BGEN-2g *Page| 1 of 1*

Category	Product
Course	AR
Version	1.0
Client	Generic
Software	2.14.100

Manual Customer Account Payments

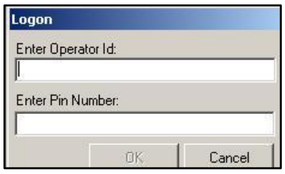
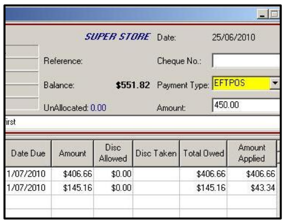
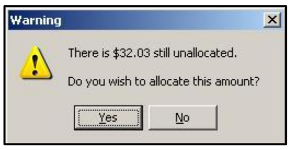
The BOS is useful to record customer account payments made by cheque or by direct debit.

Hints and Tips

- ✓ This procedure can't be performed on the HOS, as payments don't flow between the HOS/BOS; only payments on the POS will flow to the HOS.
- ✓ Only invoices that haven't been paid are listed on the screen.
  - A customer can pay more than the balance due.
- ✓ Double-click an invoice to put it **On Hold**, to stop payment being allocated against it. Double-click again to enable payment.

- ✓ Click  to cancel all data entries on the screen.
- ✓ Payments are listed as a receipt on the customer's account record, on the **Transactions** tab.
- ✓ The Accountability reports list the full amount paid, against **register [0]**.
- ✓ You can run the **Reports** -> **Accounts** -> **Account Detail** report to display the purchases, payments, and total owing between a start and end date; set the **Show Paid in Full** to [Y] if you want all transactions, and **ShowOnly AR Transactions** to [Y] to only see the purchases on account (not the cash sales).

Procedure to Manually Record a Customer Account Payment

1.	From the BOS **Receivables** menu, select **Payment Processing**.	
2.	Type your **Operator ID** and **password**.	
3.	Click **OK.**	
4.	In the **Debtor** field, type or search for the customer's account number.	
5.	If applicable, in the **Cheque No**. field, type the cheque number.	
6.	In the **Payment Type** field, select the method of payment. **Select EFTPOS* *if the payment is by direct debit.**	
7.	In the **Amount** field, type the payment amount received. **Use a decimal place if the amount includes cents.**	
8.	In the **Memo** field, type any comments.	
9.	**To:** / **then:** allocate payment against the oldest invoice/s — click **Allocate.** manually allocate payment against specific invoice/s — in the **Amount Applied** column, click the mouse cursor in the applicable invoice row/s to allocate the payment amount. **The* ***Un-Allocated*** *field is 0.00 once you've allocated the full amount.** **To un-allocate a specific amount, change the applicable* ***Amount Applied*** *value to 0.00.**	 
10.	Click **Save.**	
11.	If a warning message is displayed: **Click:** / **to:** **Yes** — return and allocate the remaining balance *(recommended)* **No** — Ignore the message; usually *only if the customer has over-paid.*	
12.	Click **Close.**	
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