

## Receive Payments

### OVERVIEW

With this feature, Users can:

- search for invoices by invoice number, Client Group and/or Company/Contact
- add payments to Sales Orders (SOs) without having to go into a Job or SO
- move Jobs to completed when applying payment.

### Users

Finance and Admin Users.

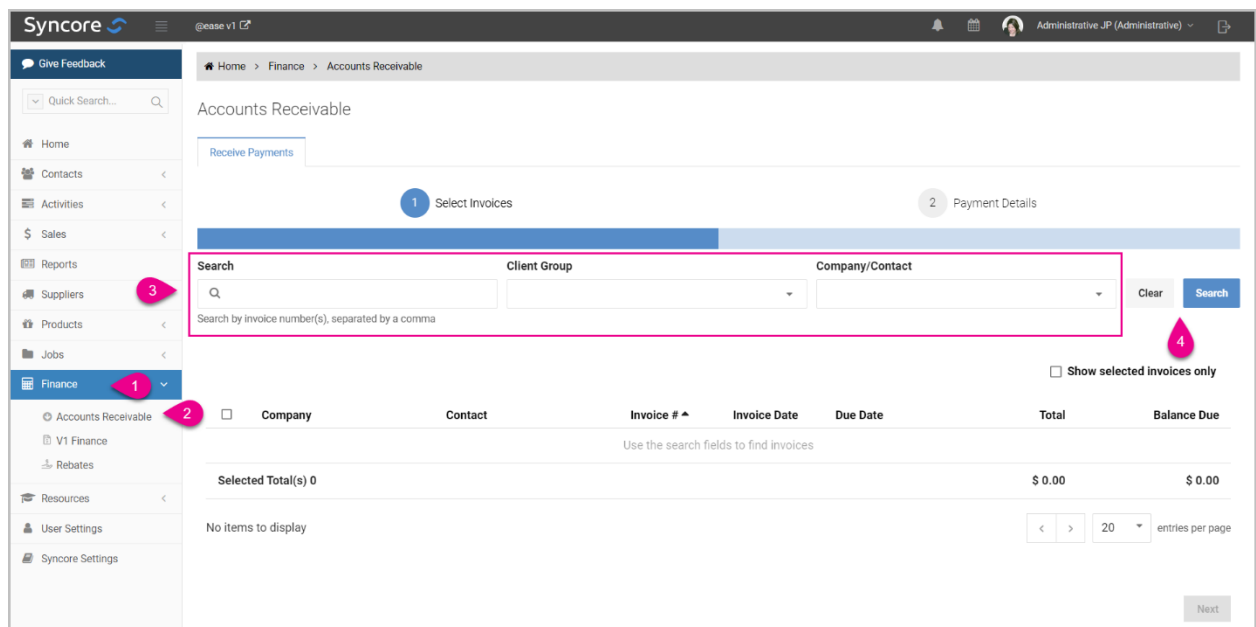
### To search and select invoices for payment:

1. Select **Finance** to open the dropdown menu.
2. Select **Accounts Receivable**.

The “Receive Payments” tab on the Accounts Receivable page opens with two steps:

#### 1 Select Invoices

#### 2 Payment Details.





3. Search for invoice(s) using one or more of the following fields:
  - **Search:** enter the invoice number(s)
  - **Client Group:** select from the dropdown menu
  - **Company/Contact:** select one or more from the dropdown menu.
    - select the **x** beside the name to remove a Company/Contact.

**NOTE:** Invoices eligible for searching:

- All SOs (Drop Ship and Program)
- Invoiced status only
- SO balance due can be positive, negative or equal to 0.00.

4. Select:
  - **Clear** to reset the fields
  - **Search** to search for the invoices.

The results table displays below the search fields with the following columns:

- Company
- Contact
- Invoice #
- Invoice Date
- Due Date
- Total
- Balance Due.

**NOTES:**

- i. All columns are sortable.
- ii. Pagination is displayed at the bottom right of the table.

# Syncore Knowledge Base

Home > Finance > Accounts Receivable

## Accounts Receivable

Receive Payments

1 Select Invoices 2 Payment Details

Search Client Group Company/Contact

Q Nelson Enterprises Clear Search

Search by invoice number(s), separated by a comma

5  Show selected invoices only 6

<input type="checkbox"/>	Company	Contact	Invoice #	Invoice Date	Due Date	Total	Balance Due
<input checked="" type="checkbox"/>	Test Company - Donna Schmitz	Donna Schmitz	1900-1	Oct/31/2018	Dec/30/2018	\$ 2,913.75	\$ 2,913.75
<input checked="" type="checkbox"/>	Alexis Aubry	Alexis Aubry	2405-1	Sep/13/2017	Oct/13/2017	\$ 1,026.41	\$ 1,026.41
<input checked="" type="checkbox"/>	Alexis Aubry	Alexis Aubry	2406-1	Feb/08/2018	Mar/10/2018	\$ 1,429.40	\$ 1,429.40
<input checked="" type="checkbox"/>	Alexis Aubry	Alexis Aubry	2706-1	Oct/31/2018	Nov/30/2018	\$ 290.18	\$ 290.18
<input type="checkbox"/>	Alexis Aubry	Alexis Aubry	2708-1	Sep/13/2017	Oct/13/2017	\$ 187.00	\$ 187.00
<input type="checkbox"/>	Alexis Aubry	Alexis Aubry	2747-1	Sep/13/2017	Oct/13/2017	\$ 850.00	\$ 850.00
<input type="checkbox"/>	Alexis Aubry	Alexis Aubry	2748-1	Sep/13/2017	Oct/13/2017	\$ 836.75	\$ 836.75

5. Select invoices for payment by:
  - selecting individual invoices, OR
  - selecting the box at the top beside **Company** to select all on the page.
6. Select the box beside **Show selected invoices only** to remove invoices not selected from the results.

Home > Finance > Accounts Receivable

Receive Payments

1 Select Invoices

2 Payment Details

Search:  Client Group: Nelson Enterprises Company/Contact:  Clear Search

Search by invoice number(s), separated by a comma

Show selected invoices only

<input checked="" type="checkbox"/>	Company	Contact	Invoice #	Invoice Date	Due Date	Total	Balance Due
<input checked="" type="checkbox"/>	Test Company - Donna Schmitz	Donna Schmitz	1900-1	Oct/31/2018	Dec/30/2018	\$ 2,913.75	\$ 2,913.75
<input checked="" type="checkbox"/>	Alexis Aubry	Alexis Aubry	2405-1	Sep/13/2017	Oct/13/2017	\$ 1,026.41	\$ 1,026.41
<input checked="" type="checkbox"/>	Alexis Aubry	Alexis Aubry	2406-1	Feb/08/2018	Mar/10/2018	\$ 1,429.40	\$ 1,429.40
<input checked="" type="checkbox"/>	Alexis Aubry	Alexis Aubry	2706-1	Oct/31/2018	Nov/30/2018	\$ 290.18	\$ 290.18
<b>Selected Total(s) 4</b>						<b>\$ 5,659.74</b>	<b>\$ 5,659.74</b>

1 of 1 page(s) -- 4 item(s)

< 1 > 20 entries per page

7 Next

Totals are displayed for the number of invoices selected, the total amount and the total balance due.

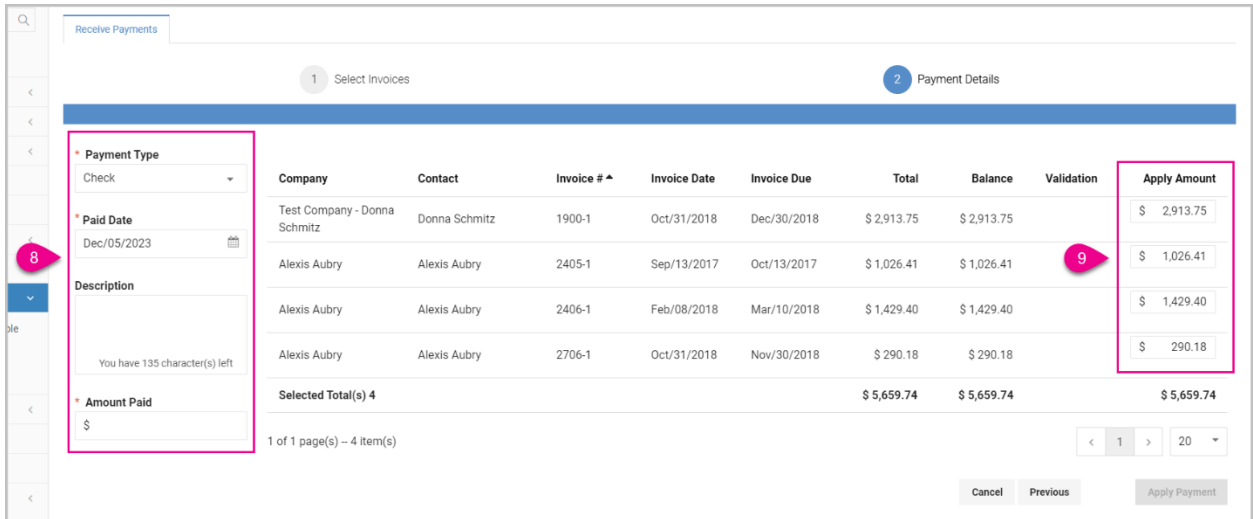
## 7. Select **Next**.

Step 2 **Payment Details** opens displaying a table with the following columns:

- Company
- Contact
- Invoice #
- Invoice Date
- Invoice Due
- Total
- Balance
- Validation
- Apply Amount: automatically filled with the balance due amount for each invoice.
  - You can edit this field.

Totals are displayed for the Total, Balance, and Apply Amount columns.

# Syncore Knowledge Base



## 8. Complete the following fields:

- **Payment Type\***: choose type from dropdown menu [default is Check]
    - If Credit Card is selected, another field, **Credit Card Type\*** appears: select card from the dropdown list.
    - If Adjustment is selected, another field, **Adjustment Type\*** appears: select type from the dropdown list.
  - **Paid Date\***: select date from calendar [default is today's date]
    - The Paid Date must be after the month end closing date.
    - The Paid Date must be before 30 days from today.
  - **Description**: OPTIONAL: enter a description
  - **Amount Paid\***: enter the amount. [must be to 2 decimal places and can be positive or negative].
- \* required fields.

## 9. OPTIONAL: edit the **Apply Amount** field(s) [dollar amount to two decimal places].

- Editing Apply Amount(s) updates the total for this column.

### NOTES:

- i. The "Amount Paid" must match the "Apply Amount" total. If it does not match, the following error message will appear: "Amount Total does not match Amount Paid. Review and make adjustment(s) to continue."

# Syncore Knowledge Base

- ii. There must be a value in the Apply Amount field for every invoice.  
If the "Apply Amount" value is missing for one or more invoices, the following error message will appear for each invoice:  
"Apply Amount missing for Invoice #xxxxx-x. Enter Apply Amount or remove this invoice."
- iii. A red icon will be displayed under the "Validation" column for the invoice rows that contain an error.

10. Select:

- **Cancel** to go back to Step 1 to start a new search
- **Previous** to go to Step 1 to edit your search results
- **Apply Payment** to apply payment.

The screenshot shows the 'Receive Payments' interface with the following details:

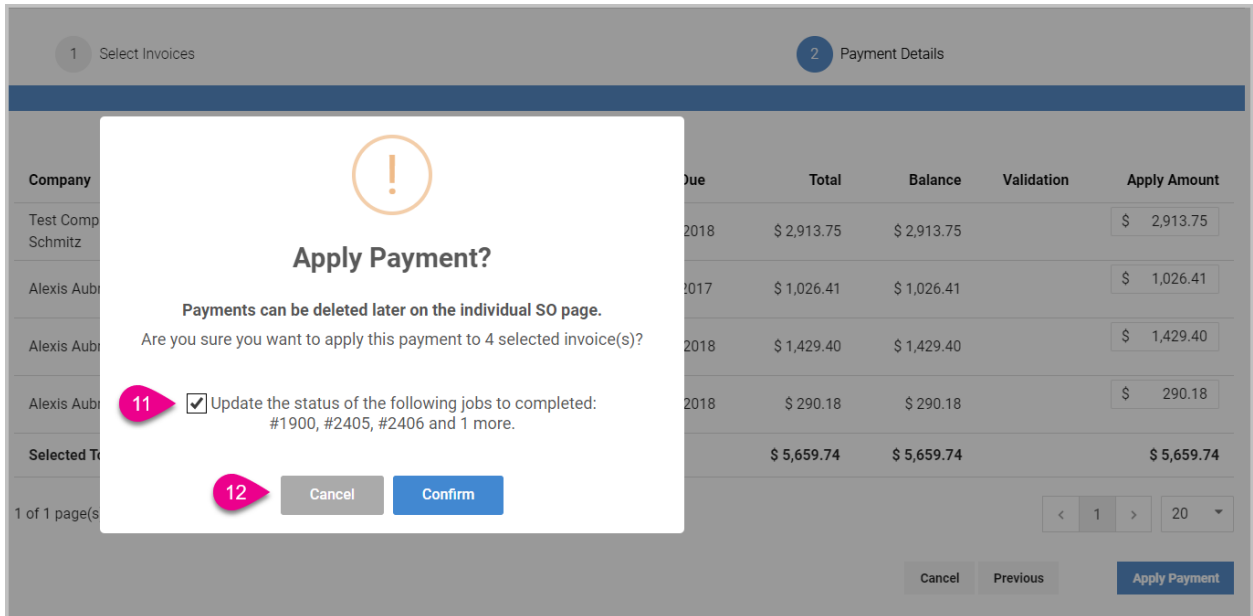
- Page Title: Receive Payments Consolidated Invoices
- Step 1: Select Invoices
- Step 2: Payment Details
- Payment Type: Check
- Paid Date: Dec/05/2023
- Description: OPTIONAL: Enter description. (You have 107 character(s) left)
- Amount Paid: \$ 5,659.74

Company	Contact	Invoice # ^	Invoice Date	Invoice Due	Total	Balance	Validation	Apply Amount
Test Company - Donna Schmitz	Donna Schmitz	1900-1	Oct/31/2018	Dec/30/2018	\$ 2,913.75	\$ 2,913.75		\$ 2,913.75
Alexis Aubry	Alexis Aubry	2405-1	Sep/13/2017	Oct/13/2017	\$ 1,026.41	\$ 1,026.41		\$ 1,026.41
Alexis Aubry	Alexis Aubry	2406-1	Feb/08/2018	Mar/10/2018	\$ 1,429.40	\$ 1,429.40		\$ 1,429.40
Alexis Aubry	Alexis Aubry	2706-1	Oct/31/2018	Nov/30/2018	\$ 290.18	\$ 290.18		\$ 290.18
<b>Selected Total(s) 4</b>					<b>\$ 5,659.74</b>	<b>\$ 5,659.74</b>		<b>\$ 5,659.74</b>

1 of 1 page(s) - 4 item(s)

Buttons: Cancel, Previous, Apply Payment

"Apply Payment?" window opens.



11. OPTIONAL: uncheck **Update the status of the following jobs to completed.**

**NOTE:** The following criteria must be met to move the status of a Job to Completed:

- Job is in Delivered status
- Job Tracker status is Completed
- All Purchase Orders are either Approved, Posted @easeA/P, Posted Manually, or Paid
- All Sales Orders will be in Paid status after this payment is applied.

12. Select:

- **Cancel** to exit.
- **Confirm** to apply payment.

Receive Payments page opens to Step 1 Select Invoices.

A green bar above the table is displayed with the message:

“Batch #xxxx created.” The button **View Client Receipts Report** opens the "Client Receipts Report" in Syncore [V2 > Reports > Finance > Client Receipts Report].

# Syncore Knowledge Base

Receive Payments

1 Select Invoices 2 Payment Details

Batch #570 created. [View Client Receipts Report](#)

Search Client Group Company/Contact

Search by Invoice number(s), separated by a comma

Show selected invoices only

<input type="checkbox"/>	Company	Contact	Invoice #	Invoice Date	Due Date	Total	Balance Due	
Selected Total(s) 0							\$ 0.00	\$ 0.00
No items to display								

20 entries per page

Next

The Sales Order (SO) status is changed from Invoiced to Paid if a full payment is applied and balance due is zero after the payment.

The Audit Log on the Job is updated.

Job #2405

Status: Completed

Company: Alexis Aubry

Web Order #: 641296-1

Primary Rep: Alexis Aubry

Secondary Rep: Laura Test

Commission Split: 50/50

Primary Rep Commission: 288.88

Secondary Rep Commission: 88.88

Customer Service Rep: Alexis Aubry

Completed Date: Dec/05/2023

Description: Zage Snack Bag with Chocolate Compare to M&M's Candy

Type: Credit Card Fees

Date: Apr/20/2017

Est. Delivery Date: Apr/30/2017

Priority: Standard

Product Index: Auto

Back to WIP: 1

Source: AIEase

Created By: Alexis Aubry

Created Date: Apr/20/2017

Issue: None

Status: Completed

Follow-up Date: Aug/31/2017

PENDING: \$976.41 Total Sales

SUBMITTED: \$620.90 Total Cost

WIP: 36.41% GPM

DELIVERED: \$177.76 Commission

Sales Orders

#	Status	Subtotal	Freight
1	Paid	\$976.41	\$50.00
		\$976.41	\$50.00

Purchase Orders

No data available in table

Inventory: \$620.90

Misc. Charges: \$0.00

Art Charges: \$0.00

Cost Total: \$620.90

Audit Log

Date	Created By	Description	Action
Dec/05/2023 11:59 AM	Monica Lutzmann	Job #2405 - Completion Date was changed to Dec/05/2023 via Receive Payments.	Updated
Dec/05/2023 11:59 AM	Monica Lutzmann	Job #2405 - Status was changed from Delivered to Completed via Receive Payments.	Updated
Dec/05/2023 11:59 AM	Monica Lutzmann	Job #2405 - Commission Date was changed to Dec/05/2023 via Receive Payments.	Updated
Dec/05/2023 11:59 AM	Monica Lutzmann	Job #2405 - Sales Order #2405-1 Received a payment of amount \$1026.41 via Receive Payments.	Updated
Dec/05/2023 11:59 AM	Monica Lutzmann	Job #2405 - Sales Order #2405-1 Status was changed from Invoiced to Paid via Receive Payments.	Updated

Showing 1 to 5 of 5 entries

If a payment is unsuccessful, an error message appears.





## Receive Payments: Underpayments and Overpayments

Both underpayments and overpayments will trigger warnings to alert the User, but payments can still be applied.

### Underpayment:

If the "Apply Amount" value for one or more invoices is **less** than the balance due on one or more invoices, a warning message will appear in yellow for each invoice:

“Underpayment for Invoice # xxxxx-x. If submitted, only a partial amount will be paid.”

A yellow warning icon will be displayed under the "Validation" column for the invoice rows that have an underpayment.

### Overpayment:

If the "Apply Amount" value for one or more invoices is **more** than the balance due on one or more invoices, a warning message will appear in yellow for each invoice:

“Overpayment for Invoice # xxxxx-x. If submitted, only overpayment amount will be paid.”

A yellow warning icon will be displayed under the "Validation" column for the invoice rows that have an overpayment.