

Posting Payments

Last Modified on 01/13/2026 4:59 pm EST

Use Payment Posting to enter regular payments, charge card payments, transfers, refunds, and credits on customer accounts. Discounts can be applied to a customer's account at the same time the payment is posted. After payments have been entered, print the payment journal for balancing. A payment can be voided and re-entered if necessary.

1. From the *Posting Menu*, select **Payments, Transfers, or Refunds**.
2. On the *Please Select a Payment Journal* window, choose **Create**.
3. In the *Division* field, enter the Division for which payment tickets are being entered.
4. Enter the *Date* the payments were received.
5. Enter the *User ID*.

Journal	Division	Date	User ID	# Items	Total Dollars	Trip ID	Cleared?
0	1	01/13/26	Laur	0.00	0.00		N

Enter the new information and click <ENTER> to select or click Cancel.

☒ Detail ☐ Summary ☒ Ticket Number ☐ Customer Name ☒ Use Default Printer ☐ Ask for Printer

☐ View Trip Report?

Print Create Select Cancel

6. Choose **Select**.
7. On the *Payment Disc Posting* window, enter the customer number in the *Cust#* field or press **F5** to select from the list.

ef Payment Disc Posting

Div / Cust# 1 100007 ADAMS, ANSEL

Transaction 21 Payments

Contract #

Department 128 PAYMENT - CHECK

Amount \$1,337.82

Check # 34567

Reference PAYMENT - CHECK

Group / Discounts

Group

Collections? No

Terms COD

Total Balance \$19,546.29

Budget Payment Amount 120.00

Last Pymt Date and Amount 09/05/24 \$300.00

☐ Print Receipt

Post and New **Post and Done** **Cancel**

Customer	Transaction	Posting Reference Ticket Nbr	Contract	Dpt Nbr	Bgt # Grp	Amount	Total Balance

Create New Payment **Exit**

8. In the *Transaction* field, the Transaction Code will default to 21. The Transaction Type can be changed if needed. If the transaction is a contract payment 23 the following appear:

This Customer has at least one (1) contract against which a payment can be made (currently active or prepayment of future contract). If this payment is to be applied to a contract, the Transaction Code will automatically be changed to 23.

If the customer has >1 active contract, you will be able to select the specific contract against which to apply this payment.

If this payment is NOT to be applied any contract the Transaction Code will not be changed.

Apply Payment To Contract **Do Not Apply To Contract**

The Transaction Code can be changed manually if you choose.

9. The payment will automatically be applied to the oldest active contract.
10. In the *Department* field, the *Received on Account* department set up in *Division Setup* displays. The department can be changed if necessary.
11. Enter the payment *Amount*.
12. In the *Check #* field, enter a reference number for the payment.
13. In the *Reference* field, the department description will display but can be changed. The reference description prints on statements.
14. To pay more than one ticket with the payment, enter a one-character code in the *Group* field, select **Group/Discounts**, and enter the one-character code next to each history line to which the payment applies to. Customer history will display the one-character code used to group the tickets into one payment.
15. To apply a discount to the payment, select **Group/Discounts**. On the *Customer History* window, select the *Allow Discount* checkbox for the discount needing applied to the customer account.
16. In the *Print Receipt?* field, select *Print Receipt* box to to print a receipt for the payment in generic statement format.
17. Select **Post and New**.
18. Repeat Steps 8 - 17 until all payments are entered.
19. Close the *Payment Journal #* window.
20. **Print** or **Print Preview** the Payment Journal and verify that the *Journal* amount matches the *Department*

Summary amount.