

Payments Won't Save - Missing Check Numbers

09/11/2024 6:10 pm EDT

When completing a New Payment Batch, make sure to always enter in a Check # (if you do not click on the check # box, AlarmBiller will allow you to add the payment to the batch) If you attempt to complete a Payment Batch that is missing a check number, when you click the Apply Batch button, nothing happens. We see this issue most commonly when a Payment Batches has 10 or more payments. Below is an example and how to fix.

1. In this example, we have a payment batch with 12 payments

ABC Company

Customers

Customer Search: name - cust #

CustomersInvoicesPaymentsRMRWork OrdersProposalsCalendarGLReportsSetupAccounting

Payment Batch

Save ProgressApply Batch

Add Payment

Check

8/30/2024

10009 - Checking ...

Customer	Balance	Late Fee D...	Check #	Invoice #	Amount	Late Fee	
AEV Testing #2 - 2242	\$115.00	\$10.00	1784	11852	\$30.00	\$0.00	
Acme Security - 2435	\$12,465.00	\$10.00	321	11484	\$400.00	\$0.00	
Bob, Joe - 000246	\$2,182.00	\$10.00	741	8379	\$2,450.00	\$0.00	
Best Sub Account - 1388	\$0.00	\$0.00	417		\$100.00	\$0.00	
Balboa, Rocky - 2274	\$1,120.00	\$10.00	4781	8469	\$1,067.50	\$0.00	
Baba, Poomoklee - 2346	\$359.82	\$10.00	542	10598	\$19.99	\$0.00	
ATest, Just - 1367	(\$100.00)	\$0.00	1234		\$500.00	\$0.00	
Acme Security - 2435	\$12,465.00	\$10.00	4785	11572	\$4,800.00	\$0.00	
Acme Security - 2435	\$12,465.00	\$10.00	23145	11572	\$0.00	\$0.00	
Asbell, Don - 0123	\$5,705.32	\$14.42	7412	1111	\$1,111.00	\$0.00	
Count: 12					\$10,638.48		

12

10 items per page

1 - 10 of 12 items

2. When ready to complete the Payment Batch, select the Apply Batch button yet nothing happens.

ABC Company

Home

2

Erick

Support

ab

Logout

Customers

Customer Search: name - cust #

CustomersInvoicesPaymentsRMRWork OrdersProposalsCalendarGLReportsSetupAccounting

Payment Batch

Save ProgressApply Batch

Add Payment

Check

8/30/2024

10009 - Checking ...

Customer	Balance	Late Fee D...	Check #	Invoice #	Amount	Late Fee	
Alba, Jessica - 1361	\$465.84	\$10.00	9999	11451	\$54.99	\$0.00	
ABFFRE - 123852	\$1,116.00	\$10.00	1245	11851	\$105.00	\$0.00	
Count: 12					\$10,638.48		

12

10

items per page

11 - 12 of 12 items

ABC Company

Home

2

Erick

Support

ab

Logout

Customers

Customer Search: name - cust #

CustomersInvoicesPaymentsRMRWork OrdersProposalsCalendarGLReportsSetupAccounting

Payment Batch

Save ProgressApply Batch

Add Payment

Check

8/30/2024

10009 - Checking ...

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ABFFRE - 123852	\$1,116.00	\$10.00	1245	11851	\$105.00	\$0.00	
Count: 12					\$10,738.48		

12

10

items per page

11 - 12 of 12 items

Info

Payment Batch entries will not be applied to Invoices and GL until you click the Apply Batch button.

An automatic Save Progress will execute after 5 minutes of user inactivity to prevent the loss of entered payment entries.

Success

Progress saved successfully

ABC Company

Home

2

Erick

Support

ab

Logout

Customers

Customer Search: name - cust #

CustomersInvoicesPaymentsRMRWork OrdersProposalsCalendarGLReportsSetupAccounting

Payments

Deposits

CC/eCheck Transactions

Unapplied Payments

Refunded Payments

Deposits (M = Manual, C = Credit Card, E = eCheck, L = LockBox)

Add Deposit

New Payment Batch

Show Reconciled Deposits

Batch #	Deposit Date...	Deposit	Payments	P...	Reconcil...	Settled	Account	
744	08/30/2024	\$10,738.48	\$10,738.48	M	12	No	Yes	10009 - Checking...