



Process Documentation

Department:

Customer Support

Last Updated:

4/4/2025 3:09 PM

NAME OF PROCESS

Posting Customer Payments [Roleplay]

Use Case / Objectives

This guide will walk you through how to post A/R cash receipt batches to the general ledger.
NOTE: this process only applies to those who have auto posting set to *NO*.

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.

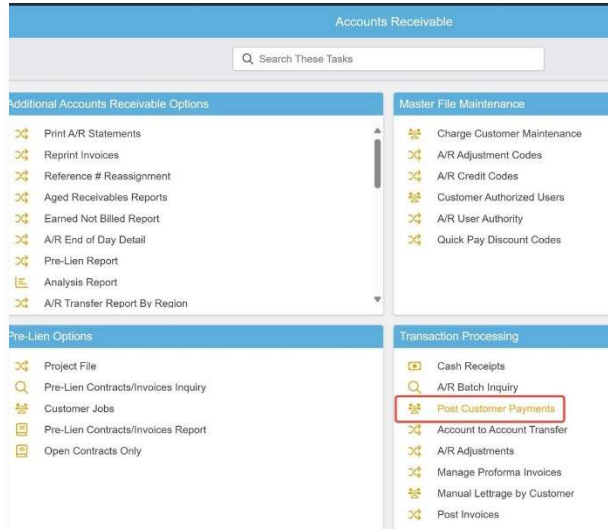
Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

Menu options to access:

Accounts Receivable => Post Customer Payments

Posting Customer Payments

1. Log into the [Roleplay Environment](#) using your credentials.
2. If the **Accounts Receivable** screen does not appear automatically, select **Accounts Receivable** from the left toolbar.
3. Click on **Post Customer Payments**.



- a. The **A/R Batch Post** screen displays.

2/13/25 11:07:34 A/R Batch Post Sys: DEMO V12
 Cmp: RM Loc: LGB
 Mode: UNPOSTED

Options: 1=Post 4=Delete 5=Display 6=Print

Q	Batch #	Loc	Batch dt	Control amount	Batch amount	Status	Post	Cur
	0000011179	DMO	2/12/25			OPEN	NO	USD
	0000011180	DMO	2/12/25			OPEN	NO	USD
	0000011182	DMO	2/12/25	196.77		OPEN	NO	USD
	0000011177	DMO	1/31/25	1,000.00	250.00	OPEN	NO	USD
TOTAL USD					250.00			

4. Press **F8** on your keyboard or click on **F08 Not Posted/All** in the **Display Functions** menu to toggle the entries displayed (status column).



- a. The A/R Batch Post screen updates to display all entries.

2/13/25 11:07:52 A/R Batch Post Sys: DEMO V12
 Cmp: RM Loc: LGB
 Mode: **ALL**

Options: 1=Post 4=Delete 5=Display 6=Print

Q Batch #	Loc	Batch dt	Control amount	Batch amount	Status	Post	Cur
0000011183	DMO	2/13/25	550.52	550.52	CLOSED	YES	USD
0000011179	DMO	2/12/25			OPEN	NO	USD
0000011180	DMO	2/12/25			OPEN	NO	USD
0000011181	DMO	2/12/25	393.56	393.56	CLOSED	YES	USD
0000011182	DMO	2/12/25	196.77		OPEN	NO	USD
0000011178	DMO	2/11/25			CLOSED	YES	USD
0000011177	DMO	1/31/25	1,000.00	250.00	OPEN	NO	USD
0000011174	DMO	1/24/25	1,500,000.00	1,500,000.00	CLOSED	YES	USD
0000011175	DMO	1/24/25	2,150,000.00	2,150,000.00	CLOSED	YES	USD
0000011176	DMO	1/24/25	1,500,000.00	1,500,000.00	CLOSED	YES	USD
0000011173	LGB	1/08/25	7,000.00	7,000.00	CLOSED	YES	USD
0000011167	DMO	12/18/24	415.83	415.83	CLOSED	YES	USD
0000011169	DMO	12/18/24	1,373.67	1,373.67	CLOSED	YES	USD
LB00011166	DMO	12/16/24	800.00	800.00	CLOSED	YES	USD

- 6. Click on *F08 Not Posted/All* again.

- a. The A/R Batch Post screen updates to display all entries with a Status of CLOSED (POSTED).

2/13/25 11:08:29 A/R Batch Post Sys: DEMO V12
 Cmp: RM Loc: LGB
 Mode: **POSTED**

Options: 1=Post 4=Delete 5=Display 6=Print

Q Batch #	Loc	Batch dt	Control amount	Batch amount	Status	Post	Cur
0000011183	DMO	2/13/25	550.52	550.52	CLOSED	YES	USD
0000011181	DMO	2/12/25	393.56	393.56	CLOSED	YES	USD
0000011178	DMO	2/11/25			CLOSED	YES	USD
0000011174	DMO	1/24/25	1,500,000.00	1,500,000.00	CLOSED	YES	USD
0000011175	DMO	1/24/25	2,150,000.00	2,150,000.00	CLOSED	YES	USD
0000011176	DMO	1/24/25	1,500,000.00	1,500,000.00	CLOSED	YES	USD
0000011173	LGB	1/08/25	7,000.00	7,000.00	CLOSED	YES	USD
0000011167	DMO	12/18/24	415.83	415.83	CLOSED	YES	USD
0000011169	DMO	12/18/24	1,373.67	1,373.67	CLOSED	YES	USD
LB00011166	DMO	12/16/24	800.00	800.00	CLOSED	YES	USD
0000011164	DMO	11/25/24			CLOSED	YES	USD
0000011155	DMO	11/18/24	980.00	980.00	CLOSED	YES	USD
0000011156	DMO	11/18/24	500.00	500.00	CLOSED	YES	USD
LB00011151	DMO	10/17/24	500.00	500.00	CLOSED	YES	USD

- 7. Click on *F8 Not Posted/All* so entries with a Status of OPEN (UNPOSTED) display.

- Click on [F11 Detail](#) to display additional details regarding who last maintained the batch.

2/13/25 11:09:13 A/R Batch Post Sys: DEMO V12
 Cmp: RM Loc: LGB
 Mode UNPOSTED

Options: 1=Post 4=Delete 5=Display 6=Print

Batch #	Loc	Batch dt	Control amount	Batch amount	Status	Post	Cur
000001179	DMO	2/12/25			OPEN	NO	USD
# trans: System dt: 2/12/25 Last maint by: RM0001DA on 2/12/25							
000001180	DMO	2/12/25			OPEN	NO	USD
# trans: System dt: 2/12/25 Last maint by: RM0001DA on 2/12/25							
000001182	DMO	2/12/25	196.77		OPEN	NO	USD
# trans: System dt: 2/12/25 Last maint by: RM0001DA on 2/12/25							
000001177	DMO	1/31/25	1,000.00	250.00	OPEN	NO	USD
# trans: 4 System dt: 1/31/25 Last maint by: WG067JL on 1/31/25							
TOTAL USD							250.00

- Press **shift+F9** or click on [F21 Toggle Filter](#) to change the filter fields at the top of the table.

2/13/25 11:10:17 A/R Batch Post Sys: DEMO V12
 Cmp: RM Loc: LGB
 Mode UNPOSTED

Options: 1=Post 4=Delete 5=Display 6=Print

trans: [] System dt: [] Last maint by: [] on []

Batch #	Loc	Batch dt	Control amount	Batch amount	Status	Post	Cur
000001179	DMO	2/12/25			OPEN	NO	USD
# trans: System dt: 2/12/25 Last maint by: RM0001DA on 2/12/25							
000001180	DMO	2/12/25			OPEN	NO	USD
# trans: System dt: 2/12/25 Last maint by: RM0001DA on 2/12/25							
000001182	DMO	2/12/25	196.77		OPEN	NO	USD
# trans: System dt: 2/12/25 Last maint by: RM0001DA on 2/12/25							
000001177	DMO	1/31/25	1,000.00	250.00	OPEN	NO	USD
# trans: 4 System dt: 1/31/25 Last maint by: WG067JL on 1/31/25							
TOTAL USD							250.00

- If there is a batch you would like to delete, **type 4** in the **O** column.

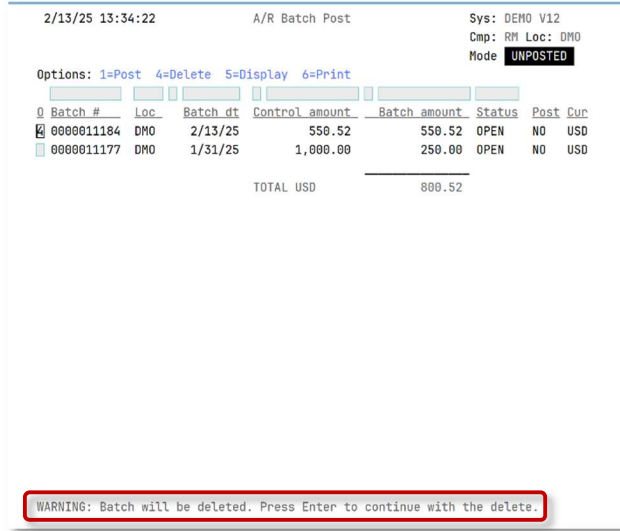
2/13/25 13:32:50 A/R Batch Post Sys: DEMO V12
 Cmp: RM Loc: DMO
 Mode UNPOSTED

Options: 1=Post 4=Delete 5=Display 6=Print

O	Batch #	Loc	Batch dt	Control amount	Batch amount	Status	Post	Cur
4	000001184	DMO	2/13/25	550.52	550.52	OPEN	NO	USD
	000001177	DMO	1/31/25	1,000.00	250.00	OPEN	NO	USD
TOTAL USD							800.52	

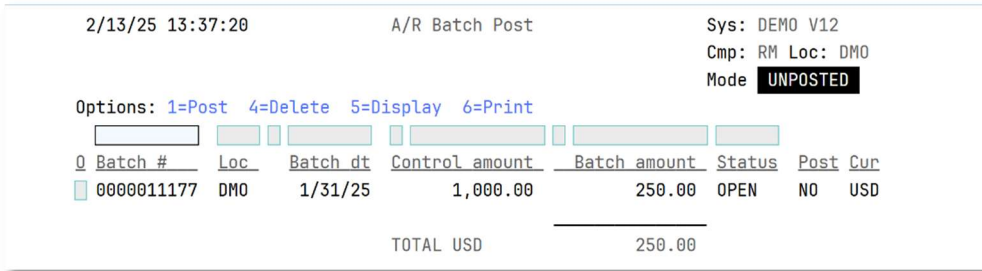
- Press **Enter**.

- a. The screen refreshes and displays a warning at the bottom of the page.



- 11. Verify the batch to be deleted and press Enter.

- a. The screen refreshes and the deleted batch no longer appears in the table.



- 12. Type 1 in the O column next to the desired batch.



- 13. Verify the information and press Enter to post and close the batch.

Reference Glossary

Field Definitions for Tasks

A/R Batch Post

- *Batch Number* - Displays the number of the A/R cash receipts batch.
- *Location* - Displays the location that initiated the batch.
- *Batch Date* - Displays the date given to the batch.
- *Control Amount* - Displays the amount entered as the control total for the batch.
- *Batch Amount* - Displays the amount entered for the batch to date.
- *Status* - Displays the status of the batch as either Open or Closed.
- *Posted* - When viewing all batches, this field displays a Y if the batch has been posted.
- *Currency* - Displays the currency of the batch.