

# Payments - Propane

Last Modified on 06/20/2024 11:19 am EDT

Payments entered in EnergyTrack and will communicate back to Energy Force and will post to a customer's account in the same manner an Invoice is posted. There are two methods available for posting Payments:

## Method 1:

1. Select **Payment** located on the *Customer* screen. This will display the *Receipt* entry screen.

The image shows two screenshots from the EnergyTrack system. The left screenshot is the 'Customer' screen for customer ACKERMAN, KURT (ID 929). It lists other customers and shows a 'Payment' button highlighted with a red box. The right screenshot is the 'Receipt' screen for the same customer, showing a payment amount of \$250.00, payment method 'Check', and a check/credit card number of 3658. A red arrow points from the 'Payment' button in the first screenshot to the 'Receipt' screen in the second.

2. Enter the *Amount* of the payment.
  3. Indicate the *Payment Method*.
  4. Enter the *Check / Credit Card Number* if applicable.
- Note:** EnergyTrack cannot process credit cards. The driver will need to contact office personnel to process.
5. Tap in the *Customer Signature* field and have the customer sign.
  6. Select **Continue** and select the number of receipts to print.

## Method 2:

1. From the *Invoice* screen, select **Payment**. This will display the *Receipt* screen.

The image shows two screenshots from the EnergyTrack system. The left screenshot is the 'Invoice' screen for customer ACKERMAN, KURT. It shows a table of propane lines with a 'Payment' button highlighted in red. The right screenshot is the 'Receipt' screen for the same customer, showing a payment amount of \$250.00, payment method 'Check', and a check/credit card number of 6547. A red arrow points from the 'Payment' button in the first screenshot to the 'Receipt' screen in the second.

2. Enter the *Amount* of payment.
  3. Enter the *Amount* of the payment.
  4. Indicate the *Payment Method*.
  5. Enter the *Check / Credit Card Number* if applicable.
- Note:** EnergyTrack cannot process credit cards. The driver will need to contact office personnel to process.

6. Tap in the *Customer Signature* field and have the customer sign.
7. Select **Continue** and select the number of receipts to print. The receipts will print once the Invoice has been finalized and printed.