

# Switch Business Systems

## How do enter on account payment using Retriever??

Click on cash receipts on the menu.

Select the NEW option.

Enter the customer number or the name and select the customer. If there are any open invoices a message box will appear indicating the number of open invoices.

The Payment Type defaults to CH for check. There is a drop down box allowing for adjustment (AJ) and Wire Transfer (XF) instead.

Enter the payment number and payment amount.

Click on the grey 'Invoice application' button.

A form will appear showing any open invoice information. Is there an empty detail line showing? We need one. To apply to an account where there is no empty line click on any of the '+' buttons at either end of the detail line and an empty detail line will appear.

Enter the amount in the amount box and proceed to the next paragraph.

When you have finished applying the payments click on the grey 'Continue' button and then click on the grey 'Save' button and the application is complete. If there is an imbalance between the payment amount and the total amount that has been applied against invoices an error message will appear showing the numbers. You will have to correct the entries before Retriever will accept them.

If you get any error messages please read them carefully as they are telling you that you are either missing data or have incorrect information entered.