

AR History Overview

Last Modified on 04/17/2026 10:29 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). The account is active and has a balance of 59.03. The AR History table shows a payment of 113.18 on 07/10/23 and an invoice of 98.40 on 12/15/21. A red box highlights the 'Auto Pay Not Enabled' status.

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	41902001				780.81
06/01/26	06/01/26	2026-06	41902001				788.07
05/01/26	05/01/26	2026-05	41902001				780.81
04/01/26	04/01/26	2026-04	41902001				788.07
03/01/26	03/01/26	2026-03	41902001				766.29
02/01/26	02/01/26	2026-02	41902001				817.32
01/01/26	01/01/26	2026-01	41902001				13,790.76
07/31/24	08/10/24	2024-07	41902001				1,186.06
05/30/24	06/09/24	2024-05	41902001				2,095.03
05/01/24	05/11/24	2024-05	41902001				593.03
09/14/23	09/24/23	2023-09					90.82
08/10/23	08/20/23	2023-08					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

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)					
<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

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. To perform a balance write-off, a user must have permission 399 (Write Off Balance).

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				11.59
09/14/23	09/24/23	2023-09		Invoice				5.74
08/10/23	08/20/23	2023-08		Invoice				7.60

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 |
 POST A PAYMENT |
 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.

The screenshot shows two overlapping windows. The top window is titled 'AR HISTORY' and displays a summary table of account balances by aging period. The bottom window is titled 'ACCOUNT WALLET' and displays a table of customer accounts.

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

Buttons: 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

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'.

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					

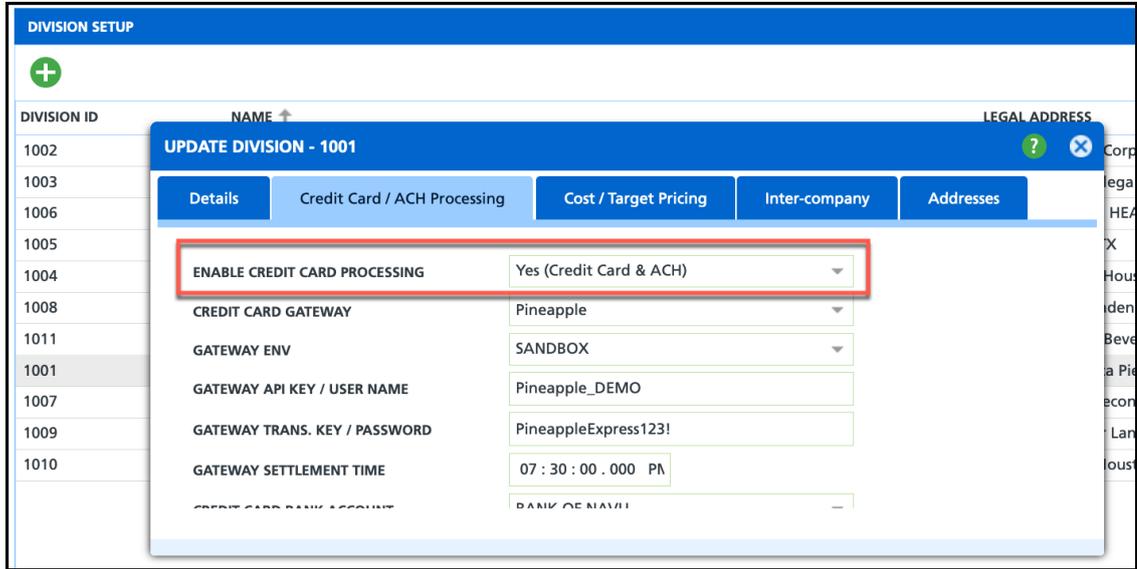
Division

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)

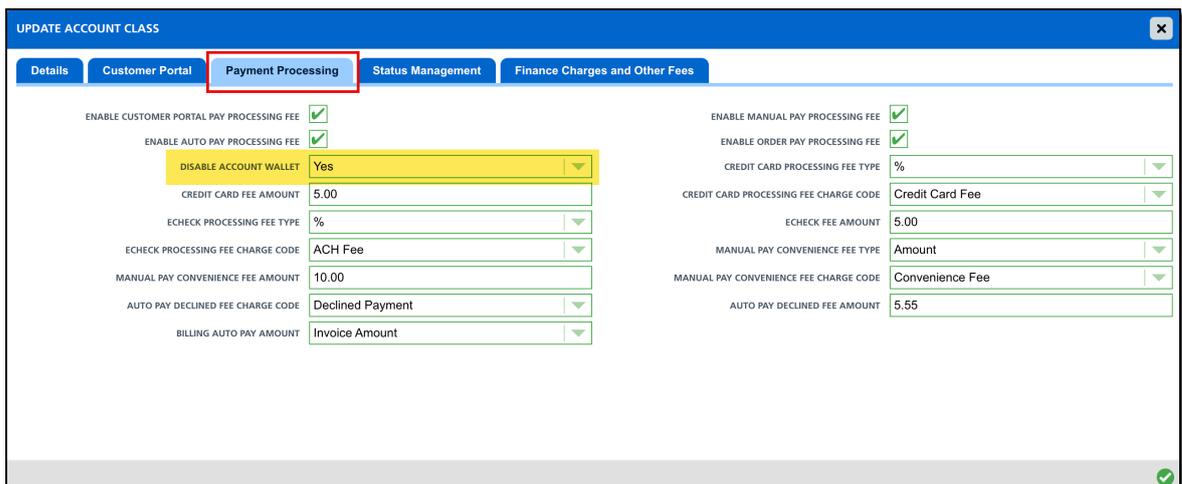
If this field is set to 'No,' the Add icon in the Account Wallet popup will be hidden.



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.

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) <input type="text" value="Search"/> <input type="button" value="Q"/> <input type="button" value="X"/> <input type="button" value="Refresh"/> 										
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) <input type="text" value="Search"/> <input type="button" value="Q"/> <input type="button" value="X"/> <input type="button" value="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		

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](#)