

# Receiving Payments from Customers

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

1. Start from the order
2. Start from the open invoice
3. Start from a new receipt

**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://aace5.knowledgeowl.com/help/understanding-credit-card-processing) (<https://aace5.knowledgeowl.com/help/understanding-credit-card-processing>) and about processing credit card payments on orders.

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

## Start from the Order

1. Navigate to the order you wish to work with.
2. In the Payment Due section, click **Plus ( + )**.

Order Items											
Line	Item Code	Description	Cases	Quantity	BO	Unit Price	Adjustment	Extended Price	Total	Tax Profile	
1	Tech-001	Electronic Whiteboard, freestanding		1		4,614.25	0.00	4,614.25	4,614.25	DEF	
							Subtotal		4,614.25		
							Adjustment		0.00		
							Total		4,614.25		
							Shipping	0.00	0.00		PSO
							Tax	DEF	0.00		Exempt
							Grand Total		4,614.25		
							<b>+ Payment Due</b>		4,614.25		

  

Sales / Fulfillment					
Campaign >	Type	Account Manager >	Referral Company >		
	Sales	NW			
Lead >	Sales Priority	Job >	Fulfillment Priority	Start Date	End Date
	Normal	50024	Normal	12/20/17	01/03/18

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

Enter Payment

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**Apply Payment**

Amount Due

Credit Available

Payment (Amount or Percent) >>

Balance after Payment

Payment Method  CREDIT CARD  DEBIT CARD  CASH  CHECK  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](http://aace5.knowledgeowl.com/help/working-with-deposit-invoices) (<http://aace5.knowledgeowl.com/help/working-with-deposit-invoices>).

## Start from the Open Invoice

1. Navigate to the invoice you wish to work with.

Invoices
New + Edit ✎ Delete ✕ Print 🖨 Actions ↗

**Invoice: 50012 Covered Bridge High School 12/20/2017**
OPEN

**Invoice Details**

**Bill To**

Customer (Bill To) >  Contact >

Recur Transaction >  Order >

Cust PO #  Billing Terms  Invoice Due  Pmt Expected

**Description**

**Additional Info**

**Payment Comments**

**Invoice Items**

Line	Item Code	Description	Order	Quantity	Unit Price	Unit Adj	Total	Tax Profile
1	Tech-001	Electronic Whiteboard,	50024	1	4,614.25	0.00	4,614.25	DEF

**Receipts (Payments)** **Adjustments** **Refunds**

Receipt	Date	Payment Ref	Memo	Amount
<span style="color: green;">+</span> Receipt				

Subtotal	4,614.25
Adjustment	0.00
<b>Total</b>	<b>4,614.25</b>
Shipping	0.00
Tax	0.00
<b>Grand Total</b>	<b>4,614.25</b>
Balance	4,614.25 100%

Dept: AI Assigned To: Drew Sanderson Tracking Status: To Be Sent

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2. At the Receipts tab, click **Plus (+)**.

aACE creates a new receipt record, auto-filled with information from the invoice (including the Amount populated based on the invoice's Balance).

The screenshot shows a 'Receipts' form with the following details:

- Receipt:** 50006
- Memo:** (empty)
- Date:** 12/20/17
- Status:** PENDING
- Customer Payment Details:**
  - Payment Info:**
    - Company: Covered Bridge High School
    - Amount: 4,614.25
    - Pmt Method: (empty)
    - Reference #: (empty)
    - Credit Card: (empty)
  - Bank Info:**
    - Bank Account: (empty)
    - Deposit On: 12/20/17
    - Deposit Status: (empty)
    - Batch: (empty)
    - Bank Rec Status: (empty)
    - Reconciled: (empty)
- Invoices Table:**

Invoice	Date	Title	Order	Suggested Balance	Amount	Adjustment	Total
1 > 50012	12/20/17	Covered Bridge High School	> 50024	4,614.25	4,614.25	0.00	4,614.25
- Summary:**
  - Total Allocated: 0.00
  - Out of Balance: 4,614.25
  - Apply Overpayment as Credit: (checkbox)
- Footer:** Office: AI, Pmt Taken By: Caitlin Nascher, Cancel, Save

3. Enter the payment information.

The screenshot shows the same 'Receipts' form with the following changes:

- Memo:** Covered Bridge High School INV50023
- Payment Info:**
  - Company: Covered Bridge High School
  - Amount: 4,614.25
  - Pmt Method: WIRE
  - Wire #: 456123
  - Credit Card: (empty)
- Bank Info:**
  - Bank Account: 1201 Uncategorized Receivables
  - Deposit On: 12/20/17
  - Deposit Status: (empty)
  - Batch: (empty)
  - Bank Rec Status: (empty)
  - Reconciled: (empty)
- Invoices Table:** (Same as previous screenshot)
- Summary:** (Same as previous screenshot)
- Footer:** Office: AI, Pmt Taken By: Caitlin Nascher, Cancel, Save

4. Click **Save**

## Start from the Receipt

1. Navigate to **Menu > Accts Receivable > Receipts**.
2. Click **New > Customer Payment**.
3. At the new receipt record, select the **Company**.  
Open invoices for this company appear in the Invoices section.
4. Remove invoices and fill in receipt details, as needed.

The screenshot shows a web application window titled "Receipts". At the top, there is a green header bar with navigation icons and the text "Record: 2 of 2". Below the header, the receipt details are displayed: "Receipt: 50007", "Covered Bridge High School INV50012", and the date "12/20/17" with a status of "PENDING".

The main content area is divided into several sections:

- Customer Payment Details:** This section contains a "Payment Info" table and a "Bank Info" section.
 

Payment Info		Amount
Company >	Covered Bridge High School	4,614.25
Pmt Method	Wire #	Credit Card
WIRE	456123	
- Bank Info:** This section contains a "Bank Account" dropdown set to "1115 Cash Operating" and a "Deposit On" field set to "12/20/17".
- Invoices:** A table listing invoices associated with the receipt.
 

Invoice	Date	Title	Order	Suggested Balance	Amount	Adjustment	Total
1 > 50012	12/20/17	Covered Bridge High School	> 50024	4,614.25	4,614.25	0.00	4,614.25

At the bottom of the form, there is a summary section:

Total Allocated: 4,614.25  
Out of Balance: 0.00

The footer of the application shows "Office: At", "Pmt Taken By: Caitlin Nascher", and "Save" and "Cancel" buttons.

5. Click **Save**, then click **Post**.