Rundoo

GETTING STARTED WITH RUNDOO · TRANSACTIONS

Paid on Account

> Take a customer's payment and apply it to the oldest bills or a specific job.

Step-by-step walkthrough ~3 min read Companion to the 1:52 video

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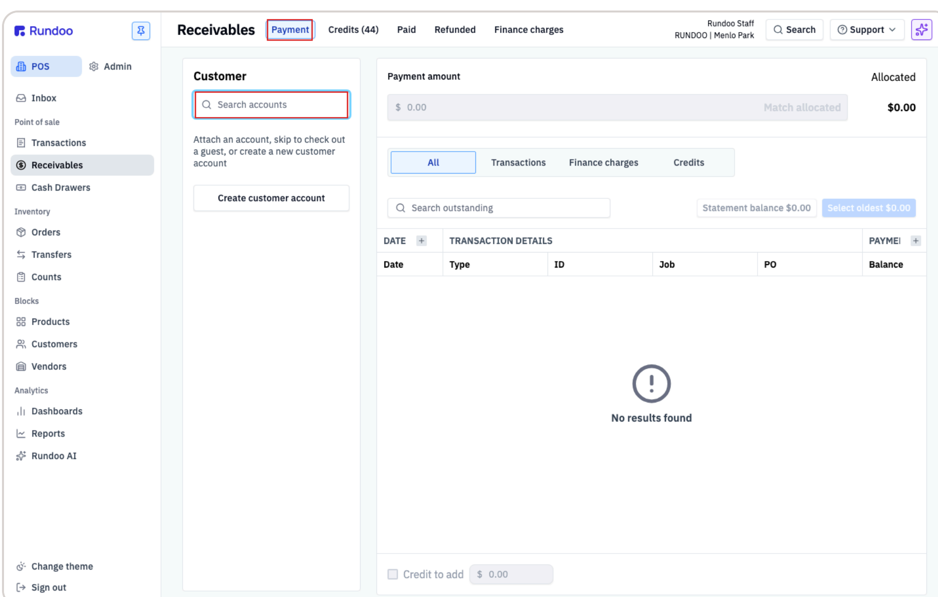
You know the rhythm of the counter better than anyone. A contractor with a charge account swings by to pay down what they owe. This isn't a new sale, it's settling up on a running balance, and it all happens in one place. Here's how to take that payment and get it landing on the right invoices, whether they're clearing the oldest bills or paying off one specific job.

WHERE IT LIVES

The Payment tab in Receivables

In **POS** mode, click **Receivables** in the left navigation. The **Payment** tab is selected by default, and that is the bill-payments surface. On the left is the **Customer** panel where you pull up who's paying, and the big table on the right is where their open invoices show up once they're attached.



Receivables opens on the Payment tab. Start in the Customer panel, top-left.

DO THIS

Taking a bill payment, step by step

1

Pull up the customer

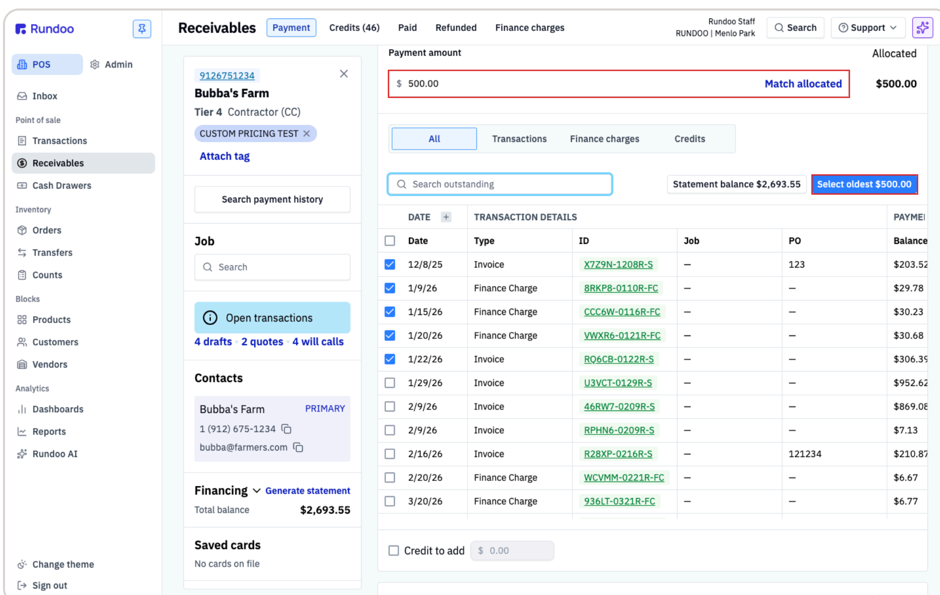
Click **Search accounts** and type their name, phone, or customer ID. Only customers with a charge-account finance term show up here, so a retail walk-in won't appear. Pick their row, and their name, tier, total balance, and every open invoice fill in, oldest on top.

No account yet? **Create customer account** at the bottom of the panel opens the new-customer form without losing your place.

2

Method 1: just put it on the account

Most of the time a customer just wants to drop a flat amount on their balance and knock down the oldest bills first. Type the figure into **Payment amount** at the top, say $500. Then click **Select oldest $500.00**. Rundoo walks down the list from the oldest, checking rows until the full amount is spoken for, and partial-applies the last one if it needs to. Watch the **Allocated** total top-right tick up to match.



Enter the amount, then click Select oldest. Rundoo applies it to the oldest balances and matches the Allocated total.

3

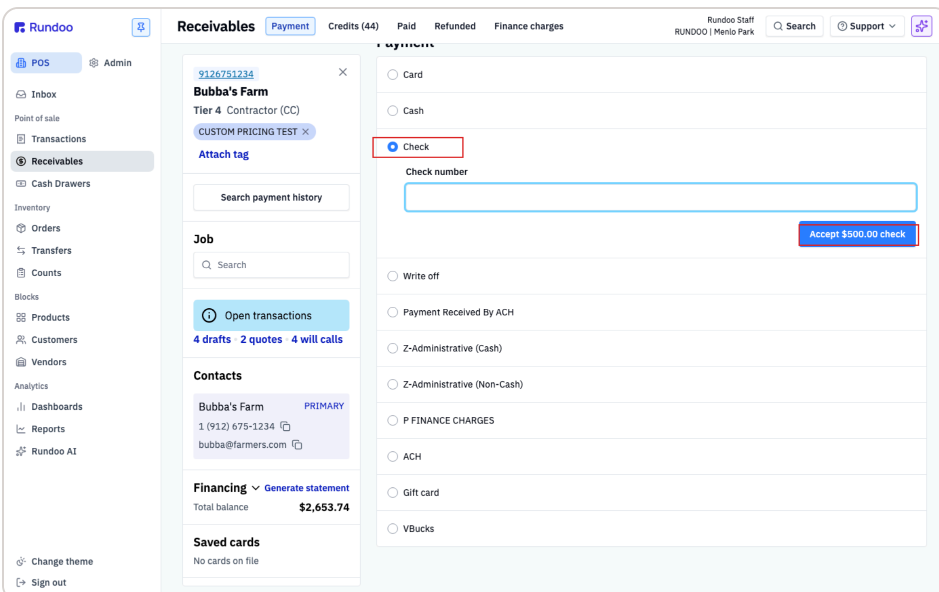
Method 2: pay a specific job or PO

Other times they want to clear one job or a particular purchase order, not just the oldest. Skip the amount box. Instead, check the boxes next to the exact invoices they're paying, then click **Match allocated** on the Payment amount row. Rundoo totals up the rows you checked and sets the payment to match. Same table, same button, you just start from the invoices instead of the dollar figure.

4

Choose how they're paying

Below the table, pick a tender: **Cash**, **Check**, or **Card**. Choose **Check** and a **Check number** box appears, so the number gets logged against the payment and your drawer reconciles at close-out. Cash calculates change; card lets you swipe a reader or key it in.



Pick the tender, enter the check number, and the commit button updates to match: Accept $500.00 check.

5

Accept the payment

Click the commit button, which names the tender and amount right on it, like **Accept $500.00 check**. The payment posts to the customer's ledger, the screen clears, and you're ready for the next one. It shows up on their next statement as a credit against their balance.

6 Handle an overpayment

A check written for more than they owe is the most common surprise at the counter, and Rundoo catches it. When the payment is bigger than the total balance, check **Credit to add** at the bottom of the panel and the overage posts as a credit on their account for the next sale to draw against. You'll be asked for a quick note explaining why. Mark it at payment time rather than fixing it later, since credits patched in afterward are harder to trace back to the check.

KEEP IT HANDY

Bill payments at a glance

WHERE **POS → Receivables → Payment** The Payment tab is the default.	OLDEST FIRST **Enter amount → Select oldest** The right default for most payments.
SPECIFIC JOB / PO **Check rows → Match allocated** Start from the invoices, not the amount.	OVERPAID **Credit to add** Overage becomes a credit. Note required.

Good to know

- Payment amount and Allocated have to match before you can accept. If they don't, a banner reminds you.
- The **Statement balance** pill above the table sets the payment to exactly the last statement figure, handy when they're paying a statement off in full.
- A short-paid discount or rebate is not a write-off. Take the payment for what they actually paid, then issue a separate credit on the account. Using Write off as the tender buries the difference in bad debt.
- Write-offs are irreversible: they can't be voided or refunded. Get manager sign-off before accepting one.