Payment Posting

Payments can be initiated from a Customer or an Invoice. In either case, they can be quickly made and posted. Special options are also covered.

Overview

PestaRoo allows you to initiate a payment from Customers or from an individual invoice. If you are opening the mail, you'll typically use the Customer approach. If you are posting WOs then you'll typically initiate the payment from the invoice area.

Payments in PestaRoo are very easy and fast to enter: typically you'll click on the unpaid invoice to be paid, enter the check number and click 'Post'. It is that easy! Partial payments, over payments, and installment payments are all supported. The voiding of payments due to bad checks can be easily done. Payments are automatically tallied onto a Deposit report. If you leave a payment only partially entered, PestaRoo will warn you and give you the chance to review or delete the partial data.

Payments Started from a Customer's Perspective

Many payments are initiated from Customer Choose Name, for example, when opening the mail. Starting at Home Page, click "Customers", and find the customer you need. From here we can click to view existing payment(s) or click to create a new payment. Click "New Payment". This will take you to a new blank payment for this Customer.

Starting a Payment from a Invoice Perspective

You can also trigger a payment from the data entry view of an invoice. For example, let assume you are entering the hand-written info from your tech and he/she also has a check to pay for the service. From that invoice data entry, click "Post & Pay Now". This will post the invoice, and create a payment record for the customer.

Whether you start from Customer Choose Name or Invoice Data Entry, when you initiate a payment you will always land on Payment Data Entry.

Payment Data Entry

The Payment Data Entry layout shows two main portals. A portal is a window into another area of the program. Here you can see a portal of all the unpaid (or partially paid) invoices for this customer. On each portal line, you'll see the a single unpaid invoice, including the date, original amount, the service, where the work was done, and the current balance due. Also on this line will be a button to "Pay" (If the button shows 'Details' see the section below on Installments.) To make a payment against this invoice click "Pay". Notice that the invoice 'jumps' to the lower portal. Also notice that the amount to pay is assumed to be the balance due (which is usually correct.) You may edit this **Amount to Pay** if they are only making a partial payment. If there is another invoice being paid at this time, click it down to the lower portal

also. If you inadvertently select the wrong invoice, you can send it back up to the unpaid invoices by clicking "omit".

So, the upper left portal shows every invoice (or installment) with a balance due. The lower portal lists every invoice to be paid on this payment. Below the lower portal is a running total of the invoices called the **Sum of PLI** (Payment Line Items). The field **Sum of PLI** needs to match the field **Check Amount**. You can edit the **Check Amount** as you choose. But to edit the **Sum of PLI**, you have to change the **Amt to Pay** on each line, or omit a record from the portal. Next, type in the check number or a note like "cash" in the **How Pay** field. Double check that you are correct. To complete the payment, click "Post", and you are ready for the next payment. Once you click "Post" the payment can no longer be edited. The payment is not actually made until you actually click "Post".

If you click to go to Home Page without posting the payment, any invoices you had moved to the lower portal will be automatically returned to the top portal so that they may be paid on another payment at a later time.

Making an Installment Payment

Installments are fully supported in PestaRoo. (The installment schedule is created from within the original invoice.) When an invoice to be paid has installments associated with it, the 'Pay' button changes to a 'Details' button. If you click on the "Details" button, the individual installments will be shown in a special portal at the upper right. Next to each installment will be a "Pay" button. (To hide installment details, click "Clear". To make a payment against one or more installments, click "Pay" in the upper right portal. A payment can include regular invoices and installment invoices.

Credits

You can create a credit within a new payment, or use an existing credit to pay one or more invoices. See the support article "Credits".

Writing Off an Invoice Balance

What do you do if there is a small under or overpayment. Say, 10¢? You may choose to leave the remaining balance for another payment. Or, you may choose to Write-Off the balance. To Write-Off some amount from an Invoice go to Invoice Tight List. See the support document, "Invoice Write Offs".

UnPosting Payments

When you post a payment, PestaRoo recalculates the balance due for each invoice used and resets to balance due for the customer. In general, payment records should never be deleted. But there is a time when it is OK to delete: if you accidentally created a payment for the wrong customer, AND the lower portal is empty (or you make it empty). Once a payment is posted, it becomes locked, and can not be changed. But it you have to make a change, like to correct a check number, go to managers access where you have ability to unPost a payment, and then make any needed changes before Re-Posting the payment. Re-Posting a payment does NOT pay its associated invoices twice.

Bad Checks

If you get a bad check, return to the payment where you used it and click on the button:

This button will undo the payment. The payment will be retained, but flagged as a bad check. This will put the amount due back on the invoice(s). When you receive new funds, you will create a new payment. The old payment will stay in the system as a permanent record.

Deposits

Each new payment is flagged for deposit. Once a day you will go to Home Pages >> Select Report to Print >> Deposit Report. This will find all Payments that have not yet been deposited and then print them. You will want to keep these Deposit Reports in a notebook.

UnPosted Payment Warnings

When you launch PestaRoo in the morning one of its many processes is to test for UnPosted payments. An UnPosted payment is an entry that has been started, but not completed. You will be given a chance to Review them or Delete them. Normally you will review them and then complete or delete each one manually, from Manager's Access.