

# Overpayment and Account Statements

12/30/2024 8:38 am CST

## Overview

This section discusses additional ways of paying multiple invoices for larger commercial clients. However, these are options that are possible to do for residential, single customers as well. Typically, these are only really utilized by brands with multi-property deals.

- An **Overpayment** on an invoice can be applied to other open invoices for that contact, all in one step. This can be done on individual invoices or in bulk.
- Many organizations work with commercial clients who won't (or don't like to) pay by individual invoices. For this situation, an organization may choose to send clients a **Statement on Account** - a list of all open invoices.

## Settings and Navigation

If you were to click on an **Open Invoice**, and select the **Pay** option, you will see the following if there are credits available to use for that customer.

Accept Payment for [Invoice 1378814](#)

Name [Bobby Boater](#)

Service Address 516 6th St | Saint Albans, WV 25177

Total Paid \$0.00 of \$410.00 (0.00 %)

Total Balance Due \$410.00

Open Credits	Invoice	Date	Service	Balance Due
	<a href="#">137887</a>	3/21/2024	Monster Slaying	(\$143.75)
	<a href="#">1378812</a>	3/27/2024	Monster Slaying	(\$295.00)

Payment Method **-Select Payment Method-** \* This field is required

Amount

Payment Date

## Applying Overpayment

When entering the payment amount, a checkbox will appear if the amount is greater than the balance.

Amount

Apply excess to other invoices?  The entered Amount is more than this invoice's balance. Would you like to apply the excess as credit to this contact's other open invoices, starting with oldest first?

Payment Date

Check that, and the overpayment will be applied.

Overpayment with Card on File will show an option to select which Invoices to pay with the remaining amount.

## Accept Payment for [Invoice 2163](#)

Name [Bart Carlos](#)

Service Address 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068

Total Paid \$0.00 of \$315.00 (0.00 %)

Total Balance Due \$315.00

Payment Method

Amount  \$171.00 remaining

Managed Invoices

- \$3,375.00 - 791 on 12/18/2019 at 15345 Bent Tree Forest Cir | Dallas, TX 75248
- \$2,307.50 - 932 on 12/9/2020 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$1,175.00 - 938 on 1/10/2021 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$3,525.00 - 956 on 2/23/2021 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$3,250.00 - 1029 on 5/22/2021 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$4,385.00 - 1051 on 6/19/2021 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$16,779.00 - 1134 on 11/23/2021 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$86.60 - 1156 on 12/27/2021 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$236.50 - 1677 on 2/22/2022 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$80.00 - 1737 on 4/12/2022 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$1,000.00 - 1751 on 4/22/2022 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$80.00 - 1763 on 4/25/2022 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$434.00 - 1918 on 6/30/2022 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$150.00 - 1922 on 7/12/2022 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068
- \$315.00 - 1979 on 9/13/2022 at 2344 Boatman Dr, Suite 34 | Little Elm, TX 75068

## Manage By Invoices

The same can be done for invoices of multiple contacts who are managed by the same account. A similar option appears when entering an overpayment, this time for other **Managed Invoices**.

## Accept Payment for [Invoice 11895](#)

Name [Jess Woodard](#)

Service Address 4523 Redbud St | Houston, TX 77051

Total Paid \$0.00 of \$450.00 (0.00 %)

Total Balance Due \$450.00

Payment Method

Amount

Managed Invoices

- \$705.00 - 11853 on 6/22/2018 at 1314 Bayou Oak Dr | Friendswood, TX 77546
- \$840.00 - 11894 on 3/24/2021 at 3456 Inwood Dr | Houston, TX 77019

Payment Date

Reference

Message to Customer

## Statement on Account

In serviceminder, the "Statement" is behind the scenes, and is continuously updating for each customer. It's accessible via a shortcode link.

That shortcode is {contact.statement\_url} - Include this shortcode in any communication with the contact and they can review all invoices and choose to pay a portion of their total balance due.

**Bodie Kahuna Statement**

**Invoices**

<input type="checkbox"/>	Date	Invoice #	Service	Amount	Balance
<input type="checkbox"/>	1/3/2023	2179	Interval Service	\$108.25	\$58.25
<input type="checkbox"/>	1/5/2023	2182	Annual Maintenance	\$408.67	\$408.67
<input type="checkbox"/>	1/19/2023	2190	One Time	\$59.00	\$59.00
<input type="checkbox"/>	1/25/2023	2197	One Time	\$2,160.00	\$2,160.00
<input type="checkbox"/>	2/25/2023	2245	Annual Maintenance	\$270.63	\$20.63
<input type="checkbox"/>	5/5/2023	2319	Installation	\$3,520.00	\$3,520.00
<input type="checkbox"/>	5/30/2023	2357	Build Stuff	\$500.00	\$500.00
<input type="checkbox"/>	6/7/2023	2364	Build Stuff	\$1,190.77	\$690.77
<input type="checkbox"/>	7/17/2023	2417	Build Stuff	\$1,300.00	\$1,300.00
<input type="checkbox"/>	7/24/2023	2490	Build Stuff	\$1,300.00	\$1,300.00
<input type="checkbox"/>	7/25/2023	2429	Annual Maintenance	\$270.63	\$270.63
<input type="checkbox"/>	7/28/2023	2447	Build Stuff	\$500.00	\$500.00
<input type="checkbox"/>	9/8/2023	2528	One Time	\$358.30	\$358.30
<input type="checkbox"/>	9/8/2023	2529	One Time	\$358.30	\$358.30
<input type="checkbox"/>	9/8/2023	2527	One Time	\$373.52	\$373.52
<input type="checkbox"/>	9/24/2023	2575	Build Stuff	\$1,218.00	\$1,218.00
<input type="checkbox"/>	9/25/2023	2577	Annual Maintenance	\$274.69	\$274.69
<input type="checkbox"/>	10/25/2023	2758	Annual Maintenance	\$274.69	\$274.69
<input type="checkbox"/>	11/25/2023	2932	Annual Maintenance	\$274.69	\$274.69

**Make a payment**

You may enter your payment information below to pay your balance of **\$13,920.14**.

eCheck  Credit Card

Routing Number

Checking Account Number

Name On Account

Billing Address 1

Address 2

City  State  Zip

Save my payment details for future payments.

On an invoice, the customer may also find the statement view by clicking **View Statement** in the **Open Invoices** section of any Invoice.:

Total	\$274.69
Amount Paid	\$0.00
Balance Due	\$274.69

**TERMS**

Due upon receipt. Interest of 1.5%/mo may accrue on unpaid balances.

**SCHEDULED PAYMENT**

This invoice along with those listed below will be charged to your card on file on Mon, Jan 8, 2024

**PAYMENT SCHEDULE**

Date	Amount	Balance Due	Status
Saturday, November 25	\$270.63	\$270.63	Payment Failed

**OPEN INVOICES**

You have an additional 18 open invoice(s). You may use the list below to find and pay outstanding balances.

[View Statement](#)

Invoice	Date	Service	Balance Due
<a href="#">2179</a>	1/3/2023	Interval Service	\$58.25
<a href="#">2182</a>	1/5/2023	Annual Maintenance	\$408.67

## FAQs

### Can I use the Statement of Account to pay on behalf of a client?

No, this is an external feature. Meaning that the customer needs to be sent the statement of account, add their info to pay.

### Can Statement of Account use ACH?

Yes. If you have your payment processor set up with ACH as well as credit card, you can take an ACH payment on the Statement of Account.

## Troubleshooting

### I accidentally put the incorrect amount when adding a payment to an invoice. Now I can't write it off because the system thinks it is paid in full, what do I do?

As an example, if the invoice was \$500 and you added a payment that was \$550, our suggestion would be to delete the payment in SM. Then delete the payment in QBO if applicable. You would then need to record the payment as correct and writing off the rest should do it (if you incorrectly put a too high or low amount on the invoice itself).

Please be aware that the reference number/note and the payment date on the new payment should be the same.

### We received a payment for multiple invoices. It looks the system automatically applies to the oldest. How do we get control over what the payment should be applied to with open invoices?

One way you could do it is create a **Credit Memo** of the overpayment, then you can go through and apply that to the invoices you want it on, if those are not necessarily in chronological order.

If payments were made on an invoice but you want to move it, you can do that by going to the invoice, clicking the

payment, and there's a **Move** button in the upper right. You can move it to an open invoice of your choosing that way. For the credit card payment, instead of hitting **Edit** just click the **Date** to get a different screen with more options.

If credit memos were generated (and you don't want them), **Delete** the credit memos and make new ones to apply to the right invoices. Credit memos can't move the same way payments can, but also since they're just overpayments we can remove them and make new ones pretty easily.

**I accidentally overcharged my customer on an invoice. When I look at the invoice, there are two payments in the top right, but nothing about the deposit. I now see something about the deposit below the subtotal where it usually is. That wasn't there when they were trying to approve the invoice.**

It is a little different for each brand, so check with your Brand Admin, but the typical workflow is the deposit moves over and applies as a payment when the invoice is approved/finished, OR it moves onto an appointment if that is scheduled first (before invoicing,) then moves from the appointment to the invoice.

The deposit moved over to the appointment then the appointment was invoiced but an additional payment was added at that step. This meant the deposit is still hanging out because there was no balance due.

When finishing an appt/creating the invoice, they can create that first, save it, the deposit will move over, then they can add or run additional payments. OR they can run the partial payment at the time of creation, and still allow the deposit to move once it's finished.

I think they ran those first then the deposit didn't move over due to no balance being due. To fix, just refund the unnecessary payment.

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