


Processing Customer Overpayments

Last Modified on 04/22/2021 3:58 pm EDT

This guide explains how to receive a payment greater than the invoice amount. It is intended for basic 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**, then create a new customer payment for the customer.
2. Enter the receipt as normal, but with these specifications:
 - o Record the *full* amount received in the Amount fields (e.g. \$2,000.00).
 - o Apply *only* the total amount of the invoice to the invoice Amount column (e.g. \$1,988.19).
3. Click the Total Allocated **Refresh** icon ().
4. Verify that the **Apply Overpayment as Credit** flag is marked.

Receipts

Record: 1 of 1

Receipt #: 50157 Title: WCHS - Payment and excess - ORD50276 Date: 04/22/21 Status: PENDING

Customer Payment Details

Payment Info

Company: Westbury Catholic High School Amount: 2,000.00

Pmt Method: CHECK Check #: 49846 Customer Credit Card:


Bank Info

Bank Account: 1120 Undeposited Funds - Cash/Checks

Deposit On: 04/22/21

Invoices

Invoice	Date	Title	Order	Suggested Balance	Amount	Adjustment	Total
1 > 50214	04/22/21	Westbury Catholic High School	> 50276	1,988.19	1,988.19	0.00	1,988.19

Total Allocated: 1,988.19 

Out of Balance: 0.00

Apply Overpayment as Credit 11.81

Office: AI Pmt Taken By: Alexis Kohn Cancel Save

5. Save and post the receipt.

At this point, the receipt includes a line item for a credit memo the amount of the overpayment. You can carry the overpayment until you apply it to future invoices or you can [issue a refund](https://aace5.knowledgeowl.com/help/processing-refunds-for-customer-payments) (https://aace5.knowledgeowl.com/help/processing-refunds-for-customer-payments).

Receipt: 50157 WCHS - Payment and excess - ORD50276 4/22/2021 POSTED

Customer Payment Details

Payment Info

Company >	Amount	
Westbury Catholic High School	2,000.00	
Pmt Method	Check #	Customer Credit Card
CHECK	49846	

Bank Info

Bank Account >				
1120 Undeposited Funds - Cash/Checks				
Deposit On	Deposit Status	Batch	Bank Rec Status >	Reconciled
04/22/21	PENDING		PENDING	

Invoices

Invoice	Date	Title	Order	Suggested Balance	Amount	Adjustment	Total
1 > 50214	04/22/21	Westbury Catholic High School	> 50276	0.00	1,988.19	0.00	1,988.19
2 > 50215	04/22/21	Credit Memo for Westbury Catholic		-11.81	11.81	0.00	11.81
				Total Allocated	2,000.00		
				Out of Balance	0.00		

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