Accepting Payments

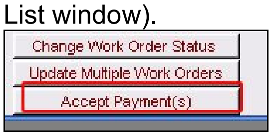
Receive & Allocate Customer Payments

(Basic & Full Versions only)

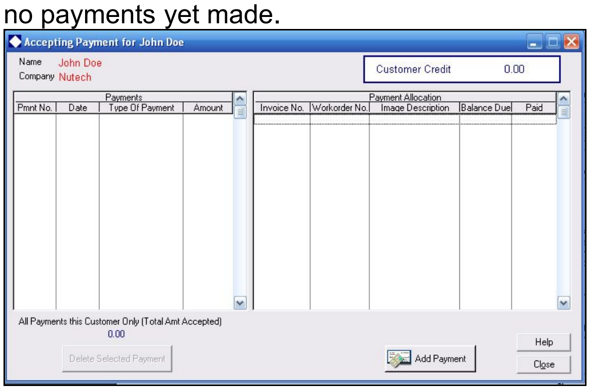
You will hear the terms used as “receiving” and “allocating”. The difference between the two is receiving refers to receiving a payment as you would imagine, it is a general term. But we also use the term allocating because when you receive a payment you can allocate that payment to various orders. For example a $100.00 payment which is “received” can be “allocated” between 4 different orders where $25.00 is then applied to each of those 4 orders.

1. Payments can be received from any “Print Action List” drop down or any “Accept Payment button”. These are found in the Customer History window and the Pending List window, either location follows the same steps.

2. In the Customer History window locate the customer that you want to take a payment for.
3. Click Accept Payment button at the bottom left of the window (bottom right in the Pending List window).

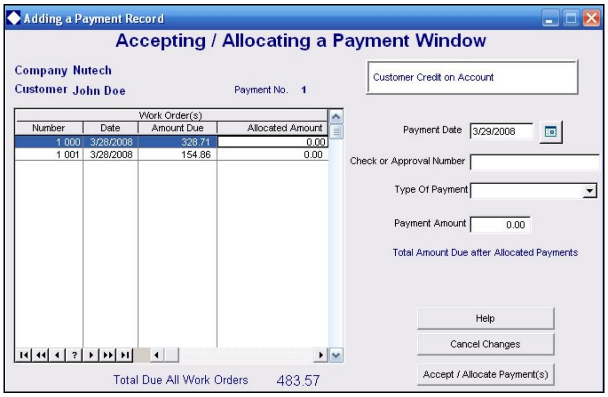


4. The Accepting Payment for… window will appear. This window will display payments received on the left and then the payment allocation on the right. If it is blank, there are no payments yet made.

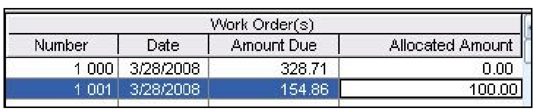


5. Click Add Payment button.

6. The next window which opens is the Accepting/Allocating a Payment Window.

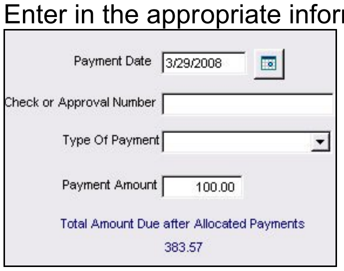


7. Here you can see the list of work orders which have a balance (even a partial balance).
8. You can view the Work Order number, date, and amount due.
9. The Allocated Amount field will automatically fill in when you enter a Payment amount in the Payment amount field (more on this later).
10. If you are allocating a single payment to multiple orders or even a single order which is not the most outstanding order, you will want to enter the dollar amounts in this column for the specified order(s).



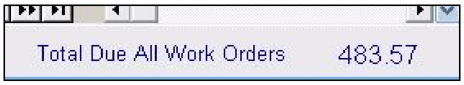
Work Order(s)			
Number	Date	Amount Due	Allocated Amount
1 000	3/28/2008	328.71	0.00
1 001	3/28/2008	154.86	100.00

11. Enter in the appropriate information in the fields on the right.



12. Check or Approval Number is not a required field but is helpful when referencing check numbers.
13. Type of Payment: This is a required field, just select the type of payments from the drop down. (These payment type names can be edited in the Setup Guide)
14. Payment Amount: This field will automatically fill in with the total amount specified if you had already entered your allocated amount(s) where the work orders are listed. Otherwise, enter your received amount here. The payment will automatically be assigned to the oldest balance first. (This is why if you want to pay off a newer order, you would enter the dollar amount manually in the work order section of the window). Now that is flexibility!
15. The Total Amount Due after the Allocated payments will be shown below the payment amount field.

16. You can view the Total Due amount on All Work Orders, in blue at the bottom of the window.



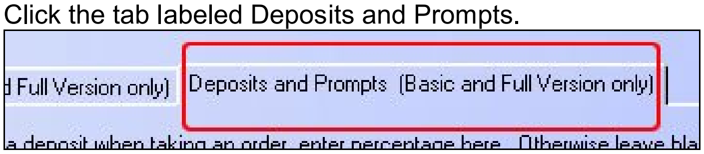
17. When ready click the Accept/Allocate Payment button to accept the payment.
18. You will then be taken to the Accepting Payment window where you can review the payments taken.
19. Click Close.
20. When you return to the previous window either the Customer History window or the Pending List window, you will see the new Amount Due will reflect the payment taken.
21. Remember you can now print out an invoice showing the new balance due by using the Print Action Lists!

Accept Payments Automatically When Saving an Order

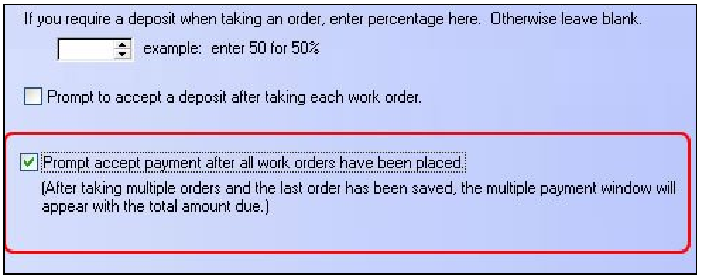
(Basic & Full Versions only)

1. To set ezFramer to prompt you to take a payment when you save an order go to File – Preferences- Setup Guide.
2. Click the Payments tab.

3. Click the tab labeled Deposits and Prompts.



4. Enter a deposit percentage in the deposit field only if you require a mandatory deposit when the order is placed.   This option will only work when taking a payment from within a work order and is <u>not recommended</u>. The percentage will not be reflected when prompting for a payment.
5. Leave Prompt to accept a deposit after taking each work order unchecked. You can change this later.
6. Check Prompt Accept payment after all work orders have been saved.

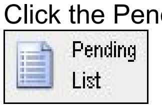


7. When finished, click the Save & Exit button.
8. Now when you are finished saving work orders for a customer, you will be prompted if you want to accept a payment from the customer.
9. When you click Yes, it will take you to the Accept Payment window where you can record the payment.
10. The payment will be viewable on both the work order and the invoice printouts.

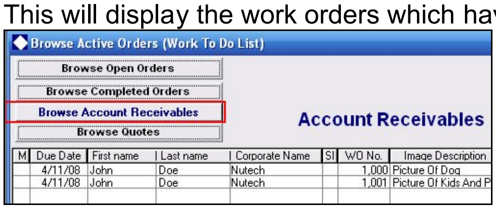
View Account Receivables

(Basic & Full Versions only)

1. Click the Pending List icon along to top toolbar.

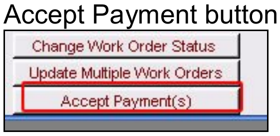


2. Click the Browse Account Receivables button at the top left.
3. This will display the work orders which have an outstanding balance.



4. The window displays the due date, First Name, Last Name, Corporate Name, Work Order Number, Image Description, Work Order Date, Work Order Total, Received, Amount Due and Paid status.
5. Tag/mark a work order for the customer you want to take work with.
6. To print invoices for the marked orders, simply use the Print Action List drop down.

7. To receive payments for the customer to whom the work order belongs to, click the Accept Payment button at the bottom right of the window.



8. Remember to use the mailing labels feature when mailing invoices!

Customer Credits

1. Open the Customer History window.
2. Locate the customer and click the Edit Customer button.
3. In the Credit field, enter the credit amount you want to apply to the account.
4. Click Save Changes.
5. Next time you go to take a payment for the customer, you will be prompted to apply the credit.