

# AR History Overview

Last Modified on 04/01/2026 7:29 am PDT

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

The AR History screen displays an account's balance across all sites 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 displays 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). A balance summary table shows amounts across aging buckets: CURRENT (-14.37), 1-30 (0.00), 31-60 (0.00), 61-90 (0.00), 91-120 (0.00), 120+ (73.40), and TOTAL (59.03). A 'HIGHLIGHTS' section notes 'Account is significantly past due'. The 'AR HISTORY' table below lists transactions:

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
07/10/23		2023-07		Payment - Bank Account - eCheck	123456_DEMO_AUTH	(127.55)	113.18	(14.37)
12/15/21	01/04/22	2021-12		Invoice	271127	98.40	(25.00)	73.40

## 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	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 Print Statement option will output the AR History Details matching the limit to open items setup selection. The Email Statement option will email a link to allow the customer to view open AR Detail items.

**AR HISTORY**

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
4,713.90	766.29	817.32	13,790.76	0.00	4,072.54	24,160.81

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

DATE ↓	DUE DATE	PERIOD	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
09/01/26	09/01/26	2026-07	Invoice	949257	788.07		788.07
08/01/26	08/01/26	2026-06	Invoice	949243	788.07		788.07
07/01/26	07/01/26	2026-05	Invoice	41902001			780.81
06/01/26	06/01/26	2026-04	Invoice	41902001			788.07
05/01/26	05/01/26	2026-03	Invoice	41902001			780.81
04/01/26	04/01/26	2026-02	Invoice	41902001			788.07
03/01/26	03/01/26	2026-01	Invoice	41902001			766.29
02/01/26	02/01/26	2025-12	Invoice	41902001			817.32
01/01/26	01/01/26	2025-11	Invoice	41902001			13,790.76
07/31/24	08/10/24	2024-07	Invoice	41902001			1,186.06
05/30/24	06/09/24	2024-05	Invoice	41902001			2,095.03
05/01/24	05/11/24	2024-05	Invoice	41902001			593.03
09/14/23	09/24/23	2023-09	Invoice				90.82
08/10/23	08/20/23	2023-08	Invoice				107.60

**QAWASTE**  
 347 N Rodeo Dr  
 Beverly Hills, CA 90210  
 Phone: (888) 854-2905  
 QAtest@navusoft.com

**Example Account 6**  
 1234 Navu Way  
 Corpus Christi, TX 78411

**Statement**  
 Example Account 6 (41902)

Current	1-30 days	31-60 days	61-90 days	91-120 days	Over 120 days	Total
4,713.90	766.29	817.32	13,790.76	0.00	4,072.54	24,160.81

**Limit to Open Items**

Date	Type	Due Date	Reference	Location	Site Name	Amount	Applied	Balance
9/1/26	Invoice	9/1/26	949257	41902001	Example Site 1	788.07	0.00	788.07
8/1/26	Invoice	8/1/26	949243	41902001	Example Site 1	788.07	0.00	788.07
7/1/26	Invoice	7/1/26	949226	41902001	Example Site 1	780.81	0.00	780.81
6/1/26	Invoice	6/1/26	949210	41902001	Example Site 1	788.07	0.00	788.07
5/1/26	Invoice	5/1/26	949194	41902001	Example Site 1	780.81	0.00	780.81
4/1/26	Invoice	4/1/26	949178	41902001	Example Site 1	788.07	0.00	788.07
3/1/26	Invoice	3/1/26	949149	41902001	Example Site 1	766.29	0.00	766.29
2/1/26	Invoice	2/1/26	949133	41902001	Example Site 1	817.32	0.00	817.32
1/1/26	Invoice	1/1/26	948117	41902001	Example Site 1	13,790.76	0.00	13,790.76
7/31/24	Invoice	8/10/24	901065	41902001	Example Site 1	1,186.06	0.00	1,186.06
5/30/24	Invoice	6/9/24	900160	41902001	Example Site 1	2,095.03	0.00	2,095.03
5/1/24	Invoice	5/11/24	903634	41902001	Example Site 1	593.03	0.00	593.03
9/14/23	Invoice	9/24/23	883844			105.74	-14.92	90.82
8/10/23	Invoice	8/20/23	883842			107.60	0.00	107.60
<b>Total</b>						24,160.81		

## 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).

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: [Dropdown] | BILL TO DATE: [Calendar] | INVOICE DATE: [Calendar]

Arrears - Monthly  
Billed Thru Date Oct 01, 2023  
Next Invoice Date Oct 01, 2023 BATCH-25783 (not started)

<input type="checkbox"/>	SITE ID	START DATE	END DATE	GROSS QTY	NO CHARGE QTY	QTY	NAME	PO #	AMOUNT	SURCHARGES	TAXES	TOTAL
Total												

Total \$ 0.00 \$ 0.00 \$ 0.00 \$ 0.00

**GENERATE INVOICE**

## 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.

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)

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				14.59
09/14/23	09/24/23	2023-09		Invoice				5.74
08/10/23	08/20/23	2023-08		Invoice				17.60

**BALANCE WRITE OFF**

REASON CODE:

STATUS:

NOTE:

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

## 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.

**AR HISTORY**

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
4,713.90	766.29	817.32	13,790.76	0.00	4,072.54	24,160.81

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

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
09/01/26	09/01/26	2026-09	41902001	Invoice	949257	788.07		788.07
08/01/26	08/01/26	2026-08	41902001	Invoice				
07/01/26	07/01/26	2026-07	41902001	Invoice				
06/01/26	06/01/26	2026-06	41902001	Invoice				
05/01/26	05/01/26	2026-05	41902001	Invoice				
04/01/26	04/01/26	2026-04	41902001	Invoice				
03/01/26	03/01/26	2026-03	41902001	Invoice				
02/01/26	02/01/26	2026-02	41902001	Invoice				
01/01/26	01/01/26	2026-01	41902001	Invoice				
07/31/24	08/10/24	2024-07	41902001	Invoice				
05/30/24	06/09/24	2024-05	41902001	Invoice				
05/01/24	05/11/24	2024-05	41902001	Invoice				
09/14/23	09/24/23	2023-09		Invoice				
08/10/23	08/20/23	2023-08		Invoice				

**POST A PAYMENT**

BALANCE DUE \$ 24,160.81

INVOICE	DATE	DUE DATE	AMOUNT	BALANCE	PAY AMOUNT	APPLY
883842	08/10/23	08/20/23	\$ 107.60	\$ 107.60		<input type="checkbox"/>
883844	09/14/23	09/24/23	\$ 105.74	\$ 90.82		<input type="checkbox"/>
900160	05/30/24	06/09/24	\$ 2,095.03	\$ 2,095.03		<input type="checkbox"/>
901065	07/31/24	08/10/24	\$ 1,186.06	\$ 1,186.06		<input type="checkbox"/>
903634	05/01/24	05/11/24	\$ 593.03	\$ 593.03		<input type="checkbox"/>
948117	01/01/26	01/01/26	\$ 13,790.76	\$ 13,790.76		<input type="checkbox"/>

Invoice Subtotal \$ 24,160.81      \$ 0.00

Prepayment Amount

APPLY PAYMENT CONVENIENCE FEE

APPLY PAYMENT PROCESSING FEE

Total \$ 24,160.81      \$ 0.00

PAYMENT METHOD:

NAME ON ACCOUNT:

NOTE:

# 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.

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

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 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
Carrie George	Visa	1111	06/29	Active	No			Isabel Navarro	Pineapple

## 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	Sales	Integration	Account	Operations	Customer Portal	Broker
<b>ENABLE ERP INTEGRATION</b>		No				
GL EXPORT FORMAT						EXTERNAL INVOICE S3 FOLDER
BI INTEGRATION DATABASE						EXTERNAL INVOICE TASK TYPE
UPS ACCESS KEY						EXTERNAL INVOICE APPROVAL EMAIL
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.

The screenshot shows the 'UPDATE DIVISION - 1001' form with the 'Credit Card / ACH Processing' tab selected. The 'ENABLE CREDIT CARD PROCESSING' field is highlighted with a red box and set to 'Yes (Credit Card & ACH)'. Other fields include '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), and '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*).

The screenshot shows the 'UPDATE ACCOUNT CLASS' form with the 'Payment Processing' tab selected. The 'DISABLE ACCOUNT WALLET' field is highlighted with a red box and set to 'No'. Other fields include 'ENABLE CUSTOMER PORTAL PAY PROCESSING FEE' (checked), 'ENABLE MANUAL PAY PROCESSING FEE' (checked), 'ENABLE AUTO PAY PROCESSING FEE' (checked), 'ENABLE ORDER PAY PROCESSING FEE' (checked), and 'CREDIT CARD PROCESSING FEE TYPE' (Amount).

## 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
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

## 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](#)