

AlarmBiller – How to manually send or resend a payment receipt

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AlarmBiller gives its users the ability to manually send or resend a payment receipt via email.

Different scenarios may call for a redelivery of the payment receipt. (Customer states that they didn't receive it initially, cannot find it any longer, better book-keeping, reorganizing the emails in certain folders based on filters, deleting the initial email, etc.)

To (re)deliver a payment receipt, simply access the payments tab on the customer's account.

All the way to the right-hand side, the option for receipt will be visible.

Once the Receipt button has been pressed, a pop-up will appear and give the user the chance to type in the desired email address or to resend to the existing one on the account.

The screenshot displays the AlarmBiller interface for a customer named 'My Test-Customer - 1326'. The interface includes a customer information section on the left, a summary of financial data on the right, and a central area with tabs for various account features. A pop-up window titled 'Email Payment Receipt' is open, showing the email address 'just.a.test@gm.99.ail.com' and buttons for 'Print', 'Email', and 'Cancel'. The 'Email' button is highlighted with a red box. Below the pop-up, the 'Payments' tab is selected and highlighted with a red box. The 'Payments' tab shows a table of payment transactions. The 'Action' column of this table contains 'Receipt' buttons, which are also highlighted with a red box.

Customer Information:

- 5775 Joy Rd
- Canton, MI 48188
- Phone: (999) 999-8521
- Cell:
- Email: just.a.test@gm.99.ail.com
- Customer Type: COMMERCIAL
- Salesperson: Test Tech

Status: Active
Priority: Normal
Customer Since: 03/11/2020

Financial Summary:

- Open Invoices: \$1,961.13
- Open Credits: \$0.00
- Unapplied Cash: \$0.00
- Balance Due: \$1,961.13
- Late Fee Balance: \$10.00
- Total Balance Due: \$1,971.13
- Total RMR: \$73.49
- Auto Pay:

Comments: These comments do not appear anywhere on customer's portal.

Tabs: Invoices (39), Credits (0), Sites/Sys (2), RMR (3), Work Orders (35), Proposals (1), **Payments (30)**, CC/eCheck (14), Notes (4), Contacts (1), Utilities

Refunded: ☐ Issue Refund Check

Pmt #	Payme...	Deposit	Check...	Type	Amount	Unapplie...	Settl...	Apply	Action
967	11/06/2024	747	6	Check	(\$29.95)	\$0.00	Yes		Receipt
885	08/23/2023	693	4354	Check	\$29.95	\$0.00	Yes		Receipt
886	08/23/2023	693	4353	Check	\$29.95	\$0.00	Yes		Receipt