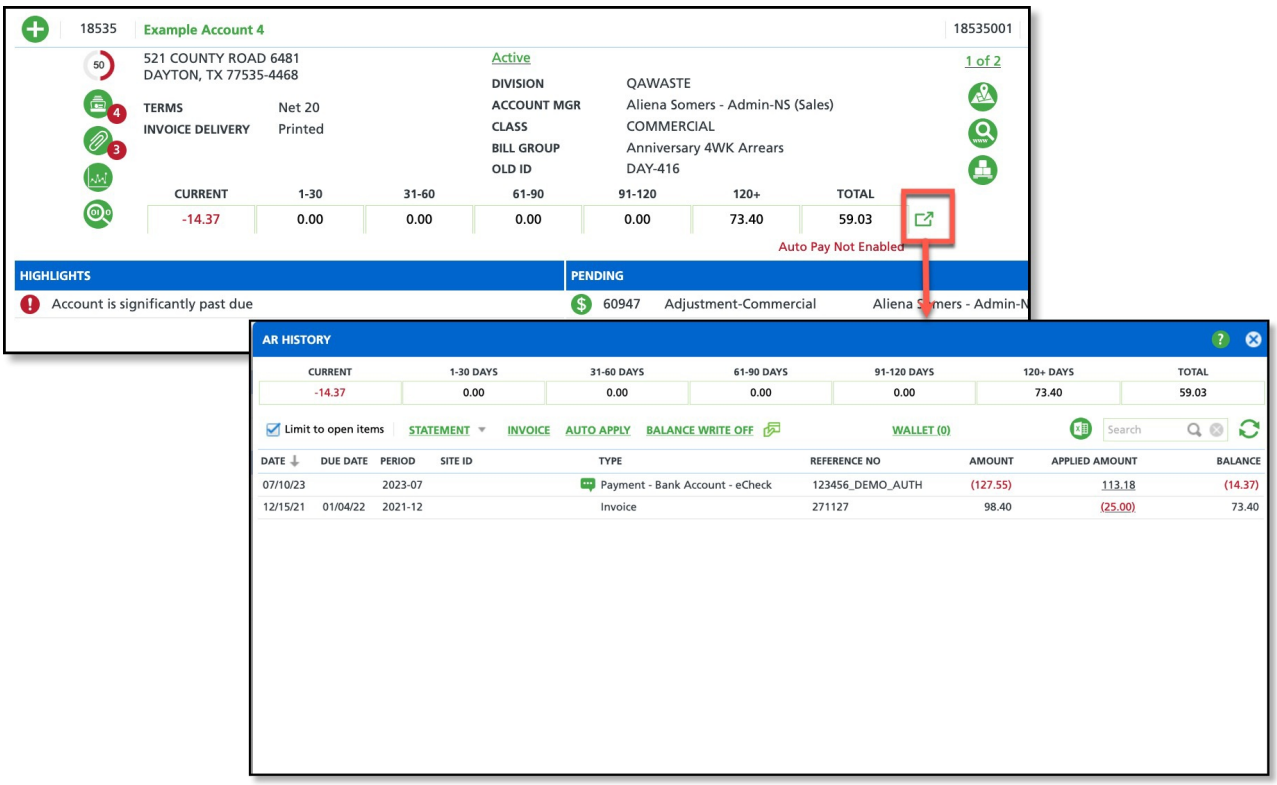
AR History Overview

Last Modified on 10/20/2026 1:40 pm PDT

Pathway: *Accounts > Search > Accounts*

The **AR History** screen displays an account's balance across all sites for services received. In addition to viewing account activity, you can manage payment methods, post payments, generate single invoices, and perform other accounting functions for the account.



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
480	Edit PO Number on Invoice Detail

Aging Buckets

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

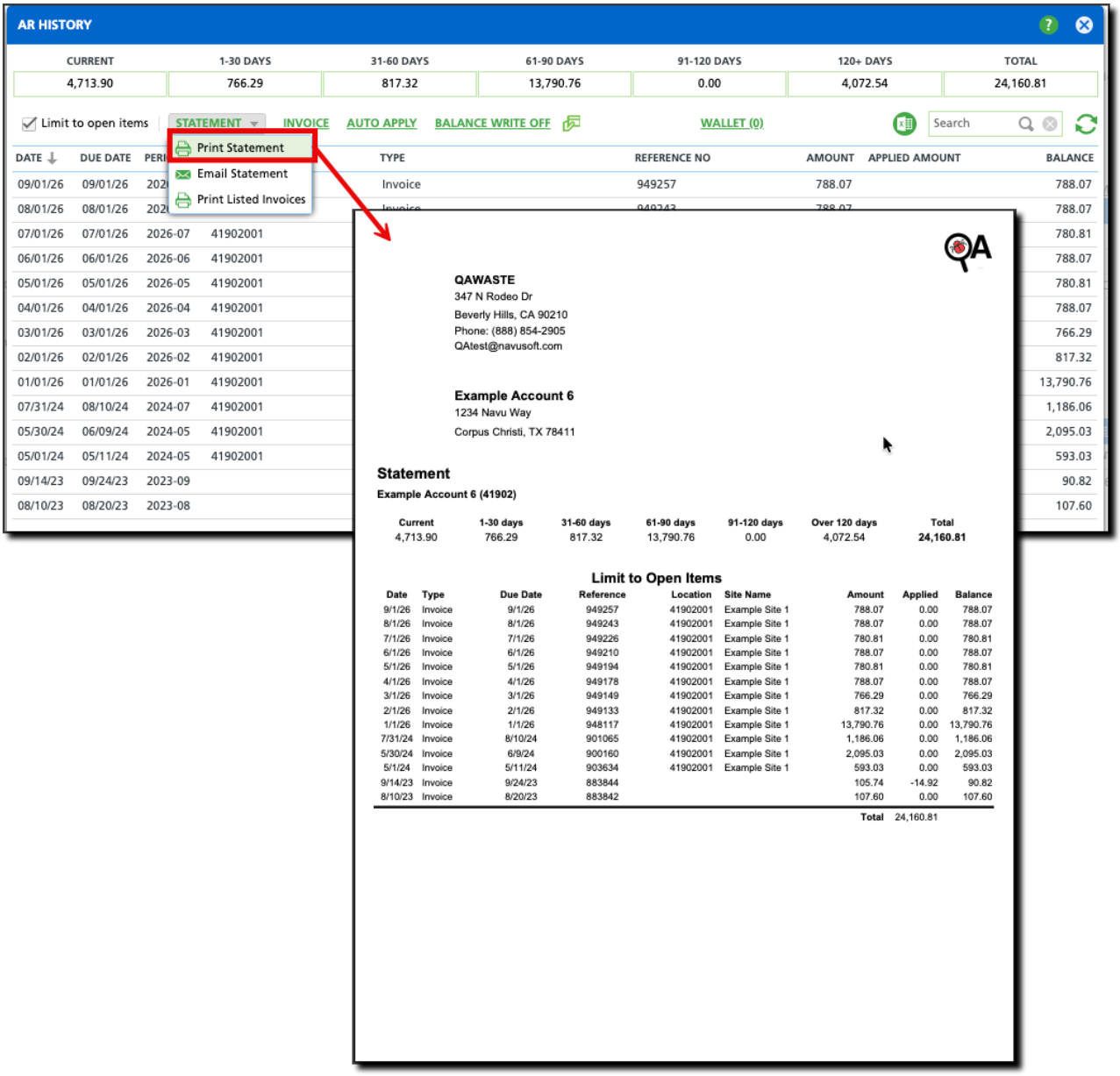


- **Current:** Displays the total deposit balance available.
- **1-30** Days: Displays the total balance amount for invoices 1-30 days past their due date.
- **31-60** Days: Displays the total balance amount for invoices 31 to 60 days past their due date.
- **61- 90** Days: Displays the total balance 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

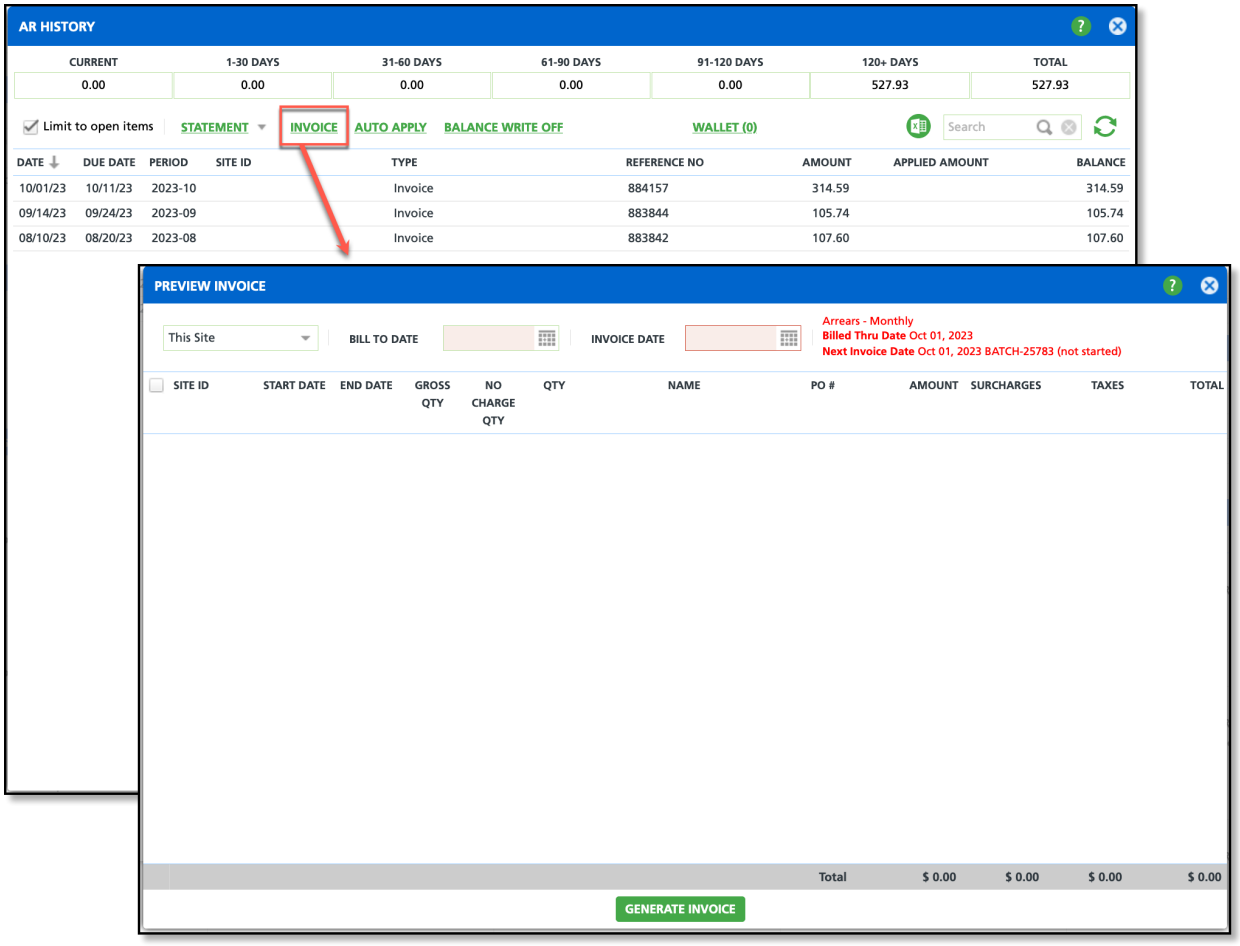
The option to print an invoice is available under the Statement drop down in the AR History tool.

- The **Print Statement** option will print the AR History Details for open items.
- The **Email Statement** option will email a link to allow the customer to view open AR Detail items.



Invoice

Select **Invoice** to generate a single invoice for the account. When the **Preview Invoice** screen appears, enter the **Bill To Date** (the date through which the customer will be billed) and the **Invoice Date** (the date the invoice is generated).



The invoice generated will be either for one site or for all sites of an account. This is dependent on two things:

1. **Bill by Site** setting at the account level - if checked, then invoices are generated for a site.
2. *AR History* > *Invoice* > *Preview Invoice* - **This Site / All Sites** drop-down

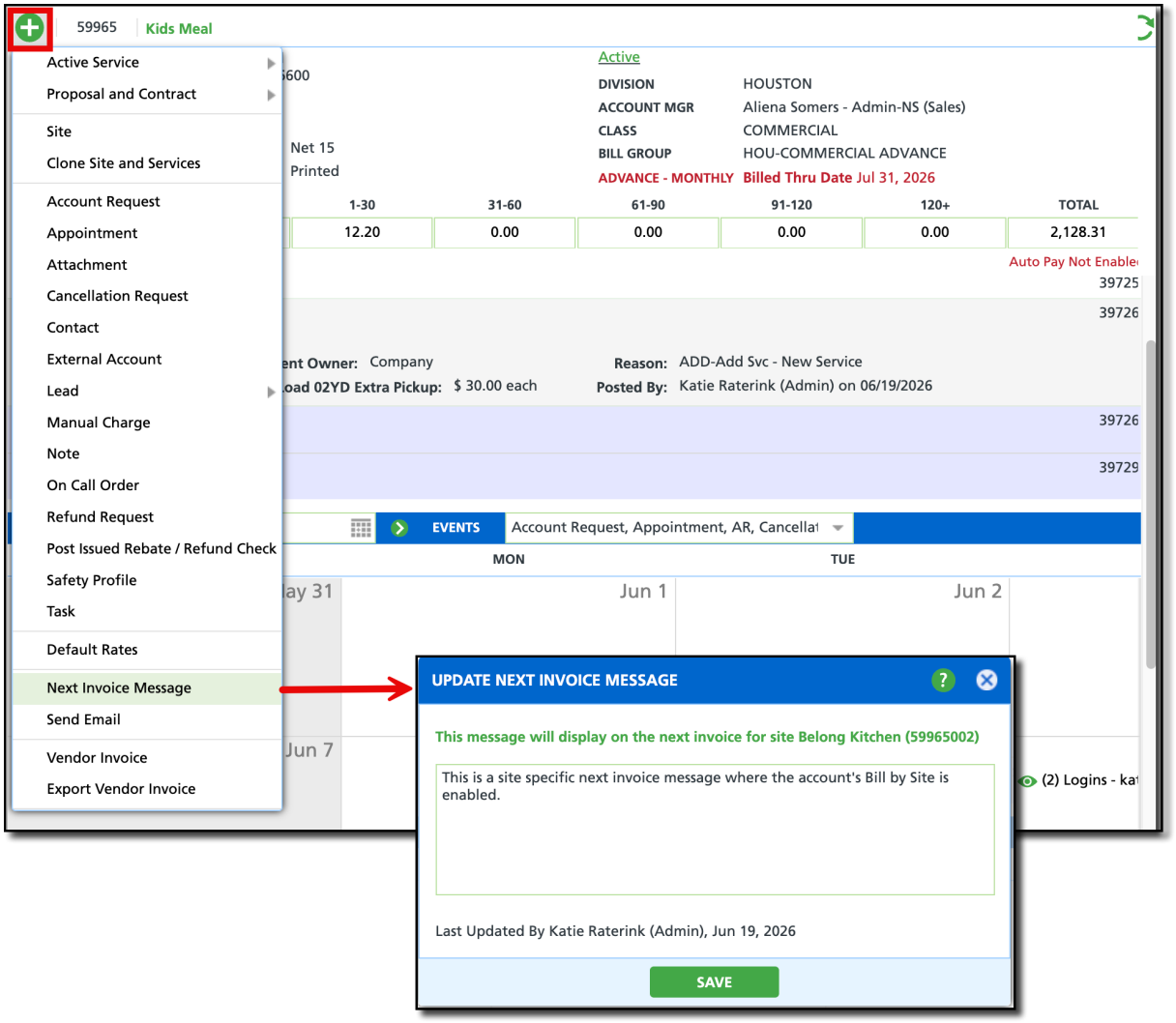
Bill be Site can be unchecked but if **This Site** is selecting when generating the invoice from AR History, then only the site will be billed on the invoice.

Next Invoice Message

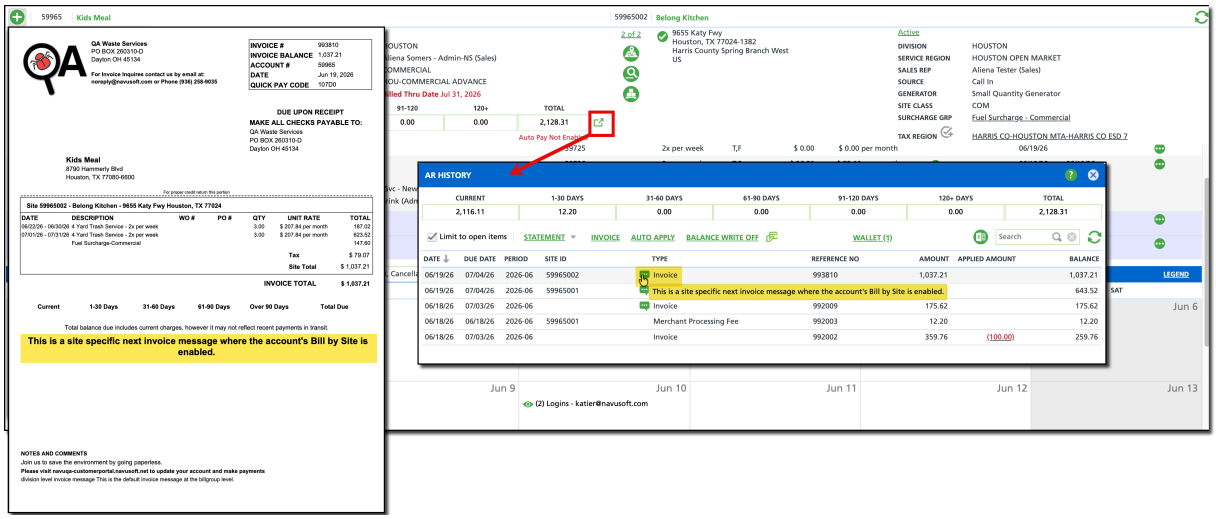
General invoice messaging is set up by Division, Bill Group, Account Class, and Service Region through Navusoft's Invoice Message Management tool. However, the ability to add an invoice specific message at the account or site level for the next generated invoice for that account or site is provided at the account level.

To create a one time message for the next invoice generated:

1. Select the **+** icon at the account level.
2. Select **Next Invoice Message**.
3. Add text.
4. Select **Save**.



The message is then displayed as a comment bubble on the invoice line in AR History and on the invoice itself. The next invoice message is cleared.



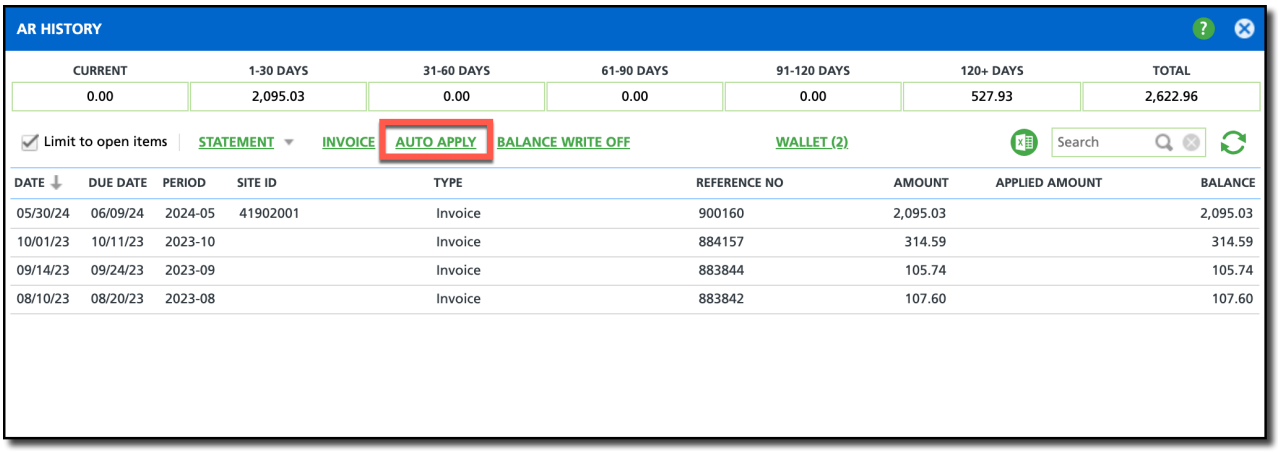
It works based on the account level billing setup:

- With **Edit Account > Settings > Bill by Site** enabled, the Next Invoice Message is applied to the next invoice for the current site. Each site can have its own unique Next Invoice Message.
- With **Edit Account > Settings > Bill by Site** disabled, the Next Invoice Message applies to the invoice generated for the account (1 or more sites).

Note: As always, the Next Invoice Message will automatically clear after the next invoice has been successfully generated.

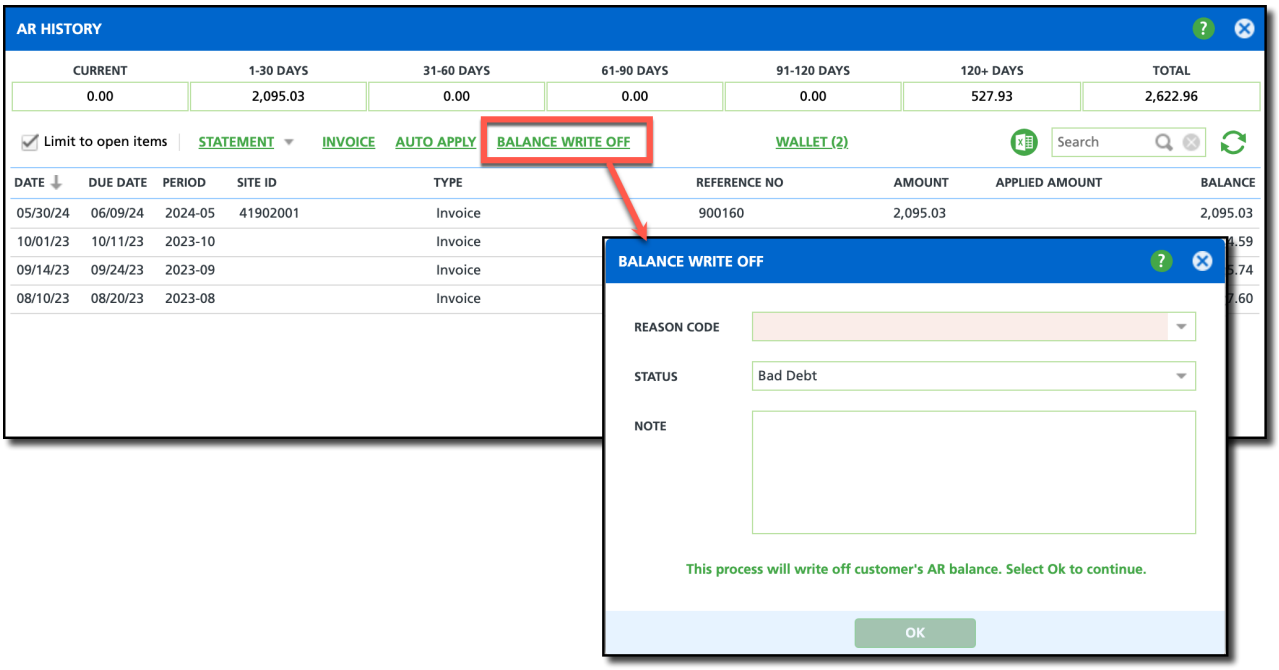
Auto Apply

Select **Auto Apply** to have the system automatically apply any available account credits toward the outstanding balance, starting with the oldest invoice first. Once selected, the auto-apply process begins immediately.



Balance Write Off

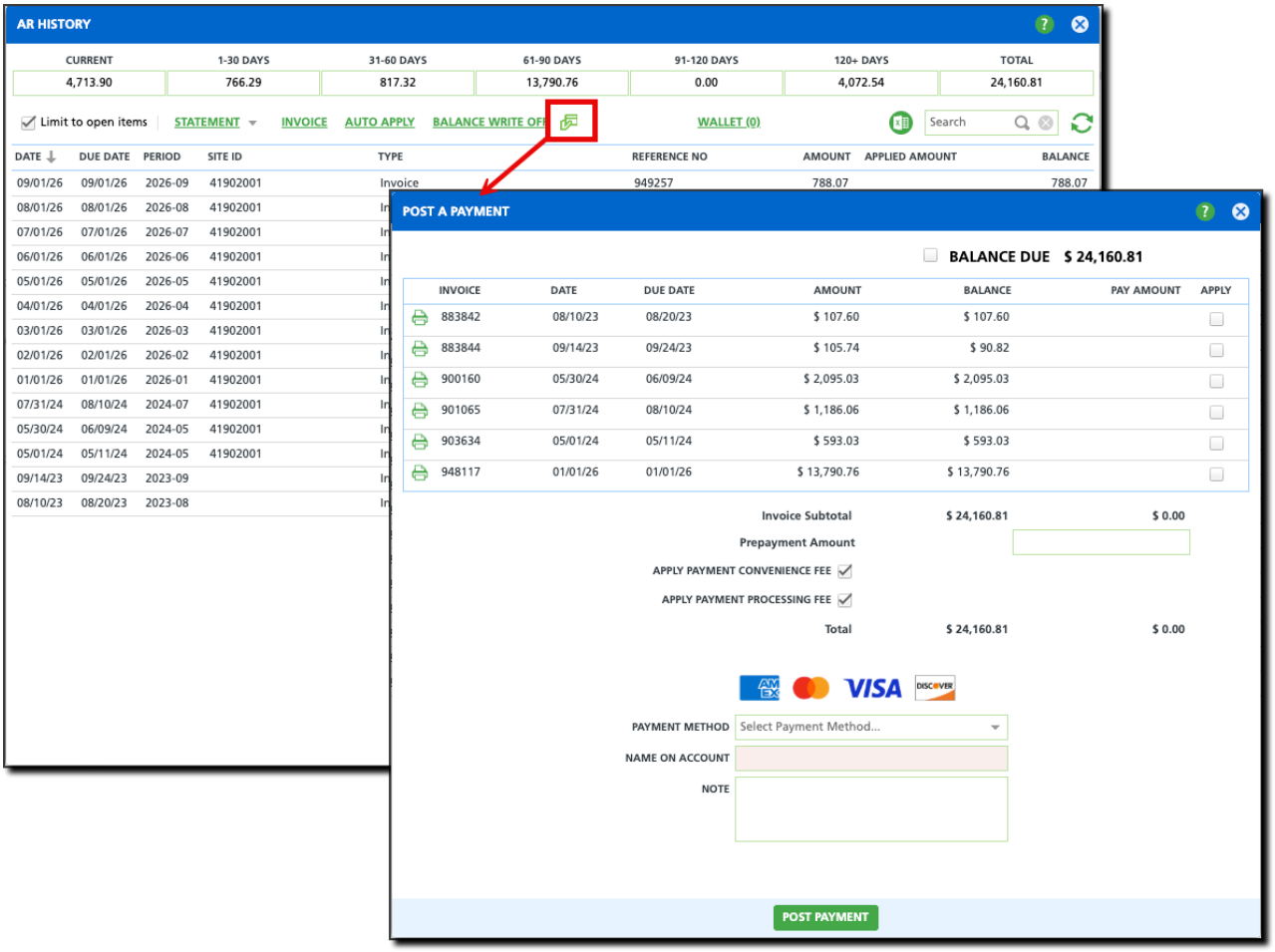
In the event all attempts to collect payment on a past-due account are unsuccessful, the existing balance can be written off using the **Balance Write Off** tool. When a balance for an account is written off it is removed from the Accounts Receivable ledger of the billing company. To perform a balance write-off, a user must have permission 399 (Write Off Balance).



Post a Payment

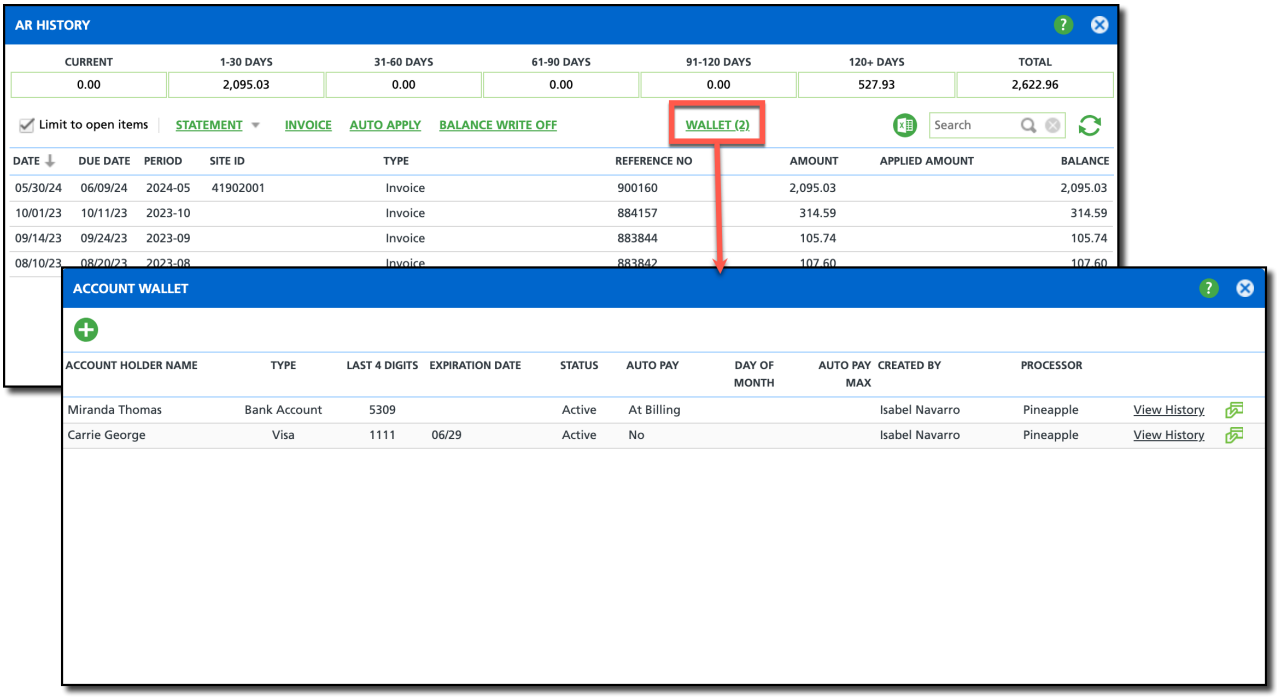
Quickly post a payment to a customer's account using the **Post a Payment** feature in AR History. When entering a

payment, optional settings configured in the account class, such as **Apply Payment Process Fee** and Apply Payment Convenience Fee, can be enabled or disabled as needed.



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.

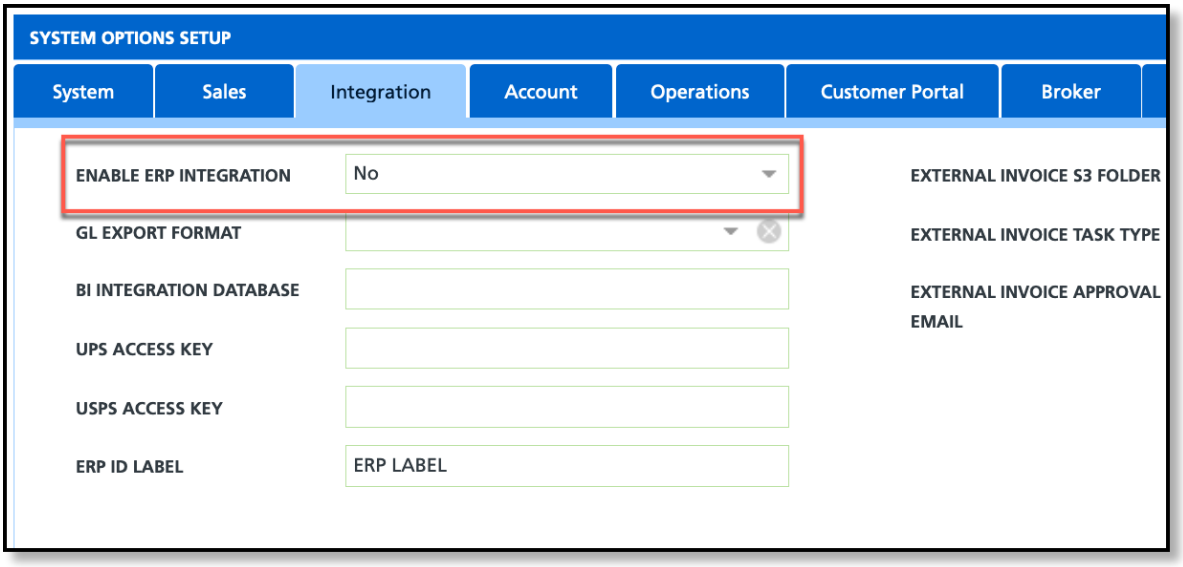


Wallet Setup Requirements

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.



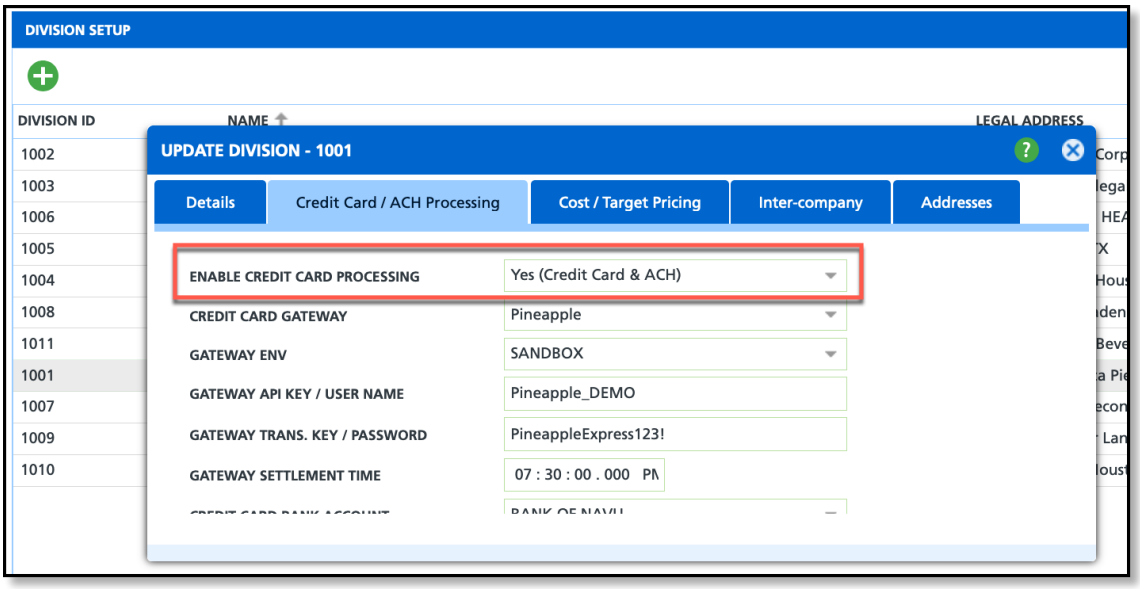
Division

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)

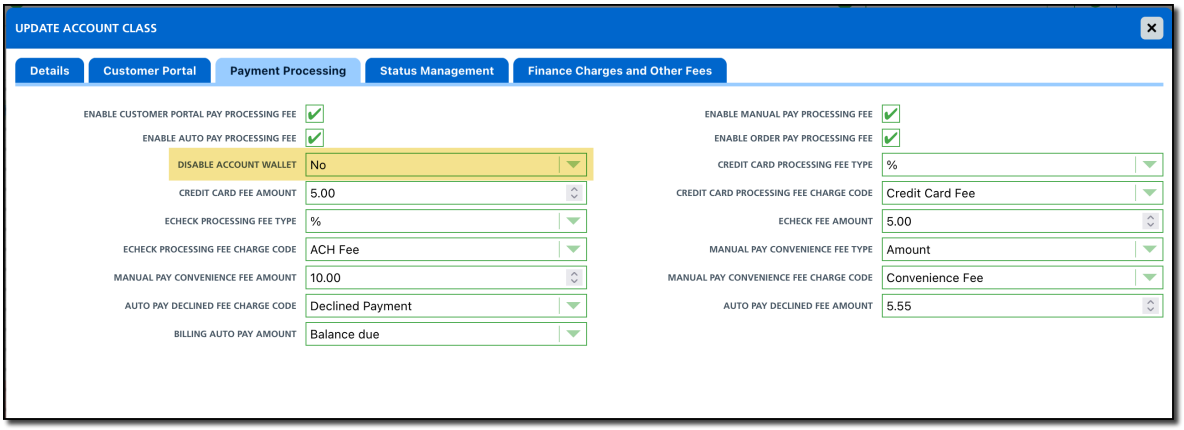
If this field is set to 'No,' the Add icon in the Account Wallet popup will be hidden.



Account Class

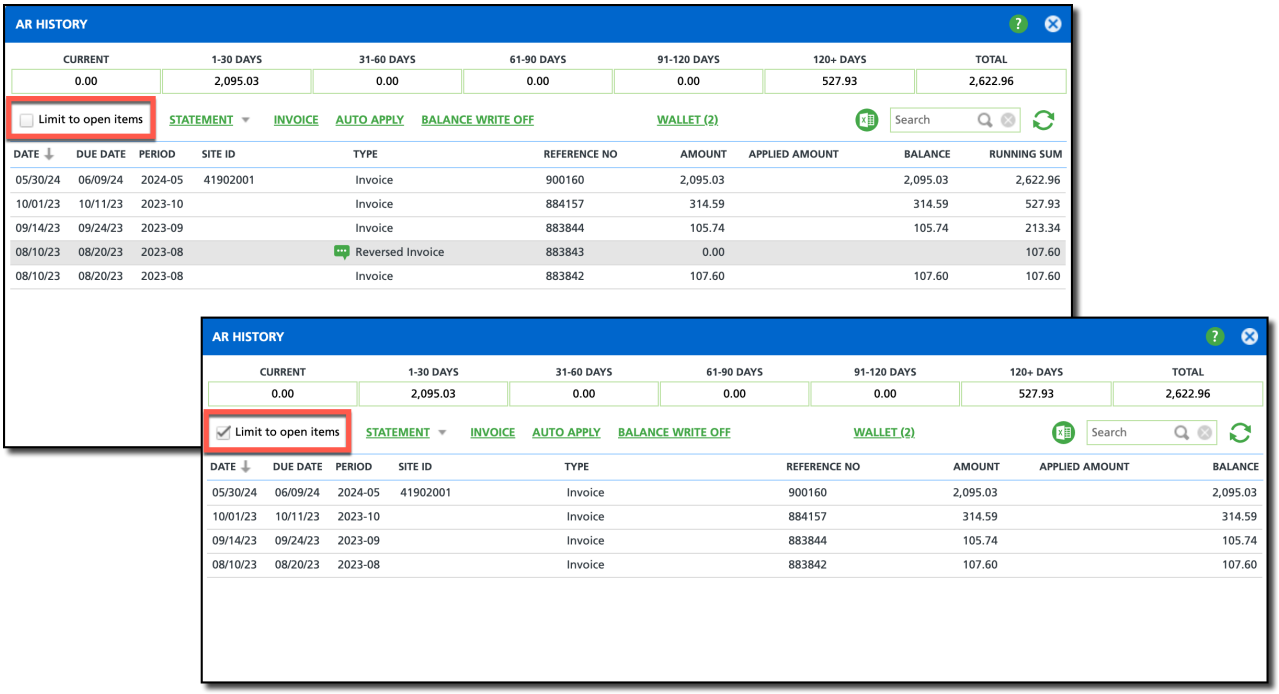
Pathway: *Setup > Account > Account Class*

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 and events.



When **Limit to open items** is deselected, an additional column, **Running Sum,** is provided to display the overall account balance as each transaction is added or subtracted, showing how the balance changes over time.

Related Articles

Reverse/Transfer/Split Payments
Generate Single Invoice
View Details / Adjust Invoice
AR History Account Transactions
Void, Refund and Payment Chargeback
Accounts - Add Payment Method / Make Payment Method Inactive
Apply Convenience Fee