

# AR History Account Transactions

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This article explains how to access account transactions by right-clicking within a line item's row. The available options vary depending on the line item type: **Invoice**, **Payment**, **Adjustment**, or **Rebate/Refund Check**

| 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                     | 0.00         | 0.00        |                |         |             |
| <input type="checkbox"/> Limit to open items   STATEMENT   INVOICE   AUTO APPLY   BALANCE WRITE OFF   WALLET (1)   Search |           |            |            |                          |              |             |                |         |             |
| DATE  | DUE DATE  | PERIOD     | SITE ID    | TYPE                     | REFERENCE NO | AMOUNT      | APPLIED AMOUNT | BALANCE | RUNNING SUM |
| 02/07/22  |           | 2022-02    |            | Payment - Check          | 79158        | (45,153.77) | 45,153.77      |         | 0.00        |
| 01/31/22  | 02/20/22  | 2022-01    |            | Invoice                  | 311323       | 45,153.77   | (45,153.77)    |         | 45,153.77   |
| 01/06/22  |           | 2022-01    |            | Payment - Check          | 78948        | (42,879.87) | 42,879.87      |         | 0.00        |
| 12/31/21  | 01/20/22  | 2021-12    |            | Invoice                  | 284176       | 42,879.87   | (42,879.87)    |         | 42,879.87   |
| 12/31/21  | 01/20/22  | 2021-12    |            | Reversed Invoice         | 284175       | 0.00        |                |         | 0.00        |
| 12/31/21  |           | 2021-12    |            | Credit Memo - Adjustment | 223736       | (0.03)      | 0.03           |         | 0.00        |
| 12/29/21  |           | 2021-12    |            | Payment - Check          | 78824        | (42,963.30) | 42,963.30      |         | 0.03        |
| 11/30/21  | 12/20/21  | 2021-11    |            | Invoice                  | 243489       | 42,963.30   | (42,963.30)    |         | 42,963.33   |
| 11/30/21  | 12/20/21  | 2021-11    |            | Reversed Invoice         | 243488       | 0.00        |                |         | 0.03        |
| 11/18/21  |           | 2021-11    |            | Payment - Check          | 78610        | (43,019.49) | 43,019.49      |         | 0.03        |
| 11/05/21  | 11/25/21  | 2021-11    |            | Invoice                  | 223736       | 43,019.52   | (43,019.52)    |         | 43,019.52   |
| 10/08/21  |           | 2021-10    |            | Payment - Check          | 78345        | (43,082.10) | 43,082.10      |         | 0.00        |

## Type - Invoice

If the line item's Type is 'Invoice,' the following options display upon right click.

| 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        | 2,154.86     | 2,154.86 |                |          |  |
| <input checked="" type="checkbox"/> 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  |  |
| 01/31/24   | 02/20/24  | 2024-01    |            | Invoice     | 899076       | 1,808.28 |                | 1,808.28 |  |
| 02/01/23   | 02/21/23  | 2023-02    |            | Invoice     |              | 346.58   |                | 346.58   |  |

- View Details / Adjust Invoice
- Add Account Request
- Email
- Edit PO Number on Invoice Detail
- Print
- Reverse Invoice

### Available Right Click Options

| Right Click Option            | Description   |
|-------------------------------|---|
| View Details / Adjust Invoice | Reduce the invoice amount or credit the entire invoice. Details on this feature can be reviewed here: <a href="#">View Details / Adjust Invoice</a> |
| Add Account Request           | Create a customer request and assign it to yourself, or another user.   |
| Email                         | Email the invoice to a contact on the account. Invoices can be emailed as either a URL link, or as a PDF attachment.                                |

|   |  |
|---|--|
| <b>Edit PO Number on Invoice Detail</b> | Modify PO Number for each line item on the <i>Edit PO Number</i> screen.   |
| <b>Print</b>                            | Print the selected invoice.  |
| <b>Reverse Invoice</b>                  | Reverse the invoice record. This can only be done to the most recent invoice, or period that is currently open.<br><br>Details on this feature can be reviewed here: <a href="#">Reverse / Transfer / Split Payments</a> |

## Type - Payment

If the line item's Type is a form of 'Payment', the following options display upon right click depending on if it is electronic payment (credit card / eCheck) or physical payment (cash / check).

Common actions are highlighted in green, while the actions specific to a payment type are highlighted in yellow.

The screenshot shows the 'AR HISTORY' window with a table of payments. A right-click context menu is open over the 'Payment - Bank Account - eCheck' row. The menu items are: Auto Apply, Auto Apply to next Invoice, Email, Print Receipt, Record Chargeback, and Refund Payment. The 'Refund Payment' item is highlighted in yellow.

| DATE     | DUE DATE | PERIOD | SITE ID | TYPE                            | REFERENCE NO      | AMOUNT   | APPLIED AMOUNT | BALANCE |
|----------|----------|--------|---------|---------------------------------|-------------------|----------|----------------|---------|
| 01/22/26 | 2026-01  |        |         | Payment - Visa - Credit Card    | 033052050550_0000 | (189.80) | 189.77         | (0.03)  |
| 01/21/26 | 2026-01  |        |         | Payment - Bank Account - eCheck |                   | (0.53)   | 0.56           | 0.03    |

Payment - Credit Card \ eCheck

The screenshot shows the 'AR HISTORY' window with a table of payments. A right-click context menu is open over the 'Payment - Check' row. The menu items are: Auto Apply, Auto Apply to next Invoice, Email, Print Receipt, Record Chargeback, Reverse / Transfer / Split, and Convert to Deposit. The 'Reverse / Transfer / Split' and 'Convert to Deposit' items are highlighted in yellow.

| DATE     | DUE DATE | PERIOD  | SITE ID | TYPE            | REFERENCE NO | AMOUNT   | APPLIED AMOUNT | BALANCE  |
|----------|----------|---------|---------|-----------------|--------------|----------|----------------|----------|
| 07/01/24 | 07/21/24 | 2024-07 |         | Invoice         | 942067       | 2.10     |                | 2.10     |
| 11/04/22 | 2022-11  |         |         | Payment - Check | 793556       | (560.74) | 0.00           | (560.74) |
| 11/15/21 | 2021-11  |         |         | Payment - Check | 21937        | (14.83)  | 0.00           | (14.83)  |

Payment - Cash | Check

### Available Right Click Options

| Option | Description |
|--------|-------------|
|--------|-------------|

|  |   |
|--|---|
| <b>Auto Apply</b>                                      | Apply the payment to the open invoice balances, starting with the oldest invoice first.   |
| <b>Auto Apply to Next Invoice</b>                      | Apply the payment to the next invoice or a selected work order.   |
| <b>Email</b>   | Email a copy of the payment receipt to an account contact.  |
| <b>Print Receipt</b>                                   | Print a copy of the receipt.  |
| <b>Record Chargeback</b>                               | In the event the customer's payment was reversed by the financial institution, record the chargeback.<br><br>Details on this feature can be reviewed here: <a href="#">Void, Refund and Payment Chargeback</a> .  |
| <b>Refund Payment</b><br><i>(cc / echeck)</i>          | In the event the customer's payment was received and applied to an account electronically, a refund can be applied electronically.<br><br>Details on this feature can be reviewed here: <a href="#">Void, Refund and Payment Chargeback</a> .   |
| <b>Reverse/Transfer/Split</b><br><i>(cash / check)</i> | Three actions are given to choose from: <ul style="list-style-type: none"> <li>• <b>Reverse</b> the payment for insufficient funds.</li> <li>• <b>Transfer</b> the payment to another account. If selected, a search field displays to search for the account the payment will be transferred to.</li> <li>• <b>Split</b> the payment between accounts. If selected, a search field displays to search for the account the payment will be split between.</li> </ul><br>Details on this feature can be reviewed here: <a href="#">Reverse / Transfer / Split Payments</a> |
| <b>Convert to Deposit</b><br><i>(cash)</i>             | Instead of refunding the cash amount, convert it to a "Deposit" which can be used in the future.  |
| <b>Conditional Options</b>                             |   |
| <b>Void Payment</b><br><i>(credit card)</i>            | The Void Payment option is available for unsettled Credit Card payments usually less than 24 hours old.<br><br>If the payment was settled (processed by the bank) this option will not display.<br><br>Details on this feature can be reviewed here: <a href="#">Void, Refund and Payment Chargeback</a>  |

## Type - Adjustment

If the line item's Type is 'Adjustment,' the following options display upon right click.

| AR HISTORY  |           |            |            |                                |              |          |                |          |             |
|---|-----------|------------|------------|--------------------------------|--------------|----------|----------------|----------|-------------|
| CURRENT   | 1-30 DAYS | 31-60 DAYS | 61-90 DAYS | 91-120 DAYS                    | 120+ DAYS    | TOTAL    |                |          |             |
| -20.00  | 0.00      | 0.00       | 0.00       | 0.00                           | 0.00         | -20.00   |                |          |             |
| <input type="checkbox"/> 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  | RUNNING SUM |
| 11/30/24  | 12/20/24  | 2024-11    | 49232001   | Invoice                        | 903897       | 25.00    |                | 25.00    | (20.00)     |
| 11/30/24  | 12/20/24  | 2024-11    |            | Invoice                        | 903776       | 2,137.31 | (2,137.31)     |          | (45.00)     |
| 11/29/24  | 12/19/24  | 2024-11    | 49232001   | Invoice                        | 903905       | 300.00   | (20.00)        | 280.00   | (2,182.31)  |
| 11/26/24  | 2024-11   |            |            | Payment Transfer - Check       | 1234         | 300.00   |                |          | (2,482.31)  |
| 11/26/24  | 2024-11   |            |            | Payment - Check                | 1234         | (300.00) |                |          | (2,782.31)  |
| 11/25/24  | 2024-11   |            |            | Payment - Check                | 1234         | (300.00) | 0.00           | (300.00) | (2,482.31)  |
| 11/25/24  | 2024-11   |            |            | Payment - Check                | 8524         | (25.00)  | 0.00           | (25.00)  | (2,182.31)  |
| 11/25/24  | 2024-11   |            |            | Credit Memo - Adjustment       | 903905       | (20.00)  | 20.00          |          | (2,157.31)  |
| 11/21/24  | 2024-11   |            |            | Balance Write Off - Adjustment |              | 237.31   | 3,237.31       |          | (2,137.31)  |
| 11/08/24  | 11/28/24  | 2024-11    |            | Invoice                        |              | 100.00   | (1,100.00)     |          | 1,100.00    |

- Print Memo
- Email
- Reverse Adjustment

### Available Right Click Options

| Option             | Description  |
|--------------------|--|
| Print Memo         | Option to print the credit memo.                       |
| Email              | Email a copy of the credit memo to an account contact. |
| Reverse Adjustment | Reverse an adjustment that was applied to the invoice. |

## Type - Rebate/Refund Check

If the line item's Type is 'Rebate/Refund Check,' the following option displays upon right click.

| AR HISTORY   |           |            |            |                     |                    |          |                |         |  |
|--|-----------|------------|------------|---------------------|--------------------|----------|----------------|---------|--|
| CURRENT  | 1-30 DAYS | 31-60 DAYS | 61-90 DAYS | 91-120 DAYS         | 120+ DAYS          | TOTAL    |                |         |  |
| 200.00   | 0.00      | 154.49     | 0.00       | 563.99              | 863.41             | 1,781.89 |                |         |  |
| <input checked="" type="checkbox"/> 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 |  |
| 04/01/26   | 04/11/26  | 2026-04    |            | Invoice             | 952864             | 154.49   |                | 154.49  |  |
| 01/12/26   | 01/22/26  | 2026-01    |            | Invoice             | 948646             | 563.99   |                | 563.99  |  |
| 10/03/25   | 10/13/25  | 2025-10    |            | Invoice             | 947602             | 353.41   |                | 353.41  |  |
| 09/05/25   | 2025-09   |            |            | Rebate/Refund Check | 3985               | 100.00   |                | 100.00  |  |
| 09/05/25   | 2025-09   |            |            | Rebate/Refund Check | PENDING AP PROC... | 100.00   |                | 100.00  |  |
| 07/31/25   | 08/10/25  | 2025-07    |            | Invoice             | 923246             | 510.00   |                | 510.00  |  |

- Void / Reverse

### Available Right Click Options

| Option         | Description   |
|----------------|---|
| Void / Reverse | Reverse a Rebate or void a Refund Check.<br>Permissions Needed: <ul style="list-style-type: none"> <li>486 Void Rebate / Refund Check</li> <li>175 Void AP Payment Batch</li> </ul> |

## Permissions

The following permissions are required to view and use the transaction features in the AR History screen:

| Permission ID | Permission Name                  |
|---------------|----------------------------------|
| 5             | View Account                     |
| 6             | View Site                        |
| 41            | View AR History                  |
| 140           | Reverse an Invoice               |
| 175           | Void AP Payment Batch            |
| 345           | Apply Credit to Invoice          |
| 480           | Edit PO Number on Invoice Detail |
| 486           | Void Rebate / Refund Check       |

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## Related Articles

[AR History Overview](#)

[Reverse / Transfer / Split Payments](#)

[Void, Refund and Payment Chargeback](#)

[View Details / Adjust Invoice](#)

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