Training Document
How to Allocate a Customer Payment

In this lesson you will learn about using the Accredo system.

After completing this lesson you will be able to:

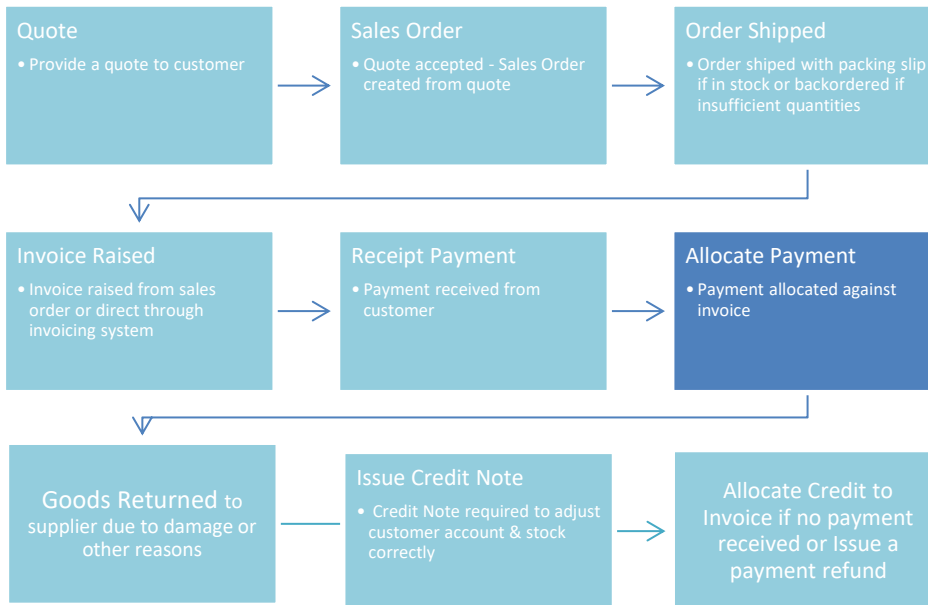- Allocate a Customer Payment

Contents

Process flow

Quote		Sales Order		Order Shipped
• Provide a quote to customer	→	• Quote accepted - Sales Order created from quote	→	• Order shiped with packing slip if in stock or backordered if insufficient quantities

Invoice Raised		Receipt Payment		Allocate Payment
• Invoice raised from sales order or direct through invoicing system	→	• Payment received from customer	→	• Payment allocated against invoice

| Goods Returned to supplier due to damage or other reasons		Issue Credit Note		Allocate Credit to Invoice if no payment received or Issue a payment refund
	—	• Credit Note required to adjust customer account & stock correctly	→	

# How to Allocate a Customer Payment

Allocations

- When you are receipting a payment from a customer the Allocate immediately option will pop up when the receipt is saved
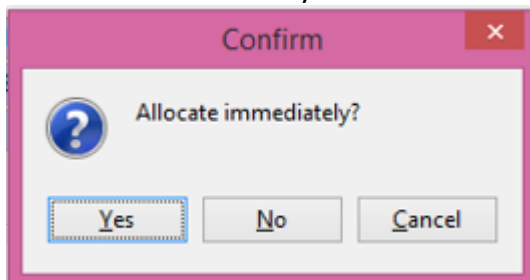- Click on Yes to Allocate the payment to the invoices or No to allocate later
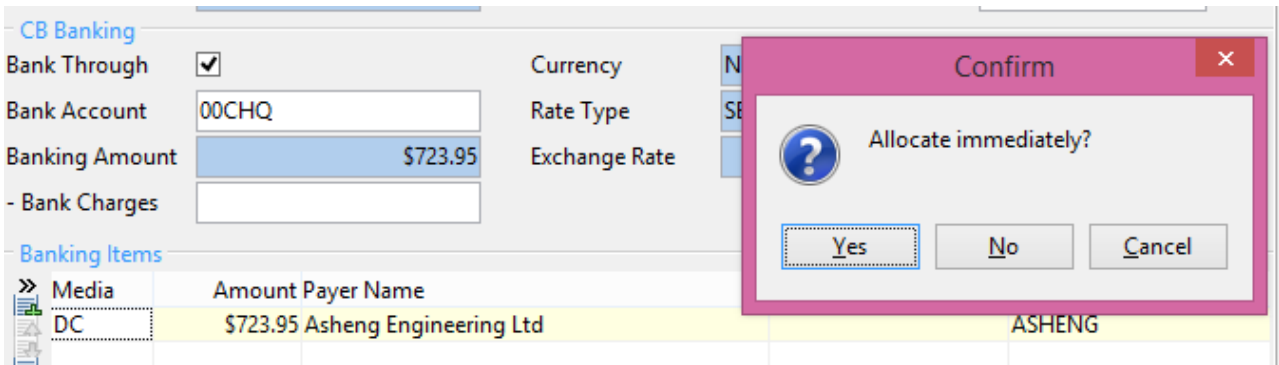
- To Allocate the amounts click on the Invoices in the Debits table and press F4 to move the amounts to the allocate column on the right. Press F3 to un-allocate

- Alternatively, you can use the Balance Allocations Button (Ctrl+=) which will apply the payment to the oldest invoices first.
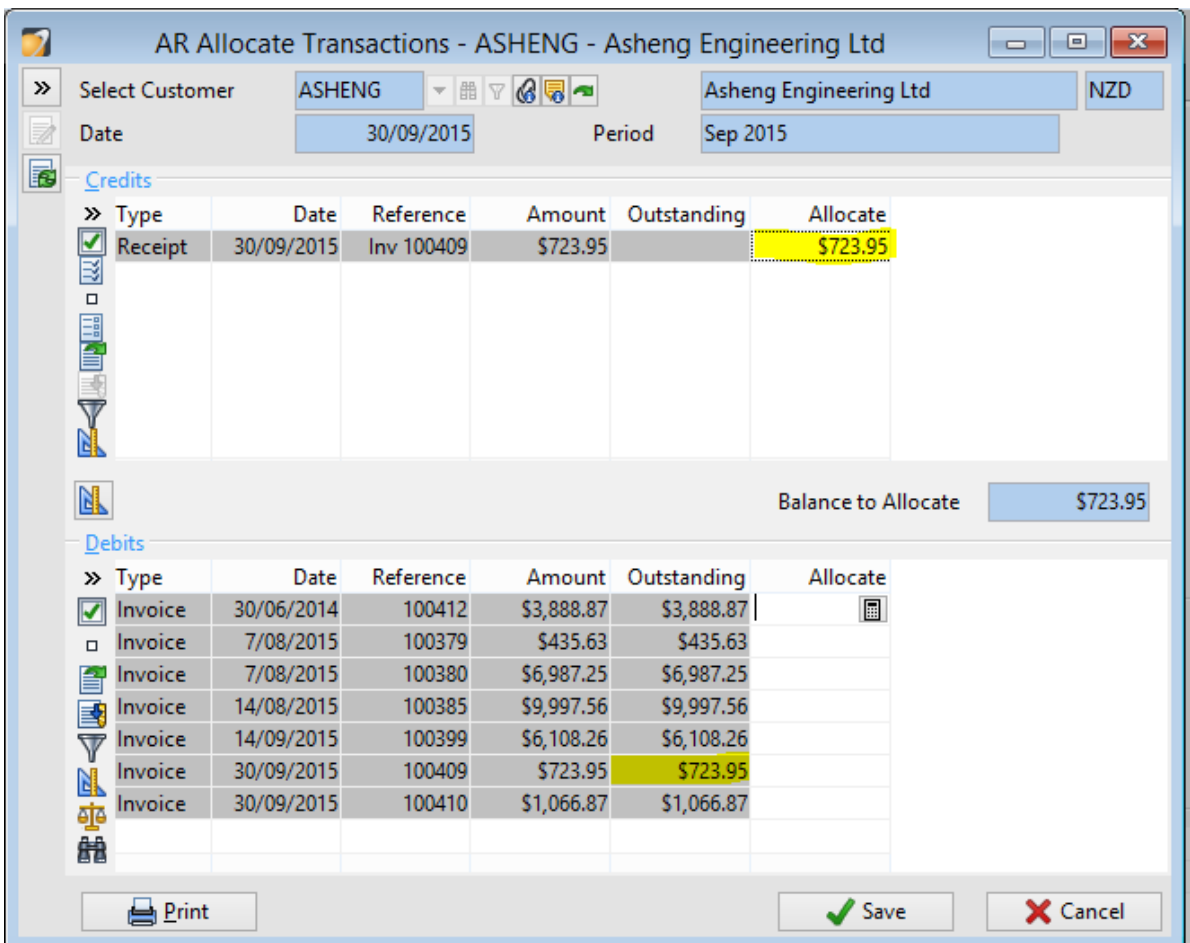
- When the payments received and the invoice allocations totals match the Balance to Allocate field will be blank.
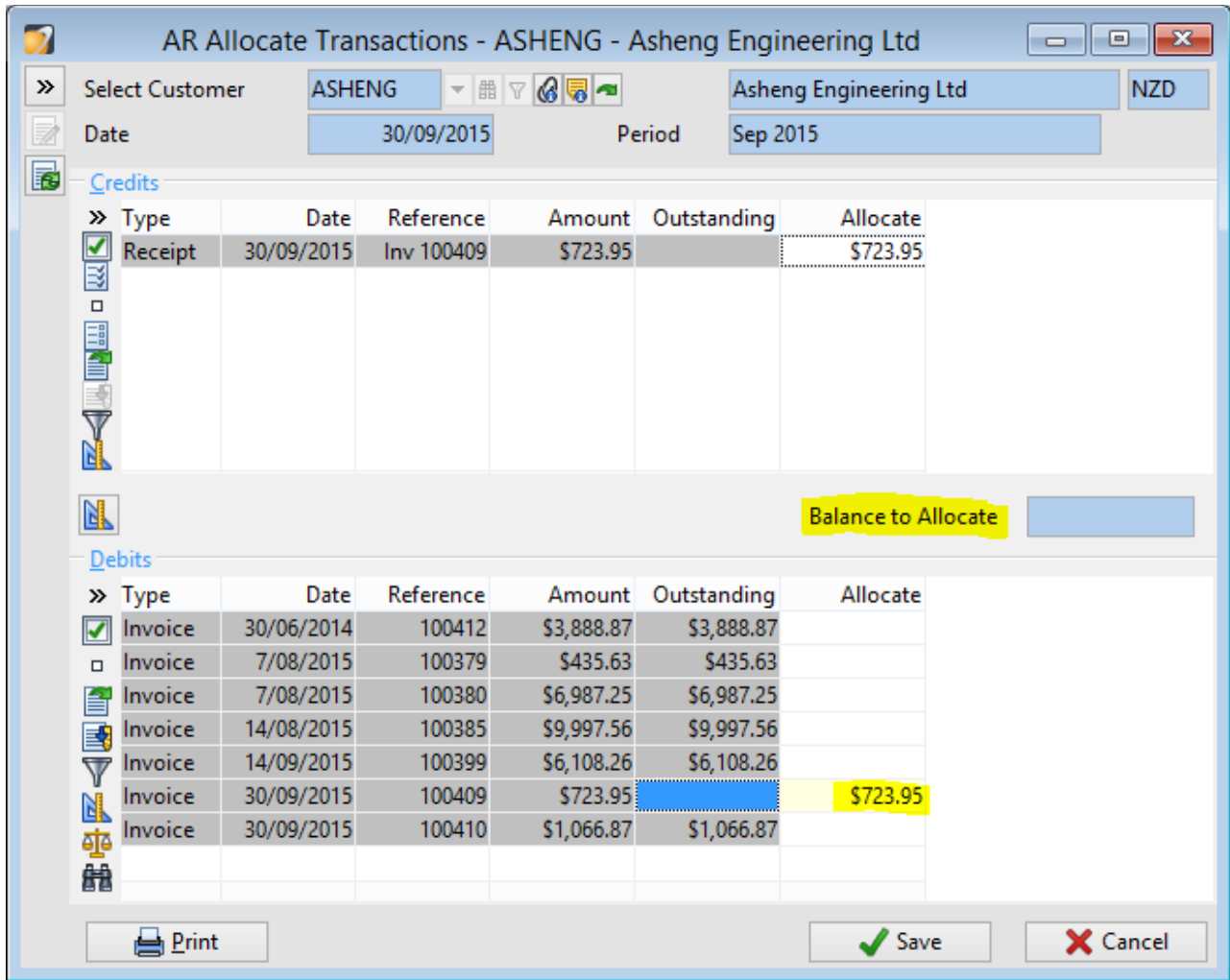
- Allocations can be done at a later time if preferred by choosing no when the Allocate Immediately confirmation box appears

- To Allocate at a later time go to Tasks / Accounts Receivable / Allocate Transactions
- Press the Edit button (F11)
- Click on the invoice amount to allocate with the payment and press F4
- Note: This same method can be used for Allocating Credit Notes against Invoices.

Contact

For further information or for assistance with Accredo please do get in touch with us.

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