

QUICK REFERENCE GUIDE

November 1, 2019

View Payments

This guide covers how to locate and review payment information within a date range for a specific customer.

Steps to access payment information for a customer:

- Step 1: Locate payment information for a customer using a selected date range
- Step 2: Review payment information for a customer

Step 1: Locate payment information for a customer using a selected date range

Begin by navigating to the *Customer Payments* search page to locate payment information for a specific customer.

1. Navigate to the Customer Payments page using the instructions below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Review Payments and Items, left-menu, Customer Information, Payments.

2. At the Customer Payments page, enter search criteria as described below.

Customer Payments

SetID Unit Customer

Add Conversation

From Date To Date

Field Name	Field Description
*SetID	Accept the default <i>SetID</i> or enter a <i>SetID</i> . Normally <i>SetID</i> and <i>Unit</i> is the agency Business Unit.
*Unit	Accept the default <i>Unit</i> or enter a <i>Unit</i> .
*Customer	Enter <i>Customer ID</i> . You can also use the Lookup (magnifying glass) to search for the customer.
From/To Date	Select the <i>From Date</i> and the <i>To Date</i> .

3. Click on the **Search** button.

Step 2: Review payment information for a customer within a selected date range

Use the *Customer Payments* page to review payment information for a customer within a selected date range.

Customer Payments

SetID Unit Customer League of Minnesota Cities

[Add Conversation](#)

From Date To Date

Past Due: 0.00 USD Balance: 5,000.00 USD

*Display Amount Switch

Payment Details

	More Info	Unit	Deposit ID	Seq	Payment ID	Acctg Date	Entry	Currency
1		G1001	TRN05	2	CK # 99999	09/07/2018	-450.00	USD
2		G1001	TRN06	1	CK# 9889	09/07/2018	-3,100.00	USD
3		G1001	TRNDEP001	3	CK #1111	09/06/2018	-250.00	USD

Totals

Payment Count	3	Total	-3,800.00	USD
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1. View Information in the header including:

Field Name	Field Description
Add Conversation Link	Click on the Add Conversation link to add a customer conversation for documentation. Refer to the " Customer Conversations " guide for instructions.
Past Due Link	Click on the <i>Past Due</i> link to view all Open items for this customer on the <i>Item List</i> page.
Balance Link	Click on the <i>Balances</i> link to view all Past Due items and balances for this customer on the <i>Item List</i> page.

2. View information in the Payment Details section including the Deposit ID, Payment ID, Accounting Date, and Amount.
3. Click the **More Info** icon link to view the *Item Activity From a Payment* page.

Item Activity From a Payment

Deposit Unit:	G1001	Deposit ID:	TRN05
Acctg Date:	09/07/2018	Posted Date:	09/07/2018
Payment ID:	CK # 99999	Payment Amount:	-450.00 Currency: USD

*Display Amount Switch: Payment Amount

Item Activity

1-2 of 2 | [View All](#)

Activity 1
Activity 2

Unit	Customer	Name	Group ID	Item ID	Line	Type	Reason	Payment ID	Payment Amount	Currency
G1001	0000000006	League of Minnesota Cities	21130	TRN04001	1	PY		CK # 99999	-150.00	USD
G1001	0000000006	League of Minnesota Cities	21130	TRN04001	2	PY		CK # 99999	-300.00	USD

Totals

Total: 2 Total Amount: -450.00 Currency: USD

Return to Search
Notify

- Header information on the top of the page was entered when creating the deposit. It includes Deposit ID, Group ID, Posted, Accounting date, Payment ID, and Payment amount.
 - The **Activity 1** tab displays the Business Unit, Customer ID, Customer name, Item ID, Bill Line Number, Type – PY refers to payment, Reason if required, Payment ID, and Payment amount.
 - The **Activity 2** tab displays Purchase Order information, if applicable.
 - The Totals section will display the total amount of the payment applied to the selected item.
4. To return to the *Customer Payments* page, close the *Item Activity From a Payment* window.