

# AR Payment Batch (Accounting) - Load Account Freezing (20916)

Last Modified on 06/19/2026 3:29 pm PDT

We have fixed an issue where the system would freeze when attempting to open an account from a newly created AR Payment Batch that had no payment data entered yet. This workflow now functions smoothly without interruption.

The screenshot displays the 'BATCH - 11869 DIVISION - HOUSTON' interface. At the top, it shows the date '06/17/2026', 'BANK ACCOUNT' 'Test Bank Account', and 'SOURCE' 'Select Source'. The 'CREATED BY' is 'Katie Raterink (Admin) - 06/17/2026 1:43 pm' and the 'STATUS' is 'Open'. Below this is a table with columns: ACCOUNT ID, NAME, STATUS, BALANCE, TYPE, REFERENCE, AMOUNT, APPLIED AMOUNT, DEPOSIT, and AUTO APPLY. The first row is highlighted in yellow and shows account ID '49517', name 'Lex's Test Account', status 'Active', balance '\$ 66.65', and type 'Check'. A red arrow points from this row to a detailed view of the account.

The detailed view for '49517 Lex's Test Account' shows the following information:

- Address:** 1 S Broad St Philadelphia, PA 19107-3426 (O) +1 410-555-5678
- Account MGR:** Aliena Somers - Admin-NS (Sales)
- CLASS:** COMMERCIAL
- BILL GROUP:** HOU-Anniversary 4 week Advance
- TERMS:** Due upon receipt
- INVOICE DELIVERY:** Printed
- Auto Pay:** Not Enabled
- Next Bill Date:** Feb 11, 2026
- Division:** HOUSTON
- Service Region:** HOUSTON OPEN MARKET
- Sales Rep:** Aliena Somers - Admin-NS (Sales)
- Bill Group:** HOU-Anniversary 4 week Advance
- Source:** Call In
- Generator:** Small Quantity Generator

The account balance summary is as follows:

CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL
29.25	0.00	0.00	0.00	11.00	26.40	66.65

Below the account details, there are sections for 'HIGHLIGHTS' (Account is significantly past due), 'PENDING' (Bad Debt Reco..., Adjustment Test), 'ACTIVE SERVICES (10)' (Standard, TOTAL RECURRING \$ 579.00), 'CALENDAR' (June, 2026), 'EVENTS' (Account Request, Appointment, AR, Cancellat...), 'ORDERS, QUOTES, AND CONTRACTS (0)', and 'SERVICE HISTORY'.

Pathway: Accounting > AR Payment Batch > [Select a batch]