



Process

Documentation

Department:

Customer Support

Last Updated:

10/1/2025 11:41 AM

NAME OF PROCESS

Applying a Payment Across Multiple Customer Accounts

Use Case / Objectives

This process will walk you through applying a payment to a customer who has more than one customer number in the system.

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

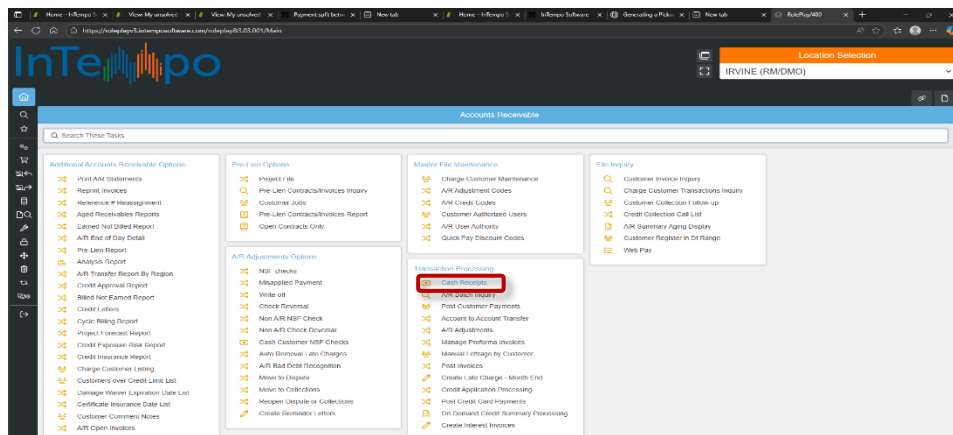
Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

Menu options to access:

Accounts Receivable => Transaction Processing => Cash Receipts

Payment split between multiple customers

1. Log into the Roleplay Environment using your credentials.
2. If the Accounts Receivable menu does not appear automatically, select Accounts Receivable from the left toolbar.
3. In the Transaction Processing section, click on Cash Receipts to create an A/R Batch.



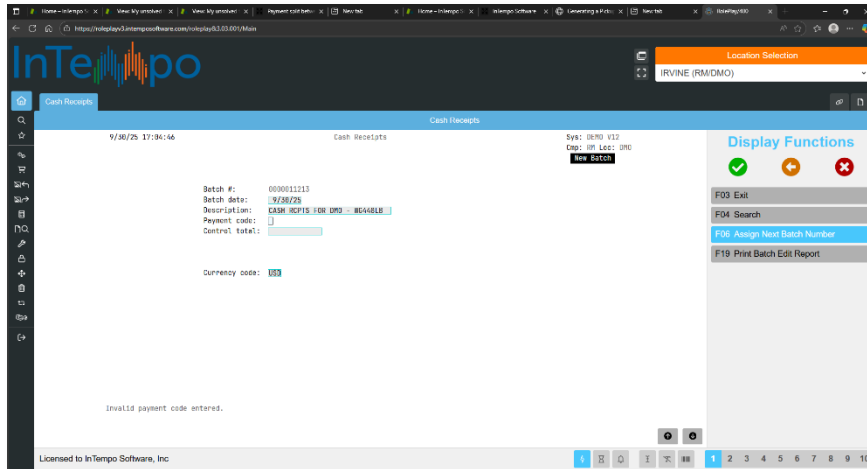
- a. The **Cash Receipts** screen opens.

10/01/25 09:06:37 Cash Receipts Sys: DENO V12
Cmp: RM Loc: L6B

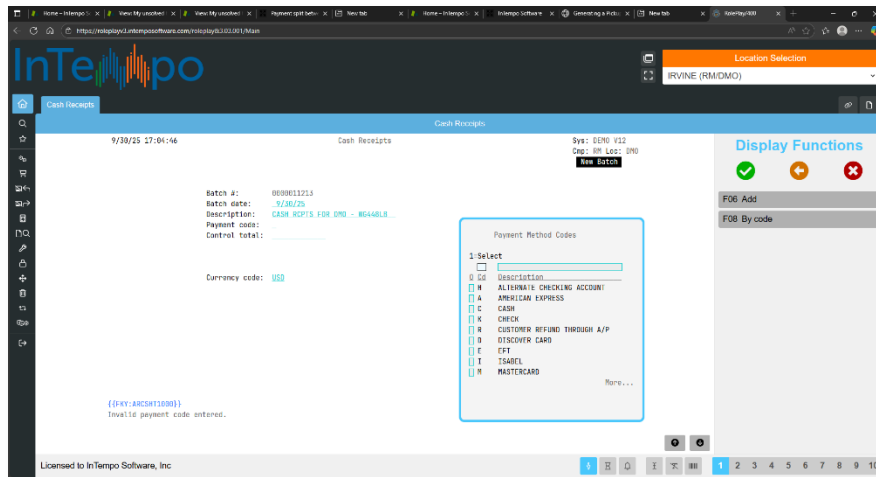
Batch #:

Currency code:

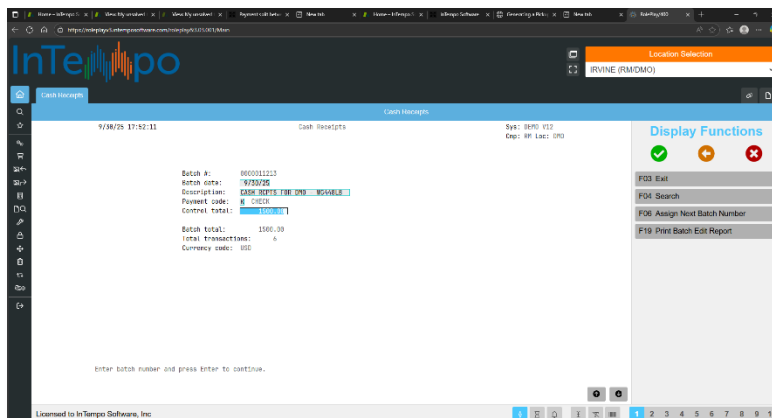
4. Press **F6** on your keyboard or click on F06 Assign Next Batch Number in the **Display Functions** menu to add a new batch.
 - a. Once you press F6 you will notice the **Batch #**, **Current date**, and **Description** fields populate. **NOTE:** You can override this information if you need to by typing in the fields.



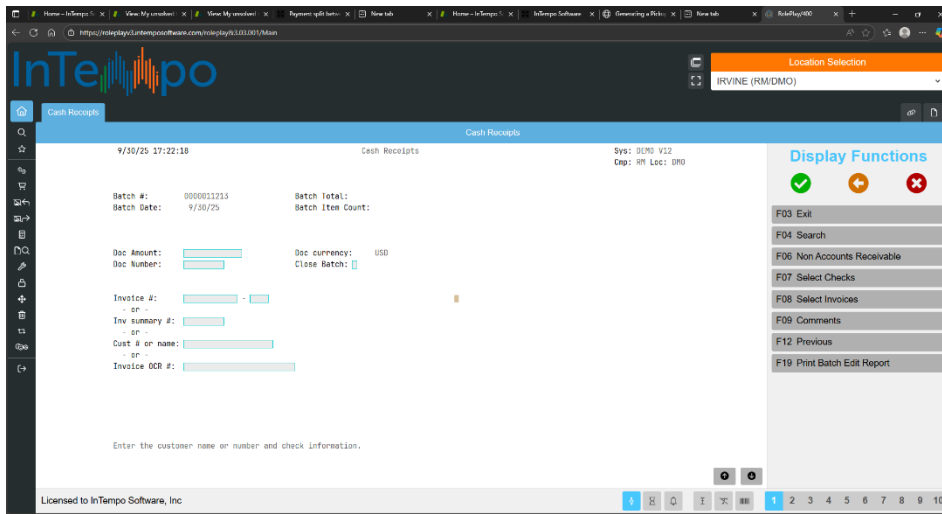
5. Type in the *Payment code* field or press F4 to view codes available, typing 1 next to the desired option and pressing Enter to select.



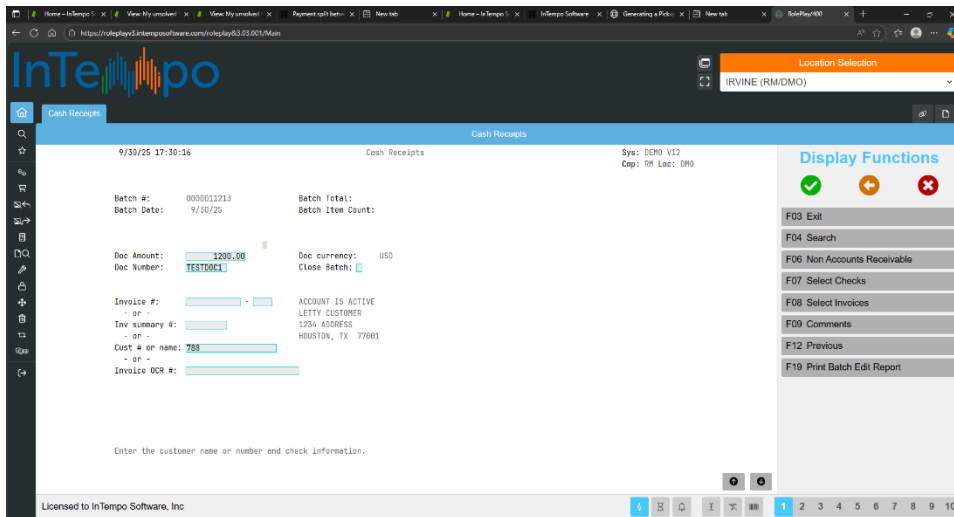
6. Type in the *Control total* field. **NOTE:** If you are only putting this one payment in the batch then the control total is the total of that payment. If you are entering several you will just need to include this payment into the control total (i.e., the sum of all payments received).
7. Press Enter twice to continue.



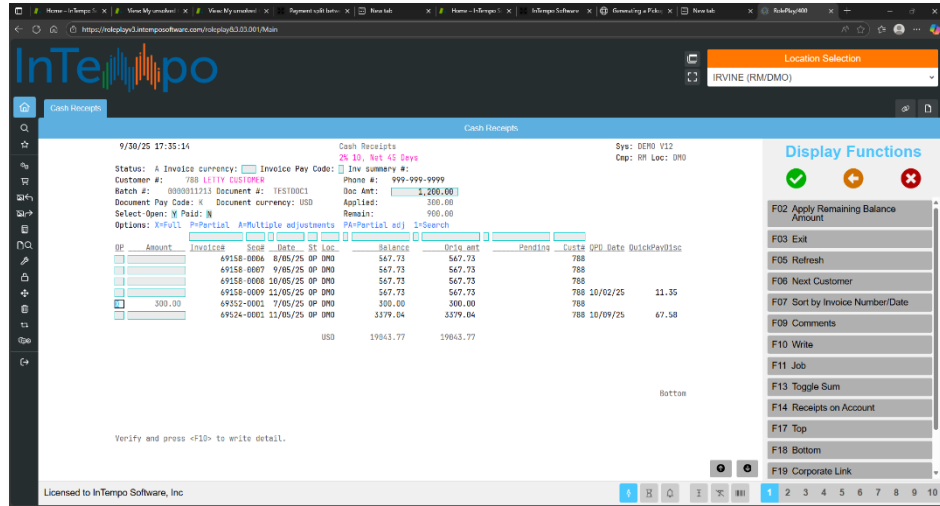
8. The Cash Receipts - Batch Detail screen displays.



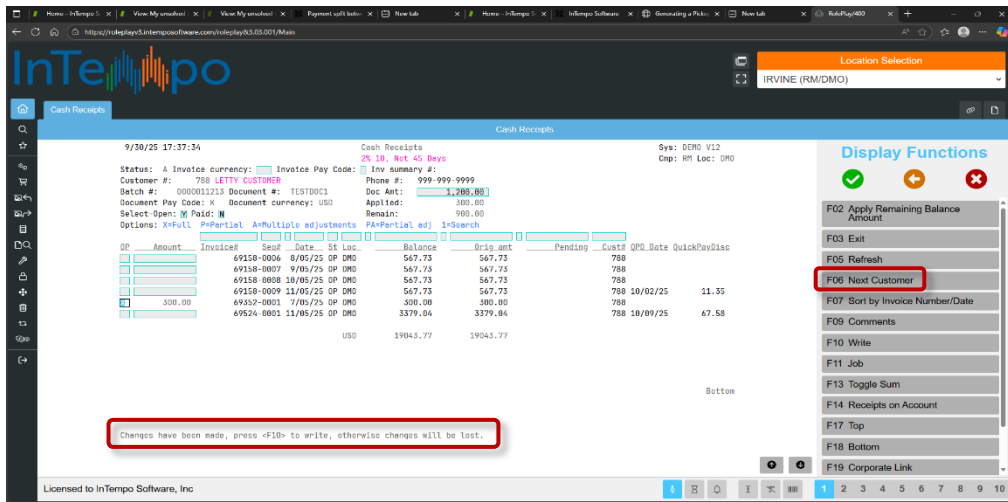
9. Type in the *Doc Amount*, *Doc Number*, and either the *Invoice #* or the *Cust # or name*. **NOTE:** Be sure to enter the *entire* check (or other document type) amount in the *Doc Amount* field even though only part of it will get applied to the first customer number you are entering.



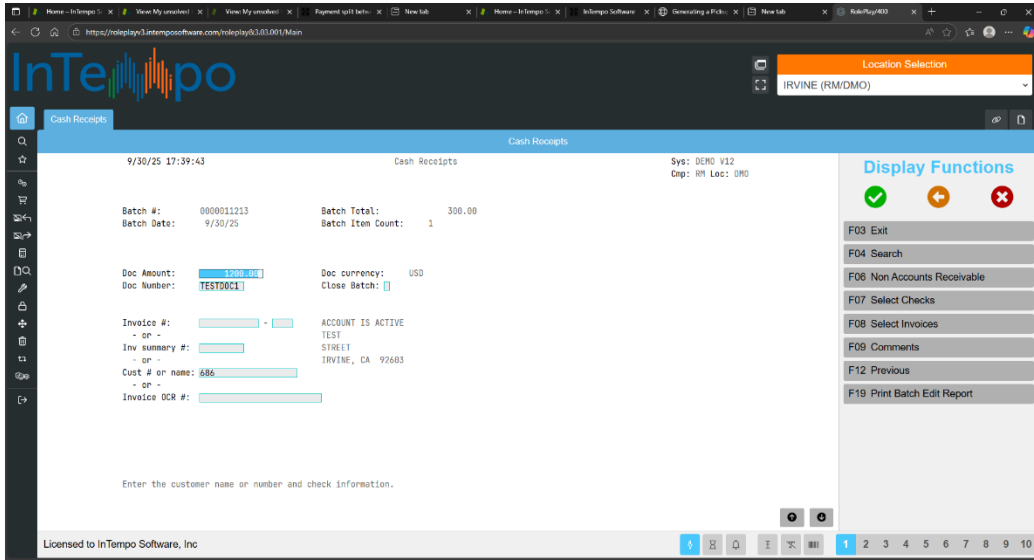
10. Press Enter to open the **Cash Receipts - Apply Payment** screen displaying the customer's outstanding invoices.



11. To select the invoice(s) you want to pay for this customer number, in the *Op* column next to the desired invoice(s), type X if you are paying it in full or P if you are only applying a partial payment. **NOTE:** If you plan to pay invoices for another customer number, the *Applied amount* will not total the *Doc Amt* yet.
12. Press F6 on your keyboard or click on F06 Next Customer in the **Display Functions** menu.
 - a. The message "Changes have been made, press <F10> to write, otherwise changes will be lost." displays at the bottom of the screen.

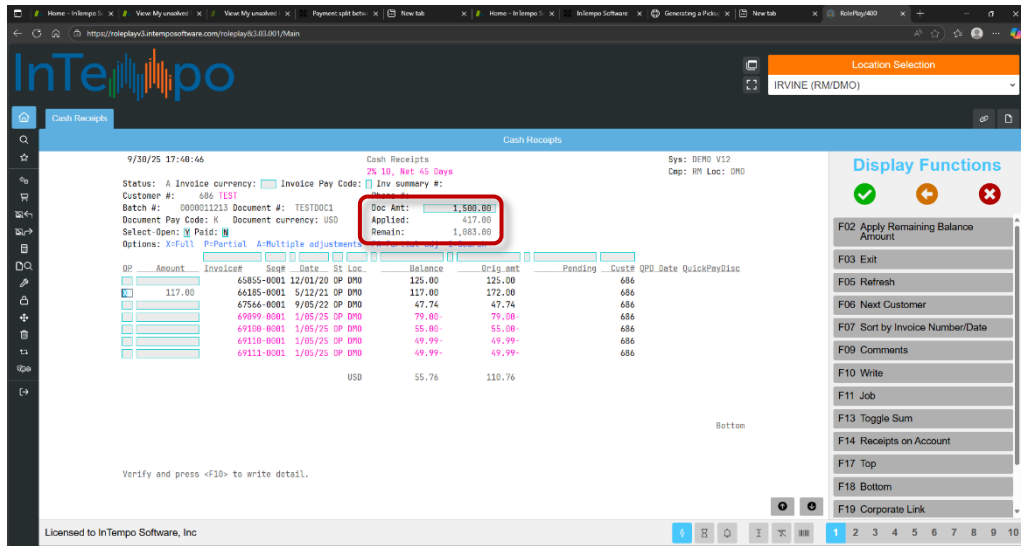


13. Press F10 on your keyboard or click on F10 Write in the **Display Functions** menu to write the payment(s) for this customer, then press F6 again.
 - a. The **Cash Receipts - Batch Detail** screen displays with the details previously entered for the batch.



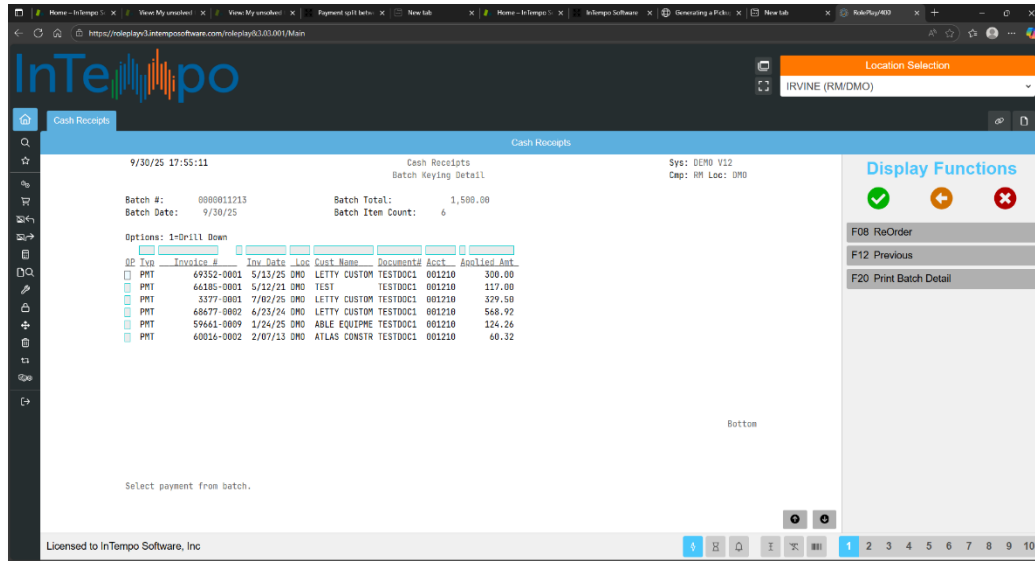
14. Type in the *Cust# or name* for the next portion of the payment to be applied and press Enter.

- a. The **Cash Receipts - Apply Payment** screen opens for the entered customer. **NOTE:** The *Applied amount* shows the amount you applied to the first customer and the *Remain* amount is what has not been applied yet.



- 15. Repeat the steps noted above to apply payments to the invoice(s).
- 16. If you have fully applied the *Doc Amt*, press F10 to write the batch as normal. **NOTE:** For assistance with writing a batch, refer to the [Posting a Cash Receipts Batch](#) article.
- 17. If you have a remaining amount to be applied, follow the steps above to select the next customer number.

Note: If you want to view all customers and invoices selected for payment in this batch, on the **Cash Receipts - Launch** screen, press F7 on your keyboard or click on [F07 Selected Checks](#) to open the **Cash Receipts - Batch Keying Detail** screen.



Note 2: Once you have the entire amount on the document applied you can post the batch or add other payments to it. For assistance with writing a batch, refer to the [Posting a Cash Receipts Batch](#) article.

Reference Glossary

Field Definitions for Tasks

Cash Receipts - Launch

- **Batch Number** - Enter the number for the batch you want to create or maintain. Alternately, press F6 to assign the next batch number from control record **NXTARB**.
- **Currency Code** - Enter the code for the currency of the customer payments.
- Additional Fields
- **Batch Date** - Enter or accept the date of the batch of customer payments. This defaults to today's date if the Default the batch date field is set to Y in control record ARCSH2, but you can change it to an earlier date.
- **Description** - Enter or accept the batch description. This defaults with your location and username.
- **Payment Code** - Enter or accept the payment code for all of the payments in the batch. A pay code defaults if the Default A/R batch pay code field in control record ARCSH2 contains a value.
- **Control Total** - Enter the total of all customer payments for the batch. This total must match the calculated total of the batch in order to post the batch.

Cash Receipts - Batch Detail

- **Batch Number** - Displays the number of the batch that was entered or automatically assigned.
- **Batch Date** - Displays the date of the batch.
- **Document Pay Code** - Enter the payment method code for this receipt. If you do not know the code, press F4 to search for it.
- **Document Amount** - Enter the amount of the customer's payment.
- **Document Number** - Enter the number from the customer's payment instrument such as a check or money order.
- **Invoice Number** - If the Position cursor on **INV#** field is set to Y in control record **ARCSH3**, the cursor starts at this field. This setting is used in situations where payment is received and only invoice information is given on the remittance document. Enter the number of the invoice for which you have received payment or to retrieve the customer number and displays all of their invoices. Press F4 to access Customer Contract Inquiry and search for the contract/invoice number. After you enter a valid invoice number, the customer associated with that invoice is populated in the **Customer Number or Name** field. If the Use inv# to get cus# field is set to Y in the **ARCSH3** control record, the invoice number in this field is used to retrieve the customer number and then display all invoices for that customer. If the field is set to N, the entered invoice is used to retrieve the customer number and then the invoices displayed are only a subset of the entered invoice.

- *Invoice Summary Number* - If the customer is paying against a summary invoice, enter the number or press F4 to access the Invoice Summary Search popup window where you can choose the invoice.
- *Customer Number or Name* - If the Position cursor on *INV#* field is set to N in control record **ARCSH3**, the cursor starts at this field. This setting is used in situations where you pull customer invoices before entering a cash receipts batch. Enter the number or name of the customer from whom you received payment, and press Enter to display that customer's account status and address. Press F8 to access a list of invoices for the entered customer.
- *Batch Total* - Displays the total of all payments entered for the batch.
- *Batch Item Count* - Displays the number of payments entered for the batch.
- *Document Currency* - Displays the code of the currency for the payment document. This defaults from the batch header and cannot be changed.
- *Close Batch* - Indicate whether to close the batch once all payments have been entered and the batch total equals the control total. A batch cannot be posted until it is closed.

Cash Receipts - Apply Payment

- *Status* - Displays the current status of the customer. Valid status codes include:
 - A - Active
 - B - Bad debt
 - C - Account closed by customer
 - D - Account deleted by company
 - H - Hold
 - I - Inactive
 - S - Suspended
 - F - Credit denied
- *Invoice Currency* - Enter the code for the currency of the invoice if it is different from the Document Currency.
- *Invoice Pay Code* - Enter an invoice payment method code to filter the list of invoices. If the Dft doc PCod to inv PCod field is set to Y in the **ARCSH3** control record, this pay code defaults from the pay code entered for the document, and that produces a subset of invoices for that pay code only.
- *Invoice Summary Number* - If applicable, this field displays the number of the invoice summary for which you are processing payment.
- *Customer Number* - Displays the number of the customer for whom you are processing payment.
- *Phone Number* - Displays the customer's phone number.
- *Batch Number* - Displays the number of the cash receipts batch.
- *Document Number* - Displays the number of the document/check that you entered on the **Cash Receipts - Batch Detail** screen.

- *Document Amount* - Displays the document amount that you entered on the **Cash Receipts - Batch Detail** screen. Depending on your user security settings, you might be able to change this amount here.
- *Document Pay Code* - Displays the pay code for the batch that was entered on the **Cash Receipts - Launch** screen.
- *Document Currency* - Displays the currency for the batch that was entered on the **Cash Receipts - Launch** screen.
- *Applied Amount* - Displays the amount that has been applied to invoices. This is automatically calculated as you apply the document amount to one or more invoices.
- *Open* - Indicate whether you want to list open invoices. The default is Y.
- *Paid* - Indicate whether you want to list paid invoices. The default is N.
- *Remaining Amount* - Displays the amount that has not yet been applied to invoices. This is automatically calculated as you apply the document amount to one or more invoices.

Invoices

- *Amount* - Enter the amount of a partial payment when using option P. When using option X, the amount is automatically populated and cannot be changed.
- *Invoice Number* - Displays the number of the customer invoice.
- *Date* - Displays the date that the invoice was created.
- *Status* - Displays the current status of the invoice.
- *Location* - Displays the location that initiated the invoice.
- *Currency* - Displays the currency of the invoice.
- *Balance* - Displays the amount owed on the invoice. If this is a negative number, the amount is a credit to the customer.
- *Original Amount* - Displays the original amount on the invoice.