

## Payment on Account

- When customers come in to pay an outstanding balance you will need to make a payment on account.
- If the outstanding balance is connected to an invoice in the “Open” section of your Concierge SuperScreen, you can change that invoice to “Normal” and complete is as per usual.

## Looking up the Invoice

Customers will often call in to ask why they have a balance owed. This is not necessary to pay for their outstanding balance.

1. Open your Customer QuickDat by using the “QCK” quicklink or Accounting > Invoicing > Customer Quickdat
2. Search the customer name or tail number
3. Select the drop down box labeled “Select:” and choose “All Invoices”
4. Double click the “Date” header to sort the invoices from newest to oldest.
5. Paid invoices will have a green \$ symbol next to them.
6. Under the tail number entry box you can also view the current balance owed or credit on their account.

## Paying the Outstanding Balance

1. Create a new invoice and enter the customer name or tail number.
2. In the top right hand corner will be the balance owed.
3. Cancel out of the Fuel line item and select “Payments”
4. In the “Amount Paid” box enter the balance due.
  - a. Again, this is in the top right hand corner
5. Use their desired payment method and print any applicable receipts.