Moving a Customer Payment from One Invoice to Another

Last Modified on 03/20/2023 3:11 pm EDT

This guide explains how to transfer a payment to a different invoice. It is intended for general users.

Before you use this process to transfer a payment from one invoice to another, make sure you have the invoice IDs of both the source and the destination records.

- 1. Navigate from Main Menu > Accts Receivable > Receipts.
- 2. Click New > Customer Payment.
- 3. In the Payment Info and Bank Info sections, enter these details:
 - Company Specify the customer
 aACE auto-populates the Invoices list with the customer's pending and open
 invoices. Invoices with an Amount of zero will simply be removed from the receipt
 on post, so you do not need to remove any invoices from this listing.
 - Amount Enter zero
 - Pmt Method Select "Credit/Adj"
 - Bank Account Select any GL account because the amount for the receipt will be zero (i.e. this transfer of funds will *not* affect bank reconciliation)
- 4. In the Invoices section, specify the invoices and amounts. Note: If one of the needed invoices is closed, you must manually enter the invoice number or use the Selector (<a>Q).
 - A. For the *source* invoice, enter the **Amount** to be transferred as a *negative* value.
 - B. For the *destination* invoice, enter the **Amount** to be transferred as a *positive* value. The Total Allocated should remain at "0.00" since the two amounts offset one another.



5. Click Save and Post.

The receipt is displayed in the Receipt (Payments) tab for both invoices.

Example of Transferring a Payment

Suppose that a customer had two invoices open, each for the same amount of \$1,000.00. The first was entered by sales representative (SR) Martin Stroman and the second was entered later by SR Jamie Gianelli. Both SRs were waiting for the commission from their sale, which would be processed when the invoice was paid.

Unfortunately, the A/R staff member, Alexis Kohn, was moving too quickly and accidentally applied the payment for Jamie's order to Martin's invoice. Along with other complications, this meant Martin would get his commission, but Jamie would not receive hers.

One of the fundamental principles of using aACE is to make sure your records match reality. Alexis was able to easily correct the situation by moving the payment of \$1,000.00 from the wrong invoice to the correct invoice. Using the process above, she created a new customer payment at the Receipts module. Jamie's open invoice (#60030) displayed there automatically, but Martin's invoice (#60031) had been fully paid and closed, so Alexis had to manually locate it. Then she entered the transfer amount:

: Reco	rd: 3 of 3										New 🗣 Edit	🥜 Delete 🔀 🛛	Print # Ad	tions ;
Receipt: 60013			13	Tran				07/20/22		PENDING				
Cu	stomer Pa	ayment	t Details	1							Notices 🔒	Tasks 🗹 🛛 Er	nails 🔛	Docs
ayme	nt Info						Bank Info							
Company > Amount						Bank Account >								
Cogniti	0				Q,	0.00	1120 Und	leposi	ted Funds - Cash	/Checks				
mnt Method		Refer	ence #	Custome	r Credit Card	Notification Status	Deposit On 07/20/22		Deposit Status	Batch		Bank Rec Status >	Reconciled	1
nvoic	es													
0	Invoice		Date	Title		Order	_	Sugge	sted Balance >>	Amount	Adjustment		Total	30
1 >	60030	Q,	07/20/22	Cognitio		> 60035	-	(-	1,000.00 >>	1,000.00	0.00		1,000.00	*
2 2	60031	Q 0	07/20/22	Cognitio		> 60036			0.00 //	-1,000.00	0.00		-1,000.00	~
9 >	00032	Q	07/20/22	Cognitio		> 60037	-		850.00 >>	0.00	0.00		0.00	~
							Total A Out of	llocati Balan	ed ce	0.00 0.00	C			

When she posted the receipt, the payment was moved to the correct invoice and the other invoice with zero amounts were removed from the receipt:

Record: 3 of 3					New	Edit 🖋 Delete 🕽	Print 🗟 Action				
Receipt:	60013 T	ransfer payme	ent		/20/22	POSTED					
Customer Pa	yment Details				Notice	s 🕴 🛛 Tasks 💟	Emails 🎽 🛛 Do				
Payment Info				Bank Info							
Company >			Amount	Bank Account >							
Cognitio			0.00	1120 Undeposited Funds - Ca	ash/Checks						
Pmnt Method	Reference #	Customer Credit Card	Notification Status	Deposit On Deposit Status	Batch	Bank Rec Stat	us > Reconciled				
CREDIT/ADJ				07/20/22							
2 2 00031	07/20/22	Cognitio	> 00030	1,000.00	-1,000.00	/ 0.00	-1,000.00 %				
				Total Allocated Out of Balance	0.00						

After the payment was moved, the invoice for Jamie's order was paid and her commission could be processed. Alexis was then ready to enter the correct payment for Martin's order when it arrived.

Clearing Customer Accounts

You can use the above process as part of clearing customer accounts.