

Posting Payments

Last Modified on 04/07/2026 9:46 am 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*.

Journal	Division	Date	User ID	# Items	Total Dollars	Trip ID Cleared?
0	1	01/13/26	LAUR	0.00	0.00	N

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:

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.

Note: Journals can only be accessed by one user or session at a time. If a second user or session attempts to select a journal that is already open, a message displays stating the user who is already accessing the journal. Also, the full user name will be logged in the *Journals Open* table instead of just the first 4 characters. This will help with preventing payments from not being included in the master clear PM.dat file.
