

# Unapply a Payment

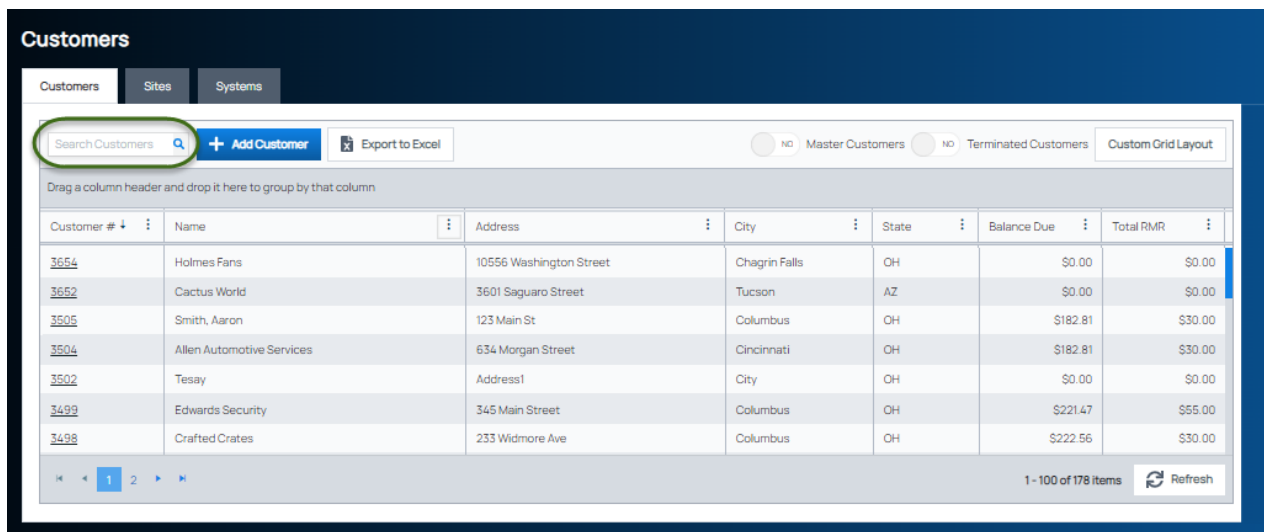
Last Modified on 04/21/2022 7:18 am EDT

If a payment was applied to the incorrect invoice, you may unapply the payment application.

To unapply a payment application, you must access the customer record.

From the main menu, arrive at the Customers list with this path: Accounts Receivable> Customers.

The Customers list will be displayed. Locate the customer in the list, and then click on the hyperlink in the Customer # column to open the customer record.



**Customers**

Customers Sites Systems

Search Customers  + Add Customer Export to Excel

NO Master Customers  NO Terminated Customers Custom Grid Layout

Drag a column header and drop it here to group by that column

Customer #	Name	Address	City	State	Balance Due	Total RMR
<a href="#">3654</a>	Holmes Fans	10556 Washington Street	Chagrin Falls	OH	\$0.00	\$0.00
<a href="#">3652</a>	Cactus World	3601 Saguario Street	Tucson	AZ	\$0.00	\$0.00
<a href="#">3505</a>	Smith, Aaron	123 Main St	Columbus	OH	\$182.81	\$30.00
<a href="#">3504</a>	Allen Automotive Services	634 Morgan Street	Cincinnati	OH	\$182.81	\$30.00
<a href="#">3502</a>	Tesay	Address1	City	OH	\$0.00	\$0.00
<a href="#">3499</a>	Edwards Security	345 Main Street	Columbus	OH	\$221.47	\$55.00
<a href="#">3498</a>	Crafted Crates	233 Widmore Ave	Columbus	OH	\$222.56	\$30.00

1 - 100 of 178 items Refresh

The Customer record will be displayed. Click on the Invoices tab, and then click on the toggle button to “Show All Invoices”. A list of all invoices for the customer will be shown in the grid area. In the Invoice # column, click on the hyperlink of the desired invoice.

**Emily Wood**  
Customer #3719 Active Normal Residential-Owner • Since 3/4/22

Total Balance Due: \$0.00 Total RMR: \$0.00

Customer Aging

Address: 45722 Chandler, Plymouth, MI 48170  
Phone: (734) 258-4646  
Cell: (734) 258-3311  
Email: emilyLwood@gmail.com

Salesperson: Dan Brown  
Last Statement  
Default Term  
Delivery Method: Print  
Delivery RMR Inv: YES

Invoices: 0 Credits: 0 Sites/Systems: 1/0 RMR: 0 Work Orders: 0 Proposals: 0 Payments: 0 CC/eCheck: 0 Notes: 0 Contacts: 0 Documents: Archive Custom Fields eForms Emails

**+ New Invoice** **Generate Statement**  Show all invoices

Invoice #	Invoice Date	Due Date	PO Number	Total Amount	Amount Due	
21461	Mar 25, 2022	Mar 25, 2022		\$125.00	\$0.00	\$ Pay Invoice
21462	Mar 25, 2022	Mar 25, 2022		\$33.00	\$0.00	\$ Pay Invoice
21463	Mar 25, 2022	Mar 25, 2022		\$250.00	\$20.80	\$ Pay Invoice
21467	Mar 25, 2022	Mar 25, 2022		\$33.05	\$33.05	\$ Pay Invoice

1 - 1 of 1 items Refresh

The invoice will be displayed. Click on the Payments tab, and then click on the Unapply Payment button. The payment will be removed from the invoice and available to apply to a different invoice. Make note of the payment number that was unapplied. This will appear on the Customer Payments tab.

**Manual Invoice 21461** \$ Make a Payment Deliver Tasks History More...

Emily Wood #3719-01 Emily Wood - 45722 Chandler

Invoice Amount: \$125.00 Balance Due: \$0.00  
1 Payment = \$125.00 0 Credits = \$0.00  
1 day past due

Category: 400 SVC Sales Tax: MI - 6.0000%  
PO Number: - Term: Due on Receipt  
Work Order: - Salesperson: Kathy Ackerman  
Invoice Date: March 25, 2022 Delivery Method: Print  
Due Date: March 25, 2022 Originally Delivered: -  
Contact: - Sales Package: None  
Billing Address: 45722 Chandler

Items: 1 Parts: 0 Memo: Payments: 1 Credits: 0 Tax: Emails: General Ledger: Part Ledger

**Export to Excel**

Applied Date	Amount Applied	Payment	
Mar 25, 2022, 10:55:57 AM	\$125.00	1137	Unapply Payment

1 - 1 of 1 items Refresh