AR History Overview

Last Modified on 09/15/2025 6:30 am PDT

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.



Permissions

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

Permission ID	Permission Name
5	View Account
6	View Site 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
480	Edit PO Number on Invoice Detail

Aging Buckets

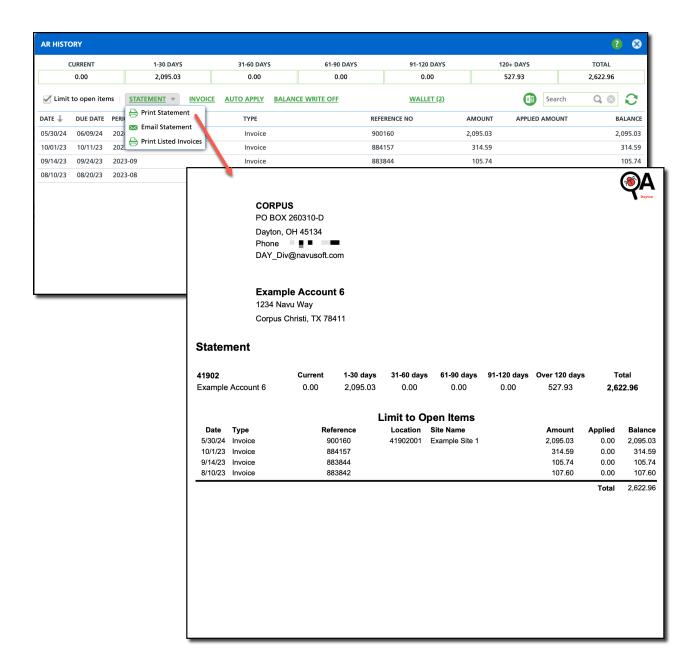
AR aging buckets categorize an account's outstanding balances by time period.

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	ď		
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 <u>less</u> the current amount.
 - Example using image shown above: 80.00 + 252.54 + 2,802.87 127.25 = 3,008.16

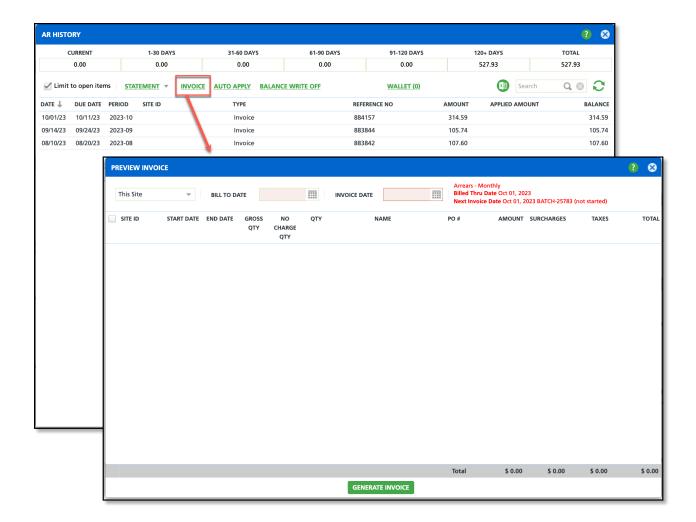
Export and Print

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



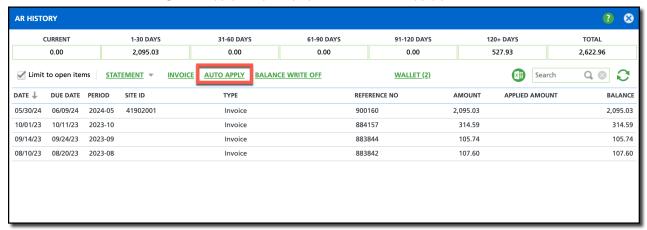
Invoice

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.



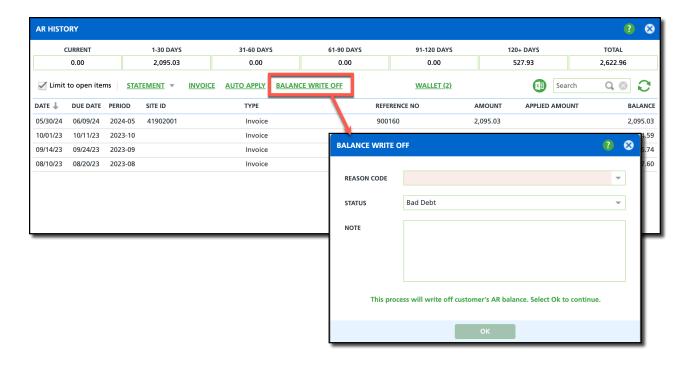
Auto Apply

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.



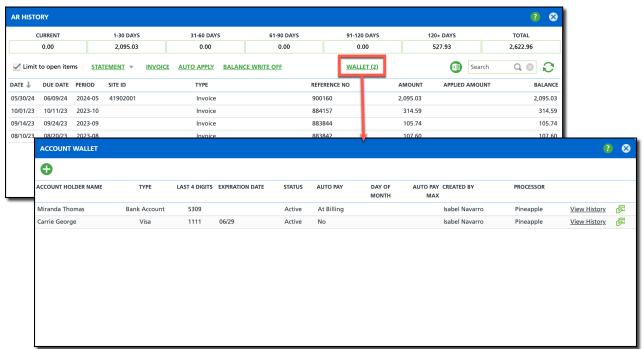
Balance Write Off

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.



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.

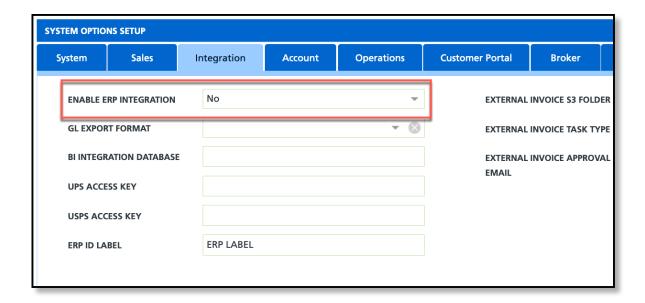


Wallet Setup Requirements

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.



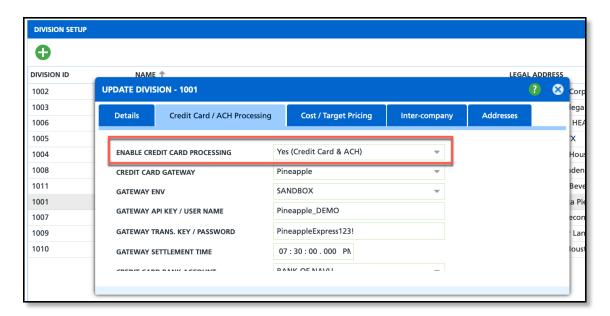
Division

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)

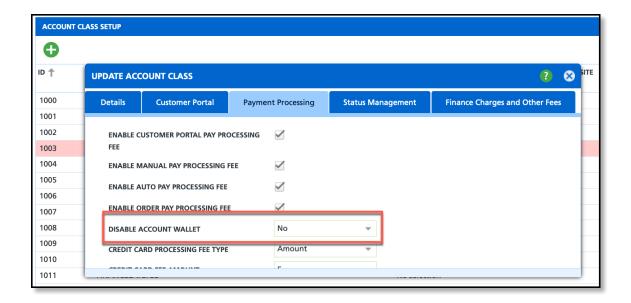
If this field is set to 'No,' the Add icon in the Account Wallet popup will be hidden.



Account Class

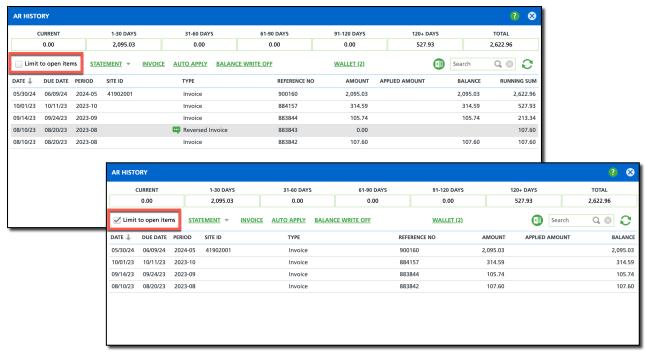
Pathway: Setup > Account > Account Class

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.



Related Articles

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AR History Account Transactions
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Accounts - Add Payment Method / Make Payment Method Inactive

