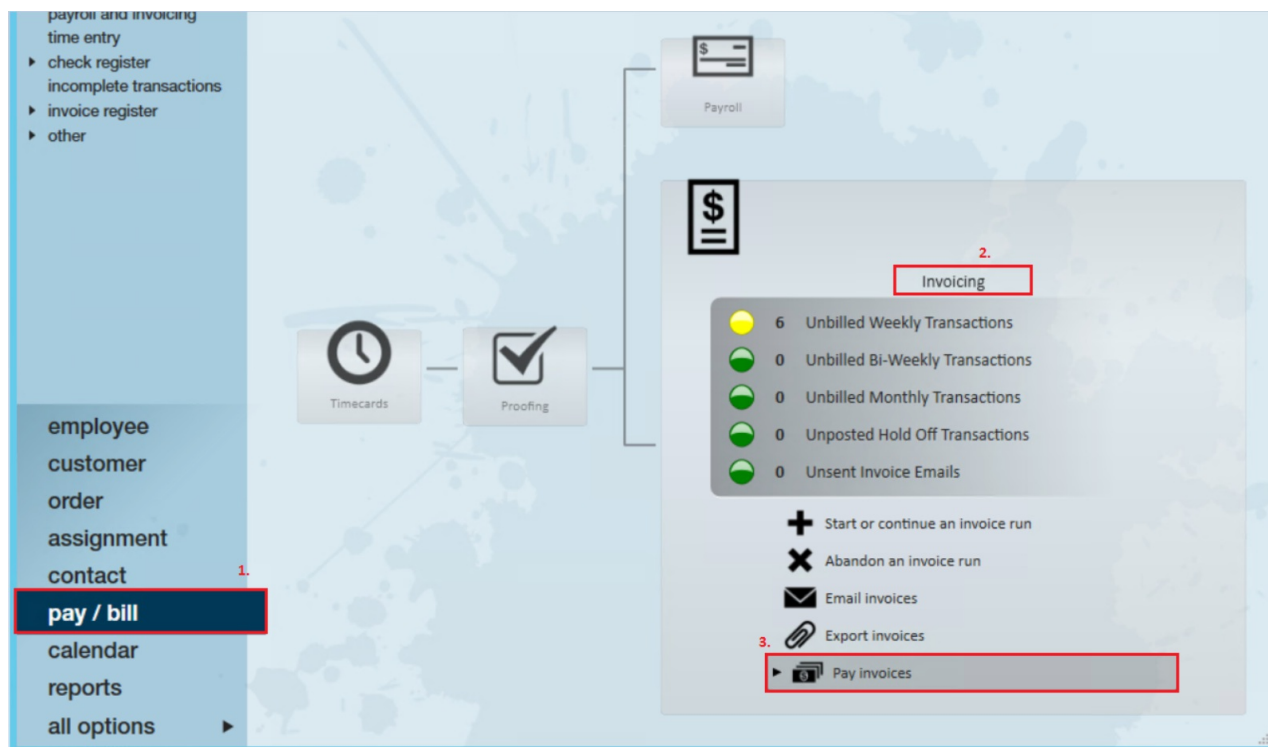


# Enterprise - How to Apply Overpayments to Invoices

Last Modified on 01/06/2020 3:27 pm CST

There may be times when a client has overpaid an invoice and you wish to apply this overpayment elsewhere. This document will walk you through how to apply overpayment to existing invoices.

Navigate to pay/bill (1.), invoicing (2.), pay invoices (3.):



Once in Pay Invoices, select to start a session:

**invoice payments - select session**

Select Session  
Enter Payments  
Post Payments

### Start New Payment Session

Payment Date: 4/19/2017

Description: lindsey.schneider12 4/19/2017 4:21:17 PM

Bank Account: 507 - Bank of America - Bank Account

Funding Payee: AGR

**Start New Session**

Continue Payment Session  View Posted Session

No Records Found

Abandon Session    Continue Session

From there users may search off a myriad of information including customer name, invoice number, unpaid, partially paid, etc.

**invoice payments - enter payments**

Select Session  
**Enter Payments**  
Post Payments

### enter payment amounts

Find Invoices    Quick Pay    Lock Box Corrections

Start Date: 1/19/2017    Customer Name:    Branch Name:     Unpaid

End Date:    Customer ID:    Inv Number:     Partially paid

Inv Amount:    Inv Balance:     Paid in full

▲ Show more options     Overpaid

Zero Dollar Invoice Only

This Session Only

Search    Clear Criteria

Default Pay Date: 4/19/2017

No Records Found

payment summary

Total Payments: 0    Total Pay Amount: \$0.00  
Payments Not Shown: 0

Cancel    Next >

## Scenario 1

The invoice hasn't been paid completely and an overpayment is now being applied to it: Select the Unpaid and Partially paid options to find the invoices, once you have located the invoice you wish to apply the payment to and have entered the overpayment, you will notice in the pending balance column it shows the overpayment balance amount.

In the following example they sent a payment of \$450.00 instead of the total \$277.74 leaving us with a remaining balance of \$172.26.

invoice payments - enter payments

enter payment amounts

Find Invoices Quick Pay Lock Box Corrections

Start Date: 1/19/2017 Customer Name: Branch Name:  Unpaid

End Date: Customer ID: Inv Number:  Partially paid

Inv Amount: Inv Balance:  Paid in full

Overpaid

Zero Dollar Invoice Only

This Session Only

Default Pay Date: 4/19/2017

Invoice #	Customer	Date	Total	Pending Balance	Balance	Reason	Check #	Pay Amount
▶ 47462	Blyss Cosmetics	1/30/2017	\$144.20	\$144.20	\$144.20			\$0.00
▶ 47463	Blyss Cosmetics	1/30/2017	\$534.17	\$534.17	\$534.17			\$0.00
▶ 47475	Blyss Cosmetics	2/2/2017	\$653.50	\$653.50	\$653.50			\$0.00
▶ 47484	Blyss Cosmetics	2/6/2017	\$277.74	(\$172.26)	\$277.74			\$450.00
▶ 47529	Blyss Cosmetics	2/22/2017	\$682.66	\$682.66	\$682.66			\$0.00
▶ 47530	Blyss Cosmetics	2/22/2017	\$783.00	\$783.00	\$783.00			\$0.00
▶ 47550	Blyss Cosmetics	3/3/2017	\$696.00	\$696.00	\$696.00			\$0.00
▶ 47597	Blyss Cosmetics	3/20/2017	\$626.40	\$626.40	\$626.40			\$0.00
▶ 47611	Blyss Cosmetics	3/24/2017	\$574.20	\$574.20	\$574.20			\$0.00
▶ 5553949	Blyss Cosmetics	3/31/2017	\$1,131.00	\$1,131.00	\$1,131.00			\$0.00

payment summary

Total Payments: 1 Total Pay Amount: \$450.00

## Scenario 2

Correcting the overpaid balance: In the following example we will use the invoice 47484 overpayment and apply it to another invoice that still needs payment for Blyss Cosmetics.

Be sure to include Overpaid in your search criteria:

invoice payments - enter payments

enter payment amounts

Select Session  
 ▶ Enter Payments  
 Post Payments

Find Invoices Quick Pay Lock Box Corrections

Start Date 1/19/2017 Customer Name blyss Branch Name Unpaid  
 End Date Customer ID Inv Number Partially paid  
 Inv Amount Inv Balance Paid in full  
 Show more options Overpaid  
 Zero Dollar Invoice Only  
 This Session Only

Default Pay Date: 4/19/2017

Invoice #	Customer	Date	Total	Pending Balance	Balance	Reason	Check #	Pay...
▶ 47462	Blyss Cosmetics	1/30/2017	\$144.20	\$144.20	\$144.20			\$0.00
▶ 47463	Blyss Cosmetics	1/30/2017	\$534.17	\$534.17	\$534.17			\$0.00
▶ 47475	Blyss Cosmetics	2/2/2017	\$653.50	\$653.50	\$653.50			\$0.00
▶ 47484	Blyss Cosmetics	2/6/2017	\$277.74	(\$172.26)	(\$172.26)			\$0.00
▶ 47529	Blyss Cosmetics	2/22/2017	\$682.66	\$682.66	\$682.66			\$0.00
▶ 47530	Blyss Cosmetics	2/22/2017	\$783.00	\$783.00	\$783.00			\$0.00
▶ 47550	Blyss Cosmetics	3/3/2017	\$696.00	\$696.00	\$696.00			\$0.00
▶ 47597	Blyss Cosmetics	3/20/2017	\$626.40	\$626.40	\$626.40			\$0.00
▶ 47611	Blyss Cosmetics	3/24/2017	\$574.20	\$574.20	\$574.20			\$0.00

payment summary

Total Payments: 0 Total Pay Amount: \$0.00  
 Payments Not Shown: 0

Cancel Next >

**Step 1:** Locate the overpaid invoice, in this case we will use 47484 and set the overpaid invoice balance to zero by entering a negative amount. Users may enter the reason of OP to represent overpayment on this invoice.

Selecting a reason is helpful when you want to understand where the money is flowing and why on your GL:

invoice payments - enter payments

Select Session  
**Enter Payments**  
 Post Payments

enter payment amounts

Find Invoices Quick Pay Lock Box Corrections

Start Date 1/19/2017 Customer Name blyss Branch Name   Unpaid  
 End Date  Customer ID  Inv Number   Partially paid  
 Inv Amount  Inv Balance   Paid in full  
 Overpaid  
 Zero Dollar Invoice Only  
 This Session Only

Search Clear Criteria

Default Pay Date: 4/19/2017

Invoice #	Customer	Date	Total	Pending Balance	Balance	Reason	Check #	Pay...
▶ 47462	Blyss Cosmetics	1/30/2017	\$144.20	\$144.20	\$144.20			\$0.00
▶ 47463	Blyss Cosmetics	1/30/2017	\$534.17	\$534.17	\$534.17			\$0.00
▶ 47475	Blyss Cosmetics	2/2/2017	\$653.50	\$653.50	\$653.50			\$0.00
▶ 47484	Blyss Cosmetics	2/6/2017	\$277.74	(\$172.26)	(\$172.26)	OP		\$172.26
▶ 47529	Blyss Cosmetics	2/22/2017	\$682.66	\$682.66	\$682.66			\$0.00
▶ 47530	Blyss Cosmetics	2/22/2017	\$783.00	\$783.00	\$783.00			\$0.00
▶ 47550	Blyss Cosmetics	3/3/2017	\$696.00	\$696.00	\$696.00			\$0.00
▶ 47597	Blyss Cosmetics	3/20/2017	\$626.40	\$626.40	\$626.40			\$0.00
▶ 47611	Blyss Cosmetics	3/24/2017	\$574.20	\$574.20	\$574.20			\$0.00

payment summary

Total Payments: 0 Total Pay Amount: \$0.00  
 Payments Not Shown: 0

Cancel Next >

If done correctly the pending balance should be zero:

invoice payments - enter payments

Select Session  
**Enter Payments**  
 Post Payments

enter payment amounts

Find Invoices Quick Pay Lock Box Corrections

Start Date 1/19/2017 Customer Name blyss Branch Name   Unpaid  
 End Date  Customer ID  Inv Number   Partially paid  
 Inv Amount  Inv Balance   Paid in full  
 Overpaid  
 Zero Dollar Invoice Only  
 This Session Only

Search Clear Criteria

Default Pay Date: 4/19/2017

Invoice #	Customer	Date	Total	Pending Balance	Balance	Reason	Check #	Pay...
▶ 47462	Blyss Cosmetics	1/30/2017	\$144.20	\$144.20	\$144.20			\$0.00
▶ 47463	Blyss Cosmetics	1/30/2017	\$534.17	\$534.17	\$534.17			\$0.00
▶ 47475	Blyss Cosmetics	2/2/2017	\$653.50	\$653.50	\$653.50			\$0.00
▶ 47484	Blyss Cosmetics	2/6/2017	\$277.74	\$0.00	(\$172.26)	OP		(\$172.26)
▶ 47529	Blyss Cosmetics	2/22/2017	\$682.66	\$682.66	\$682.66			\$0.00
▶ 47530	Blyss Cosmetics	2/22/2017	\$783.00	\$783.00	\$783.00			\$0.00
▶ 47550	Blyss Cosmetics	3/3/2017	\$696.00	\$696.00	\$696.00			\$0.00
▶ 47597	Blyss Cosmetics	3/20/2017	\$626.40	\$626.40	\$626.40			\$0.00
▶ 47611	Blyss Cosmetics	3/24/2017	\$574.20	\$574.20	\$574.20			\$0.00

payment summary

Total Payments: 1 Total Pay Amount: (\$172.26)  
 Payments Not Shown: 0

Cancel Next >

**Step 2:** To use the overpaid amount on another invoice simply locate the invoice you wish to apply the overpayment to and enter the overpaid amount as a positive. In this case we will apply \$172.26 to invoice 47475 with a reason of OP:

**invoice payments - enter payments**

Select Session  
**Enter Payments**  
 Post Payments

enter payment amounts

Find Invoices Quick Pay Lock Box Corrections

Start Date 1/19/2017 Customer Name blyss Branch Name Unpaid  
 End Date Customer ID Inv Number Partially paid  
 Inv Amount Inv Balance Overpaid  
 Show more options Zero Dollar Invoice Only  
 This Session Only

Default Pay Date: 4/19/2017

Invoice #	Customer	Date	Total	Pending Balance	Balance	Reason	Check #	Pay...
▶ 47462	Blyss Cosmetics	1/30/2017	\$144.20	\$144.20	\$144.20			\$0.00
▶ 47463	Blyss Cosmetics	1/30/2017	\$534.17	\$534.17	\$534.17			\$0.00
▶ 47475	Blyss Cosmetics	2/2/2017	\$653.50	\$481.24	\$653.50	OP		\$172.26
▶ 47484	Blyss Cosmetics	2/6/2017	\$277.74	\$0.00	(\$172.26)	OP		(\$172.26)
▶ 47529	Blyss Cosmetics	2/22/2017	\$682.66	\$682.66	\$682.66			\$0.00
▶ 47530	Blyss Cosmetics	2/22/2017	\$783.00	\$783.00	\$783.00			\$0.00
▶ 47550	Blyss Cosmetics	3/3/2017	\$696.00	\$696.00	\$696.00			\$0.00
▶ 47597	Blyss Cosmetics	3/20/2017	\$626.40	\$626.40	\$626.40			\$0.00
▶ 47611	Blyss Cosmetics	3/24/2017	\$574.20	\$574.20	\$574.20			\$0.00

payment summary

Total Payments: 2 Total Pay Amount: \$0.00  
 Payments Not Shown: 0

Notice the pending balance has now changed for this invoice and the overpayment has been applied. If done correctly the total pay amount should remain at zero as we were only applying the overpaid amount to another invoice.

Once verified and complete, select to save these payments and post the transactions:

invoice payments - enter payments

enter payment amounts

Select Session  
**Enter Payments**  
 Post Payments

Find Invoices Quick Pay Lock Box Corrections

Start Date 1/19/2017 Customer Name blyss Branch Name Unpaid  
 End Date Customer ID Inv Number Partially paid  
 Inv Amount Inv Balance Paid in full  
 Show more options Overpaid  
 Zero Dollar Invoice Only  
 This Session Only

Default Pay Date: 4/19/2017

Invoice #	Customer	Date	Total	Pending Balance	Balance	Reason	Check #	Pay...
▶ 47475	Blyss Cosmetics	2/2/2017	\$653.50	\$481.24	\$653.50	OP		\$172.26
▶ 47484	Blyss Cosmetics	2/6/2017	\$277.74	\$0.00	(\$172.26)	OP		(\$172.26)

payment summary

Total Payments: 2 Total Pay Amount: \$0.00  
 Payments Not Shown: 0

Cancel Next >

If you wish not to apply the overpayment to an invoice it was sent for you can create a zero dollar invoice and store the overpayment on that invoice and use at a later time. Not sure how to create zero dollar invoices? Please visit [How to Create a Zero Dollar Invoice](#)

## Related Articles