

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 displays the AR History interface for 'Example Account 4'. The top section shows account details: 18535, 521 COUNTY ROAD 6481, DAYTON, TX 77535-4468, and status 'Active'. It lists terms (Net 20), invoice delivery (Printed), and a bill group (Annual Billing). A balance summary table shows current balance of -50.00 and a total of 59.03. A red box highlights the 'AR History' icon in the top right. Below the summary, a 'HIGHLIGHTS' section notes 'Account is significantly past due'. The main 'AR HISTORY' table shows a list of transactions with columns for DATE, DUE DATE, PERIOD, SITE ID, TYPE, REFERENCE NO, AMOUNT, APPLIED AMOUNT, and BALANCE. Transactions include payments and invoices.

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

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.

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)
 Search

DATE	DUE DATE	PERIOD	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
05/30/24	06/09/24	2024-05-30	Invoice	900160	2,095.03		2,095.03
10/01/23	10/11/23	2023-10-01	Invoice	884157	314.59		314.59
09/14/23	09/24/23	2023-09-14	Invoice	883844	105.74		105.74
08/10/23	08/20/23	2023-08-10	Invoice				

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	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: Bad Debt
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
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 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> <thead> <tr> <th>DIVISION ID</th> <th>NAME</th> <th>LEGAL ADDRESS</th> </tr> </thead> <tbody> <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> </tbody> </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 & 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 MARY</div> </div> </div>
DIVISION ID	NAME	LEGAL ADDRESS																																			
1002																																					
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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

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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](#)

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[View Details / Adjust Invoice](#)

[AR History Account Transactions](#)

[Void, Refund and Payment Chargeback](#)

[Accounts - Add Payment Method / Make Payment Method Inactive](#)

