



Process Documentation

Department:

Customer Support

Last Updated:

8/12/2025 9:45 AM

NAME OF PROCESS

Posting a Cash Receipts Batch [Roleplay]

Use Case / Objectives

This guide will walk you through how to post A/R cash receipt batches to the general ledger when auto-post = 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.

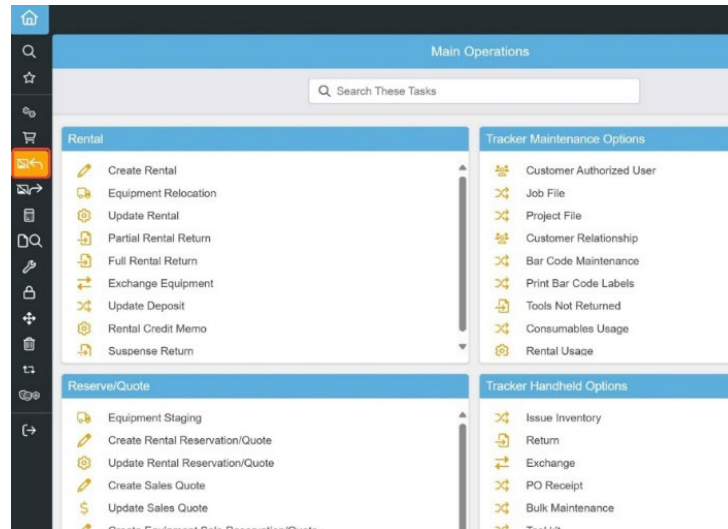
Field definitions for all tasks are available in the Reference Glossary. To view these definitions, either click the screen name in the task or scroll to the end of the documentation, where the glossary is located.

Menu options to access:

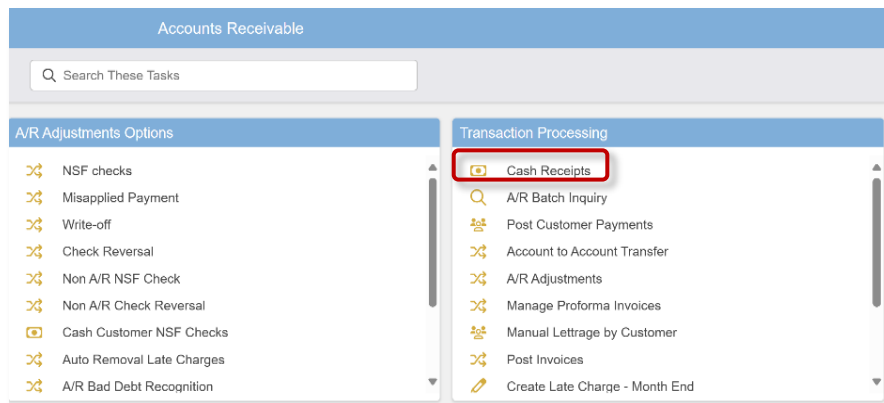
Accounts Receivable => Post Customer Payments

Posting a Cash Receipts Batch

1. Log into the [Roleplay Environment](#) using your credentials.
2. If the **Accounts Receivable** screen is not displayed, click on the **Accounts Receivable** menu option on the left side of the screen.



3. In the **Transaction Processing** section, click the **Cash Receipts** option.



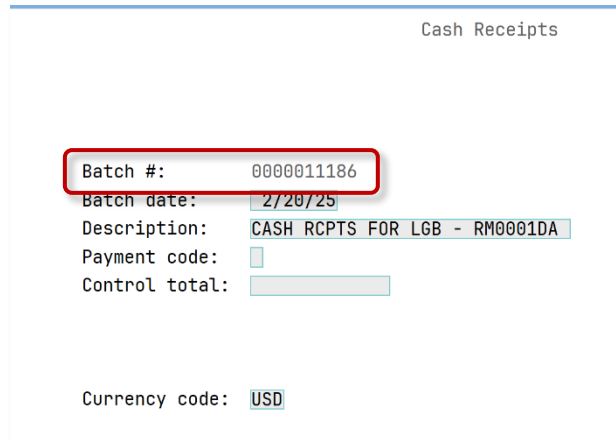
- a. The **Cash Receipts - Launch** screen opens.

Cash Receipts

Batch #:

Currency code:

4. For the purpose of this article, instead of assigning our own *Batch #*, we are going to press F6 to assign the next batch number.
 - a. The **Cash Receipts - Launch** screen refreshes to display the system-assigned *Batch #* and additional fields.



Cash Receipts

Batch #: 0000011186

Batch date: 2/20/25

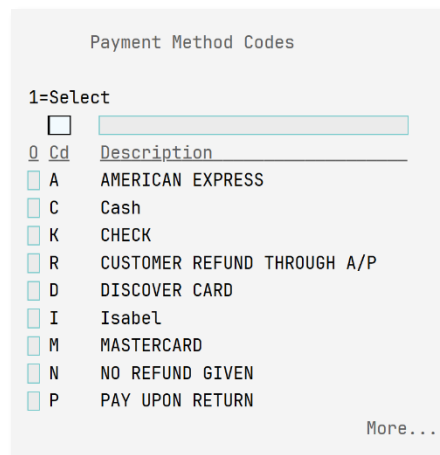
Description: CASH RCPTS FOR LGB - RM0001DA

Payment code:

Control total:

Currency code: USD

5. With the cursor in the *Payment code* field, press F4 on your keyboard or click on F4 Search in the **Display Functions** menu.
 - a. The **Payment Method Codes** pop-up window opens, displaying the available payment codes in the system.



Payment Method Codes

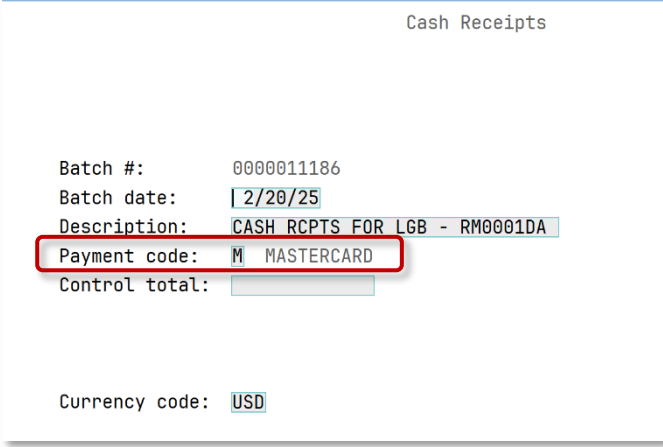
1>Select

<u>O</u> <u>Cd</u>	<u>Description</u>
<input type="checkbox"/> A	AMERICAN EXPRESS
<input type="checkbox"/> C	Cash
<input type="checkbox"/> K	CHECK
<input type="checkbox"/> R	CUSTOMER REFUND THROUGH A/P
<input type="checkbox"/> D	DISCOVER CARD
<input type="checkbox"/> I	Isabel
<input type="checkbox"/> M	MASTERCARD
<input type="checkbox"/> N	NO REFUND GIVEN
<input type="checkbox"/> P	PAY UPON RETURN

More...

6. Type 1 in the *O* column next to the desired option; press Enter.

- a. The selected option displays in the *Payment code* field.



Cash Receipts

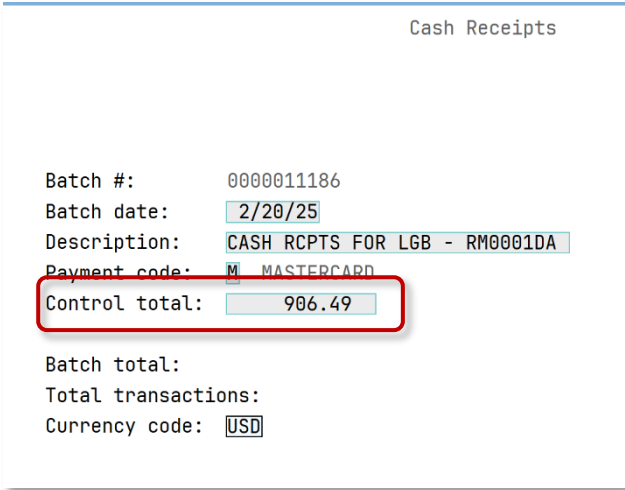
Batch #: 0000011186
Batch date: 2/20/25
Description: CASH RCPTS FOR LGB - RM0001DA
Payment code: M MASTERCARD
Control total:

Currency code: USD

7. Type in the *Control total* field.

NOTE: This total must match the calculated total of the batch to post the batch.

- a. The value displays in the field as entered.



Cash Receipts

Batch #: 0000011186
Batch date: 2/20/25
Description: CASH RCPTS FOR LGB - RM0001DA
Payment code: M MASTERCARD
Control total: 906.49

Batch total:
Total transactions:
Currency code: USD

8. Press Enter twice to continue.

a. The Cash Receipts - Detail screen opens.

2/20/25 11:25:41 Cash Receipts

Batch #:	0000011186	Batch Total:	
Batch Date:	2/20/25	Batch Item Count:	
Doc Amount:	<input type="text"/>	Doc currency:	USD
Doc Number:	<input type="text"/>	Close Batch:	<input type="checkbox"/>
Invoice #:	<input type="text"/> - <input type="text"/>		
- or -			
Inv summary #:	<input type="text"/>		
- or -			
Cust # or name:	<input type="text"/>		
- or -			
Invoice OCR #:	<input type="text"/>		

9. Type in the *Doc Amount* field. **NOTE:** This amount should be the same as the amount entered in the *Control total* field on the **Cash Receipts - Launch** screen above.

Batch #:	0000011186	Batch Total:	
Batch Date:	2/20/25	Batch Item Count:	
Doc Amount:	<input type="text" value="906.49"/>	Doc currency:	USD
Doc Number:	<input type="text"/>	Close Batch:	<input type="checkbox"/>

10. Type in the *Doc Number* field.

Batch #:	0000011186	Batch Total:	
Batch Date:	2/20/25	Batch Item Count:	
Doc Amount:	<input type="text" value="906.49"/>	Doc currency:	USD
Doc Number:	<input type="text" value="777"/>	Close Batch:	<input type="checkbox"/>

NOTE: If you have received multiple payments from the customer, press F07 on your keyboard or click F07 Select Checks in the **Display Functions** menu to open the **Cash Receipts - Batch Keying Detail** screen and select records.

2/20/25 11:52:25 Cash Receipts
Batch Keying Detail

Batch #: 0000011186 Batch Total:
 Batch Date: 2/20/25 Batch Item Count:

Options: 1=Drill Down

OP	Typ	Invoice #	Inv Date	Loc	Cust Name	Document#	Acct	Applied Amt

11. Type in the *Invoice Number*, *Inv summary #*, *Cust# or name* or *Invoice OCR #* field. **NOTE:** if you do not know one of these values, place the cursor in the desired field and press F4 to search.

Batch #: 0000011186 Batch Total:
 Batch Date: 2/20/25 Batch Item Count:

Doc Amount: 986.49 Doc currency: USD
 Doc Number: 777 Close Batch:

Invoice #: -
 - or -
 Inv summary #:
 - or -
Cust # or name: 798
 - or -
 Invoice OCR #:

12. Press Enter.

a. The **Cash Receipts - Detail** screen refreshes to include the entered customer's information.

2/20/25 11:45:02 Cash Receipts

Batch #: 0000011186 Batch Total:
 Batch Date: 2/20/25 Batch Item Count:

Doc Amount: 986.49 Doc currency: USD
 Doc Number: 777 Close Batch:

Invoice #: -
 - or -
 Inv summary #:
 - or -
 Cust # or name: 798 ACCOUNT IS ACTIVE
Turnkey Test Customer1
321 E MAIN ST
STE C
GREENWOOD, IN 46142
 - or -
 Invoice OCR #:

13. Verify the information; press Enter to continue.
 - a. The **Cash Receipts - Apply Payment** screen opens.

2/20/25 12:02:10 Cash Receipts Sys: DEMO V12
Cmp: RM Loc: LGB

Status: A Invoice currency: Invoice Pay Code: Inv summary #:
 Customer #: 798 Turnkey Test Customer1 Phone #: 555-854-1212
 Batch #: 0000011186 Document #: 777 Doc Amt: 906.49
 Document Pay Code: M Document currency: USD Applied: .00
 Select-Open: Paid: Remain: 906.49
 Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj 1=Search

OP	Amount	Invoice#	Seq#	Date	St Loc	Balance	Orig amt	Pending	Cust#	QPD Date	QuickPayDisc
<input type="checkbox"/>		69195-0001	1/28/25	OP DMO		906.49	906.49		798		
					USD	906.49	906.49				

14. On the **Cash Receipts - Apply Payment** screen, note the following:
 - a. To filter by the invoice, you would like to pay, type in the number in the filter field above the *Invoice* column and press Enter. This helps when the customer’s list of invoices is lengthy.
 - b. If any entry displays “Pending” in the *Pending* column they have already been included in a Cash Receipts Batch.
 - c. If you are paying an invoice in full, type X in the *Op* column next to the invoice and press Enter.
 - i. The *Amount* value auto populates with the invoice total.
 - d. The *Applied* and *Remain* fields update accordingly.

2/20/25 12:56:30 Cash Receipts Sys: DEMO V12
Cmp: RM Loc: LGB

Status: A Invoice currency: Invoice Pay Code: Inv summary #:
 Customer #: 798 Turnkey Test Customer1 Phone #: 555-854-1212
 Batch #: 0000011186 Document #: 777 Doc Amt: 906.49
 Document Pay Code: M Document currency: USD Applied: 906.49
 Select-Open: Paid: Remain: .00
 Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj 1=Search

OP	Amount	Invoice#	Seq#	Date	St Loc	Balance	Orig amt	Pending	Cust#	QPD Date	QuickPayDisc
X	906.49	69195-0001	1/28/25	OP DMO		906.49	906.49		798		
					USD	906.49	906.49				

15. **NOTE:** if you only want to apply a partial payment, type PA in the *Op* column next to the desired invoice to open the **Cash Receipts Adjustments** pop-up window.
 - a. Type P in the *CD* column, type in the *Amount* field and press Enter to apply the partial payment to the selected invoice.

Cash Receipts Adjustments

Invoice #: 69214-0001 Balance: 196.77
 Paid: .00 Adjusted: .00
 P=Partial payment New bal:

CD	Amount	Description
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

16. Verify the information on the screen and press F10 Write.
 - a. The **Case Receipts - Apply Payment** screen closes and the **Cash Receipts - Batch Details** screen displays.
 - b. The *Batch Total* field displays the amount entered as your control total.

2/20/25 13:14:57 Cash Receipts

Batch #:	0000011186	Batch Total:	906.49
Batch Date:	2/20/25	Batch Item Count:	1

Doc Amount: Doc currency: USD
 Doc Number: Close Batch:

17. Type Y in the *Close Batch* field and press Enter.

2/20/25 13:16:18 Cash Receipts

Batch #:	0000011186	Batch Total:	906.49
Batch Date:	2/20/25	Batch Item Count:	1

Doc Amount: Doc currency: USD
 Doc Number: Close Batch: Y

18. Verify the information; press Enter to continue.
19. The **Cash Receipts - Batch** screen displays.
 - a. The number for the batch displays in the *Batch #* field.
 - b. The total for the batch displays in the *Batch total* field.
 - c. The message “Batch is Closed” displays at the bottom of the screen.

2/20/25 13:17:24 Cash Receipts

Batch #: 0000011186

Batch total: 906.49
 Total transactions: 1
 Currency code: USD

Batch is closed.

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 the control record **NXTARB**.
- **Currency Code** - Enter the code for the currency of the customer payments.
- **Batch Date** - Enter or accept the date of the batch of customer payments. This defaults to today's date if the Default 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 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 to post the batch.

Cash Receipts - Detail

- **Batch Number** - Displays the number of the batch that was entered or automatically assigned.
- **Batch Date** - Displays the date of the batch.
- **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 retrieve the customer number and display all 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 display all invoices for that customer. If the field is set to **N**, the entered invoice is used to retrieve the customer number; 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.

Find Reference by Invoice

Opt: 1=Select

Invoice #:

Q Ctl	Reference number	Invoice	Cust #	Name
<input type="checkbox"/>		53926-0000		
<input type="checkbox"/>		53926-0000		
<input type="checkbox"/>		53931-0000		
<input type="checkbox"/>		62770-0000		

- *Invoice Number/Reference* - Enter an invoice number or reference number and press Enter. The list advances to that invoice or reference.
 - *Location* - Displays the location that initiated the invoice.
 - *Reference Number* - Displays the reference number associated with the invoice.
 - *Invoice* - Displays the A/R invoice number.
 - *Customer Number* - Displays the number of the customer associated with the invoice.
 - *Name* - Displays the customer's name.
- *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 - Batch Keying Detail

- *Invoice Date* - Displays the original date of the invoice.
- *Location* - Displays the location that originated the invoice.
- *Customer Name* - Displays the name of the customer associated with the invoice.
- *Document Number* - Displays the number of the cash payment document. This is typically a check number.
- *Account* - Displays the G/L account affected by the cash receipt.
- *Applied Amount* - Displays the amount that was applied or adjusted for the invoice.

Cash Receipts - Apply Payment

- **Status** - Displays the 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 the payment.
- **Customer Number** - Displays the number of the customer for whom you are processing the 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 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.

Cash Receipts Adjustment

- *Invoice Number* - Displays the number of the invoice for which you are processing an adjustment.
- *Balance Amount* - Displays the balance of the invoice.
- *Paid Amount* - For option PA (Partial Adjustment), this field displays the partial payment entered in the window. When adjustments are entered for option PA, this field displays as .00. For option A (Multiple Adjustments), this field displays the calculated amount of the Balance Amount minus the Adjustment Amount.
- *Adjusted Amount* - Displays the total of all adjustments entered in the window.
- *New Balance* - This field displays only when using option PA (Partial Adjustment). It is the calculated amount of the Balance Amount plus or minus the Adjustment Amount.
- *Code* - Enter the adjustment code for each adjustment. For option PA (Partial Adjustment), enter P in this field.
- *Amount* - Enter the amount of the adjustment. For negative adjustments, enter the negative sign after the amount.
- *Description* - Displays the description of the adjustment code.