

AR History Overview

Last Modified on 06/19/2026 1:40 pm 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). The aging buckets table shows a current balance of -14.37 and a total balance of 59.03. A red box highlights a green icon in the top right corner of the account details section.

	CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL
	-14.37	0.00	0.00	0.00	0.00	73.40	59.03

	CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
	-14.37	0.00	0.00	0.00	0.00	73.40	59.03

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 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.

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	2026-09	Invoice	949257	788.07		788.07
08/01/26	08/01/26	2026-08	Invoice	949243	788.07		788.07
07/01/26	07/01/26	2026-07	Invoice	41902001			780.81
06/01/26	06/01/26	2026-06	Invoice	41902001			788.07
05/01/26	05/01/26	2026-05	Invoice	41902001			780.81
04/01/26	04/01/26	2026-04	Invoice	41902001			788.07
03/01/26	03/01/26	2026-03	Invoice	41902001			766.29
02/01/26	02/01/26	2026-02	Invoice	41902001			817.32
01/01/26	01/01/26	2026-01	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
Total						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

<input checked="" type="checkbox"/> Limit to open items	STATEMENT	INVOICE	AUTO APPLY	BALANCE WRITE OFF	WALLET (0)	Search
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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)

<input type="checkbox"/> SITE ID	START DATE	END DATE	GROSS QTY	NO CHARGE QTY	QTY	NAME	PO #	AMOUNT	SURCHARGES	TAXES	TOTAL
Total								\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

GENERATE INVOICE

Next Invoice Message

General invoice messaging is setup 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**.

59965 Kids Meal

- Active Service
- Proposal and Contract
- Site
- Clone Site and Services
- Account Request
- Appointment
- Attachment
- Cancellation Request
- Contact
- External Account
- Lead
- Manual Charge
- Note
- On Call Order
- Refund Request
- Post Issued Rebate / Refund Check
- Safety Profile
- Task
- Default Rates
- Next Invoice Message**
- Send Email
- Vendor Invoice
- Export Vendor Invoice

UPDATE NEXT INVOICE MESSAGE

This message will display on the next invoice for site **Belong Kitchen (59965002)**

This is a site specific next invoice message where the account's Bill by Site is enabled.

Last Updated By Katie Raterink (Admin), Jun 19, 2026

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.

59965 Kids Meal

QA Waste Services
PO BOX 2003104
Dayton OH 45134

INVOICE # 993810
INVOICE BALANCE 1,037.21
ACCOUNT # 59965
DATE Jun 19, 2026
CHECK PAY CODE 30709

DUE UPON RECEIPT
MAKE ALL CHECKS PAYABLE TO:
QA Waste Services
PO BOX 2003104
Dayton OH 45134

Kids Meal
8790 Hammond Blvd
Houston, TX 77060-6600

Site 59965002 - Belong Kitchen - 9655 Katy Fwy Houston, TX 77024

DATE	DESCRIPTION	WO #	PO #	QTY	UNIT RATE	TOTAL
06/20/26	4 Year Trash Service - 2x per week			2.00	\$ 207.84 per month	415.68
07/01/26	4 Year Trash Service - 2x per week			3.00	\$ 207.84 per month	623.52
	Fuel Surcharge-Commercial					147.90
	Tax				\$ 79.07	
	Site Total					\$ 1,037.21
	INVOICE TOTAL					\$ 1,037.21

Current 1-30 Days 31-60 Days 61-90 Days Over 90 Days Total Due

Total balance due includes current charges, however it may not reflect recent payments in transit.

This is a site specific next invoice message where the account's Bill by Site is enabled.

NOTES AND COMMENTS
Join us to save the environment by going paperless.
Please call newscustomer@navissoft.com to update your account and make payments.
Default level invoice message This is the default invoice message at the logup meet.

59965002 Belong Kitchen

9655 Katy Fwy
Houston, TX 77024-1362
Harris County Spring Branch West
US

Active

DIVISION HOUSTON
SALES REP Aliena Tester (Sales)
SOURCE Call In
GENERATOR Small Quantity Generator
SITE CLASS COM
SURCHARGE GRP Fuel Surcharge-Commercial
TAX REGION HARRIS CO-HOUSTON MTA-HARRIS CO ESD 7
06/19/26

2x per week TF \$ 0.00 \$ 0.00 per month

AR HISTORY

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
06/19/26	07/04/26	2026-06	59965002	Invoice	993810	1,037.21	1,037.21	1,037.21
06/19/26	07/04/26	2026-06	59965001	Invoice		175.62		643.52
06/18/26	07/03/26	2026-06		Invoice	992009	175.62		175.62
06/18/26	06/18/26	2026-06	59965001	Merchant Processing Fee	992003	12.20		12.20
06/18/26	07/03/26	2026-06		Invoice	992002	359.76	(100.00)	259.76

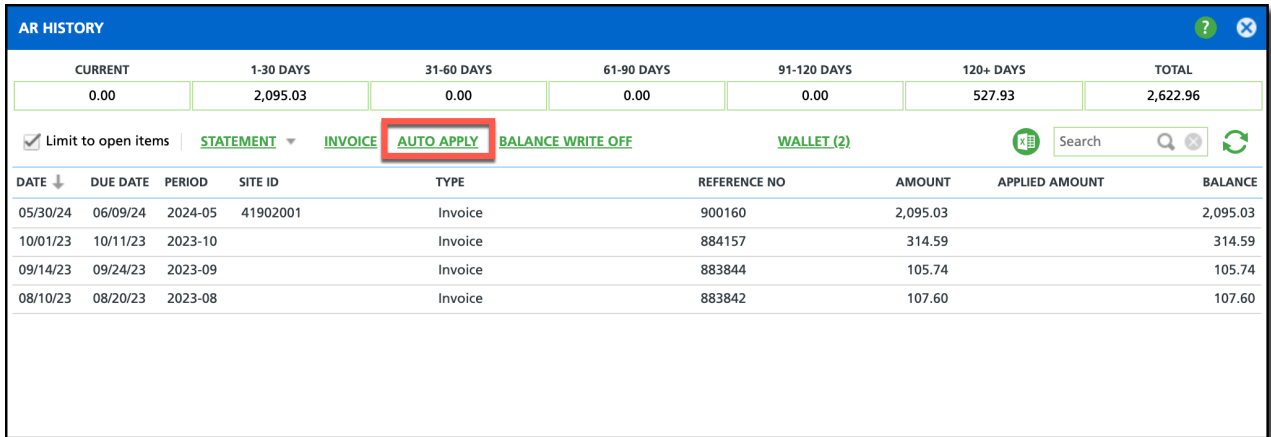
It works based on the account level billing setup:

- 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.



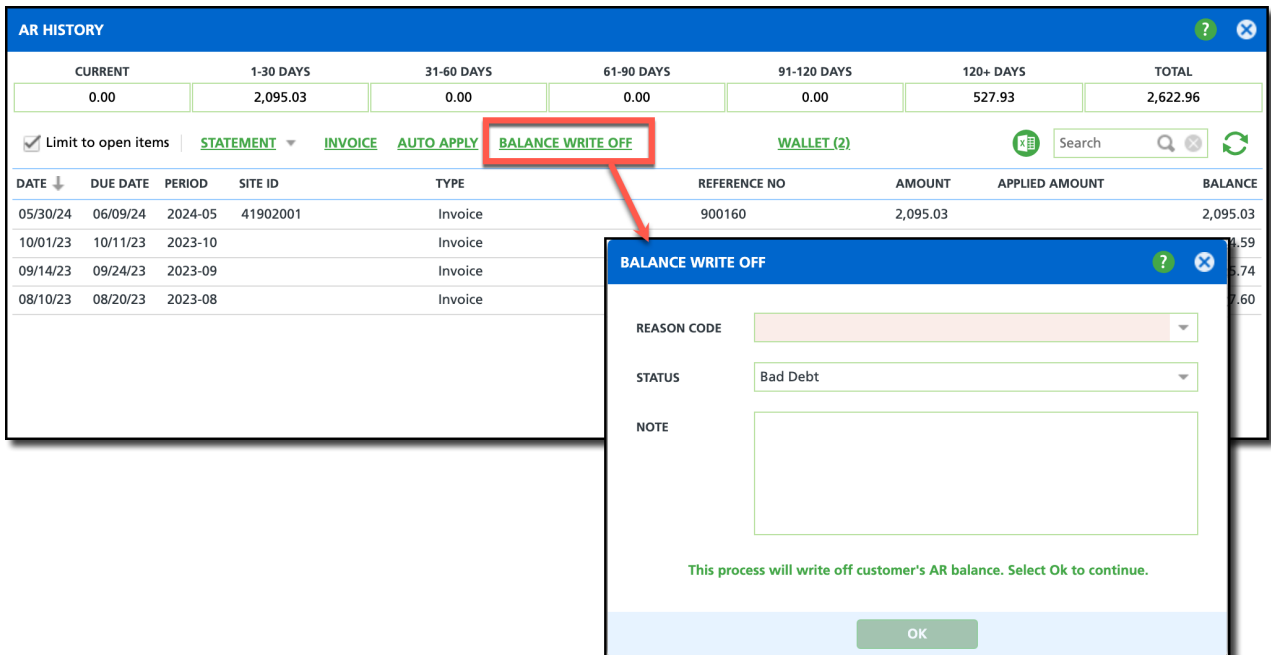
The screenshot shows the AR History interface. At the top, there is a summary table with columns: CURRENT, 1-30 DAYS, 31-60 DAYS, 61-90 DAYS, 91-120 DAYS, 120+ DAYS, and TOTAL. Below this is a navigation bar with buttons for 'Limit to open items', 'STATEMENT', 'INVOICE', 'AUTO APPLY' (highlighted with a red box), 'BALANCE WRITE OFF', and 'WALLET (2)'. A search bar is also present. The main table below has columns: DATE, DUE DATE, PERIOD, SITE ID, TYPE, REFERENCE NO, AMOUNT, APPLIED AMOUNT, and BALANCE.

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

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).



The screenshot shows the AR History interface with the 'BALANCE WRITE OFF' button highlighted. A modal dialog box titled 'BALANCE WRITE OFF' is open, containing the following fields:

- REASON CODE:
- STATUS:
- NOTE:

At the bottom of the dialog, there is a green 'OK' button and a message: "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: Select Payment Method...

NAME ON ACCOUNT

NOTE

POST PAYMENT

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)**

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 CREATED BY MAX	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.

The screenshot shows the 'SYSTEM OPTIONS SETUP' interface with the 'Integration' tab selected. The 'ENABLE ERP INTEGRATION' dropdown menu is highlighted with a red box and is currently set to 'No'. Other visible fields include 'GL EXPORT FORMAT', 'BI INTEGRATION DATABASE', 'UPS ACCESS KEY', 'USPS ACCESS KEY', and 'ERP ID LABEL' (set to 'ERP LABEL'). On the right side, there are fields for 'EXTERNAL INVOICE S3 FOLDER', 'EXTERNAL INVOICE TASK TYPE', and 'EXTERNAL INVOICE APPROVAL EMAIL'.

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 'DIVISION SETUP' interface with the 'UPDATE DIVISION - 1001' popup window open. The 'Credit Card / ACH Processing' tab is selected. The 'ENABLE CREDIT CARD PROCESSING' dropdown menu is highlighted with a red box and is currently set to 'Yes (Credit Card & ACH)'. Other visible fields include 'CREDIT CARD GATEWAY' (set to 'Pineapple'), 'GATEWAY ENV' (set to 'SANDBOX'), 'GATEWAY API KEY / USER NAME' (set to 'Pineapple_DEMO'), 'GATEWAY TRANS. KEY / PASSWORD' (set to 'PineappleExpress123!'), and 'GATEWAY SETTLEMENT TIME' (set to '07 : 30 : 00 . 000 PM').

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' interface with the 'Payment Processing' tab selected. The 'DISABLE ACCOUNT WALLET' field is highlighted in yellow and set to 'Yes'. Other fields include 'ENABLE CUSTOMER PORTAL PAY PROCESSING FEE' (checked), 'ENABLE AUTO PAY PROCESSING FEE' (checked), 'CREDIT CARD FEE AMOUNT' (5.00), 'ECHECK PROCESSING FEE TYPE' (%), 'ECHECK PROCESSING FEE CHARGE CODE' (ACH Fee), 'MANUAL PAY CONVENIENCE FEE AMOUNT' (10.00), 'AUTO PAY DECLINED FEE CHARGE CODE' (Declined Payment), 'BILLING AUTO PAY AMOUNT' (Invoice Amount), 'ENABLE MANUAL PAY PROCESSING FEE' (checked), 'ENABLE ORDER PAY PROCESSING FEE' (checked), 'CREDIT CARD PROCESSING FEE TYPE' (%), 'CREDIT CARD PROCESSING FEE CHARGE CODE' (Credit Card Fee), 'ECHECK FEE AMOUNT' (5.00), 'MANUAL PAY CONVENIENCE FEE TYPE' (Amount), 'MANUAL PAY CONVENIENCE FEE CHARGE CODE' (Convenience Fee), and 'AUTO PAY DECLINED FEE AMOUNT' (5.55).

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.

The top screenshot shows the 'AR HISTORY' screen with the 'Limit to open items' checkbox selected. The data table below shows a summary of current and aged items.

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

The bottom screenshot shows the 'AR HISTORY' screen with the 'Limit to open items' checkbox deselected. The data table below shows a list of individual transactions.

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

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](#)
