

AR History Overview

Last Modified on 11/26/2024 6:12 am PST

Pathway: [Accounts](#) > [Search](#) > [Accounts](#)

The AR History screen displays an account's balance for services they have received. In addition, AR History is used to manage the account's payment methods, post a payment and generate an invoice for.

The screenshot shows the AR History interface for 'Example Account 4'. The account details include address (521 COUNTY ROAD 6481, DAYTON, TX 77535-4468), terms (Net 20), and invoice delivery (Printed). The account is active and has a balance of 59.03. A red box highlights the 'AR History' icon in the top right corner. Below the account details, there is a 'PENDING' section with a balance of 60947. The 'AR HISTORY' table shows the following transactions:

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
07/12/23		2023-07		Payment - Visa - Credit Card	123456_DEMO_AUTH	(29.95)	4.95	(25.00)
07/10/23		2023-07		Payment - Bank Account - eCheck	123456_DEMO_AUTH	(127.55)	102.55	(25.00)
12/15/21	01/04/22	2021-12		Invoice	271127	98.40		98.40
09/08/21	09/28/21	2021-09		Invoice	176603	92.88	(82.25)	10.63

Permissions

The following permissions apply to the AR History screen and its features:

Permission ID	Permission Name
5	View Account
6	View Site
41	View AR History
278	Add Account Wallet
422	Auto Pay Management
262	Generate Single Invoice
345	Apply Credit to Invoice
140	Reverse an Invoice
399	Write Off Balance

Aging Buckets

AR aging buckets categorize an account's outstanding balances by time period.

CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL
0.00	2,095.03	0.00	0.00	0.00	527.93	2,622.96

Auto Pay at Billing - Bank Account 5309

- **Current:** Displays the total deposit balance available.
- **1-30 Days:** Displays the total balance amount for invoices 1-30 days past their due date.
- **31-60 Days:** Displays the total balance amount for invoices 31 to 60 days past their due date.
- **61- 90 Days:** Displays the total balance amount for invoices 61 to 90 days past their due date.
- **91-120 Days:** Displays the total balance amount for invoices 91-120 days past their due date.
- **120+ Days:** Displays the total balance amount for invoices more than 120 days past their due date.
- **Total:** Displays the total balance amount across all aging buckets less the current amount.
 - Example using image shown above: $80.00 + 252.54 + 2,802.87 - 127.25 = 3,008.16$

Export and Print

The option to print an invoice is available under the Statement drop down in the AR History tool.

The screenshot shows the AR History tool interface. At the top, there's a table with columns for aging buckets: CURRENT, 1-30 DAYS, 31-60 DAYS, 61-90 DAYS, 91-120 DAYS, 120+ DAYS, and TOTAL. Below this is a dropdown menu labeled 'STATEMENT' with options: INVOICE, AUTO APPLY, BALANCE WRITE OFF, and WALLET (2). A red arrow points from the 'Print Statement' option in the dropdown to a detailed view of a statement for 'CORPUS'.

CORPUS
 PO BOX 260310-D
 Dayton, OH 45134
 Phone [REDACTED]
 DAY_Div@navusoft.com

Example Account 6
 1234 Navu Way
 Corpus Christi, TX 78411

Statement

41902	Current	1-30 days	31-60 days	61-90 days	91-120 days	Over 120 days	Total
Example Account 6	0.00	2,095.03	0.00	0.00	0.00	527.93	2,622.96

Limit to Open Items

Date	Type	Reference	Location	Site Name	Amount	Applied	Balance
5/30/24	Invoice	900160	41902001	Example Site 1	2,095.03	0.00	2,095.03
10/1/23	Invoice	884157			314.59	0.00	314.59
9/14/23	Invoice	883844			105.74	0.00	105.74
8/10/23	Invoice	883842			107.60	0.00	107.60
Total							2,622.96

Invoice

Select **Invoice** to generate an invoice for the account. When the *Preview Invoice* screen displays, enter the date the customer is to be billed through in the 'Bill To Date' field. Invoices can be generated for a single site or all sites under the account.

AR HISTORY

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
0.00	0.00	0.00	0.00	0.00	527.93	527.93

Limit to open items | STATEMENT | **INVOICE** | AUTO APPLY | BALANCE WRITE OFF | WALLET (0) | Search

DATE ↓	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
10/01/23	10/11/23	2023-10		Invoice	884157	314.59		314.59
09/14/23	09/24/23	2023-09		Invoice	883844	105.74		105.74
08/10/23	08/20/23	2023-08		Invoice	883842	107.60		107.60

PREVIEW INVOICE

This Site | BILL TO DATE | INVOICE DATE | Arrears - Monthly
Billed Thru Date Oct 01, 2023
Next Invoice Date Oct 01, 2023 BATCH-25783 (not started)

SITE ID	START DATE	END DATE	GROSS QTY	NO CHARGE QTY	NAME	PO #	AMOUNT	SURCHARGES	TAXES	TOTAL			
Total										\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

GENERATE INVOICE

Auto Apply

Select **Auto Apply** and the system will automatically apply any credit on the account towards the balance of the oldest invoices first. Selecting Auto Apply will promptly initiate the auto apply process.

AR HISTORY

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
0.00	2,095.03	0.00	0.00	0.00	527.93	2,622.96

Limit to open items | STATEMENT | INVOICE | **AUTO APPLY** | BALANCE WRITE OFF | WALLET (2) | Search

DATE ↓	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
05/30/24	06/09/24	2024-05	41902001	Invoice	900160	2,095.03		2,095.03
10/01/23	10/11/23	2023-10		Invoice	884157	314.59		314.59
09/14/23	09/24/23	2023-09		Invoice	883844	105.74		105.74
08/10/23	08/20/23	2023-08		Invoice	883842	107.60		107.60

Balance Write Off

In the event all attempts to collect payment on a past-due account are unsuccessful, the existing balance can be written off using the **Balance Write Off** tool. When a balance for an account is written off it is removed from the Accounts Receivable ledger of the billing company.

AR HISTORY

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
0.00	2,095.03	0.00	0.00	0.00	527.93	2,622.96

Limit to open items | STATEMENT | INVOICE | AUTO APPLY | **BALANCE WRITE OFF** | WALLET (2) | Search

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
05/30/24	06/09/24	2024-05	41902001	Invoice	900160	2,095.03		2,095.03
10/01/23	10/11/23	2023-10		Invoice				314.59
09/14/23	09/24/23	2023-09		Invoice				105.74
08/10/23	08/20/23	2023-08		Invoice				107.60

BALANCE WRITE OFF

REASON CODE:

STATUS: Bad Debt

NOTE:

This process will write off customer's AR balance. Select Ok to continue.

OK

Wallet

Manage customer's credit cards and bank account information for payments using the **Wallet** tool. In addition to managing payment information, this tool is also used to post payment and set up auto pay.

AR HISTORY

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
0.00	2,095.03	0.00	0.00	0.00	527.93	2,622.96

Limit to open items | STATEMENT | INVOICE | AUTO APPLY | **BALANCE WRITE OFF** | **WALLET (2)** | Search

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
05/30/24	06/09/24	2024-05	41902001	Invoice	900160	2,095.03		2,095.03
10/01/23	10/11/23	2023-10		Invoice	884157	314.59		314.59
09/14/23	09/24/23	2023-09		Invoice	883844	105.74		105.74
08/10/23	08/20/23	2023-08		Invoice	883842	107.60		107.60

ACCOUNT WALLET

ACCOUNT HOLDER NAME	TYPE	LAST 4 DIGITS	EXPIRATION DATE	STATUS	AUTO PAY	DAY OF MONTH	AUTO PAY MAX	CREATED BY	PROCESSOR	
Miranda Thomas	Bank Account	5309		Active	At Billing			Isabel Navarro	Pineapple	View History
Carrie George	Visa	1111	06/29	Active	No			Isabel Navarro	Pineapple	View History

Wallet Setup Requirements

System Options

Pathway: Setup > System > System Options

In the Integration tab of System Options, **Enable ERP Integration** must be set to any option other than 'External System.' A selection here supersedes all other settings that enable the Wallet.

SYSTEM OPTIONS SETUP						
System	Sales	Integration	Account	Operations	Customer Portal	Broker
ENABLE ERP INTEGRATION	No		EXTERNAL INVOICE S3 FOLDER			
GL EXPORT FORMAT			EXTERNAL INVOICE TASK TYPE			
BI INTEGRATION DATABASE			EXTERNAL INVOICE APPROVAL EMAIL			
UPS ACCESS KEY						
USPS ACCESS KEY						
ERP ID LABEL	ERP LABEL					

Division

Pathway: Setup > System > Division

In the Credit Card / ACH Processing tab of Add/Update Division screens, set the *Enable Credit Card Processing* field to one of the available options:

- Yes (Credit Card & ACH)
- Yes (Credit Card Only)

If this field is set to 'No,' the Add icon in the Account Wallet popup will be hidden.

DIVISION SETUP		
DIVISION ID	NAME	LEGAL ADDRESS
1002		
1003		
1006		
1005		
1004		
1008		
1011		
1001		
1007		
1009		
1010		

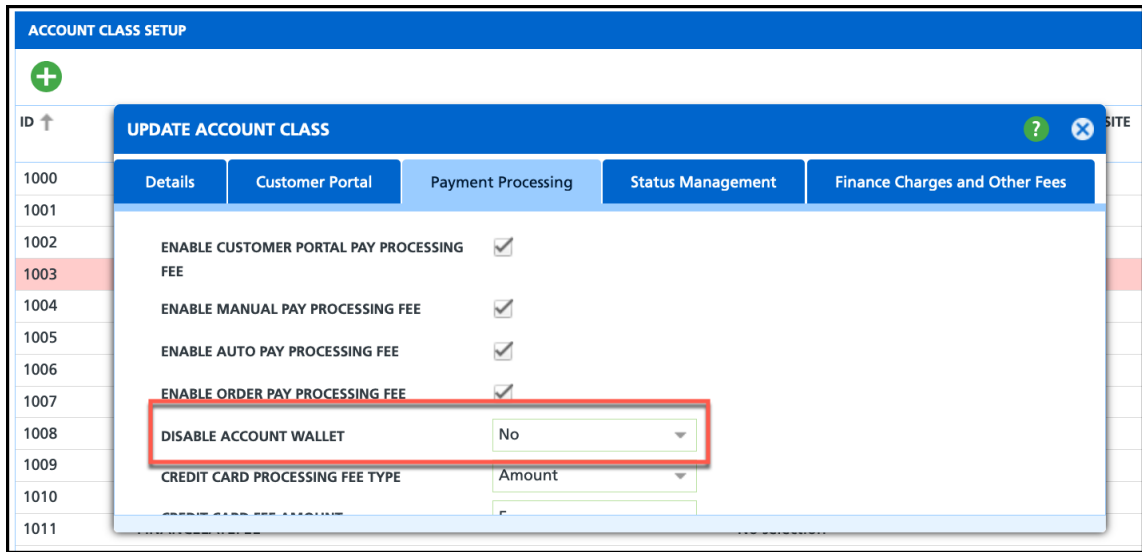
UPDATE DIVISION - 1001				
Details	Credit Card / ACH Processing	Cost / Target Pricing	Inter-company	Addresses
ENABLE CREDIT CARD PROCESSING	Yes (Credit Card & ACH)			
CREDIT CARD GATEWAY	Pineapple			
GATEWAY ENV	SANDBOX			
GATEWAY API KEY / USER NAME	Pineapple_DEMO			
GATEWAY TRANS. KEY / PASSWORD	PineappleExpress123!			
GATEWAY SETTLEMENT TIME	07 : 30 : 00 . 000 PM			
CREDIT CARD BANK ACCOUNT	BANK OF AMERICA			

Account Class

Pathway: Setup > Account > Account Class

In the Payment Processing tab of the Add/Update Account Class screens, set the *Disable Account Wallet* field to 'No' for the Add option to appear in Wallet. This setting also enables a 'Save for Reuse' checkbox in the Add Payment popup when using a credit card to pay on a work order (*Service Record > Payments > Add*

Payment).



Limit to Open Items

By default, the AR History tool displays only Open Items. Deselect the **Limit to Open Items** check box to view a history of open and closed billing transactions.

AR HISTORY									
CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL			
0.00	2,095.03	0.00	0.00	0.00	527.93	2,622.96			
<input type="checkbox"/> Limit to open items	STATEMENT	INVOICE	AUTO APPLY	BALANCE WRITE OFF	WALLET (2)	Search			
DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE	RUNNING SUM
05/30/24	06/09/24	2024-05	41902001	Invoice	900160	2,095.03		2,095.03	2,622.96
10/01/23	10/11/23	2023-10		Invoice	884157	314.59		314.59	527.93
09/14/23	09/24/23	2023-09		Invoice	883844	105.74		105.74	213.34
08/10/23	08/20/23	2023-08		Reversed Invoice	883843	0.00			107.60
08/10/23	08/20/23	2023-08		Invoice	883842	107.60		107.60	107.60

AR HISTORY									
CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL			
0.00	2,095.03	0.00	0.00	0.00	527.93	2,622.96			
<input checked="" type="checkbox"/> Limit to open items	STATEMENT	INVOICE	AUTO APPLY	BALANCE WRITE OFF	WALLET (2)	Search			
DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE	RUNNING SUM
05/30/24	06/09/24	2024-05	41902001	Invoice	900160	2,095.03		2,095.03	2,095.03
10/01/23	10/11/23	2023-10		Invoice	884157	314.59		314.59	314.59
09/14/23	09/24/23	2023-09		Invoice	883844	105.74		105.74	105.74
08/10/23	08/20/23	2023-08		Invoice	883842	107.60		107.60	107.60

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