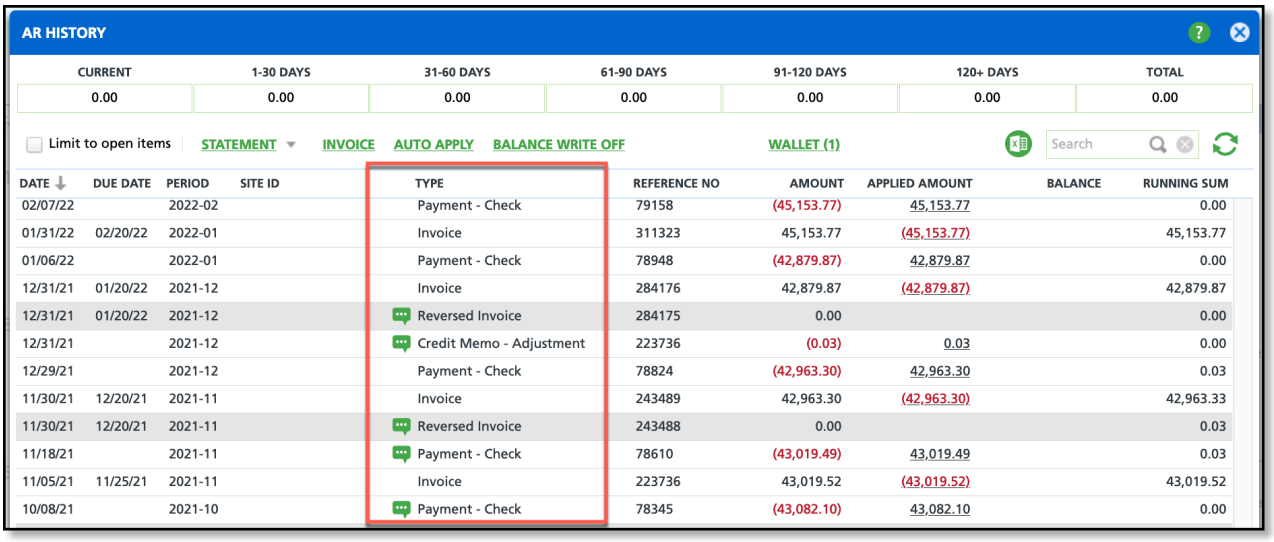
AR History Account Transactions

Last Modified on 09/15/2026 8:05 am PDT

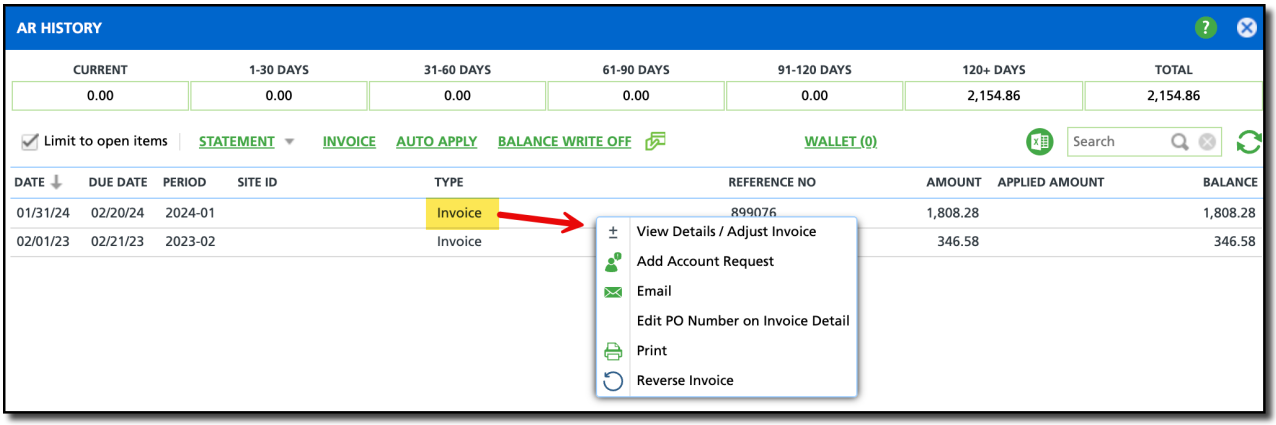
Pathway: *Accounts > Search > Customer Service Screen > AR History*

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**



Type - Invoice

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



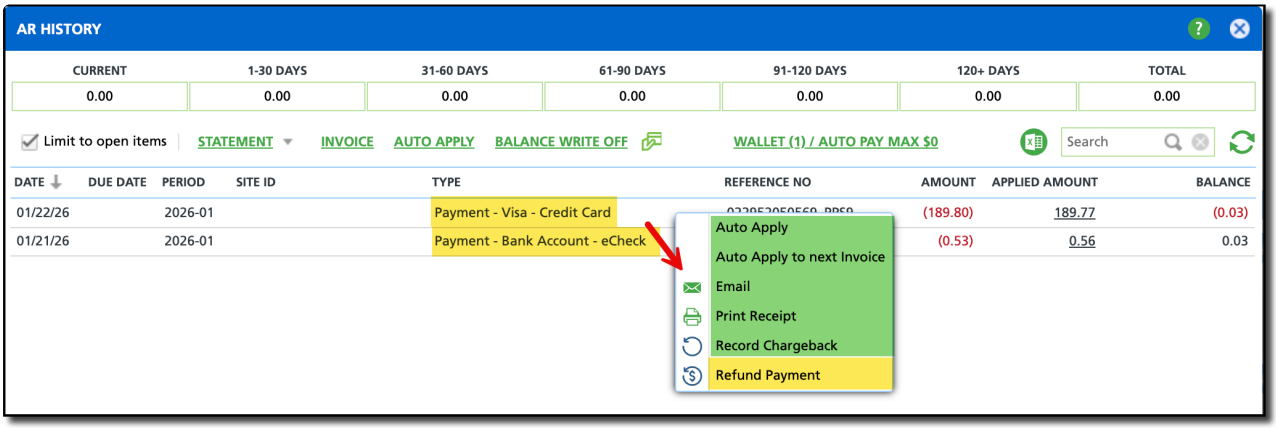
Available Right Click Options

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: View Details / Adjust Invoice
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.

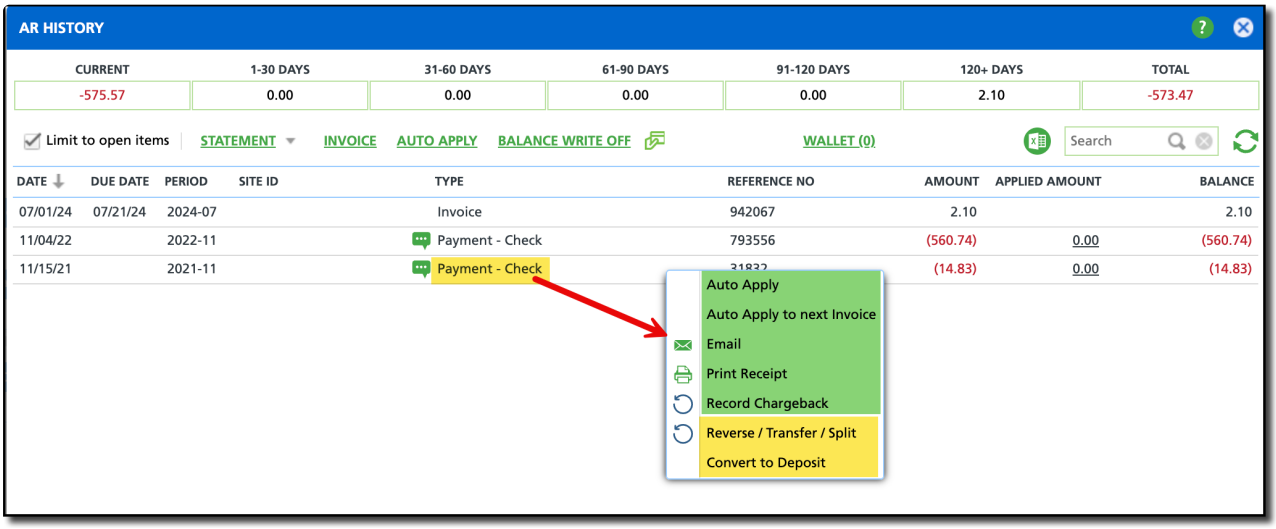
Edit PO Number on Invoice Detail	Modify PO Number for each line item on the *Edit PO Number* screen.
Print	Print the selected invoice.
Reverse Invoice	Reverse the invoice record. This can only be done to the most recent invoice, or period that is currently open. Details on this feature can be reviewed here: Reverse / Transfer / Split Payments

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.



Payment - Credit Card \ eCheck



Payment - Cash | Check

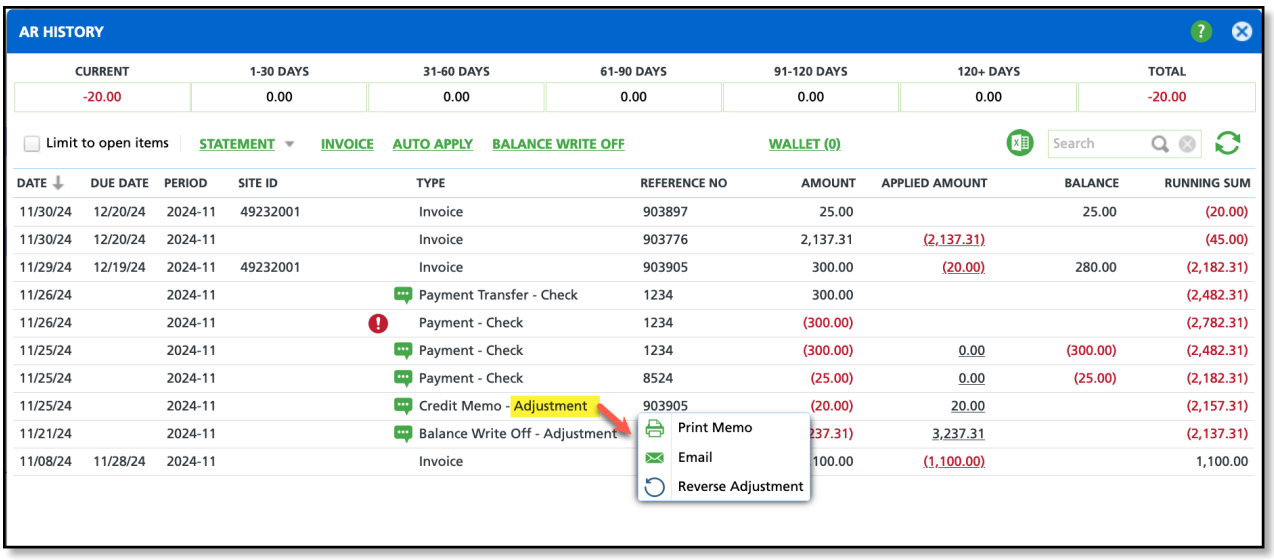
Available Right Click Options

Option	Description

Auto Apply	Apply the payment to the open invoice balances, starting with the oldest invoice first.
Auto Apply to Next Invoice	Apply the payment to the next invoice or a selected work order.
Email	Email a copy of the payment receipt to an account contact.
Print Receipt	Generate a pdf of the receipt. If the Payment Method was with credit or debit card and processing fees were applied, then there will also be a Subtotal and the Credit Card Fee listed.
Record Chargeback	In the event the customer's payment was reversed by the financial institution, record the chargeback. Details on this feature can be reviewed here: Void, Refund and Payment Chargeback.
Refund Payment *(cc / echeck)*	In the event the customer's payment was received and applied to an account electronically, a refund can be applied electronically. Details on this feature can be reviewed here: Void, Refund and Payment Chargeback.
Reverse/Transfer/Split *(cash / check)*	Three actions are given to chose from: • **Reverse** the payment for insufficient funds. • **Transfer** the payment to another account. If selected, a search field displays to search for the account the payment will be transferred to. • **Split** the payment between accounts. If selected, a search field displays to search for the account the payment will be split between. Details on this feature can be reviewed here: Reverse / Transfer / Split Payments
Convert to Deposit (*cash*)	Instead of refunding the cash amount, convert it to a "Deposit" which can be used in the future.
Conditional Options	
Void Payment *(credit card)*	The Void Payment option is available for unsettled Credit Card payments usually less than 24 hours old. If the payment was settled (processed by the bank) this option will not display. Details on this feature can be reviewed here: Void, Refund and Payment Chargeback

Type - Adjustment

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

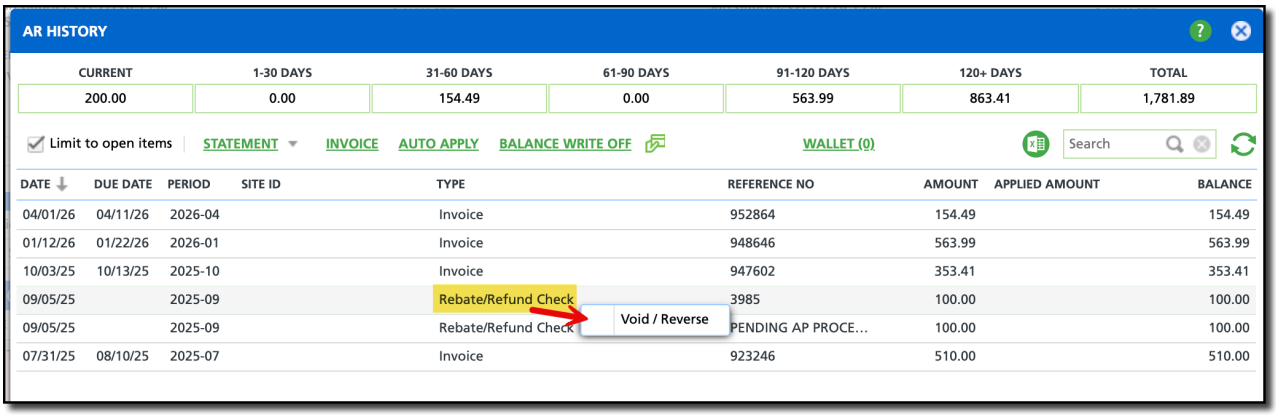


Available Right Click Options

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.



Available Right Click Options

Option	Description
Void / Reverse	Reverse a Rebate or void a Refund Check. Permissions Needed: • **486 Void Rebate / Refund Check** • **175 Void AP Payment Batch**

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

Related Articles

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Void, Refund and Payment Chargeback
View Details / Adjust Invoice