

Receiving Payments from Customers

Last Modified on 01/19/2023 11:02 am EST

This guide explains where customer payments can be received. It is intended for general users.

While the process is similar throughout aACE, you can receive customer payments from three starting points:

- Start from the order
- Start from the open invoice
- Start from a new receipt

For an example of how this feature can help your team, read our [feature highlight](#)

(<https://www.aacesoft.com/resources/seamlessly-securely-process-customer-payments-with-aace-payments>).

Note: Payments using credit cards will attempt to authorize on saving. If approved, the card will be charged and the authorization code will appear. If the charge is declined, a dialog appears informing you of the decline. For more details, read about [credit card](#)

[authorizations and charges](#) (<https://aace6.knowledgeowl.com/help/understanding-credit-card-processing>).

Start from the Order

1. Navigate from **Main Menu > Order Management > Orders**.
2. Use the [Quick Search](#) (<https://aace6.knowledgeowl.com/help/using-the-quick-search-bar>) bar to locate the order you wish to work with.
3. At the detail view in the Payment Due section, click **Add (+)**.

Order: 60220 | Highbridge Academy 06/29/22 **OPEN**

Production Order | Management | Job Costs & Approvals

Bill To
 Customer (Bill To) > Highbridge Academy
 Stephanie Medina
 1144 East Market St
 Akron, OH 44316
 Rate Card > HBAEx
 Disc % 0%
 Billing Terms Net 30

Ship To **End Customer**
 Ship To Company > Highbridge Academy
 Stephanie Medina
 1144 East Market St
 Akron, OH 44316
 Ship Type Complete
 Ship Date 07/05/22

Order Items

Code	Description	Quantity	BO	DS	SO	Unit Cost	Subcosts	Unit Price	Total	Margin
1 > TECH-001	Electronic Whiteboard, Freestanding	1				2,590.71	0.00	2,936.14	2,936.14	12%

Summary:
 Subtotal 2,936.14 12%
 Adjustment 0.00
 Total 2,936.14 12%
 Shipping 24.99 0.00
 Tax OUT 0.00
Grand Total 2,936.14 11%
 Payment Due 2,936.14

Order Type: Production | Currency: USD | Ex Rate: 1

4. At the Enter Payment dialog, fill in the payment details and click **Apply Payment**.

Enter Payment

Apply Payment

Amount Due

Credit Available

Payment (Amount or Percent)

Balance after Payment

Payment Method CREDIT CARD DEBIT CARD CASH CHECK ACH WIRE BILL ME OTHER

Credit Card
 Approval Code

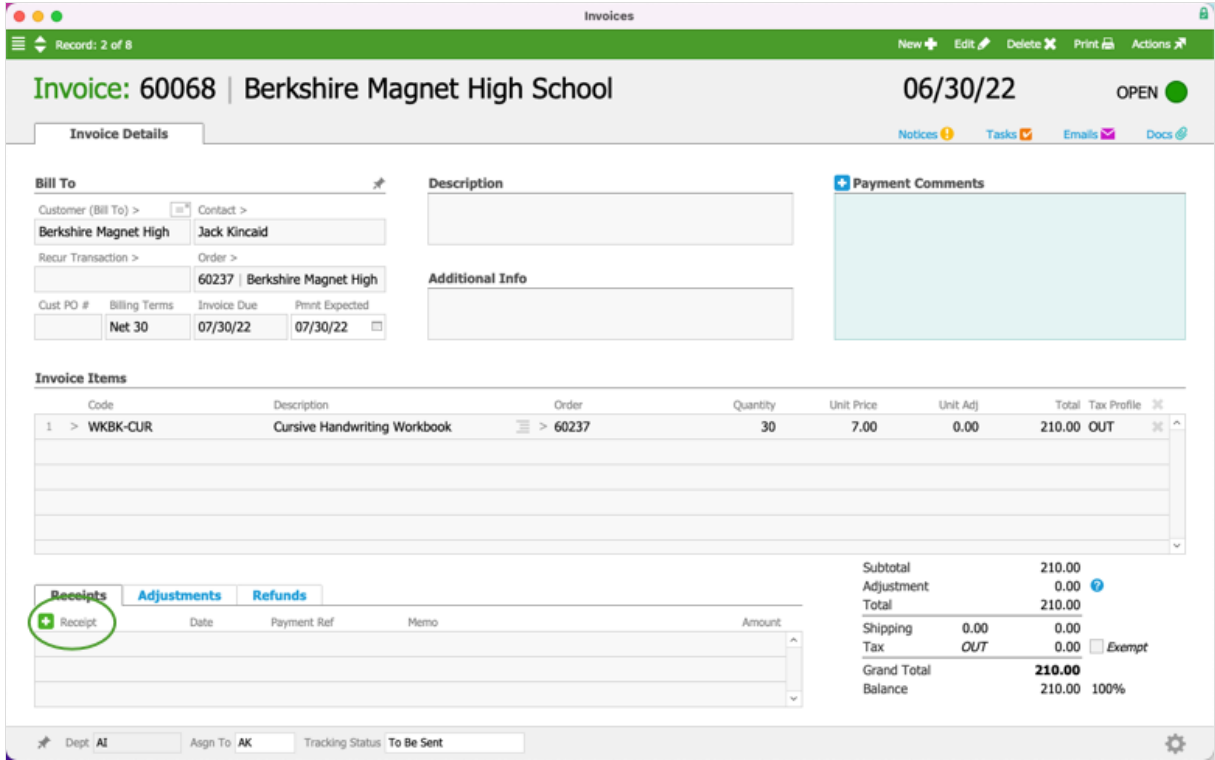
Receipt Notes

Payment is a Deposit

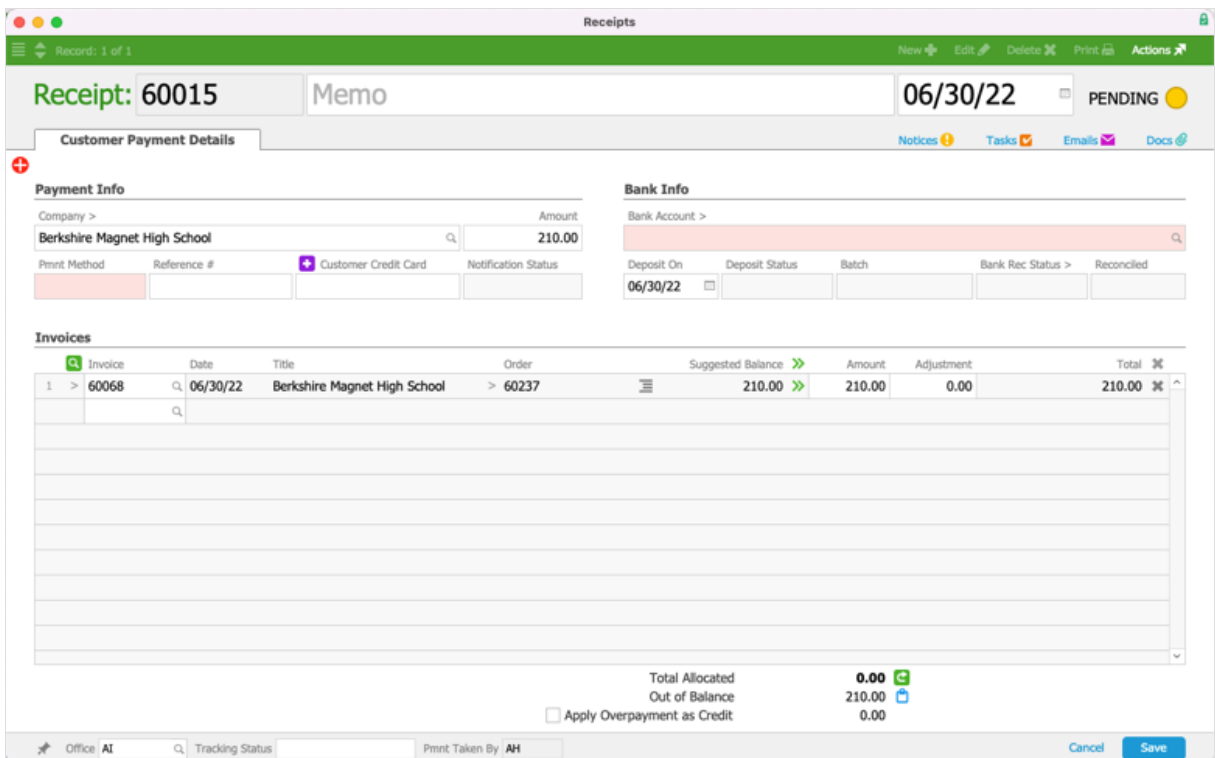
Note: By marking the flag beneath Receipt Notes, you can [receive the current payment as a deposit](https://aace6.knowledgeowl.com/help/handling-customer-deposits).

Start from the Open Invoice

1. Navigate from **Main Menu > Accts Receivable > Invoices**.
2. Use the [Quick Search](https://aace6.knowledgeowl.com/help/using-the-quick-search-bar) (<https://aace6.knowledgeowl.com/help/using-the-quick-search-bar>) bar to locate the invoice you wish to work with.
3. At the detail view in the Receipts tab, click **Add (+)**.



aACE creates a new receipt record, auto-filled with information from the invoice and related records (see below for details).



4. Enter the payment information.
5. Click **Save**.

Start from the Receipt

When you select a company for a receipt, aACE auto-fills the Invoices section with information from this company's open invoices. aACE also draws invoice data from child companies and related locations. This means you may see a number of records suggested in the Invoices section.

You do *not* have to process receipts for all suggested invoices. aACE will ignore any listed invoices that have an Amount of \$0.00. You can also manually remove an invoice by clicking the Delete icon (✕) at the right side of a line.

1. Navigate from **Main Menu > Accts Receivable > Receipts**.
2. At the list view, click **New > Customer Payment**.
3. At the new receipt record detail view, select the **Company**.

The screenshot shows the 'Receipts' form in a web browser. The header includes 'Receipt: 60017', 'Chadwick High School INV60006', and the date '06/30/22' with a 'PENDING' status. Below the header is a 'Customer Payment Details' section with tabs for 'Payment Info' and 'Bank Info'. The 'Payment Info' section shows 'Company: Chadwick High School' and 'Amount: 0.00'. The 'Bank Info' section shows 'Bank Account' and 'Deposit On: 06/30/22'. Below these sections is an 'Invoices' table with columns for Invoice, Date, Title, Order, Suggested Balance, Amount, Adjustment, and Total. The table contains one row with the following data:

Invoice	Date	Title	Order	Suggested Balance	Amount	Adjustment	Total
1 > 60006	06/07/22	Chadwick High School	> 60002	549.76	0.00	0.00	0.00

At the bottom of the form, there are fields for 'Total Allocated' (0.00) and 'Out of Balance' (0.00). The footer includes 'Office AI', 'Tracking Status', 'Print Taken By AH', and 'Cancel Save' buttons.

4. Remove invoices and fill in receipt details, as needed.
5. Click **Save and Post**.