, select the customer who sent the check. The list includes all customers, sorted by name.

4. In **Check #**, type the check number. A check number is required. It can be up to 15 characters, and the system removes spaces at the start and end.
5. In **Amount**, enter the amount of the check. The amount shows as currency. It starts at 0.
6. If you need to, type a note in **Memo**. **Memo** is a two-line text box that holds up to 512 characters.
7. Click **Save**. The system records the check right away, with no confirmation prompt. The message "The check was successfully entered." appears and the form clears. The check's balance is its full amount, so it is ready to apply on Invoice Payment. If Invoice Payment is open, its **Checks/Credits** list refreshes for the current customer.
8. To start over without saving, click **Reset**. **Credit date** goes back to today, and **Customer**, **Check #** and **Memo** clear. **Amount** goes back to 0.

Apply a check or credit on file to invoices (Invoice Payment)

1. Open the Invoice Payment screen (the browser shows `/ars/invoicepayment`). The screen is headed "Invoice Payment", with panels for Payment information, Enter check form, Available balance and Invoice list. **Enter new check**, **Auto Complete** and **Save** are unavailable.



Invoice Payment before a customer is chosen. Enter new check, Auto Complete and Save stay unavailable until you select a customer.

1. Customer

2. Checks/Credits
3. Enter new check
4. Enter check form
5. Balance
6. Auto Complete
7. Save
8. Cancel

2. In **Customer**, select the customer. Only customers with an outstanding balance are listed. When you select one, **Checks/Credits**, **Enter new check** and **Save** become available. The invoice list loads that customer's invoices that are not fully paid, canceled or deleted.

   > **Note:** To filter the list, type part of the customer name.

3. In **Checks/Credits**, select the check or credit you want to apply. The list shows only this customer's checks and credits that still have a balance above zero, in check-number order. The Enter check form fills in with **Method**, **Check Number**, **Amount**, **Received Date** and **Memo**. **Balance** shows what is left on the check or credit, and the invoice list becomes available.
4. Expand an invoice row to see its lines. A detail grid opens. Its columns are **Payment**, **Balance**, **Contract**, **Date of Service**, **Description**, **Quantity**, **Bill Rate**, **Extended Cost**, **Resource Type**, **Comment**, **Activity** and **Project**.
5. In the **Payment** box of each line you want to pay, type the amount to apply. If you type more than you can apply, the system lowers the amount to the smallest of: what you typed, the line's **Balance**, and what is left of the check or credit after other lines. Lines with a **Balance** of 0 cannot take a payment.
6. Or, instead of typing amounts, click **Auto Complete**. **Auto Complete** is available only while the available balance is above zero. It applies the balance to lines in list order and skips lines that already have a payment or are fully paid. The invoices it changed expand, and the message "Auto complete applied to N invoice(s)." appears.
7. On the toolbar, click **Save** (tooltip "Save the current invoice payment."). The system asks "Are you sure you want to save this invoice payment?" with **Save** and **Cancel** buttons. If the payments add up to more than the check balance, the system blocks the save with "The payments total X, but only Y is available on this check. Reduce the payments and save again."
8. In the prompt, click **Save**. Each amount you applied lowers the check or credit's balance and the invoice's **Balance**. The payment date for each amount is the check's **Received Date**. The system marks an invoice as fully paid when its balance reaches 0. The customer list refreshes and the screen clears for the next payment.

Enter and apply a new check on Invoice Payment

1. Open the Invoice Payment screen. The screen opens as described in the previous procedure.

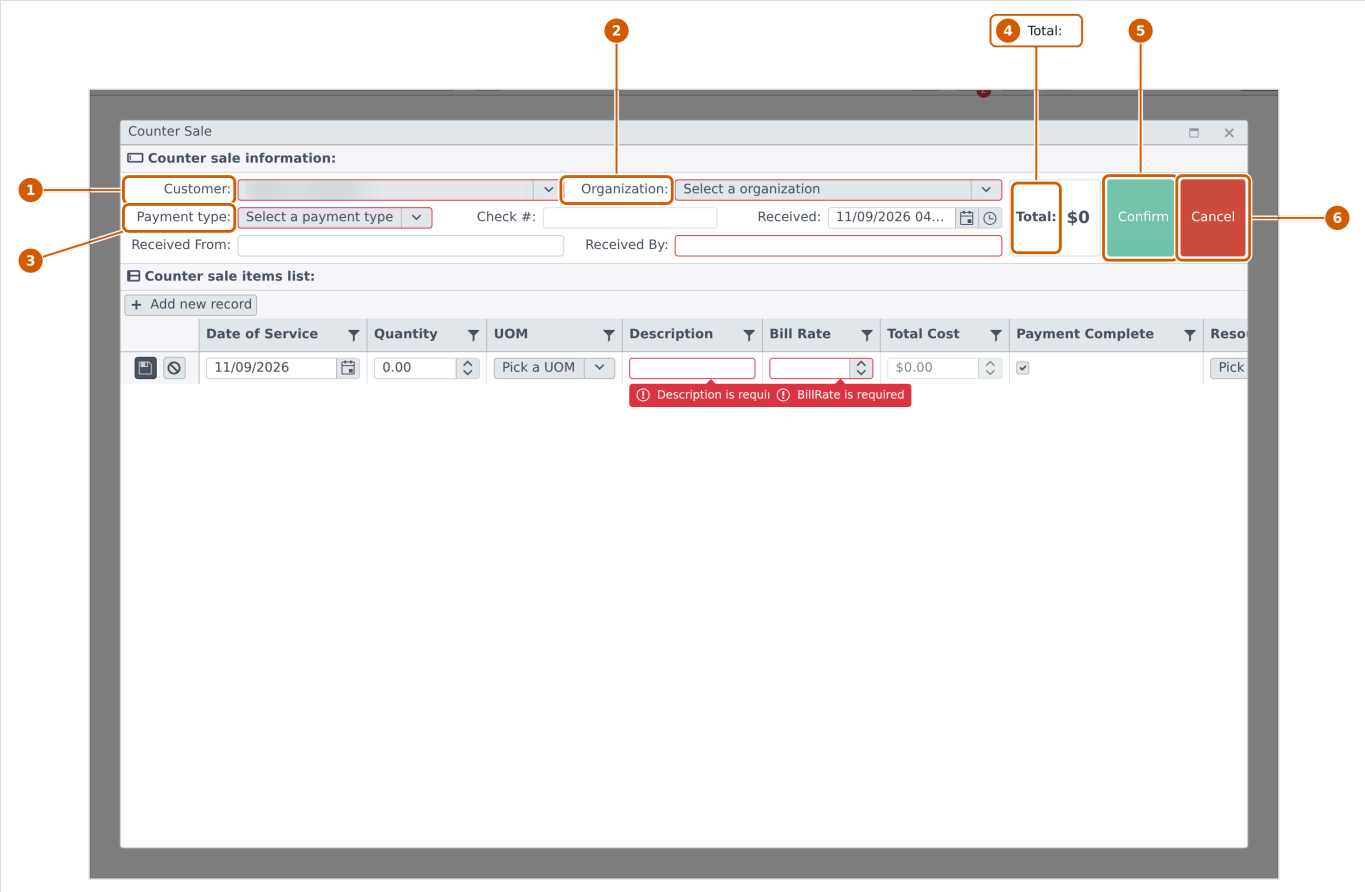
2. In **Customer**, select the customer. **Enter new check** becomes available and the customer's open invoices load.
3. Click **Enter new check**. The button stays pressed. **Checks/Credits** becomes unavailable and clears, and **Balance** shows 0. The Enter check form and the invoice list become available.

   > **Note:** To cancel, click **Enter new check** again. The form clears and becomes unavailable again.

4. In **Method**, select **Check #** or **CASH**. If you choose **CASH**, the system enters "CASH" in **Check Number**.
5. For a check, type the number in **Check Number**. **Check Number** is required and holds up to 15 characters. If you leave it empty, the message "Check number is required." appears. The system refuses the save if this customer already has a check with that number.
6. In **Amount**, enter the amount received. **Amount** is required and shows as currency. If you leave it empty, the message "Check amount is required." appears. **Balance** changes to the amount, and **Auto Complete** becomes available when it is above zero.
7. Check **Received Date** and change it if needed. **Received Date** is set to today. It becomes the payment date of every amount you apply.
8. If you need to, type a note in **Memo**. The system saves the memo with the payment.
9. In the **Payment** boxes, type amounts for the invoice lines you want to pay. Apply at least one line. You cannot pay the same line twice in one payment.
10. Or, instead of typing amounts, click **Auto Complete**. The system applies the balance to the invoice lines in list order.
11. Click **Save** on the toolbar. The system asks "Are you sure you want to save this invoice payment?"
12. In the prompt, click **Save**. The system records the new check for its full amount, and each applied amount lowers the check balance and the invoice balance. The system marks invoices that reach 0 as fully paid. If any amount fails the save checks, the system creates no check. After the save, the screen clears.

Ring up a counter sale

1. Open the Counter Sale screen (the browser shows `/ars/countersale`). A window titled "Counter Sale" opens with the sections "Counter sale information:" and "Counter sale items list:". **Total** shows `$ 0` and **Confirm** is unavailable.



The Counter Sale window: header fields, the items list and the running Total. Confirm stays unavailable until the required fields are complete and no line is being edited.

1. Customer:
2. Organization:
3. Payment type:
4. Total:
5. Confirm
6. Cancel

2. In **Customer:**, select the customer. **Customer:** is required.
3. In **Organization:**, select the organization making the sale. **Organization:** is required.
4. In **Payment type:**, select **Cash**, **Check**, **Credit Card** or **Money Order**. **Payment type:** is required.
5. For **Check**, **Credit Card** or **Money Order**, type the reference number in **Check #:**. **Check #:** stays unavailable until you choose a payment type. It is unavailable for **Cash** and required for **Check**, **Credit Card** and **Money Order**. It holds up to 10 characters. Anything longer shows "Check number must be 10 characters or fewer."
6. Check **Received:** and change the date and time if needed. **Received:** is set to the current date and time. An invalid value shows "Please enter a valid date and time."
7. In **Received From:**, type who paid. **Received From:** holds up to 40 characters.

8. In **Received By:**, type who took the payment. **Received By:** is required and holds up to 3 characters.
9. In the open line-item row, enter **Date of Service**, **Quantity**, **Description** and **Bill Rate**. An empty items list adds a row for you. **Date of Service**, **Quantity** and **Description** are required, and **Description** holds up to 512 characters. **Bill Rate** is required and must be at least 0.01. **Total Cost** is worked out as Quantity × Bill Rate and you cannot edit it. **Payment Complete** is checked by default.
10. If you need to, fill in **UOM**, **Resource Type**, **Activity**, **Project**, **Budget** and **Comments**. These fields are optional.
11. Click **Update** to save the line. The system saves the line and adds a new blank row.
12. To add another line, click **Add new record**. If a row is still being edited, the system asks "You have unsaved changes. Adding a new row will discard these changes. Do you want to continue?"
13. Click **Confirm** (tooltip "Click to complete the counter sale."). **Confirm** is available only when the required header fields are valid and no line is being edited. The system asks "Confirm counter sale." with **Yes** and **No** buttons.
14. Click **Yes**. In one step, the system creates a Counter Sale invoice with its lines, its payment and the payment details. The invoice number is the organization's invoice prefix, then the date as MMDDYY, then the next number in sequence. The payment's memo is "Counter Sale", and its number is the **Check #:** value or, if **Check #:** is blank, the payment type. The system then asks "Would you like to print a receipt."
15. Click **Yes** to print a receipt. The system produces the Invoice Detail Report for the new invoice, and the form clears for the next sale.
16. To skip the receipt, click **No**. The form clears for the next sale.
17. To abandon a sale, click **Cancel** (tooltip "Click to cancel the counter sale."). The system asks "Are you sure you want to cancel the counter sale? The current information will be lost."
18. Confirm the prompt. The Counter Sale window closes.

Review a customer's balance and print an invoice (Customer Summary)

1. Open the Customer Summary screen (the browser shows `/ars/customersummary`). The grid stays empty until you choose a customer. The cards "Unused payment balance:", "Unused credits:" and "Total amount due:" show $0.00.
2. In **Organization**, select the organization. **Customer** becomes available.
3. In **Customer**, select the customer. The cards show this customer's totals for the selected organization, and the grid lists their invoices, payments, refunds, Counter Sales and credits. A card turns green (unused payments or credits) or red (amount due) when it is not zero, and gray when it is zero.
4. Select an invoice row in the grid. **Print invoice** is available for this row if you have access level 4.

5. Click **Print invoice** on the toolbar (tooltip "Click to print invoice"). The system produces the Invoice Detail Report for the selected invoice. If no invoice is selected, the message "Please select an invoice to print." appears.

> **Note: Print invoice** is available only when the selected row is an invoice (not a payment or refund row) and you have access level 4. You can also use **Options** > **Print Invoice** in the main menu.

Reference

How payment amounts are limited

- When you type a payment amount, the system lowers it to the smallest of: what you typed, the line's **Balance**, and what is left of the check or credit after other lines.
- Lines with a **Balance** of 0 cannot take a payment.
- **Auto Complete** is available only while the available balance is above zero. It applies the balance to lines in list order and skips lines that already have a payment or are fully paid.
- **Balance** on Invoice Payment is a read-only box that shows how much of the check or credit is still available to apply.
- If the payments add up to more than the check balance, the system blocks the save.
- When you enter a new check, apply at least one line. You cannot pay the same line twice in one payment.

Invoice Payment fields and buttons

LABEL	BEHAVIOUR
Customer	Only customers with an outstanding balance; type to filter (contains)
Checks/Credits	Unavailable until a customer is chosen; lists the customer's checks and credits with a balance above zero
Enter new check	Toggle button; unavailable until a customer is chosen; opens the Enter check form for a new check
Method	**Check #** or **CASH**; **CASH** puts "CASH" in **Check Number**
Check Number	Required; up to 15 characters
Amount	Required; currency; sets **Balance**
Received Date	Today by default; used as the payment date of each applied amount
Memo	Free-text note
Balance	Read-only; amount still available to apply
Auto Complete	Available only when the available balance is above zero; fills lines in list order
Save	Unavailable until a customer is chosen; asks for confirmation
Cancel	Clears the screen right away, with no confirmation

Invoice list columns

GRID	COLUMNS
Invoice list	Invoice Number, Invoice Date, Invoice Total, Invoice Balance, Updated Date
Invoice lines (expanded row)	Payment, Balance, Contract, Date of Service, Description, Quantity, Bill Rate, Extended Cost, Resource Type, Comment, Activity, Project

Counter Sale fields

LABEL	REQUIRED	NOTES
Customer:	Yes	
Organization:	Yes	
Payment type:	Yes	Cash, Check, Credit Card or Money Order
Check #:	For Check, Credit Card and Money Order	Unavailable for Cash; up to 10 characters
Received:	Yes	Current date and time by default
Received From:	No	Up to 40 characters
Received By:	Yes	Up to 3 characters
Date of Service, **Quantity**, **Description**	Yes	**Description** up to 512 characters
Bill Rate	Yes	At least 0.01
Total Cost	Calculated	Quantity × Bill Rate; cannot be edited
Payment Complete	—	Checked by default
UOM, **Resource Type**, **Activity**, **Project**, **Budget**, **Comments**	No	

Customer Summary cards

CARD	SHOWS
Unused payment balance:	Payment amounts not yet applied (green when not zero)
Unused credits:	Credits not yet applied (green when not zero)
Total amount due:	What the customer owes (red when not zero)

Messages you may see

MESSAGE	WHEN
Are you sure you want to save this invoice payment?	Save on Invoice Payment

MESSAGE	WHEN
The payments total X, but only Y is available on this check. Reduce the payments and save again.	Payments add up to more than the check balance
Auto complete applied to N invoice(s).	After **Auto Complete**
You have unsaved changes. Switching customers will discard them. Do you want to continue?	Changing **Customer** with unsaved amounts
You have unsaved changes. Switching checks will discard them. Do you want to continue?	Changing **Checks/Credits** with unsaved amounts
You have unsaved changes. Leaving this screen will discard them. Do you want to continue?	Leaving Invoice Payment with unsaved amounts
The invoice payment could not be read. Check the Amount, Received Date and payment fields, then save again.	The payment could not be read when saved
Unable to save invoice payment due to a technical error. An email has been sent to support.	Invoice Payment save failed
The check was successfully entered.	Enter Check saved
Confirm counter sale.	**Confirm** on Counter Sale
Would you like to print a receipt.	After a Counter Sale is posted
Unable to post counter sale. An email has been sent to support.	Counter Sale failed
Are you sure you want to cancel the counter sale? The current information will be lost.	**Cancel** on Counter Sale
Please select an invoice to print.	**Print invoice** with no invoice selected

Tips and notes

Important: Enter Check saves the check as soon as you click **Save**. There is no confirmation prompt, so check the customer, check number and amount before you save.

Note: Cancel on the Invoice Payment toolbar clears the screen right away without asking, so you lose any amounts you typed.

Tip: You don't have to apply a whole check at once. Whatever is left stays on the check, and it appears again in **Checks/Credits** for that customer while its balance is above zero.

Note: A customer's check number can be used only once. The system refuses a new check with a number the customer already has.

Note: The Invoice Payment **Customer** list shows only customers who owe money. The Enter Check **Customer** list shows all customers.

> **Tip:** On a Counter Sale, only lines marked **Payment Complete** count as paid. If you clear **Payment Complete** on a line, its amount stays as a balance on the new invoice. The system always saves lines with a negative quantity as payment complete.

> **Note:** Check numbers can be up to 15 characters on Invoice Payment, but only 10 characters on Counter Sale.

Related topics

- Invoice entry: approve and issue
- Issued invoices: print, reinstate, delete and assign budgets
- Cancelling payments, refunds and credit memos
- Navigating portals and pages
- Data grid overview and basics
- Grid viewing and editing
- Grid filters
- Security Administration: access levels by user
- Units of measure, fiscal years and organizations