

# 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.

18535

Example Account 4

18535001

100

521 COUNTY ROAD 6481  
DAYTON, TX 77535-4468

Active

1 of 2

TERMS

Net 20

DIVISION

QAWASTE

INVOICE DELIVERY

Printed

ACCOUNT MGR

Aliena Somers

CLASS

COMMERCIAL

BILL GROUP

Annual Billing

ADVANCE - ANNUALLY Billed Thru Date Jul 12, 2023

CURRENT

1-30

31-60

61-90

91-120

120+

TOTAL

-50.00

0.00

0.00

0.00

0.00

109.03

59.03

Auto Pay Not Enabled

HIGHLIGHTS

PENDING

Account is significantly past due

60947 Adjustment-Commercial Aliena Somers

AR HISTORY

CURRENT

1-30 DAYS

31-60 DAYS

61-90 DAYS

91-120 DAYS

120+ DAYS

TOTAL

-50.00

0.00

0.00

0.00

0.00

109.03

59.03

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

07/12/23

2023-07

Payment - Visa - Credit Card

123456\_DEMO\_AUTH

(29.95)

4.95

(25.00)

07/10/23

2023-07

Payment - Bank Account - eCheck

123456\_DEMO\_AUTH

(127.55)

102.55

(25.00)

12/15/21

01/04/22

2021-12

Invoice

271127

98.40

98.40

09/08/21

09/28/21

2021-09

Invoice

176603

92.88

(82.25)

10.63


## 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.

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	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
05/30/24	06/09/24	2024	Invoice	900160	2,095.03		2,095.03
10/01/23	10/11/23	2023	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					

Print Statement

Email Statement

Print Listed Invoices

CORPUS

PO BOX 260310-D

Dayton, OH 45134

Phone

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
 Refresh

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

☒ Limit to open items
 STATEMENT
 INVOICE
 AUTO APPLY
 BALANCE WRITE OFF
 WALLET (2)
 Search
 Refresh

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				314.59
09/14/23	09/24/23	2023-09		Invoice				105.74
08/10/23	08/20/23	2023-08		Invoice				107.60

**BALANCE WRITE OFF**

REASON CODE:

STATUS:

NOTE:

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

OK

## 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 MAX	CREATED BY	PROCESSOR	
Miranda Thomas	Bank Account	5309		Active	At Billing			Isabel Navarro	Pineapple	<a href="#">View History</a>
Carrie George	Visa	1111	06/29	Active	No			Isabel Navarro	Pineapple	<a href="#">View History</a>

## 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																																					
<div> <div>+</div> <table> <tr> <th>DIVISION ID</th> <th>NAME</th> <th>LEGAL ADDRESS</th> </tr> <tr><td>1002</td><td></td><td></td></tr> <tr><td>1003</td><td></td><td></td></tr> <tr><td>1006</td><td></td><td></td></tr> <tr><td>1005</td><td></td><td></td></tr> <tr><td>1004</td><td></td><td></td></tr> <tr><td>1008</td><td></td><td></td></tr> <tr><td>1011</td><td></td><td></td></tr> <tr><td>1001</td><td></td><td></td></tr> <tr><td>1007</td><td></td><td></td></tr> <tr><td>1009</td><td></td><td></td></tr> <tr><td>1010</td><td></td><td></td></tr> </table> </div>	DIVISION ID	NAME	LEGAL ADDRESS	1002			1003			1006			1005			1004			1008			1011			1001			1007			1009			1010			<div> <div>UPDATE DIVISION - 1001</div> <div> <div>Details</div> <div>Credit Card / ACH Processing</div> <div>Cost / Target Pricing</div> <div>Inter-company</div> <div>Addresses</div> </div> <div> <div>ENABLE CREDIT CARD PROCESSING</div> <div>Yes (Credit Card &amp; ACH)</div> </div> <div> <div>CREDIT CARD GATEWAY</div> <div>Pineapple</div> </div> <div> <div>GATEWAY ENV</div> <div>SANDBOX</div> </div> <div> <div>GATEWAY API KEY / USER NAME</div> <div>Pineapple_DEMO</div> </div> <div> <div>GATEWAY TRANS. KEY / PASSWORD</div> <div>PineappleExpress123!</div> </div> <div> <div>GATEWAY SETTLEMENT TIME</div> <div>07 : 30 : 00 . 000 PM</div> </div> <div> <div>CREDIT CARD BANK ACCOUNT</div> <div>BANK OF AMERICA</div> </div> </div>
DIVISION ID	NAME	LEGAL ADDRESS																																			
1002																																					
1003																																					
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## 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 ↑

1000

1001

1002

1003

1004

1005

1006

1007

1008

1009

1010

1011

UPDATE ACCOUNT CLASS

Details

Customer Portal

Payment Processing

Status Management

Finance Charges and Other Fees

ENABLE CUSTOMER PORTAL PAY PROCESSING FEE

ENABLE MANUAL PAY PROCESSING FEE

ENABLE AUTO PAY PROCESSING FEE

ENABLE ORDER PAY PROCESSING FEE

DISABLE ACCOUNT WALLET

CREDIT CARD PROCESSING FEE TYPE

☒

☒

☒

☒

No

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

☐ 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

☒ 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](#)

