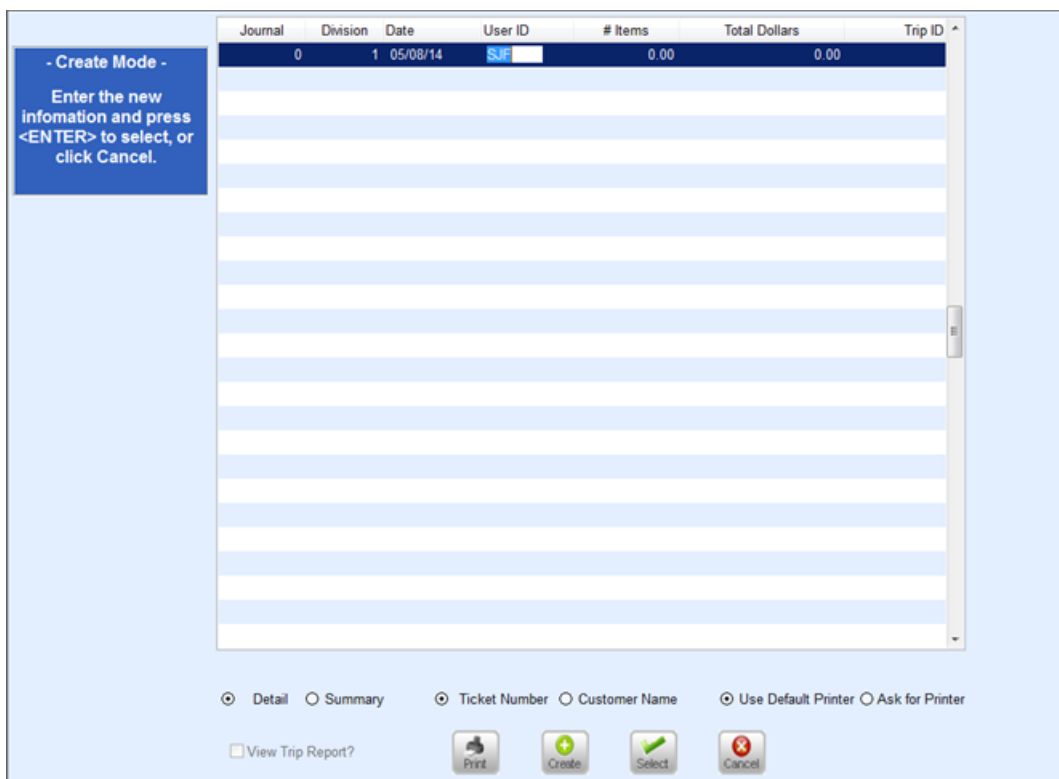


# Posting Payments

Last Modified on 07/31/2024 4:06 pm EDT

Use Payment Posting to enter regular payments, charge card payments, transfers, refunds, and credits on customer accounts. Discounts can be applied to a customer's account at the same time the payment is posted. After payments have been entered, print the payment journal for balancing. A payment can be voided and re-entered if necessary.

1. From the *Posting Menu*, select **Payments, Transfers, or Refunds**.
2. On the *Please Select a Payment Journal* window, choose **Create**.
3. In the *Division* field, enter the Division for which payment tickets are being entered.
4. Enter the *Date* the payments were received.
5. Enter the *User ID*.



6. Choose **Select**.
7. On the *Payment Disc Posting* window, enter the customer number in the *Cust#* field or press F5 to select from the list.

8. In the *Transaction* field, the Transaction Code will default to 21. The Transaction Type can be changed if needed. If the transaction is a contract payment 23 the following appear:

This Customer has at least one (1) contract against which a payment can be made (currently active or prepayment of future contract). If this payment is to be applied to a contract, the Transaction Code will automatically be changed to 23.

If the customer has >1 active contract, you will be able to select the specific contract against which to apply this payment.

If this payment is NOT to be applied any contract the Transaction Code will not be changed.

The Transaction Code can be changed manually if you choose.

9. The payment will automatically be applied to the oldest active contract.
10. In the *Department* field, the *Received on Account* department set up in *Division Setup* displays. The department can be changed if necessary.
11. Enter the payment *Amount*.
12. In the *Check #* field, enter a reference number for the payment.
13. In the *Reference* field, the department description will display but can be changed. The reference description prints on statements.
14. To pay more than one ticket with the payment, enter a one-character code in the *Group* field, select **Group/Discounts**, and enter the one-character code next to each history line to which the payment applies to. Customer history will display the one-character code used to group the tickets into one payment.
15. To apply a discount to the payment, select **Group/Discounts**. On the *Customer History* window, select the *Allow Discount* checkbox for the discount needing applied to the customer account.
16. In the *Print Receipt?* field, select *Print Receipt* box to to print a receipt for the payment in generic statement format.
17. Select **Post and New**.
18. Repeat Steps 8 - 17 until all payments are entered.
19. Close the *Payment Journal #* window.
20. **Print** or **Print Preview** the Payment Journal and verify that the *Journal* amount matches the *Department*

*Summary amount.*

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