How to Lock a Payment in AlarmBiller

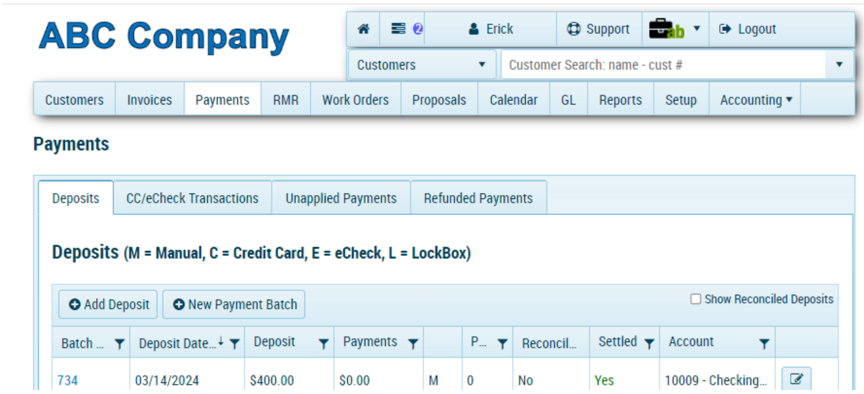
06/20/2024 4:31 pm EDT

In case 104432, the Dealer had a customer who had multiple invoices. They made a payment to pay one of the invoices and the excess funds were to sit on the account as unapplied cash. To do this, you will need to lock the payment...

In this example we have customer 9000 who has invoices totaling $951.29. We are going to make a $300 to pay off one of the invoices and lock the remaining $100 so that can be used for a future invoice.

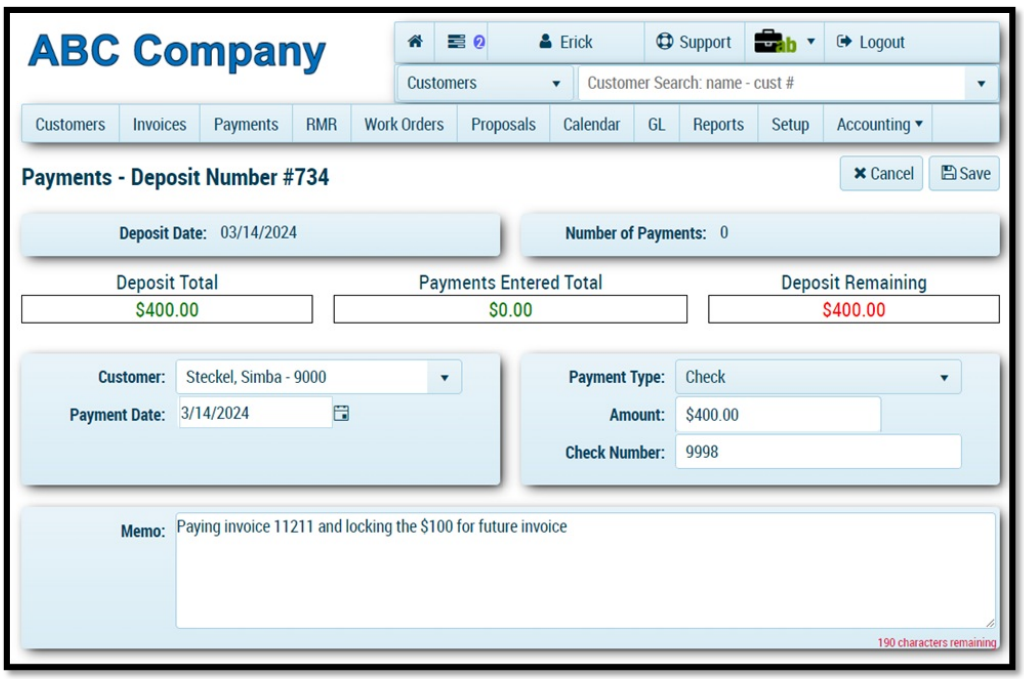
1. Click on the payments tab up top and then click on the Add Deposit button

2. Make a $400 Deposit as shown below

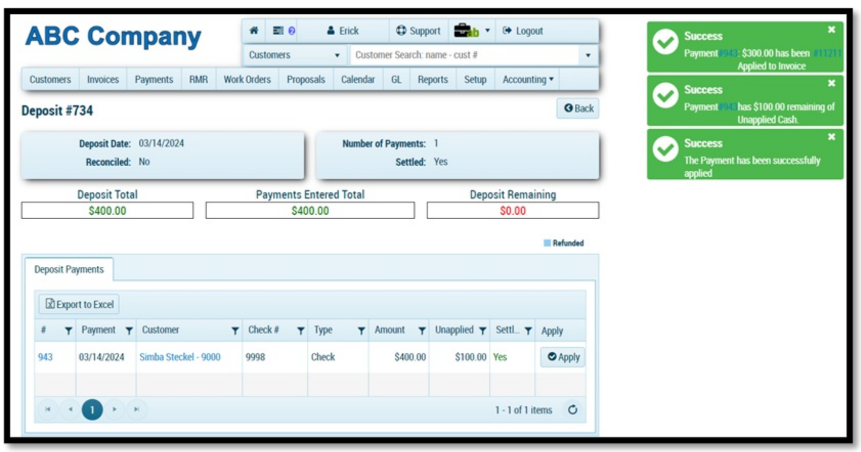


1. Click on the batch number (734) in blue

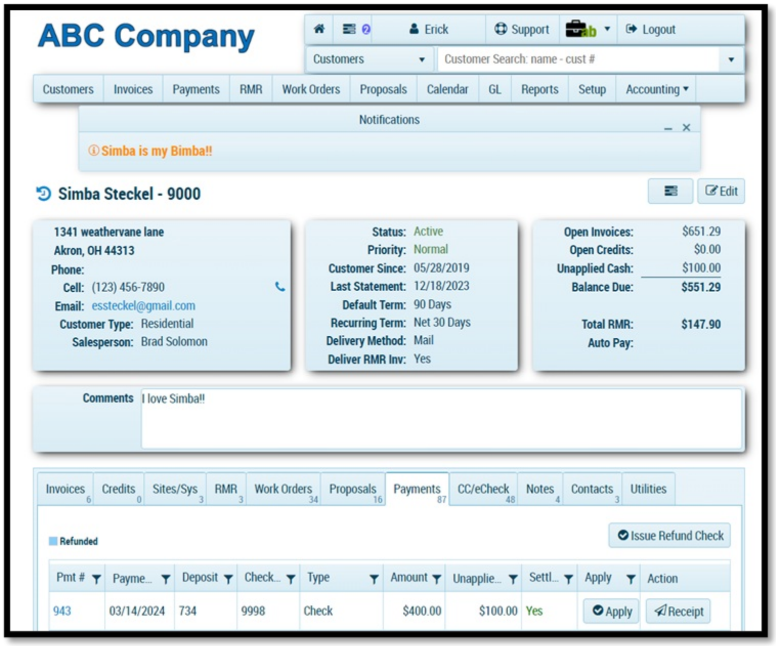
1. Add the Payment information as shown below and click Save



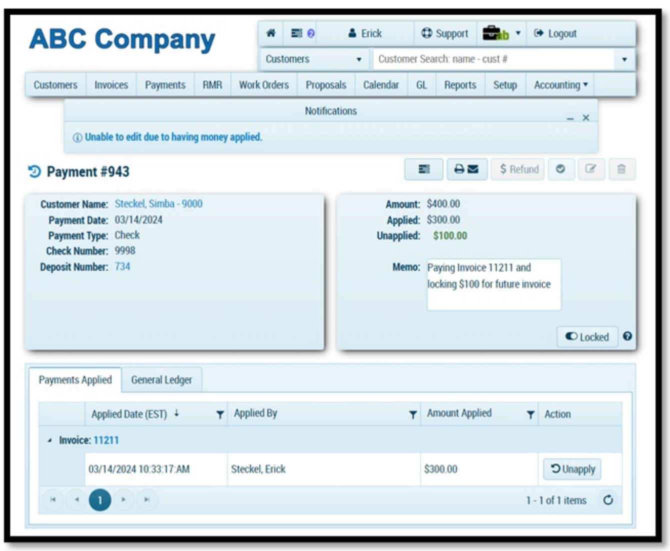
1. You will be taken to a screen when you can pay the invoice desired (11211)



1. From the customers page click on payments tab below and click on the payment number in question (943)



1. Click on the unlocked button to lock the remaining payment



1. Even if an RMR invoice is automatically generated and the Auto Apply Payments/Credits* has been enabled this payment will not pay that invoice. When you are ready to use this payment simply unlock it and apply the payment as normal.