



Process

Documentation

Department:

Customer Support

Last Updated:

1/16/2025 5:11 PM

NAME OF PROCESS

Account to Account Transfers [RolePlay]

Use Case / Objectives

On occasion, an invoice may be accidentally applied to the wrong customer's account. This process goes over how to transfer a mispayment from one customer's account to the correct customer's account.

Menu options to access:

Accounts Receivable > Account to Account Transfer

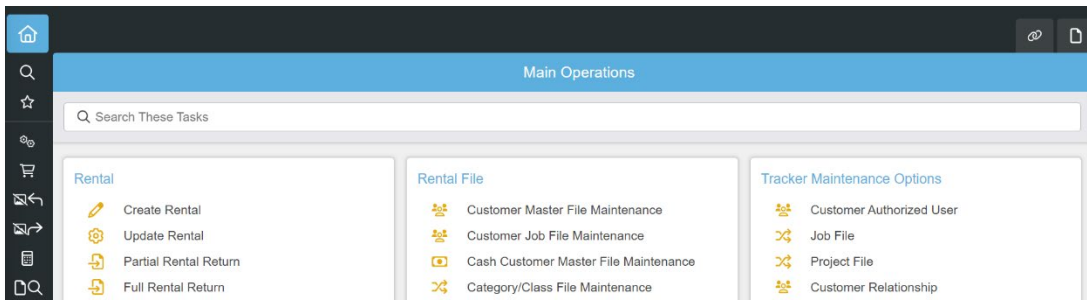
Training


Role	Description
Accounting	

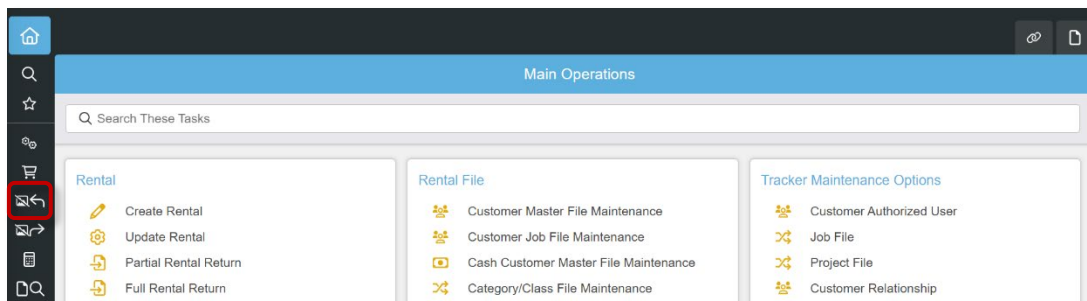
Account to Account Transfers

Process Steps

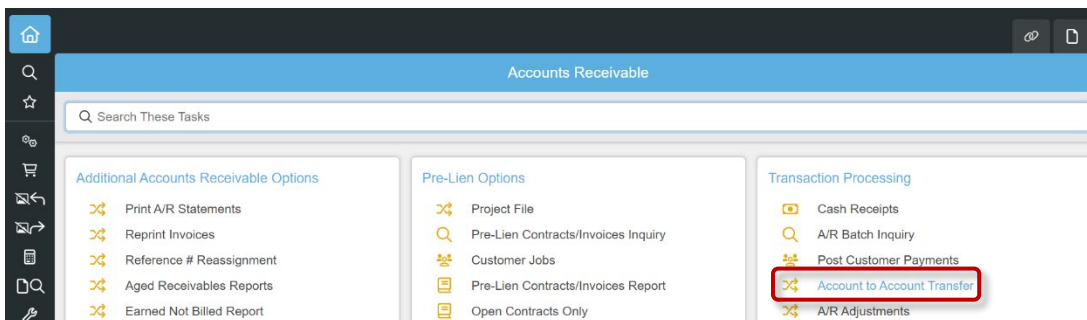
1. Log into the [Roleplay Environment](#) using your credentials.
2. The Main Operations menu will populate upon log in.



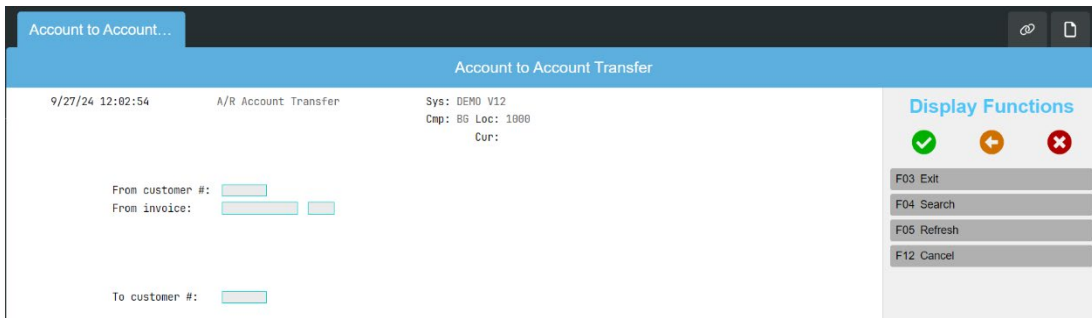
3. Click on the Accounts Receivable menu .



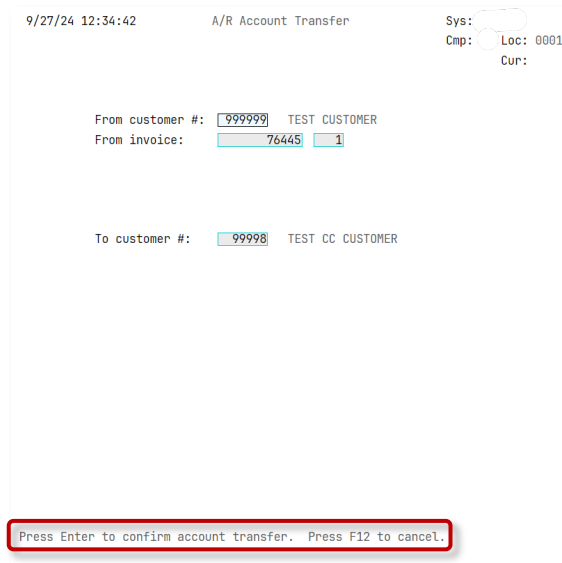
- a. In the **Transaction Processing** section, click on **Account to Account Transfer**.



4. Once in the A/R Account Transfer screen, three fields will populate.



- Type in the *From Customer #* field. If you don't know the customer number, press F4 on your keyboard to search or click on F04 Search under the **Display Functions** menu.
- Type the invoice number with the invoice sequence (ex: -0001) in the *From Invoice* field. If you don't know the invoice number, press F4 on your keyboard to search or click on F04 Search under the **Display Functions** menu.
- Type the next customer number in the *To Customer #* field. If you don't know the customer number, press F4 on your keyboard to search or click on F04 Search under the **Display Functions** menu.
- Press Enter.



The screen will populate the customer's names and invoice. A message will appear asking to press enter again to confirm the transfer for press F12 to cancel. This completes the transfer process.