

How to Apply Payment when Invoice Shows Pending Status

09/12/2024 6:05 pm EDT

This document will go over how to solve the issue when showing an invoice in a pending state without needing to call support to remove the status. The steps are done in SedonaOffice version 6.2.0.16.

Overview

Scenario – Customer has auto pay on cycle invoices. The invoice(s) post and the customers credit card is expired and needs updated. The date is updated, however, the invoice was already posted and showing in a (P)ending state, but no payment will be made. Steps will show how to receive the payment, with the updated credit card, and apply the payment to that invoice.

Steps:

The steps below assume the user has to proper permissions to complete all the steps necessary.

1. The customer is showing (P) status invoice in Open Invoices

Open Invoices		\$53.64				
Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee
651283	Stadler Ace Hardware	Recurring	6/14/2021	\$26.82	\$26.82	\$0.00
(P) 658410	Stadler Ace Hardware	Equipment Sales	10/1/2021	\$26.82	\$26.82	\$0.00

2. Right click on the invoice – Click on Make EFT Payment

Bill Contacts		Contact	Phone	Ext	E-Mail	
Title						
Open Invoices		\$53.64				
Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee
651283	Stadler Ace Hardware	Recurring	6/14/2021	\$26.82	\$26.82	\$0.00
(P) 658410	Stadler Ace Hardware	Equipment Sales	10/1/2021	\$26.82	\$26.82	\$0.00
Other Cust Inv.		\$3.22				
Invoice #	Site Name	Desc		Amount	Net Due	Late Fee
655646	Stadler Ace Hardware	Reco		\$3.22	\$3.22	\$0.00
Open Credits		\$0.00				
Credit #	Site Name	Cred		Amount	Balance	
Open Tickets						
Ticket #	Problem Code	Date		Status		
Open Jobs						
Job #	Type	Stat		Install	RMR	

New Invoice

Edit Invoice

Export Invoice Detail

Credit Off Invoice

Create Credit From

Create Cycle Invoice Now...

Make EFT Payment

Refresh

3. When the new transaction window opens - Click on Unapplied Cash – Select the Credit Card to be used – Fill in the amount to be charged – Click on Process Date – Click Submit Now

New Transaction - Demo V6 Manitou - Forte

Stadler Ace Hardware
3 Stadler Street
Detroit, MI 48201

Bank: Credit Card: VISA

Payment Methods:

Description: Invoice 658410

Amount: 26.82

Process Date: 04/19/2024

☐ Invoice
☐ Advance Deposit
☒ Unapplied Cash
☐ Miscellaneous Income

Submitted	Description	Type	Amount	Method	Status
9/29/2021	Cycle Invoice	Invoice 658410	\$26.82	VISA 1111	READY
9/29/2021	Cycle Invoice	Invoice 658409	\$53.63	VISA 1111	APPROVED

4. Click on OK button with Submit Transaction window opens

Submit Transaction

The unapplied cash transaction submission was successful.
Authorization: 2EA246

5. When back at the customers main page – Right click on the Open Cash Credit that is now available – Click on Apply

Bill Contacts						
Title	Contact	Phone	Ext	E-Mail		
Open Invoices \$53.64						
Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee
651283	Stadler Ace Hardware	*Recurring	6/14/2021	\$26.82	\$26.82	\$0.00
(P) 658410	Stadler Ace Hardware	Equipment Sales	10/1/2021	\$26.82	\$26.82	\$0.00
Other Cust Inv. \$3.22						
Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee
655646	Stadler Ace Hardware	*Recurring	6/14/2021	\$3.22	\$3.22	\$0.00
Open Credits \$26.82						
Credit #	Site Name	Credit Type	Date	Amount	Balance	
	Stadler Ace Hardware	CASH		\$26.82		
Open Tickets						
Ticket #	Problem Code	Date				
Open Jobs						
Job #	Type	Status				

Apply

Auto Apply

Transfer To Another Customer

Refresh

6. The Apply Customer Credit window will open – Change the apply date if needed – On the Invoices tab enter the payment on the invoice in pending status – Enter any memo – Click on Save

Apply Customer Credit 41147

Stadler Ace Hardware
3 Stadler Street
Detroit, MI 48201

Credit Amount and Balance
Credit Amount: 26.82
Balance: 0.00
Credit Date: 4/19/2024
Apply Date: 4/19/2024

Unapplied Cash
Invoices | Other |

Site Name	Invoice #	Date	Amount	Net Due	Payment
Stadler Ace Hardware	651283	6/14/2021	26.82	26.82	
Stadler Ace Hardware	658410	10/1/2021	26.82	26.82	26.82

Auto Clear

Memo
Apply payment after CC Exp date updated and invoice still showed (P)ending status

Save Close

7. The invoice will now show paid and removed from the open invoices as well as the unapplied cash will be gone from the open credits area

Stadler Ace Hardware
3 Stadler Street
Detroit, MI 48201
(313) 323-4521

Balance Due: \$26.82
Last Statement Date: 11/27/2022
Last Late Fee: \$12.38
Total Active RMR: \$28.00
Total Active RAR: \$336.00
Customer Type: Commercial
Customer Since: 7/31/2001
Salesperson: Matt Miller
Last Payment Rec'd: \$26.82 (4/19/2024)
of Disp Last 1 Days: 0

Title	Contact	Phone	Ext	E-Mail
Open Invoices	\$26.82			
Invoice #	Site Name	Description	Date	Amount Net Due Late Fee
Other Cust Inv.	\$3.22			
Invoice #	Site Name	Description	Date	Amount Net Due Late Fee
655646	Stadler Ace Hardware	*Recurring	6/14/2021	\$3.22 \$3.22 \$0.00
Open Credits	\$0.00			
Credit #	Site Name	Credit Type	Date	Amount Balance
Open Tickets				
Ticket #	Problem Code	Date	City, State	Status
Open Jobs				
Job #	Type	Status	Units	Install RMR

** NOTE: the (P) will still be shown for the invoice but is no longer an issue since it is now paid via using the unapplied cash

Invoice	Site Name	Description	Date	Amount	Net Due
(P) 658410	Stadler Ace Hardware	Equipment Sales	10/1/2021	\$26.82	\$0.00