AR History Overview

Last Modified on 07/02/2024 8:27 am EDT

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.



Permissions

The following permissions are required to view the AR History screen:

Permission ID	Permission Name
5	View Account
6	View Site
41	View AR History

Aging Buckets

AR aging buckets categorize an account's outstanding balances by time period.

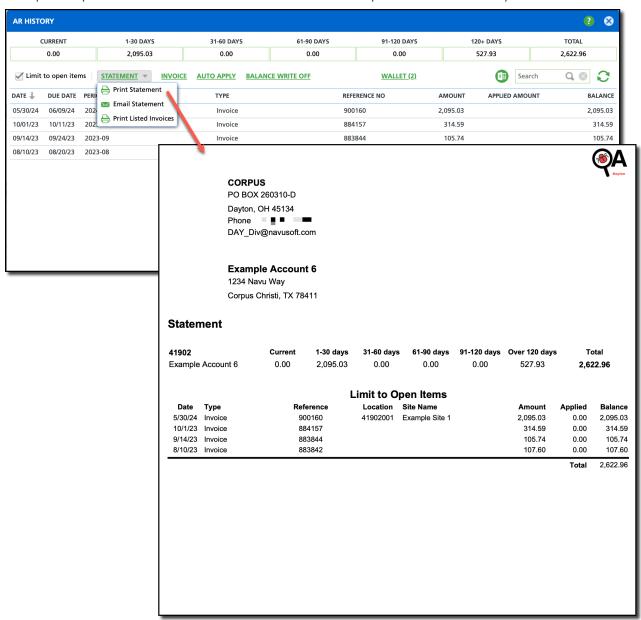
CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL			
0.00	2,095.03	0.00	0.00	0.00	527.93	2,622.96			
Auto Pay at Billing - Bank Account 5309									

- 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

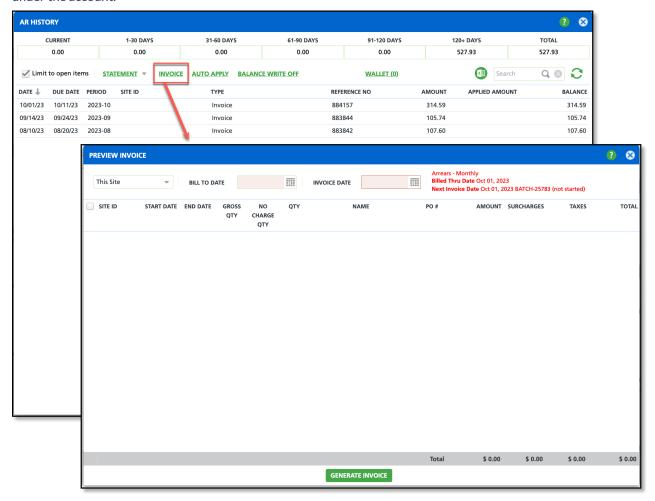
Export and Print

The option to print an invoice is available under the Statement drop down in the AR History tool.



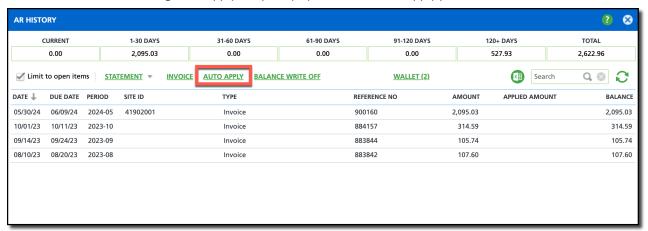
Invoice

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.



Auto Apply

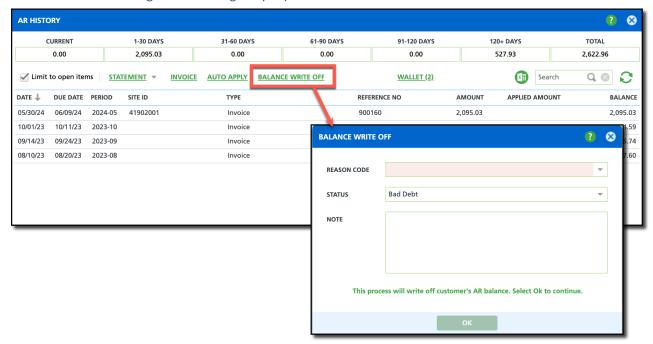
Select **Auto Apply** and the system will automatically apply any credit on the account towards the balance of the oldest invoices first. Selecting Auto Apply will promptly initiate the auto apply process.



Balance Write Off

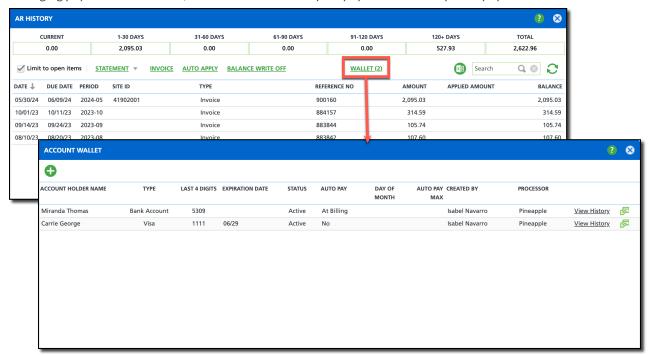
In the event all attempts to collect payment on a past-due account are unsuccessful, the existing balance can be written off using the **Balance Write Off** tool. When a balance for an account is written off it is removed from the

Accounts Receivable ledger of the billing company.



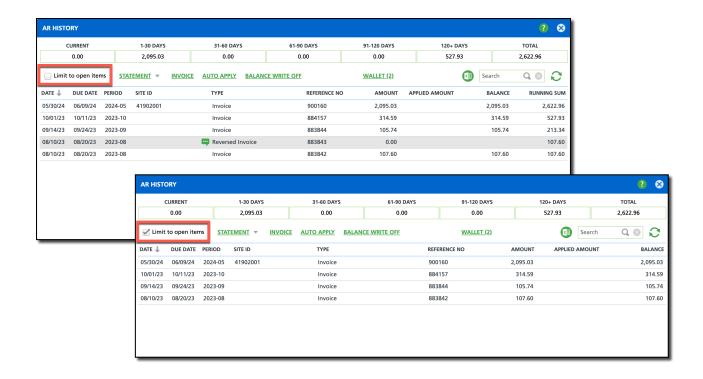
Wallet

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.



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.



Related Articles

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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