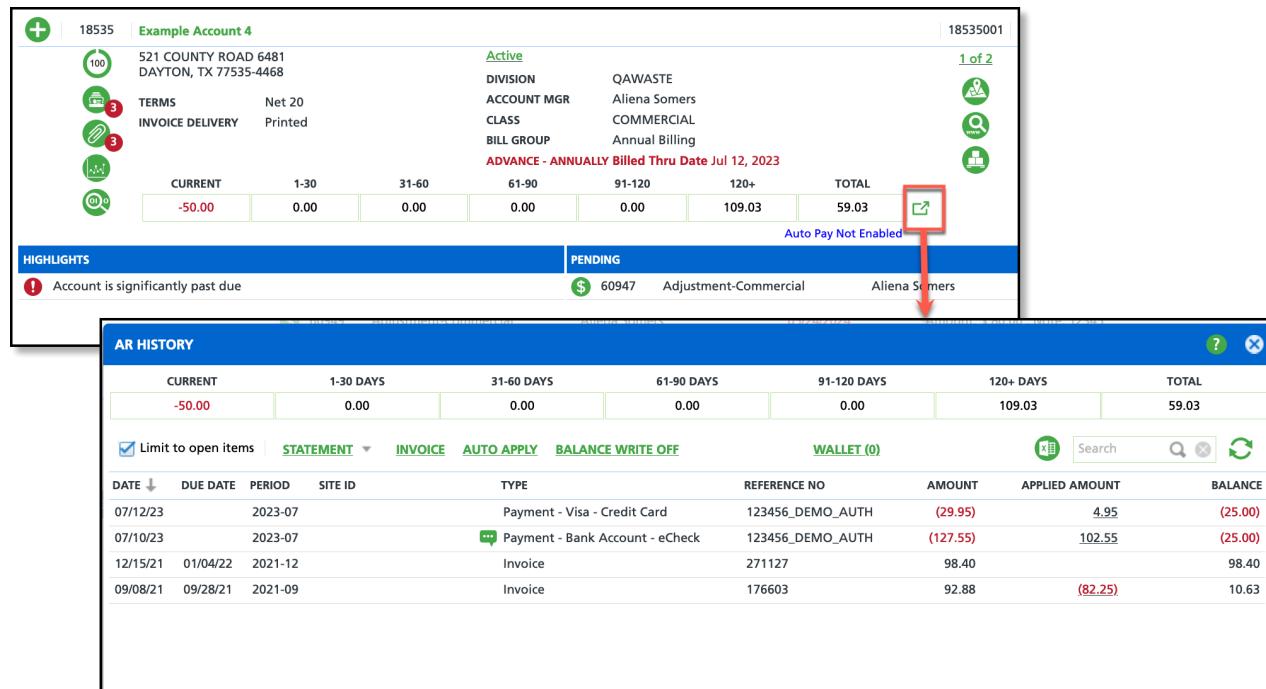


AR History Overview

Last Modified on 01/30/2026 7:42 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 screen for an account. At the top, there is a summary table with columns for Current, 1-30, 31-60, 61-90, 91-120, 120+, and Total. The Total row shows a balance of 59.03. A red box highlights the 'Auto Pay Not Enabled' status. Below this is a 'HIGHLIGHTS' section with a note about the account being significantly past due. The main 'AR HISTORY' section displays a table of payment transactions with columns for Date, Due Date, Period, Site ID, Type, Reference No, Amount, Applied Amount, and Balance. A red arrow points from the 'Auto Pay Not Enabled' status in the summary table down to the 'AR HISTORY' table.

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
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) ? X

Print Statement Email Statement Print Listed Invoices

DATE	DUE DATE	PERIOD	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
05/30/24	06/09/24	202	Invoice	900160	2,095.03	0.00	2,095.03
10/01/23	10/11/23	202	Invoice	884157	314.59	0.00	314.59
09/14/23	09/24/23	2023-09	Invoice	883844	105.74	0.00	105.74
08/10/23	08/20/23	2023-08					

QA Dayton

CORPUS
PO BOX 260310-D
Dayton, OH 45134
Phone (419) 246-1234
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	QTY	NAME	PO #	AMOUNT	SURCHARGES	TAXES	TOTAL

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

GENERATE INVOICE

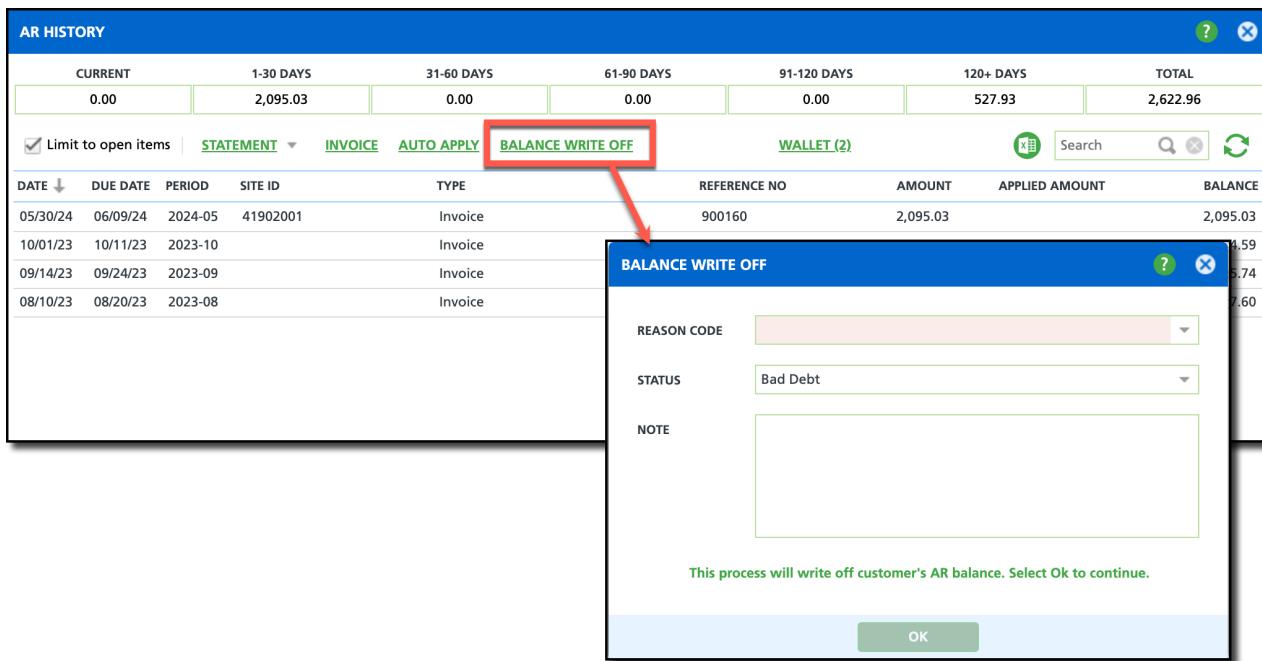
Auto Apply

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		
<input checked="" type="checkbox"/> Limit to open items STATEMENT INVOICE AUTO APPLY BALANCE WRITE OFF WALLET (2)    								
DATE	DUEDATE	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

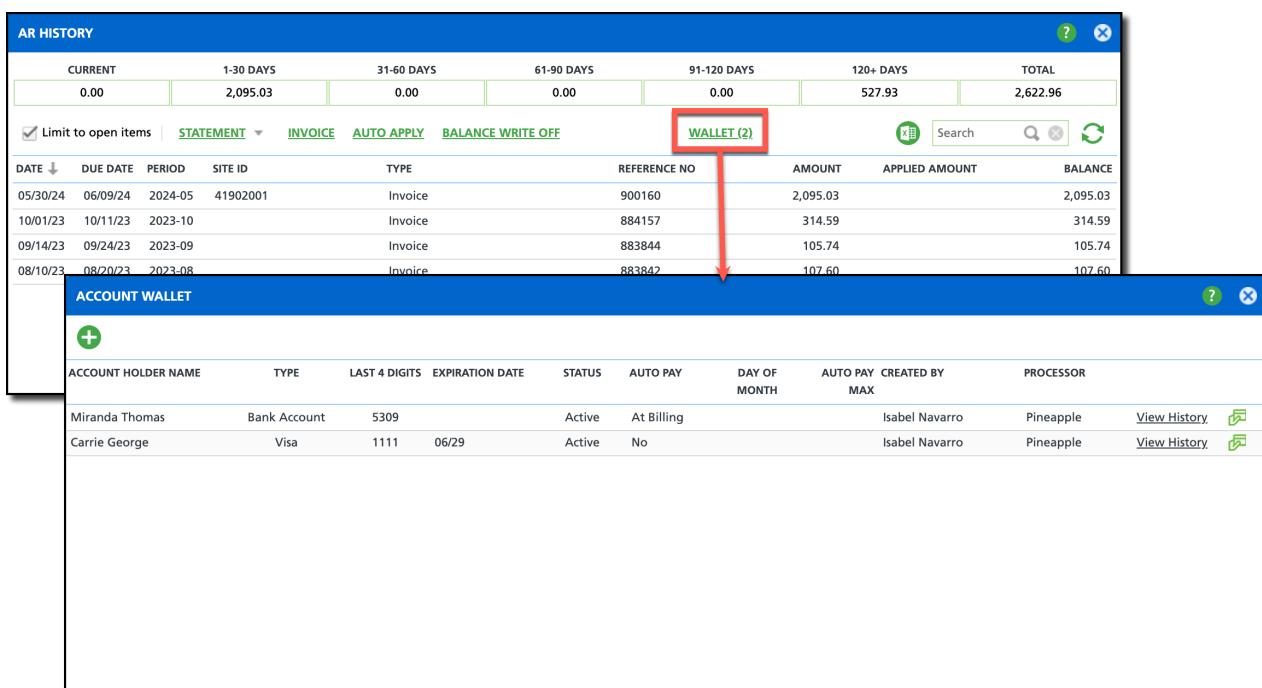
Balance Write Off

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.



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.

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	UPDATE DIVISION - 1001	
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 NAIROBI			

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*).

ACCOUNT CLASS SETUP

ID ↑ UPDATE ACCOUNT CLASS SITE

ID	Details	Customer Portal	Payment Processing	Status Management	Finance Charges and Other Fees
1000					
1001					
1002					
1003					
1004	ENABLE CUSTOMER PORTAL PAY PROCESSING <input checked="" type="checkbox"/>				
1005	FEES				
1006	ENABLE MANUAL PAY PROCESSING FEE <input checked="" type="checkbox"/>				
1007	ENABLE AUTO PAY PROCESSING FEE <input checked="" type="checkbox"/>				
1008	ENABLE ORDER PAY PROCESSING FEE <input checked="" type="checkbox"/>				
1009	DISABLE ACCOUNT WALLET <input type="button" value="No"/>				
1010	CREDIT CARD PROCESSING FEE TYPE <input type="button" value="Amount"/>				
1011					

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
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
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](#)

