


Processing Customer Overpayments

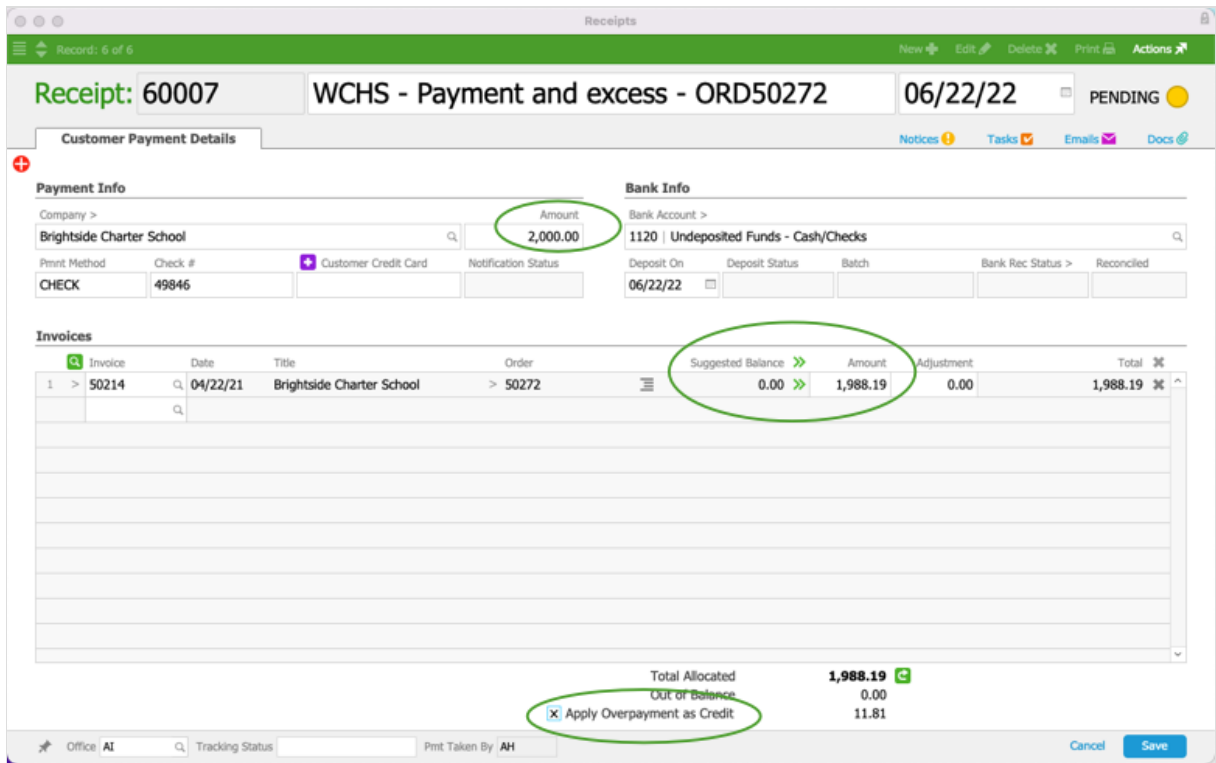
Last Modified on 06/22/2022 4:01 pm EDT

This guide explains how to receive a payment greater than the invoice amount. It is intended for general users.

There may be times when you receive overpayments for open invoices. It is important that you process the overpayment transactions to reflect reality.

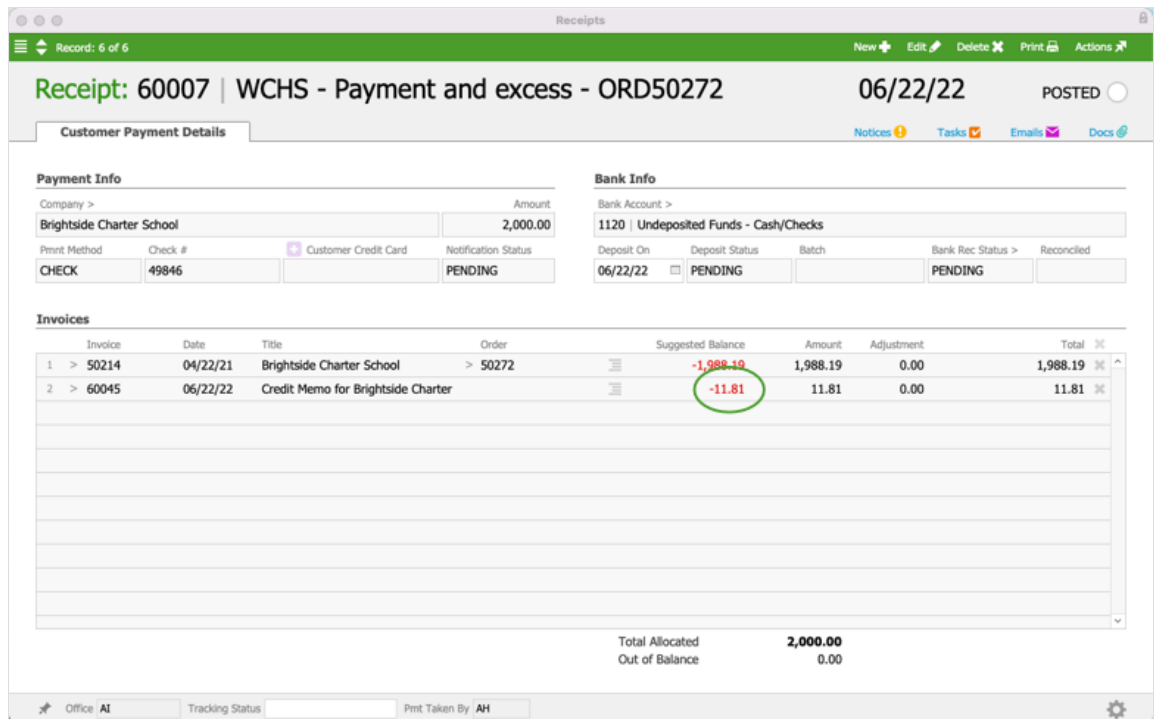
Suppose you have a customer with an outstanding invoice of \$1,988.19, but you receive a check for \$2,000.00 as payment:

1. Navigate from **Main Menu > Accts Receivable > Receipts**.
2. Click **New** to create a new customer payment, then specify the customer **Company**.
3. Enter the receipt as normal, but with these specifications:
 - o Record the *full* amount received in the Payment Info **Amount** field (e.g. \$2,000.00).
 - o Apply *only* the total amount due from the invoice to the Invoices Amount field (e.g. \$1,988.19).
4. Click the Total Allocated **Refresh** icon ().
5. Verify that the **Apply Overpayment as Credit** flag is marked.



6. Click **Save and Post**.

At this point, aACE updates the receipt to include a line for a credit memo equal to the amount of the overpayment:



You can carry the overpayment until you [apply it to future invoices](https://aace6.knowledgeowl.com/help/applying-a-customer-credit-to-an-invoice) or you can [issue a refund](https://aace5.knowledgeowl.com/help/processing-refunds-for-customer-payments).