**Job Aids**

Accounts Receivable Clerk 2021 R2

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# Processing Invoices

This section contains step-by-step instructions related to processing of customer invoices, credit and debit memos in Acumatica ERP.

## To Create an Invoice (with Item Quantities and Unit Costs)

1. Open the [*Invoices and Memos*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=5e6f3b27-b7af-412f-a40a-1d4f4be70cba) (AR301000) form.

To open the form for creating a new record, type the form ID in the Search box, and on the Search form, point at the form title and click **New** right of the title.

1. On the form toolbar, click **Add New Record**.
2. In the **Type** box of the Summary area, select *Invoice*.
3. In the **Date** box, change the current business date, if needed.

The **Post Period** box is filled in automatically based on the selected document date.

1. In the **Customer** box, select the customer associated with the document.
2. In the **Location** box, check the customer location, and change it, if needed.
3. Make sure the document currency in the **Currency** box is the one you need, and select another one, if needed.
4. In the **Terms** box, check the credit terms associated with the customer.

In the **Due Date** box, the due date of the invoice is calculated based on the credit terms. The credit terms may allow a cash discount to be taken and specify its terms in the **Cash Discount Date** box.

1. If needed, in the **Customer Order Nbr.** box, enter the reference number from the original customer document.
2. In the **Description** box, add a brief description of the invoice.
3. On the **Details** tab, for each line the invoice, click **Add Row** on the table toolbar and do the following:
   1. If needed, in the **Inventory ID** column, enter the ID of the particular item sold or service provided to the customer.
   2. If needed, in the **Transaction Descr.** column, enter a description of the transaction if it has not been filled in automatically.
   3. If needed, in the **Quantity** column, enter the quantity of the item sold.
   4. If needed, in the **UOM** column, enter the unit of measure for the item if it has not been filled in automatically.
   5. If needed, in the **Unit Price** column, enter the price per unit if it has not been filled in automatically.
   6. In the **Ext. Price** column, enter the extended price of the specified inventory item or service if it has not been calculated automatically.
   7. If needed, enter the discount percentage in the **Discount Percent** column or the discount amount in the **Discount Amount** column, if you offer the customer a discount on this item or service.

If you enter a percentage, the system will calculate the discount amount automatically by multiplying the extended price of the item by the discount percentage.

* 1. Check the **Amount** column, which displays the total for the line item. The system calculates this total by deducting the discount amount (if any) from the extended price.

1. Check the **Account** column. By default, the system uses the sales account of the customer location, but you can select another account.
2. Check the **Subaccount** column if applicable, and change it, if needed.
3. If needed, in the **Salesperson ID** column, select the salesperson associated with the customer.
4. If needed, in the **Deferral Code** column, select a deferral code if the expenses related to the item or service must be recognized in future periods.
5. If needed, select the **Commissionable** check box if a commission is paid on the line item amount.
6. If you want to save the document with the *Balanced* status, do one of the steps below:

* If the **Amount** box of the Summary area is available on the form, enter the total amount of the invoice in this box.
* If the **Amount** box is not available on the form, notice that the total amount of the document is displayed correctly in the **Balance** box.

1. If needed, in the **Discount Total** box of the Summary area, enter the amount of discount if you want to apply the manual discount to the document.
2. In the **Cash Discount** box of the Summary area, check the cash discount amount of the document.
3. On the form toolbar, click **Save**.

## To Create a Credit Memo

1. Open the [*Invoices and Memos*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=5e6f3b27-b7af-412f-a40a-1d4f4be70cba) (AR301000) form.

To open the form for creating a new record, type the form ID in the Search box, and on the Search form, point at the form title and click **New** right of the title.

1. On the form toolbar, click **Add New Record**.
2. In the **Type** box of the Summary area, select *Credit Memo*.
3. In the **Date** box, enter the credit memo date.

The **Post Period** box is filled in automatically based on the selected document date.

1. In the **Customer** box, select the customer associated with the credit memo.
2. In the **Location** box, check the customer location.
3. If needed, in the **Customer Order Nbr.** box, enter the reference number assigned by the customer to the customer document.
4. Make sure the document currency in the **Currency** box is the one you need, and change it, if needed.

The currency may be overridden only if the **Allow Currency Override** check box is selected for the customer on the [*Customers*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=652929bc-9606-4056-aa6e-0c2d1147171b) (AR303000) form.

1. In the **Description** box, add a brief description of the credit memo or the reference number of the original invoice.
2. On the **Details** tab, for each line of the credit memo, click **Add Row** on the table toolbar and do the following:

A credit memo must include at least one line.

* 1. If needed, in the **Inventory ID** column, enter the ID of the item sold or the service provided to the customer.
  2. If needed, in the **Transaction Descr.** column, enter a description of the transaction.
  3. If needed, in the **Quantity** column, enter the quantity of the item sold.
  4. If needed, in the **UOM** column, enter the unit of measure for the item.
  5. If needed, in the **Unit Price** column, enter the price per unit.
  6. In the **Ext. Price** column, enter the extended price. If you have specified an inventory item, the system calculates the extended price by multiplying its unit price and the quantity sold, but you can override the calculated price.
  7. Check the **Account** column. By default, the system uses the sales account associated with the customer location, but you can select another account.
  8. Check the **Subaccount** column if applicable, and change it, if needed.

1. If needed, in the **Salesperson ID** column, select the salesperson associated with the customer.
2. If needed, in the **Deferral Code** column, select a deferral code if the expenses related to the item or service must be recognized in future periods.
3. To save the document with the *Balanced* status, perform one of the steps below:

* If the **Amount** box of the Summary area is available on the form, enter the total amount of the credit memo.
* If the **Amount** box is not available on the form, notice that the total amount of the document is displayed correctly in the **Balance** box.

1. On the form toolbar, click **Save**.

## To Apply a Credit Memo

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.
2. In the **Type** box of the Summary area, select *Credit Memo*.
3. In the **Reference Nbr.** box, select the number of the credit memo to apply.
4. In the **Application Date** box, check the date of the credit memo. Change it if, needed.
5. On the **Documents to Apply** tab, add the documents to which the credit memo should be applied, and follow the steps below to add each line (document):
   1. Click **Add Row** on the table toolbar to add a new row to the table.
   2. In the **Doc. Type** column, select the appropriate option to apply the credit memo to an invoice, debit memo, or overdue charge.
   3. In the **Reference Nbr.** column, select a document by its identifier from the list of documents. (The system includes in this list documents associated with the current customer that have the *Open* status and the selected document type.)
   4. Check the information in the other columns of this table, which are filled in automatically when you select a document.
6. Review the **Applied to Documents** box in the Summary area. The system automatically inserts the total amount of the applied documents.
7. On the form toolbar, click the **Release** to release the credit memo.

## To Create a Debit Memo

1. Open the [*Invoices and Memos*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=5e6f3b27-b7af-412f-a40a-1d4f4be70cba) (AR301000) form.

To open the form for creating a new record, type the form ID in the Search box, and on the Search form, point at the form title and click **New** right of the title.

1. On the form toolbar, click **Add New Record**.
2. In the **Type** box of the Summary area, select *Debit Memo*.
3. In the **Date** box, enter the date of the debit memo.

The **Post Period** box is filled in automatically based on the selected document date.

1. In the **Customer** box, select the customer associated with the document.
2. In the **Location** box, check the customer location, and change it, if needed.
3. Make sure the document currency in the **Currency** box is the one you need, and change it, if needed.

The currency may be overridden only if the **Allow Currency Override** check box is selected for the customer on the [*Customers*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=652929bc-9606-4056-aa6e-0c2d1147171b) (AR303000) form.

1. If needed, in the **Description** box, enter the reference number of the original invoice.
2. On the **Details** tab, for each line of the debit memo, click **Add Row** on the table toolbar and do the following:
   1. If needed, in the **Inventory ID** column, enter the ID of the additional item sold or service provided to the customer.
   2. If needed, in the **Transaction Descr.** column, enter a description of the transaction.
   3. If needed, in the **Quantity** column, enter the quantity of the item sold.
   4. If needed, in the **UOM** column, enter the unit of measure for the item.
   5. If needed, in the **Unit Price** column, enter the price per unit.
   6. In the **Ext. Price** column, enter the extended price of the specified inventory item or service.
   7. Check the **Account** column. By default, the system uses the sales account associated with the customer location, but you can select another account here.
   8. Check the **Subaccount** column, if applicable.
3. If needed, in the **Salesperson ID** column, select the salesperson associated with the customer.
4. If needed, in the **Deferral Code** column, select a deferral code if the expenses related to the item or service must be recognized in future periods.
5. If the **Amount** box of the Summary area is available on the form, enter the total amount of the debit memo in this box.
6. On the form toolbar, click **Save**.
7. If needed, in the **Discount Total** box of the Summary area, enter the amount of discount if you want to apply the manual discount to the document.
8. In the **Cash Discount** box of the Summary area, check the cash discount amount of the document. This box may be filled in automatically, based on the credit terms of the customer, or you can change the amount of the calculated cash discount manually.
9. On the form toolbar, click **Save**.

## To Enter a Cash Sale

1. Open the [*Cash Sales*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=f8e8a35f-4de7-40c0-8030-ebf9f7910119) (AR304000) form.

To open the form for creating a new record, type the form ID in the Search box, and on the Search form, point at the form title and click **New** right of the title.

1. On the form toolbar, click **Add New Record**.
2. In the **Type** box of the Summary area, select *Cash Sale*.
3. In the **Date** box, select the date of the cash sale document.

By default, the current date is selected in the box, but you can select another date. The **Post Period** box is filled in automatically based on the selected document date.

1. In the **Customer** box, select the customer.
2. In the **Location** box, check the customer location and change it, if needed.
3. In the **Payment Method** box, check the customer's default payment method. The cash sale must be paid by a method based on cash, check, or credit card.
4. Make sure the document currency in the **Currency** box matches the currency of the customer payment.

The currency may be overridden only if the **Allow Currency Override** check box is selected for the customer on the [*Customers*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=652929bc-9606-4056-aa6e-0c2d1147171b) (AR303000) form.

1. In the **Payment Ref.** box, enter the reference number of the customer payment.
2. In the **Description** box, enter a description of the cash sale.
3. On the **Details** tab, for each line of the cash sale document, click **Add Row** on the table toolbar and do the following:
   1. If needed, in the **Inventory ID** column, enter the inventory ID of the particular non-stock item or service paid for by the customer.
   2. If needed, in the **Transaction Descr.** column, enter the description of the transaction.
   3. If needed, in the **Quantity** column, enter the quantity of the item or service.
   4. If needed, in the **UOM** column, enter the unit of measure used with the quantity.
   5. If needed, in the **Unit Price** column, enter the price per unit.
   6. In the **Ext. Price** column, enter the sale amount if the amount has not been filled in automatically (as it is when you have specified the quantity and the unit price).
   7. If needed, enter the discount percentage in the **Discount Percent** column or the discount amount in the **Discount Amount** column, if you offer the customer a discount on this item or service.
   8. Check the **Amount** column, which displays the total for the line item (calculated by deducting the discount amount from the extended price).
4. Check the **Account** column. By default, the system uses the sales account associated with the customer location, but you can select another account.
5. Check the **Subaccount** column, if applicable. Change the subaccount, if needed.
6. If needed, in the **Salesperson ID** column, select the salesperson associated with the customer. If needed, in the **Deferral Code** column, select the deferral code defined in the system if the expenses related to the item or service must be recognized in future periods.
7. If needed, select the **Commissionable** check box if commission is paid on the line amount.
8. If needed, on the **Charges** tab, add the applicable charges or fees for processing this payment in the bank. For each applicable charge, do the following:
   1. Click **Add Row** to append a new row to the table.
   2. In the **Entry Type** column, select the entry type that designates the bank charge that applies to this cash sale.
   3. In the **Amount** column, type the charge amount that applies to this document.
9. In the **Payment Amount** box of the Summary area, enter the total amount of the cash sale.
10. If needed, in the **Cash Discount Taken** box of the Summary area, enter the cash discount amount, that applies to the document.
11. On the form toolbar, click **Save**.

## To Print Invoices and Memos

1. Make sure the printer is connected to your computer and ready for printing.
2. Open the [*Print Invoices and Memos*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=05451253-581e-459d-912e-ff983df762b9) (AR508000) form.
3. In the **Action** box of the Selection area, select *Print*.
4. If needed, for invoices associated with contract servicing, select the user or the workgroup (in the

**Assigned To** or **Workgroup** box) to whom the documents are assigned.

1. In the table, select the unlabeled check boxes for the documents you intend to print.
2. On the form toolbar, click **Process**. Each document will appear in a new browser tab.
3. For each document to be printed, on the form toolbar, click **Print**. The browser opens the **Print**

dialog box, in which you select the printing options.

## To Release an Invoice or Memo

1. Open the [*Invoices and Memos*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=5e6f3b27-b7af-412f-a40a-1d4f4be70cba) (AR301000) form.
2. In the **Type** box on the Summary area, select one of the following options:
   * *Invoice*: To view an invoice (a payment request for goods sold or services provided).
   * *Debit Memo*: To view a debit memo (a debit adjustment to an undercharging invoice).
   * *Credit Memo*: To view a credit memo (a credit adjustment to an overcharging invoice).
3. Open the particular invoice or memo you want to release.
4. On the form toolbar, click **Release**. The released document is assigned the *Open* status.

## To Release Multiple Accounts Receivable Documents

1. Open the [*Release AR Documents*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=78ad2d21-b6a8-46d0-8f2d-98dd0a23f75e) (AR501000) form.
2. Do one of the following:
   * On the form toolbar, click **Release All** to release all listed documents.
   * Select the unlabeled check box for each document you want to release to release only selected documents, and then click **Release**.

## To Send Invoices and Memos by Email

1. Open the [*Print Invoices and Memos*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=05451253-581e-459d-912e-ff983df762b9) (AR508000) form.
2. In the **Action** box on the Selection area, select *Email*.
3. If needed, for invoices associated with contract servicing, select the user or the workgroup (in the

**Assigned To** or **Workgroup** box) to whom the documents are assigned.

1. Do one of the following:
   * To send all listed invoices, click **Process All**.
   * To send the selected invoices, select the unlabeled check boxes for the documents you intend to email, and click **Process**.

If the emails containing documents were generated successfully, the system marks them with green check marks.

## To Schedule a Recurring Document

1. Open the [*Recurring Transactions*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=c06571c7-37b4-4b5d-8a48-621ced913ec4) (AR203500) form.

To open the form for creating a new record, type the form ID in the Search box, and on the Search form, point at the form title and click **New** right of the title.

1. On the form toolbar, click **Add New Record**.
2. In the Summary area, in the **Description** box, add a description of the schedule.
3. In the **Start Date** box, select the start date for the schedule. By default, the current date is selected.
4. Specify limitations on the schedule execution in one of the following ways:
   * In the **Expiration Date** box, enter the date when the schedule expires, or select the **Never Expires** check box.
   * In the **Execution Limit (Times)** box, enter the maximum number of times the schedule should be executed, or select the **No Limit** check box.
5. Specify how often the document should be generated:
   * To generate the document daily or every *x* days, do the following:
6. In the **Schedule Type** section, select **Daily**.
7. In the **Every Day(s)** box of the **Daily** section, type an integer to specify the number of days between document generation. For example, to generate a document every day, enter *1*, and to generate a document every other day, enter *2*.
   * To generate the document weekly or every *x* weeks, do the following:
8. In the **Schedule Type** section, select **Weekly**.
9. In the **Every Week(s)** box of the **Weekly** section, type an integer to specify the number of weeks between document generation.
10. Select the appropriate check box or check boxes in the **Weekly** section to specify the day or days of the week when the documents should be generated.
    * To generate the document monthly or every *x* months, do the following:
11. In the **Schedule Type** section, select **Monthly**.
12. In the **Every Month(s)** box of the **Monthly** section, type an integer to specify the number of months between document generation.
13. Select when the document should be generated: either the day of the month or the week in the month and day of the week (such as the first Monday of the month).
    * To generate the document every *x* financial periods, do the following:
14. In the **Schedule Type** section, select **By Financial Period**.
15. In the **Every Period(s)** box of the **By Financial Period** section, type an integer to specify the frequency of document generation by financial period.
16. Specify whether the document should be generated on the first day of the financial period, the last day of the financial period, or a specific day of the period.
17. Make sure the **Active** check box is selected for the schedule.
18. On the form toolbar, click **Save**.
19. If needed, attach a scanned copy or electronic version of the document on which this schedule is based. To do this, drag the file from the folder on your computer and drop it on the Summary area.
20. On the **Document List** tab, repeat the following steps for each document you want to add:
21. On the table toolbar, click **Add Row**.
22. In the **Type** column, select the type of a document to be added.
23. In the **Reference Nbr.** column, select the document by its reference number.
24. If needed to attach an electronic version of the related document or a scanned image of it, click the staple icon, then select and upload the document.
25. On the form toolbar, click **Save**.

## To Generate Recurring Documents

1. Open the [*Generate Recurring Transactions*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=b5a7ae55-e8d2-4c53-8a78-63c918b052ce) (AR504000) form.
2. To select the schedules by the range of due dates, do the following:
   1. Select the start date in the **Execution Date** box.
   2. Select the **Stop on Execution Date** option button to indicate that the date you selected in the **Execution Date** box will be the date when the system stops running the schedules.
3. To run a specific number of schedules, do the following:
   1. Select the start date in the **Execution Date** box.
   2. Select the **Stop After Number of Executions** option button, and in the unlabeled adjacent box, type the number of schedule executions.
4. Do one of the following:

* To run all listed schedules, on the form toolbar, click **Run All**.
* To run only selected schedules, select the unlabeled check box of each schedule you want to run, and then click **Run** on the form toolbar.

# Processing Customer Payments

This section contains step-by-step instructions related to processing of payments and related applications in Acumatica ERP.

## To Enter a Payment Document

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.

To open the form for creating a new record, type the form ID in the Search box, and on the Search form, point at the form title and click **New** right of the title.

1. On the form toolbar, click **Add New Record**.
2. In the **Type** box of the Summary area, select *Payment* or *Prepayment*.
3. Check the date of the document in the **Application Date** box. The system inserts the current date into this box, but you can select another date.
4. In the **Customer** box, select a customer. The system uses the customer as a source to automatically fill in relevant form elements with default values for the location, payment method, cash account, and other customer-related settings.
5. In the **Location** box, check the customer location, and change it, if needed.
6. In the **Payment Method** box, check the method of payment. You can change it if multiple payment methods can be accepted from the customer.
7. In the **Cash Account** box, check the cash account. You can change it to another cash account that is allowed for the selected payment method.
8. Make sure the document currency in the **Currency** box matches the currency of the selected cash account.
9. Check the **Payment Ref.** box: The system automatically inserts a reference number if for the selected customer payment method, the **AR - Suggest Next Number** check box is selected on the **Allowed Cash Accounts** tab of the [*Payment Methods*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=509285d1-cfae-4e87-95c3-a968451952e6) (CA204000) form. If the box is empty, enter the payment reference number.
10. If needed, in the **Description** box, add a brief description of the payment.
11. In the **Payment Amount** box, enter the total amount paid by the customer payment.
12. If needed, on the form title bar, click **Files** to attach a scanned image of the original customer document to this payment.
13. If needed, on the **Charges** tab, add the charges or fees applied by the bank for processing. For each charge, do the following:
    1. On the table toolbar, click **Add Row**.
    2. In the **Entry Type** column, select the entry type that designates the bank charge applied to this payment.
    3. In the **Amount** column, type the charge amount applied to this document.
14. On the form toolbar, click **Save**.

## To Quickly Record a Cash Transaction

1. Open the [*Cash Account Details*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=79eedc99-0a1b-4aef-a51c-fa4f2cfe7a3b) (CA303000) form.
2. In the **Cash Account** box of the Selection area, select the cash account for which you want to record the transaction.
3. On the table toolbar, click the **Create Transaction** button. The **Quick Transaction** dialog box opens.
4. In the **Entry Type** box, select the entry type from the list of entry types defined for the cash account selected on the form from which you invoked the dialog box.
5. In the **Doc. Date** box, check the date of the cash transaction, and change it, if needed.

By default, the current date is selected in the box, but you can select another date. The **Fin. Period** box is filled in automatically based on the transaction date. After you have selected the transaction date, you can change the financial period of the transaction, if needed.

1. In the **Document Ref.** box, enter the document reference number that meets your internal requirements.
2. If you have selected an entry type whose value in the **Module** column of the lookup box is set to *CA*, check the **Offset Account** column. By default, the system fills in the column with the offset account specified for the selected entry type, but you can change the default account, if needed.
3. If you have selected an entry type whose value in the **Module** column of the lookup box is set to

*AP* or *AR*, do the following:

* 1. In the **Business Account** box, select the account of the vendor or the customer used for the transaction.
  2. In the **Location ID** box, check the vendor or customer location, and change it, if needed.
  3. In the **Payment Method** box, check the method of payment. You can change it if multiple payment methods can be accepted.

Payment methods have to be created on the [*Payment Methods*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=509285d1-cfae-4e87-95c3-a968451952e6) (CA204000) form to process cash transactions of the accounts payable and accounts receivable functionality.

1. If required, in the **Document Ref.** box, enter the reference number of the corresponding external document.
2. In the **Amount** box, enter the total amount of the transaction.
3. In the **Description** box, enter a brief description of the transaction.
4. Select the **Cleared** check box, if this transaction has been cleared.
5. Click **Save**, and close the **Quick Transaction** dialog box.

## To Pay a Specific Outstanding Document

1. Open the [*Invoices and Memos*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=5e6f3b27-b7af-412f-a40a-1d4f4be70cba) (AR301000) form.
2. In the **Type** box of the Summary area, select the type of the outstanding document: *Invoice*, *Debit Memo*, or *Overdue Charge*.
3. In the **Reference Nbr.** box, select the document by the reference number.
4. Check the status of the document. You can enter a payment for an outstanding document only if it has the *Open* status.
5. On the form toolbar, click **Pay**. The system navigates to the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.
6. Check the information in the Selection area and review the list of documents on the **Documents to Apply** tab.
7. Enter a reference to the customer payment in the **Payment Ref.** box.

Depending on the settings you have established, this box might be filled in automatically by the system.

1. If needed, in the **Description** box, add a brief description of the payment.
2. In the **Payment Amount** box, check the amount of the customer payment.
3. On the form toolbar, click **Save**.
4. If needed, on the form toolbar click **Release**. When the payment document is released, it is assigned the *Closed* status because the amount of the document applied to the payment is equal to the payment amount.

## To Form a List of Applications Automatically

You can apply a customer payment or prepayment to any number of invoices, debit memos, and overdue charges by using the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form. If there are open credit memos for the customer, they also can be used in payment application.

In the Summary area of the form, the **Available Balance** box holds the balance of the payment that is available for further application, and the **Applied to Documents** box contains the balance that has been applied.

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.
2. In the **Type** box of the Summary area, select *Payment* or *Prepayment*, depending on the type of the document you want to apply.
3. In the **Reference Nbr.** box, select the reference number of the payment or prepayment you want to apply.
4. On the **Documents to Apply** tab, manually compose the list of outstanding documents to be paid with the payment document, by doing the following for each line (outstanding document):
   1. On the table toolbar, click **Add Row**.
   2. In the **Doc. Type** column, select the type of the outstanding document.
   3. In the **Reference Nbr.** column, select the reference number of the outstanding document. The system fills in appropriate values in the other columns automatically.
   4. If needed, in the **Amount Paid** column, modify the applied amount.
   5. If needed, in the **Cash Discount Taken** column, enter or modify the amount of the cash discount you want to give to the customer.
   6. If needed, in the **Write-Off Amount** column, enter the amount you want to write off and in the **Write-Off Reason Code** select the reason code, which defines an account where the system records the written-off amount.
   7. If needed, in the **Cross Rate** column, adjust the cross rate, if the payment document and the outstanding document are in a foreign currency.
5. If the payment document for which you have formed the list of the outstanding documents has the *Balanced* status, you can proceed as follows:

* To save the document with the *Balanced* status, on the form toolbar click **Save**.
* To release the payment document and its applications, on the form toolbar click **Release**.

When the payment is released, its status changes to *Closed* if the application amount is equal to the payment amount. If the application amount is less than the payment amount, the status of the released payment document changes to *Open*.

1. If the payment document for which you have formed the list of the outstanding documents has the *Open* status, proceed as follows:

* To save the document with the *Open* status and the list of applications you have formed, on the form toolbar click **Save**.
* To release the applications, on the form toolbar click **Release**. When the application records are released, the status of the payment changes to *Closed* if the application amount is equal to the payment amount. If the application amount is less than the payment amount, the status of the released payment document remains *Open*.

## To Form a List of Applications Manually

You can apply a customer payment or prepayment to any number of invoices, debit memos, and overdue charges by using the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form. If there are open credit memos for the customer, they also can be used in payment application.

In the Summary area of the form, the **Available Balance** box holds the balance of the payment that is available for further application, and the **Applied to Documents** box contains the balance that has been applied.

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.
2. In the **Type** box of the Summary area, select *Payment* or *Prepayment*, depending on the document you want to apply.
3. In the **Reference Nbr.** box, select the reference number of the payment or prepayment you want to apply.
4. On the table toolbar of the **Documents to Apply** tab, click **Load Documents** to open the **Load Options** dialog box.
5. If needed, in the dialog box, select the customer documents by specifying any of the following criteria:
   * The company and branch to which the documents belong, in the **Company/Branch** box
   * The date range of the documents to be loaded, in the **From Date** and **To Date** boxes
   * The range of reference numbers of documents to be loaded, in the **From Ref. Nbr.** and **To Ref. Nbr.** boxes
   * The maximum number of documents to be selected from the database that comply with any other criteria you have specified, in the **Max. Number of Rows** box

You can also specify the way the system should order the documents on the list by selecting the appropriate option button under **Sort Order**. By default, the **Due Date, Reference Nbr.** option button is selected.

1. Leave the **Automatically Apply Amount Paid** check box selected to automatically apply the payment amount to the loaded documents.
2. Click **Load** or **Reload**.

On the **Documents to Apply** tab, the system loads the list of the open invoices and memos that match any criteria you have specified in the dialog box. The **Load** button adds the documents that match the selected criteria to any documents that have already been added to the table, whereas the **Reload** button first removes any documents from the table and then loads only the documents that match the selected criteria. If there are open credit memos, they are displayed at the top of the list. If you have specified no criteria, the system loads the documents according to the default sort order.

1. Apply the payment amount to the documents in the table and adjust the application amounts, if necessary, by doing any of the following:
   * Click **Auto Apply** on the table toolbar to apply the payment to the listed documents automatically. The system applies the payment amount, starting with the first document displayed in the table.

* Select the unlabeled check box in the row of the document. The system updates the **Amount Paid** column with the document balance (that is, the value in the **Balance** column of the row.)
* Specify the application amount for the document in the **Amount Paid** column.

1. If the payment document for which you have formed the list of the outstanding documents has the *Balanced* status, you can proceed as follows:
   * To save the document with the *Balanced* status, on the form toolbar, click **Save**.
   * To release the payment document and its applications, on the form toolbar click **Release**.

When you release the payment document, the status of the payment changes to *Closed* if the application amount is equal to the payment amount. If the application amount is less than the payment amount, the status of the released payment document changes to *Open*.

1. If the payment document for which you have formed the list of the outstanding documents has the *Open* status, you can proceed as follows:
   * To save the document with the *Open* status and the list of applications you have formed, on the form toolbar, click **Save**.
   * To release the applications, click **Release**. When the application records are released, the status of the payment changes to *Closed* if the application amount is equal to the payment amount. If the application amount is less than the payment amount, the status of the released payment document remains *Open*.

## To Remove an Application Record That Has Not Been Released

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.
2. In the **Type** box of the Summary area, select the *Payment*, *Prepayment*, or *Customer Refund*

document type.

1. In the **Reference Nbr.** box, select the document whose application record you want to correct.
2. On the **Documents to Apply** tab, delete the rows with the documents you do not need to apply.
3. On the form toolbar, click **Save**.

## To Reverse a Released Application Record

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.
2. In the **Type** box of the Summary area, select the *Payment*, *Prepayment*, or *Customer Refund*

document type.

1. In the **Reference Nbr.** box, select the number of the document whose application record you want to correct.
2. For each application you want to reverse, do the following:
   1. On the **Application History** tab, select the required application.
   2. On the table toolbar, click **Reverse Application**.
   3. On the form toolbar, click **Save**.
3. If you have reversed application records for a customer refund, you must fully apply its available balance before you complete the next step.
4. On the form toolbar, click **Release** to release the reversed application records.

## To Auto-Apply Customer Payments

1. Open the [*Auto-Apply Payments*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=80e27d28-4aa4-487a-b6c7-075e187319f5) (AR506000) form.
2. In the **Application Date** box, select the date on which you want to perform the auto-application.

By default, the current business date is displayed. The system records this date for each payment document or credit memo (if any credit memo was included in the auto-application process) in the **Application Date** box on the Summary area of the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form. The **Application Period** box is filled in automatically based on the selected date. The application will be performed for this financial period.

1. If needed to include credit memos in the auto-application process, select the **Apply Credit Memos** check box. If you do, the balances of the open credit memos increase the balance that can be applied to outstanding documents.
2. If needed to automatically release batches created as a result of the auto-application process, select the **Release Batch When Finished** check box. If this check box is cleared, the resulting batches receive the *Balanced* status and you will need to release the application records manually for each payment document on the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form or for multiple payment documents by using the [*Release AR Documents*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=78ad2d21-b6a8-46d0-8f2d-98dd0a23f75e) (AR501000) mass processing form.
3. Do one of the following:
   * To initiate the auto-application process for the customer accounts that belong to all statement cycles listed in the table, click **Process All** on the form toolbar.
   * To initiate the auto-application process for the customer accounts that belong to particular cycles only, select the statement cycles you want to process by selecting the corresponding check boxes, and click **Process**.

## To Reapply a Customer Payment to a Different Invoice

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.
2. In the **Type** box of the Summary area, select *Payment* or *Prepayment*.
3. In the **Reference Nbr.** box, select the reference number of the payment or prepayment you want to reapply.
4. On the **Application History** tab, select the invoice you want to unapply from the payment or prepayment application, by clicking the appropriate row.
5. On the table toolbar of the **Application History** tab, click **Reverse Application**.

This action gives the payment application the *Open* status, and its unapplied balance and application amount change in accordance with the amount of the application reversed. The application you reversed will appear on the **Documents to Apply** tab.

1. Review the information on the **Documents to Apply** tab and in the Summary area.
2. Click **Release** on the form toolbar.

The payment or prepayment you selected in the Summary area will be unapplied from the invoice you selected on the **Application History** tab.

1. On the table toolbar, click **Add Row**
2. In the **Doc. Type** column, select *Invoice*.
3. In the **Reference Nbr.** column, select an invoice, to which you want to apply the payment or prepayment.
4. On the Summary area in the **Payment Ref.** box, enter the payment reference.
5. In the **Payment Amount** box, enter the total amount of the invoice to which the payment or prepayment should be applied.
6. On the form toolbar, click **Save**.
7. On the form toolbar, click **Release**.

## To Release a Payment Document

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.
2. In the **Type** box of the Summary area, select one of the following options:
   * *Payment*
   * *Prepayment*
   * *Customer Refund*
   * *Voided Payment*
3. In the **Reference Nbr.** box, select the particular payment document that you want to release.
4. Check the status of the document (it should be *Balanced*).
5. On the form toolbar, click **Release**. The released document is assigned the *Open* status.

## To Release Multiple Accounts Receivable Documents

1. Open the [*Release AR Documents*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=78ad2d21-b6a8-46d0-8f2d-98dd0a23f75e) (AR501000) form.
2. Do one of the following:
   * On the form toolbar, click **Release All** to release all listed documents.
   * Select the unlabeled check box for each document you want to release to release only selected documents, and then click **Release**.

## To Issue a Customer Refund

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.

To open the form for creating a new record, type the form ID in the Search box, and on the Search form, point at the form title and click **New** right of the title.

1. On the form toolbar, click **Add New Record**.
2. On the Summary area, in the **Type** box, select *Customer Refund*.
3. In the **Application Date** box, check the date of the application.

This box is filled in automatically, based on the selected document date. By default, the current date is selected, but you can select another date.

1. In the **Customer** box, select the customer you want to refund.
2. If needed, in the **Location** box, select a different customer location than the default one.
3. In the **Payment Method** box, select the payment method that can be used for refunds.
4. In the **Cash Account** box, select the appropriate cash account.
5. In the **Payment Ref.** box, enter the payment reference number.
6. If needed, enter a description of the refund.
7. On the **Financial** tab, check the date of the customer refund in the **Payment Date** box. This box is filled in automatically based on the current date, but you can select another date.
8. On the **Documents to Apply** tab, enter the credit memos, prepayments, or payments for which you are issuing the customer refund, performing the steps below for each refunded document:
   1. Click **Add Row** on the table toolbar to append a new row to the table.
   2. In the **Doc. Type** column, select *Credit Memo*, *Payment*, or *Prepayment*, depending on the document for which the customer refund is issued.
   3. In the **Reference Nbr.** column, select the document you want to refund.
   4. If needed, in the **Amount Paid** column, correct the refund amount to be paid for the document.
9. If needed, on the **Charges** tab, add the applicable charges or fees for processing this refund in the bank. For each applicable charge, do the following:
   1. Click **Add Row** to append a new row to the table.
   2. In the **Entry Type** column, select the entry type that designates the bank charge that applies to this refund.
   3. In the **Amount** column, enter the charge amount that applies to this refund.
10. In the **Payment Amount** box of the Summary area, enter the total amount of the refund.
11. On the form toolbar, click **Save**.
12. If needed, on the form toolbar, click **Release** to release the customer refund and its application records.

## To Void a Customer Payment or Prepayment

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.
2. In the **Type** box, select the *Payment* or *Prepayment* document type.
3. In the **Reference Nbr.** box, select the document you want to void.
4. On the form toolbar, click **Void**. The system does the following:
   * Reverses the payment application in full.
   * Changes the status of the payment document to *Voided*.
   * Creates a document with the *Voided Payment* type with the same reference number as the payment or prepayment. You use this document in the remaining steps of this procedure.
5. If needed, in the **Application Date** box, change the date of the voided payment. The date specified in this box should be the date when the voided payment is released and when the related batch was created.
6. On the form toolbar, click **Save** to save the voided payment.
7. On the form toolbar, click **Release** to release the document.

## To Generate Payment Documents

1. Open the [*Generate Payments*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=4bd38406-3d9c-4e77-85a7-6b89295f43e2) (AR511000) form.
2. In the Selection area, check the **Payment Date**. By default, the current date is selected, but you can select a different date.
3. If needed, to display overdue documents in the Selection area, select the **Overdue For** check box and specify the minimum number of overdue days.
4. If needed, to display documents that are due in less than the specified number of days, select the

**Due In Less Than** check box and specify the number of days.

1. If needed, to display documents with cash discounts that have expired within some number of days in the past, select the **Cash Discount Expired Within Past** check box and specify the number of days in the accompanying box.
2. If needed, to display documents with cash discounts that will expire in fewer than some number of days, select the **Cash Discount Expires In Less Than** check box and specify the number of days in the accompanying box.
3. In the **Post Period** box, check the period to which payments will be posted.
4. Do one of the following:
   * To create payment documents for all listed in the table invoices, click **Process All** on the form toolbar.
   * To create payment documents for only particular invoices, select the unlabeled check boxes next to the needed lines and click **Process** on the form toolbar.

## To View Prepayment Balances

1. Open the [*Customer Summary*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=4d224cd8-6553-4930-872b-d667ddff891e) (AR401000) form.
2. On the Selection area, in the **Company/Branch** box, select the company or branch for which you want to view prepayments.
3. In the **Period** box, select the financial period or leave the box blank to view all open prepayments.
4. In the **AR Account** box, select the prepayment account.

In the table, you can view the list of customers with the prepayment balances calculated for the selected criteria. The **Total Prepayments** box of the Selection area shows the total amount of customer prepayments calculated based on the selected criteria.

## To View Prepayments by Customer

1. Open the [*Customer Details*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=2ed5542b-a76c-4cfd-9ee3-52c2f08a2692) (AR402000) form.
2. In the **Company/Branch** box of the Selection area, select the company or branch for which you want to view prepayments.
3. In the **Customer** box, select the customer whose prepayments you want to view.
4. In the **AR Account** box, select the prepayment account.

In the table, you can view the list of prepayments that match the selected criteria. The **Prepayment Balance** box of the Selection area displays the total amount of customer prepayments calculated based on the selected criteria.

## To View All Prepayments

1. Open the [*AR Balance by GL Account*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=709cd1e7-4550-42ee-b820-1ba01f2046ac) (AR632000) report.
2. On the **Report Parameters** tab, specify the report parameters that fit your information needs.

If you leave the **Company/Branch** box blank, you'll get information on all branches.

1. On the form toolbar, click **Run Report**.
2. Find the prepayment account in the report to view all prepayments that fit the specified criteria.

## To View Documents Paid with a Specific Payment Document

1. Open the [*Payments and Applications*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=ae844bf4-1aef-42cd-9e2f-49b3ee1bc8d7) (AR302000) form.
2. In the **Type** box of the Summary area, select the type of the payment.
3. In the **Reference Nbr.** box, select the payment whose applications you want to view.
4. On the **Application History** tab, check the list of applications.

This tab shows the history of applications rather than the list of documents paid by this payment. When an invoice is applied, the system adds a row with the invoice data, and the applied amount is listed in the **Amount Paid** column. When an invoice application is reversed, the system adds a row with the invoice data and shows the reversed paid amount (that is, the amount with the negative sign) in the **Amount Paid** column.

## To Write Off Balances and Credits

1. Open the [*Write Off Balances and Credits*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=b3b22769-6897-4576-a3e7-3b2afcc2be35) (AR505000) form.
2. In the **Type** box, select one of the following options:
   * To write off underpayments: *Balance WO*
   * To write off overpayments: *Credit WO*
3. In the **Doc. Date** box, select the date when the write-off will be performed.

The system automatically fills in the **Post Period** box based on the selected document date.

1. In the **Company/Branch** box, select the company, branch, or company group for which you want to display data. The box is automatically filled in with the branch or a company to which you are currently signed in.
2. If needed, in the **Customer** box, select the customer for which you want to write off small balances from the list of customers for which write-offs are permitted.
3. In the **Reason Code** box, select the reason code you want to mark write-off transactions with. The reason code defines the account and subaccount to be used for writing off credits or balances.

In the table, the system lists the documents for which the balance amount (underpayment or overpayment, depending on the selected write-off type) is below the limit. After you increase the limit amount, you can write off the balances that exceed the default limit.

1. To write off balances for documents, do one of the following:
   * In the document row select the unnamed check box for each document, on the form toolbar click **Process** to write off small balances for particular documents.
   * To write off small balances for all listed documents, click **Process All** on the form toolbar.

After processing has been successfully completed, you can view the batch on the [*Journal*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=dda046bc-5946-407f-88f7-1c0c966fbe72)[*Transactions*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=dda046bc-5946-407f-88f7-1c0c966fbe72) (GL301000) form.

## To Calculate Overdue Charges

1. Open the [*Calculate Overdue Charges*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=c775a447-ef48-4a29-be2d-a72196d06044) (AR507000) form.
2. In the **Statement Cycle** box, select a statement cycle.
3. In the **Overdue Charge Date** box, select the date for calculating and processing overdue charges.
4. If needed, in the **Fin. Period** box, change the financial period to which the transactions of the document will be posted.
5. If needed, to narrow the documents listed in the table, in the **Customer Class** box, select a customer class, or in the **Customer** box, select a customer.
6. On the form toolbar, click **Calculate** to calculate overdue charges.

The system lists in the table overdue documents and their details, including the number of days past the due date and the charge amounts.

1. On the form toolbar, do one of the following:
   * To create overdue charges documents for all listed documents, click **Process All** on the form toolbar.
   * To create overdue charges documents for only selected documents, include each document by selecting the appropriate unlabeled check box in its row, and click **Process**.

# Processing Deposits

This section contains step-by-step instructions related to processing of deposits in Acumatica ERP.

## To Create a Deposit

1. Open the [*Bank Deposits*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=8e694735-9343-493e-98c0-cb2e5ceb32fd) (CA305000) form.

To open the form for creating a new record, type the form ID in the Search box, and on the Search form, point at the form title and click **New** right of the title.

1. On the form toolbar, click **Add New Record** to create a new deposit.
2. In the **Tran. Type** box, select *CA Deposit*.
3. In the **Cash Account** box, select the cash account to which the deposit will be posted.
4. In the **Document Ref.** box, enter the external reference number of the deposit (that is, the reference number the financial institution has assigned to the deposit).
5. If needed, in the **Cash Drop Account** box, select the cash account from which you also want to deposit some amount to the bank account.
6. If you have selected a cash drop account, in the **Cash Drop Amount** box, specify the amount that you want to deposit from the cash drop account.
7. In the **Deposit Date** box, change the date, if needed.

The **Fin. Period** box is filled in automatically, based on the selected document date.

1. If needed, in the **Description** box, enter a brief description of the deposit.
2. On the **Payments** tab, click **Add Payment**. The **Add Payment to Deposit** dialog box opens.
3. In the **Add Payment to Deposit** dialog box, do the following:
   1. If needed, in the **Clearing Account** box, select the clearing account where payments were recorded.
   2. If needed, in the **Payment Method**, select the payment method used for recording payments.
   3. In the **Start Date** box, change the start date of the time period for which you want to view payments, if needed.
   4. In the **End Date** box, change the end date of the time period for which you want to view payments, if needed.
   5. In the table, select the payments that are being deposited by selecting the appropriate unlabeled check boxes.
   6. Click **Add & Close** to exit the dialog box and add the selected payments to the **Payments**

tab.

1. If needed, on the **Charges** tab, click **Add Row**, and for each charge that has been applied to the bank deposit specify the following settings:

* **Charge**: The ID of the entry type of this bank charge.
* **Payment Method**: The payment method of the deposited payments to which this charge should be applied.

If a payment method is not specified for this charge, the charge will be applied to all payments except for those for which another charge is specified.

* **Chargeable Amount**: The amount to be used as a base for the charge.
* **Charge Amount**: The amount of the charge.

For the clearing account associated with the bank cash account to which the deposit will be posted, you can also configure a charge rate that will be applied automatically by the system when you create a bank deposit for this clearing account.

1. On the form toolbar, click **Save** to save your changes.

## To Release a Deposit

1. Open the [*Bank Deposits*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=8e694735-9343-493e-98c0-cb2e5ceb32fd) (CA305000) form.
2. Check the **Tran. Type** box, and change it, if needed.
3. In the **Reference Nbr.** box, select the deposit you want to release.
4. Check the status of the deposit (it should be *Balanced*).
5. On the form toolbar, click **Release**. The released document is assigned the *Released* status.

## To Print a Deposit Slip

1. Open the [*Deposit Slip*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=971b9c6f-cf36-4622-b999-ff145b2b7a98) (CA656500) form.
2. On the **Report Parameters** tab, check the **Document Type** box, and change it, if needed.
3. In the **Reference Number** box, select the deposit you want to print.
4. On the form toolbar, click **Run Report**.
5. On the form toolbar of the generated report, click **Print**. The browser opens the **Print** dialog box with printing options.
6. Select the appropriate options to print the entire report or selected pages and start printing.

## To Void a Deposit

1. Open the [*Bank Deposits*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=8e694735-9343-493e-98c0-cb2e5ceb32fd) (CA305000) form.
2. Check the **Tran. Type** box, and change it to *CA Deposit*, if needed.
3. In the **Reference Nbr.** box, select the deposit you want to void.
4. On the form toolbar, click **Void**.

The system creates a document on this form with the *CA Void Deposit* type and the same reference number as the deposit. You use this document in the remaining steps of this procedure.

1. In the **Description** box, type a brief description.
2. On the form toolbar, click **Save** to save the voided payment.
3. On the form toolbar, click **Release**. The new document is assigned the *Released* status. The voided deposit is assigned the *Voided* status.

# Reviewing Financial Statements and Accounts Receivable Reports

This section contains step-by-step instructions related to preparing of statements and reports in Acumatica ERP.

## To Review and Release Unreleased Accounts Receivable Documents

1. Open the [*AR Edit*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=5b376528-bcbc-4b88-b055-57aa86da4635) (AR611000) report.
   1. On the **Report Parameters** tab, in the **Company/Branch** box, check the company or branch to which the documents are related.
   2. In the **From Period** box, check the start period of the documents to be included in the report.
   3. In the **To Period** box, check the end period of the documents to be included in the report.
   4. In the **Customer** box, specify a customer whose documents you want to include in the report.
   5. In the **Created By** box, specify a user who created transactions which you need to include in the report.
   6. Select the **Include Transactions on Hold** check box to include transactions that have the

*Hold* status (if applicable).

* 1. Click **Run Report**.

1. In the report that opens, click the reference numbers of the invoices with the *On Hold* status.
2. On the [*Invoices and Memos*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=5e6f3b27-b7af-412f-a40a-1d4f4be70cba) (AR301000) form that opens for each invoice, click **Release** on the form toolbar to release the document.

## To Reconcile the Total of Open Customer Documents With the Balance of GL Account

1. Open the [*AR Balance by GL Account*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=709cd1e7-4550-42ee-b820-1ba01f2046ac) (AR632000) form.
2. On the **Report Parameters** tab, in the **Report Format** box, select *Open Documents*.
3. In the **Company/Branch** box, review the name of the company or branch selected and change it, if needed.
4. In the **Financial Period** box, check the period which should be covered by the report and change it, if needed.
5. Clear the **Include Applications** check box.
6. On the form toolbar, click **Run Report**.

The report shows the AR accounts used in accounts receivable documents, and the list of documents that have been posted to these accounts and that are open by the end of the period.

## To Prepare the Trial Balance Summary

1. Open the [*Trial Balance Summary*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=12f38bf9-9ab2-4da3-a99f-df0443a33271) (GL632000) form.
2. On the **Report Parameters** tab, in the **Company/Branch** box, check the name of the company or branch for which the report should be prepared and change it, if needed.
3. In the **Ledger** box, check the ledger whose documents should be included in the report and change it, if needed.
4. In the **Financial Period** box, check the period which should be covered by the report and change it, if needed.
5. Select the **Suppress Zero Balances** to remove accounts that have all zero values from the report.

The report shows the balance of an account. It is the total amount of the transactions posted to this account in the general ledger by the end of the specified period.

1. Compare the balance of the selected general ledger account according to the [*AR Balance by GL*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=709cd1e7-4550-42ee-b820-1ba01f2046ac)[*Account*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=709cd1e7-4550-42ee-b820-1ba01f2046ac) (AR632000) report and the [*Trial Balance Summary*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=12f38bf9-9ab2-4da3-a99f-df0443a33271) (GL632000) report.

## To Validate Customer Balances

1. Open the [*Recalculate Customer Balances*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=59f0827e-c41f-4140-af09-9c8efa9508fa) (AR509900) form.
2. If needed, select a particular class in the **Customer Class** box to see only customers of the class in the table. Customers of all classes will be displayed in the table if you leave the box blank.
3. In the **Fin. Period** box, select the financial period for which you want to recalculate customer balances. By default, the earliest open period in the accounts receivable subledger is selected.
4. Do one of the following:
   * On the form toolbar click **Process All** to recalculate the balances of all the customers listed in the table.
   * On the form toolbar select the unlabeled check boxes and click **Process** to recalculate the balance of particular customers.

## To Close a Financial Period in AR

1. Open the [*Close Financial Periods*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=c2c5bb0b-afb1-4b9d-8828-f70ff8f07add) (AR509000) form.
2. In the **To Year** box, select the latest year in which you want to close financial periods.
3. Select the appropriate unlabeled check boxes to specify the open periods you want to close. Click the unlabeled check box in the header row to select all displayed periods for closing.
4. On the form toolbar, click **Process** or **Process All** to close all the periods.

## To Prepare Customer Statements

1. Open the [*Prepare Statements*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=9056278a-944c-4d4f-83a3-1496b2e1c90d) (AR503000) form.
2. Do one of the following:
   * On the form toolbar, click **Process All** to prepare statements for all statement cycles.
   * On the form toolbar, select the appropriate unlabeled check boxes and click **Process** to prepare statements for only selected statement cycles.

## To Print Customer Statements or Send Them by Email

1. Open the [*Print Statements*](https://help-2021r2.acumatica.com/Help?ScreenId=ShowWiki&pageid=039cf073-685b-47d2-a906-3a0f33882381) (AR503500) form.
2. In **Statement Cycle** box of the Selection area, select the statement cycle for which customer statements will be processed.
3. In the **Statement Date** box, check the date of the customer statements to be sure that it is the date you want to use.
4. In the **Actions** box, do one of the following:
   * To print statements to send them to customers by postal mail, select *Print Statement*. As a result, the system displays the list of customers (for the selected statement cycle) that prefer to get a printed version of a statement.
   * To send statements to customers electronically by email, select *Email Statement*. As a result, the system displays the list of customers (for the selected statement cycle) that prefer to get a statement by email.
5. On the form toolbar, do one of the following:
   * Click **Process All** to process all the listed statements.
   * Select the unlabeled check boxes for the statements and click **Process** to process only selected statements.