

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 and Adjustment.**

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

Permissions

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

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

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		0.00		0.00	
<input checked="" type="checkbox"/> Limit to open items STATEMENT INVOICE AUTO APPLY BALANCE WRITE OFF WALLET (0)										<input type="text" value="Search"/>		<input type="button" value="Q"/> <input type="button" value="X"/> <input type="button" value="↺"/>	
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				
11/29/24	12/19/24	2024-11	49232001	Invoice		300.00			300.00				
11/25/24		2024-11		Payment - Check		(300.00)	0.00		(300.00)				
11/25/24		2024-11		Payment - Check		(25.00)	0.00		(25.00)				

- View Details / Adjust Invoice
- Add Account Request
- Email
- Print
- Reverse Invoice

Available Right Click Options

Right Click Option	Description
View Details / Adjust Invoice	Select this option to reduce the invoice amount or credit the entire invoice.
Add Account Request	Select to create a customer request and assign it to yourself, or another user.
Email	Select to email the invoice to a contact on the account. Invoices can be emailed as either a URL link, or as a PDF attachment.
Print	Select to print the selected invoice.
Reverse	Select to reverse the invoice record. This can only be done to the most recent invoice, or period that is currently open.

Type - Payment

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

The screenshot shows the 'AR HISTORY' interface. At the top, there are tabs for 'CURRENT', '1-30 DAYS', '31-60 DAYS', '61-90 DAYS', '91-120 DAYS', '120+ DAYS', and 'TOTAL', all showing 0.00. Below the tabs are filters: 'Limit to open items' (checked), 'STATEMENT', 'INVOICE', 'AUTO APPLY', 'BALANCE WRITE OFF', and 'WALLET (0)'. A search bar is also present. The main table has columns: DATE, DUE DATE, PERIOD, SITE ID, TYPE, REFERENCE NO, AMOUNT, APPLIED AMOUNT, and BALANCE. The table contains three rows of invoices. The third row is highlighted, and a right-click context menu is open over it, showing options: Auto Apply, Auto Apply to next Invoice, Email, Print Receipt, Record Chargeback, Reverse / Transfer / Split, and Convert to Deposit.

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
11/30/24	12/20/24	2024-11	49232001	Invoice	903897	25.00		25.00
11/29/24	12/19/24	2024-11	49232001	Invoice	903905	300.00		300.00
11/25/24		2024-11		Payment - Check	1234	(300.00)	0.00	(300.00)
11/25/24		2024-11		Payment - Check		(25.00)	0.00	(25.00)

Available Right Click Options

Option	Description
Payment - Credit Card	
Email	Select to email a copy of the payment receipt to an account contact.
Print Receipt	Select to print a copy of the receipt.
Record Chargeback	In the event the customer's payment was reversed by the financial institution, record the chargeback using the Record Chargeback tool.
Void Payment	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.
Payment - Check & eCheck (ACH)	
Auto Apply	Select the Auto Apply option for the system to apply the payment to the open invoice balances, starting with the oldest invoice first.

Auto Apply to Next Invoice	Select the Auto Apply to Next Invoice option to apply the payment to the next invoice or a selected work order.
Email	Select to email a copy of the payment receipt to an account contact.
Print Receipt	Select to print a copy of the receipt.
Record Chargeback	In the event the customer's payment was reversed by the financial institution, record the chargeback using the Record Chargeback tool.
Reverse/Transfer/Split	<ul style="list-style-type: none"> • Reverse: Option to reverse the payment for insufficient funds. • Transfer: Option to transfer the payment to another account. If selected, a search field displays to search for the account the payment will be transferred to. • Split: Option to split the payment between accounts. If selected, a search field displays to search for the account the payment will be split between.

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

Available Right Click Options

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