

A/R - Removing/Applying Disbursements AV Ref # 538

This document will explain:

- The need to edit previous disbursements
- Easily removing, editing or applying incorrect disbursements

There is also a video showing how to perform this function:

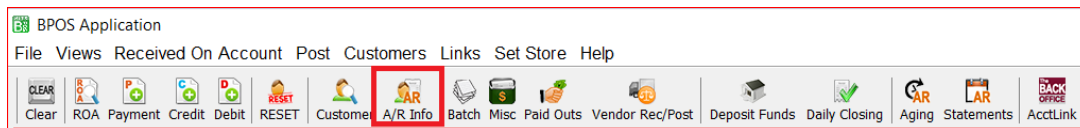
Remove Disbursements – AV Ref# 456

About:

Sometimes, you will apply a payment or credit to a specific invoice and then discover it was applied in error or you discover a customer has a credit on their account that was never applied. Both scenarios are easy to address via the Edit Disbursement function.

How To Remove a Disbursement Posted Incorrectly:

1. Go to **Views → Bookkeeping**.
2. Click on the **A/R Info & Lookup** icon on your toolbar:



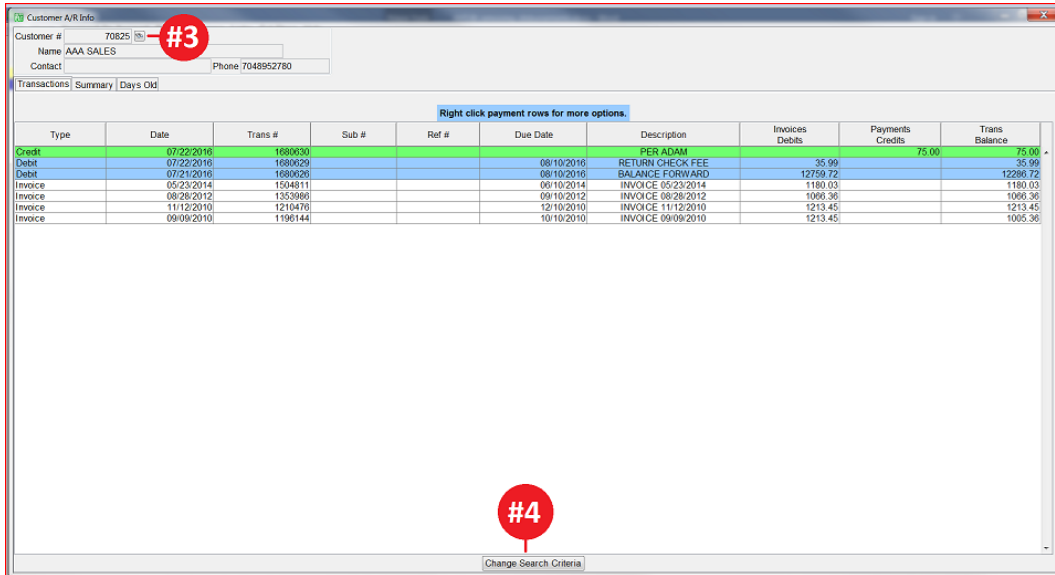
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Note: For after-hours emergency support - Use the 24/7 number provided with your software

3. On the **Customer A/R Info** screen (shown below), find your customer by clicking on the binoculars beside the **Customer #** field, find your customer and double-click to make them the Active customer.
4. To find a prior transaction that has already been disbursed or paid, click on the **Change Search Criteria** button at the bottom:



Customer A/R Info

Customer # 70825  **#3**

Name AAA SALES

Contact Phone 7048952780

Transactions Summary Days Old

Right click payment rows for more options.

Type	Date	Trans #	Sub #	Ref #	Due Date	Description	Invoices Debits	Payments Credits	Trans Balance
Credit	07/22/2010	1080030				PER ADAM		75.00	75.00
Debit	07/22/2010	1080020			08/10/2010	RETURN CHECK FEE	35.99		35.99
Debit	07/21/2010	1080020			08/10/2010	BALANCE FORWARD	12799.72		12799.72
Invoice	05/23/2014	1504811			09/10/2014	INVOICE 05/23/2014	1180.03		1180.03
Invoice	08/28/2012	1353980			09/10/2012	INVOICE 08/28/2012	1066.36		1066.36
Invoice	11/12/2010	1210476			12/10/2010	INVOICE 11/12/2010	1213.45		1213.45
Invoice	09/09/2010	1196144			10/10/2010	INVOICE 09/09/2010	1213.45		1005.36

#4

Change Search Criteria

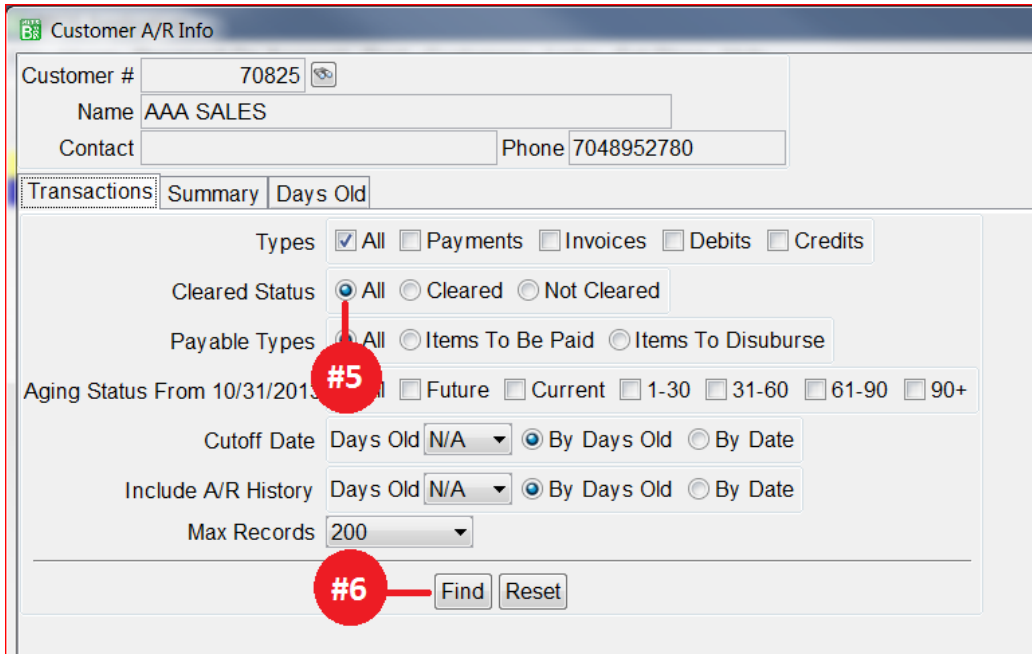
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5. On the **Customer A/R Info** screen (shown below), select **Cleared Status = ALL**.
6. Click on **Find**:



The screenshot shows the 'Customer A/R Info' window. At the top, there are fields for Customer # (70825), Name (AAA SALES), Contact, and Phone (7048952780). Below these are tabs for Transactions, Summary, and Days Old. The Transactions tab is active, showing various filters. A red circle with '#5' points to the 'Cleared Status' section, where 'All' is selected. Another red circle with '#6' points to the 'Find' button at the bottom of the form.

Customer # 70825
Name AAA SALES
Contact Phone 7048952780

Transactions Summary Days Old

Types ☒ All ☐ Payments ☐ Invoices ☐ Debits ☐ Credits

Cleared Status ☒ All ☐ Cleared ☐ Not Cleared

Payable Types ☒ All ☐ Items To Be Paid ☐ Items To Disburse

Aging Status From 10/31/2013 ☐ Future ☐ Current ☐ 1-30 ☐ 31-60 ☐ 61-90 ☐ 90+

Cutoff Date Days Old N/A ☒ By Days Old ☐ By Date

Include A/R History Days Old N/A ☒ By Days Old ☐ By Date

Max Records 200

#5

#6 Find Reset

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7. On the **Customer A/R Info** screen (shown below), locate the transaction in question and right-click on it.
8. Select the **Edit Disbursements** option:

Customer A/R Info

Customer # 70825 (N)

Name AAA SALES

Contact Phone 7048952780

Transactions Summary Days Old

Right click payment rows for more options.

Type	Date	Trans #	Sub #	Ref #	Due Date	Description	Invoices Debits	Payments Credits	Trans Balance
Credit	07/22/2016	1680630				PER ADAM		75.00	75.00
Debit	07/22/2016	1680629			08/10/2016	RETURN CHECK FEE	35.99		35.99
Payment	07/22/2016	1680628				CHECK #15411		500.00	
Payment	07/21/2016	1680627				PAYMENT 07/21/16		473.00	473.00
Debit	07/21/2016	1680626			08/10/2016	BALANCE FORWARD	12759.72		12759.72
Credit	07/21/2016	1680625				ADVERTISING TRADE		200.00	
Credit	07/21/2016	1680624				DISCOUNT TAKEN		611.65	
Payment	07/21/2016	1680623				PAYMENT 07/21/16		473.00	
Invoice	07/21/2016	1680622			08/10/2016	INVOICE 07/21/2016	693.69		693.69
Debit	07/20/2016	1680621			08/10/2016	DEBIT MEMO 07/20/16	6249.85		
Payment	07/07/2016	1680611				CHECK #5487		722.45	
Payment	07/07/2016	1680610				PAYMENT 07/07/16		-722.45	
Payment	03/14/2016	1680444				DEBIT		41.79	
Invoice	03/12/2016	1680500			04/10/2016	INVOICE 03/12/2016	41.79		
Payment	09/14/2015	1622087				VISA		43.62	
Invoice	09/12/2015	1622215			10/10/2015	INVOICE 09/12/2015			
Payment	01/20/2015	1562569				visa		97.69	
Invoice	12/13/2014	1552569			01/10/2015	INVOICE 12/15/2014			
Payment	10/13/2014	1540043				MENT 10/13/14		247.20	
Invoice	10/11/2014	1539920			11/10/2014	INVOICE 10/11/2014			
Payment	07/01/2014	1514450				ck 5713		180.03	
Invoice	05/23/2014	1504811			06/10/2014	INVOICE 05/23/2014			1180.03
Payment	05/22/2014	1504472				5689 522214			
Invoice	04/30/2014	1497101			05/10/2014	INVOICE 04/30/2014		084.85	
Payment	02/03/2014	1477571				PAYMENT 02/03/14		43.62	
Invoice	02/01/2014	1477119			03/10/2014	INVOICE 02/01/2014			
Payment	06/24/2013	1424884				VISA 062413		44.30	
Invoice	06/21/2013	1424306			07/10/2013	INVOICE 06/21/2013			
Payment	10/31/2012	1370334				PAYMENT 10/30/12		366.36	
Payment	10/01/2012	1363250				PAYMENT 10/01/12		350.00	
Payment	09/22/2012	1361187				PAYMENT 09/22/12		722.45	
Invoice	09/21/2012	1360557			10/10/2012	INVOICE 09/21/2012			
Payment	08/04/2012	1356814				PAYMENT 08/04/12		350.00	
Invoice	08/26/2012	1353866			09/10/2012	INVOICE 08/26/2012	1066.36		1066.36
Payment	08/21/2012	1352911				PAYMENT 08/21/12		23.00	
Invoice	08/08/2012	1350009			09/10/2012	INVOICE 08/08/2012	23.00		
Payment	06/12/2012	1335885				VISA 061212		153.97	

Change Search Criteria

#7

#8

View Invoice Detail

View Disbursements

View Disbursements For All

Edit Disbursements

Create ROA

Edit Due Date

Print Selected Rows...

Save as PDF

Save as PDF (Printer-Friendly)

Ctrl+Shift+P

Alt+Shift+P

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9. Click on the **Remove All Disbursements** button at the bottom or to remove only one, click on **Remove Selected Disbursements**.
10. You can either click on the **Create Disbursements** tab to disburse the payment or you can select the **Return To Customer A/R Info** button:

Payment View/Edit (1680623)

Main | A/R Summary | **Create Disbursements** #10

Trans # 1680623 Sub # STORE #1 PAYMENT

Transaction Date 07/21/2016 Due Date

Customer # 70825 Short Name AAA

Name AAA SALES

Address 1542 STATESVILLE RD

City CORNELIUS State NC Zip 28071

Disbursement Summary (Select Create Disbursements Tab To Add More)

Type	Original Trans Date	Trans #	Sub #	Disbursement Date	Description	Amount
Disbursement	04/30/2014	1497101		07/21/2016	INVOICE 04/30/2014	473.00

#9 **#10** **#9**

Remove Selected Disbursements Remove All Disbursements

Contacts Create New Ticket Refresh Return To Customer A/R Info Print Help

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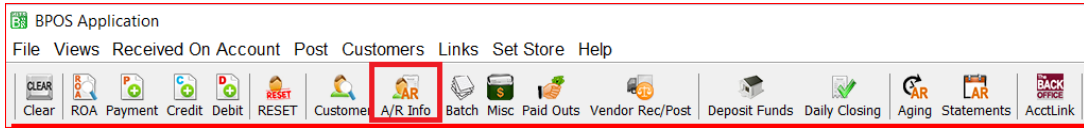
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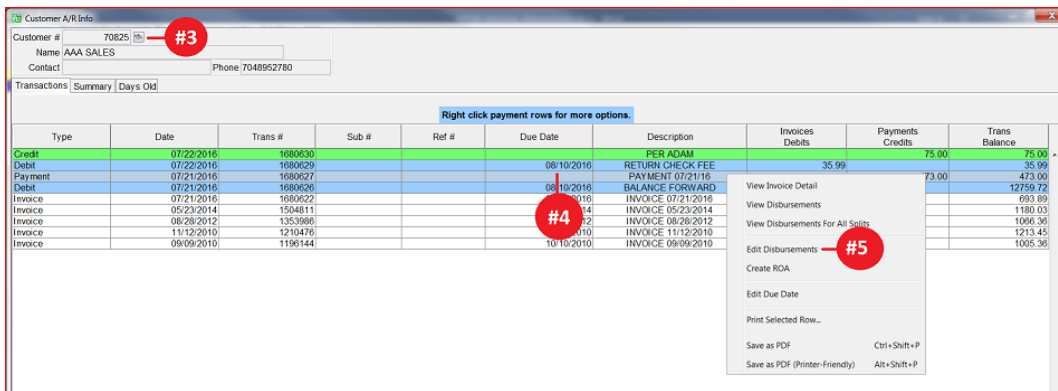
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To Disburse a Payment or Credit That Was Never Disbursed:

1. Go to **Views → Bookkeeping**.
2. Click on the **A/R Info & Lookup** icon on your toolbar:



3. On the **Customer A/R Info** screen (shown below), find your customer by clicking on the binoculars beside the **Customer #** field, find your customer and double-click to make them the Active customer.
4. Find your credit transaction (could be a payment, a credit memo or an invoice with a negative amount) and right-click on it.
5. Click on Edit Disbursements:



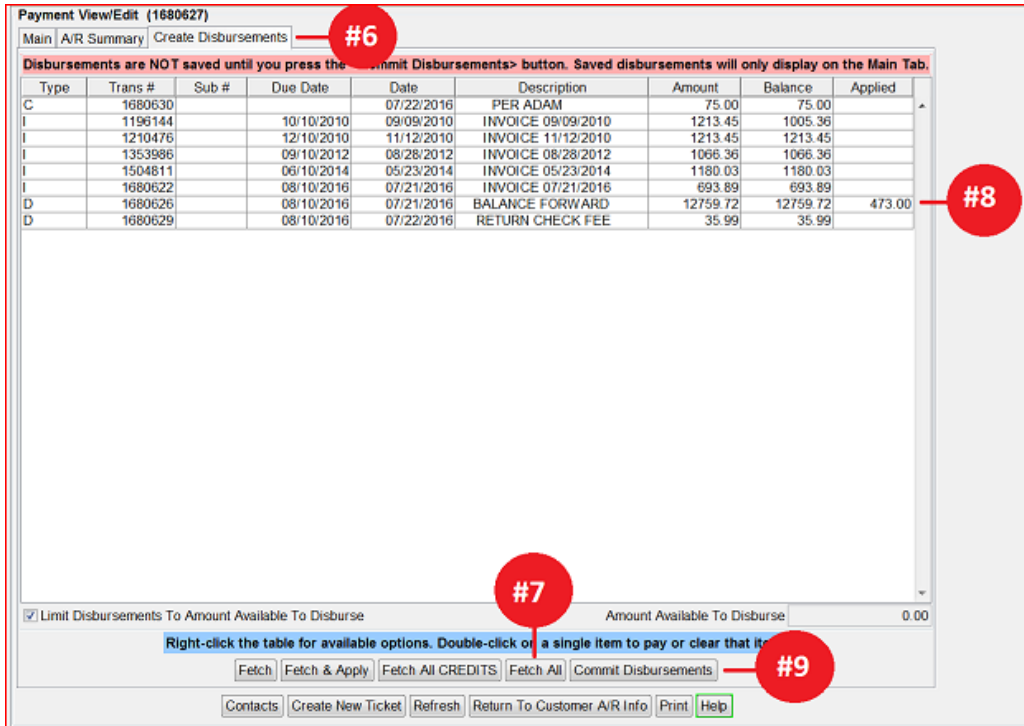
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6. On the **Payment View/Edit** screen (shown below), click on **Create Disbursements** Tab.
7. Click on the **Fetch All** button at the bottom of the screen.
8. Find the transaction you wish to disburse to and double-click.
9. When you have finished disbursing the credit, click on the **Commit Disbursements** button at the bottom:



Payment View/Edit (1680627)

Main | A/R Summary | **Create Disbursements** #6

Disbursements are NOT saved until you press the **Commit Disbursements** button. Saved disbursements will only display on the Main Tab.

Type	Trans #	Sub #	Due Date	Date	Description	Amount	Balance	Applied
C	1680630			07/22/2016	PER ADAM	75.00	75.00	
I	1196144		10/10/2010	09/09/2010	INVOICE 09/09/2010	1213.45	1005.36	
I	1210476		12/10/2010	11/12/2010	INVOICE 11/12/2010	1213.45	1213.45	
I	1353986		09/10/2012	08/28/2012	INVOICE 08/28/2012	1066.36	1066.36	
I	1504811		06/10/2014	05/23/2014	INVOICE 05/23/2014	1180.03	1180.03	
I	1680622		08/10/2016	07/21/2016	INVOICE 07/21/2016	693.89	693.89	
D	1680626		08/10/2016	07/21/2016	BALANCE FORWARD	12759.72	12759.72	473.00
D	1680629		08/10/2016	07/22/2016	RETURN CHECK FEE	35.99	35.99	

#8

☒ Limit Disbursements To Amount Available To Disburse Amount Available To Disburse 0.00

Right-click the table for available options. Double-click on a single item to pay or clear that item.

#7

#9

Fetch | Fetch & Apply | Fetch All CREDITS | Fetch All | **Commit Disbursements**

Contacts | Create New Ticket | Refresh | Return To Customer A/R Info | Print | **Help**

Option Settings:

Note – Users must have password permission to make edits to disbursements (P17). If you need to give a user permission to have the permission setting, please contact your system administrator.