

## ADP Payments Tutorial Series

# Collecting & Recording Invoice Payments

Once an invoice is sent, there are three ways it can be marked as paid:

1. Automatically when a customer pays the invoice online.
2. Automatically when you manually process a payment for a specific invoice in ADP Payments.
3. Manually when you mark an invoice as paid in ADP Payments if you receive payment for it outside the system— such as getting a paper check in the mail.

The following sections walk you through each one.

### Online Invoice Payments

When invoice payments are made online by your customers, the invoice is marked as “Paid” (The **Status** is “Paid”) in the **manage invoices** screen.

Status	Inv. #	Customer	Created	Due	Days Past Due	Amount	Incentive /Penalty	Balance	Action
Paid (Sent)	07241	Pellison, Sam	03/07/2013	04/06/2013		\$90.00		\$0.00	Action

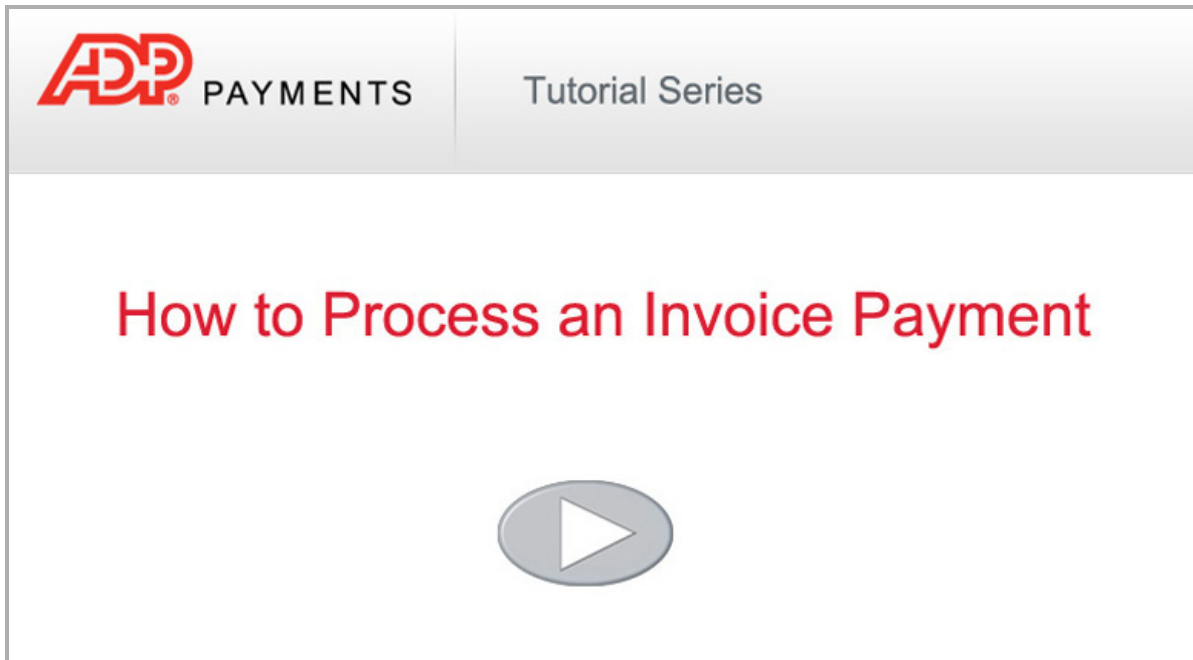
You can view the payment itself in the **manage payments** screen. The invoice number for each payment is displayed in the **Invoice #** column, as shown below.

Status	Confirm. #	Customer	Customer last name	Amount paid	Date paid	Invoice #	Action
Authorized	1034727	Sam Pel...	Pelliso...	\$90.00	03/07/13	07241	Action

## Processing a Payment in ADP Payments for a Specific Invoice

You can easily process payments over the phone or in person for ADP Payments invoices. Watch this 90 second video to see how it's done. Step-by-step instructions are provided below.

**NOTE:** Use the screen magnification function in Acrobat to increase the size of the video.



1. Locate the invoice for which you want to collect payment in the **Invoices** table on the **manage invoices** screen.
  - The easiest way to do this is to use the **Search** box at the top of the table to search for the customer to whom you sent the invoice for which you want to process a payment.
2. In the **Invoices** table, locate the invoice for which the customer wants to make a payment.
3. Click the **Action** button, then click the "Collect payment" link, as shown below:

Status	Inv. #	Customer	Created	Due	Days Past Due	Amount	Incentive /Penalty	Balance	Action
Unpaid (Sent)	00432	Pell, Sam	12/11/2012	01/10/2013		\$90.00		\$90.00	Action
Unpaid (Sent)	06701	Pell, Sam	12/10/2012	01/09/2013		\$59.28	(\$5.93)		Collect payment
Unpaid (Sent)	06696	Pell, Sam	12/09/2012	01/08/2013		\$59.28	(\$5.93)		Mark as paid
Unpaid (Sent)	06695	Pell, Sam	12/08/2012	01/07/2013		\$59.28	(\$5.93)		View invoice
Unpaid (Sent)	06694	Pell, Sam	12/07/2012	01/06/2013		\$59.28	(\$5.93)		Edit invoice
Unpaid (Sent)	06693	Pell, Sam	12/07/2012	01/06/2013		\$88.92	(\$8.89)		Copy invoice
									Cancel invoice
									Delete invoice
									Print invoice
									Resend invoice
									Download PDF

- A **Collect new payment** screen opens, with the customer loaded, the **Invoice number** field populated with the appropriate invoice number, and the **Payment amount** field populated with the total balance due for the invoice, as shown below:

## Payments

Collect a new payment from an existing customer, or enter a new one. Set up a recurring schedule using the payment type dropdown.

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### Enter payment details

Customer*:	<input type="text" value="Sam Pell"/> <a href="#">add new customer</a>	Invoice number:	<input type="text" value="00432"/>
	<div style="border: 1px solid #ccc; padding: 2px; font-size: x-small;">Sam Pell 123 Any St Denver, CO 80202</div> <a href="#">edit</a>	P.O. number:	<input type="text"/>
		Payment description:	<input type="text"/>
		<a href="#">What's This?</a>	
Payment amount*:	<input type="text" value="\$90.00"/>	Club Level:	<input type="text" value="-- select --"/>
Payment type:	<input type="text" value="One-time payment"/>		
Payment date:	<a href="#">Help</a> <input type="text" value="Aug 04, 2011 (Today)"/>		

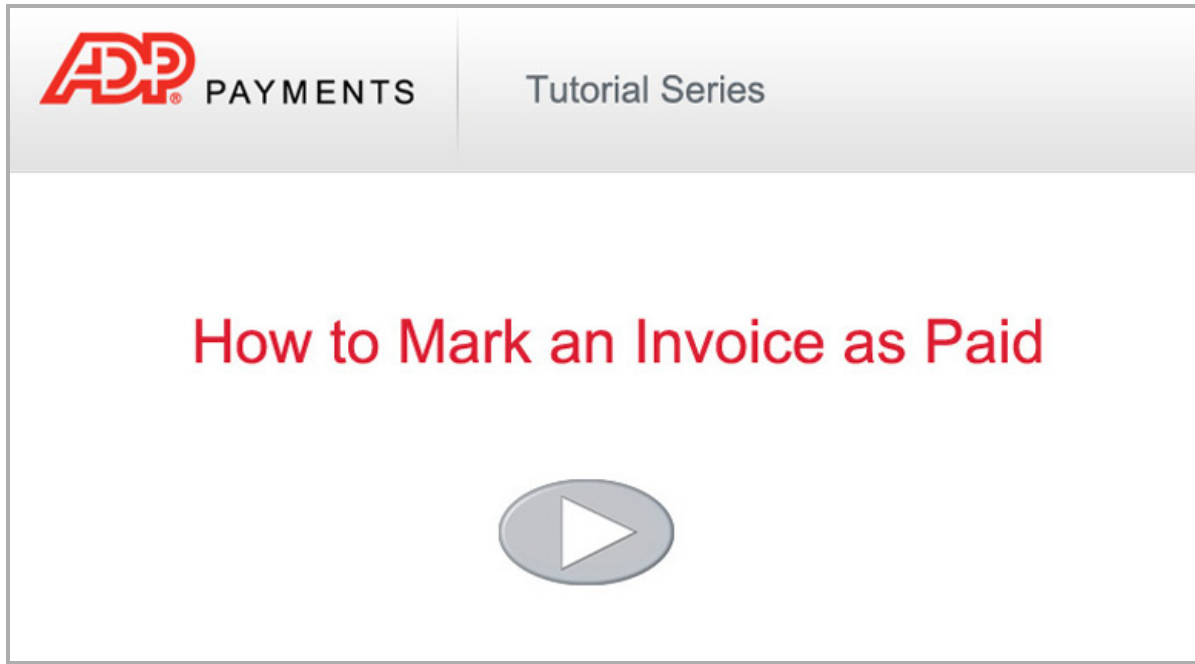
- If your customer is making a partial payment, you can lower the **Payment amount** to the amount of the installment being paid. Otherwise, leave this field as is.  
NOTE: You will see an error message when you submit the partial payment if you do not have partial invoice payments enabled for your ADP Payments system.  
  
NOTE: If there is an Early Payment Discount active for the invoice, you will remove it by processing a partial payment.
- The **Payment type** field is filled with "One-time payment" and you will not be able to edit it.
- The **Payment date** field defaults to the current date. Leave this as is to process the payment immediately.
- In the **Choose a Payment Method** section, select Credit Card or Echeck (ACH), and then select the account to use or enter a new one.
- Make any modifications necessary to email receipt and failure notifications.
- Click the "collect payment" button. (If there are any errors, you will be prompted to correct them at this point. After making required changes, click the "collect payment" button again.)
- You are returned to the **manage invoices** screen with a success message at the top of the table. The invoice will appear in the table with a status of "Paid" or "Paid (partial)" as shown below:

Status	Inv. #	Customer	Created	Due	Days Past Due	Incentive /Penalty	Amount	Balance	
Paid (Sent)	00432	Pell, Sam	12/11/2012	01/10/2013			\$90.00	\$0.00	Action

## Manually Mark an Invoice as Paid

If you receive a payment for an invoice outside of ADP Payments, you can record it in the system. For example, your customers may mail you a check or money order or pay cash. Watch this 1 minute video to learn how to mark an invoice as “paid” in ADP Payments. Detailed instructions follow below.

**NOTE:** Use the screen magnification function in Acrobat to increase the size of the video.



1. Locate the invoice you want to mark as paid in the **Invoices** table on the **manage invoices** screen. (The invoice must have a status of “Paid (partial),” “Unpaid,” or “Past Due.”)
  - The easiest way to do this is to use the **Search** box at the top of the table to search for the customer to whom you sent the invoice that you want to mark as “paid.”
2. Click the “Mark as paid” link in the **Action** button menu.

Status	Inv. #	Customer	Created	Due	Days Past Due	Amount	Incentive /Penalty	Balance	Action
Unpaid (Sent)	06717	Pellison, Sam	12/11/2012	01/10/2013		\$90.00		\$90.00	<ul style="list-style-type: none"> <li>Collect payment</li> <li><b>Mark as paid</b></li> <li>View invoice</li> <li>Edit invoice</li> <li>Copy invoice</li> <li>Cancel invoice</li> <li>Delete invoice</li> <li>Print invoice</li> <li>Resend invoice</li> <li>Download PDF</li> </ul>
Unpaid (Sent)	06711	Pellison, Sam	12/10/2012	01/09/2013		\$60.00			
Unpaid (Sent)	06710	Pellison, Sam	12/10/2012	01/09/2013		\$90.00			
Unpaid (Sent)	06700	Pellison, Sam	12/09/2012	01/08/2013		\$90.00			
Unpaid (Sent)	06688	Pellison, Sam	12/07/2012	01/06/2013		\$90.00			
Unpaid (Sent)	06682	Pellison, Sam	12/06/2012	01/05/2013		\$90.00			

3. A pop-up box will appear asking you to enter the amount of the payment, as shown below:

**Please enter payment info:**

Full amount \$90.00  
 Partial amount \$90.00

Payment Note

cancel
submit

- Leave the first radio button selected to mark the invoice as paid in full. If you do this, the invoice will have a status of "Paid" after you click the "submit" button.  
**NOTE:** The **Full Amount** field will always contain the current **Balance** due for the invoice, which takes any applicable incentives and/or penalties into account as well as any partial payments already made.
- Select the second radio button, and enter the amount of a partial payment. You can enter any amount less than the "Full amount" of the invoice. (If you enter more than the Full amount, you will see an error message and will need to restart the "Mark as paid" process at Step 1.)  
**NOTE:** You will still see the partial payment option even if you have not enabled your system to accept partial payments of invoices. If you attempt to submit a partial payment, you will see an error message after clicking "submit."

**NOTE:** If you enter a partial payment for an invoice to which an Early Payment Discount is applied, the discount will be removed.

- Enter a **Payment Note** (optional).  
**NOTE:** This note will be recorded in the **Invoice History** table on the **View Invoice** screen.
- Click the "submit" button to record the payment. (Or click cancel if you do not want to record a payment.)
  - If you entered a partial payment you will see the pop-up box shown below after clicking the "submit" button. To keep the invoice partially paid and record the partial payment, click the "keep it partially paid" button.

Your payment is recorded for invoice #06717. What do you want to do with this invoice?

mark this invoice as paid
resend this invoice
keep it partially paid

6. You are returned to the **Invoices** table on the **manage invoices** screen, a success message will appear above the table, and the invoice will be at the top of the table with a new status of "Paid" or "Paid (partial)."

Thank you. Invoice #06717 was successfully paid

Status	Inv. #	Customer	Created	Due	Days Past Due	Amount	Incentive /Penalty	Balance	
Paid (Sent)	06717	Pellison, Sam	12/11/2012	01/10/2013		\$90.00		\$0.00	Action



**EARLY PAYMENT DISCOUNTS, LATE PAYMENT FEES, AND PARTIAL PAYMENTS ON MARK AS PAID MODAL**

If an invoice you are marking as paid has either an incentive or penalty active there will be an accounting line located above the *Full Amount* line that shows the *Balance* due calculation. For example, in the screen capture below the invoice *Amount* is \$60 and the *Late Payment Fee* is \$10, for a *Balance* due of \$70.

Please enter payment info:

? **What's This?** (\$60.00 + \$10.00 Late Fee)

Full amount \$70.00

Partial amount \$70.00

Payment Note

cancel
submit

There will also be a reminder line under the *Partial amount* field explaining that entering a partial payment will remove the discount from the invoice.

Please enter payment info:

? **What's This?** (\$30.00 - \$3.00 Early Discount)

Full amount \$27.00

Partial amount \$27.00

(Early payment discounts are only available for invoices paid in full.)

Payment Note

cancel
submit

If a partial payment has been made on an invoice it will also be included in the accounting line. For example, in the screen capture below the Past Due invoice *Amount* is \$60, the *Late Payment Fee* is \$10, and a \$30 payment has been made, making the *Balance* \$40.00.

Please enter payment info:

? **What's This?** (\$60.00 + \$10.00 Late Fee - \$30.00 Payment(s))

Full amount \$40.00

Partial amount \$40.00

Payment Note

cancel
submit