Overpayment and Account Statements

07/23/2025 10:58 am CDT

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.

This article will review:

- Settings and Navigation
- Applying Overpayment
- Account Statements
- FAQs

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 <u>Inve</u>	pice 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
	137887 3/21/2024 Monster Slaying (\$143.75)
	<u>1378812</u> 3/27/2024 Monster Slaying (\$295.00)
Payment Method	-Select Payment Method- This field is required
Amount	410.00
Payment Date	7/40/2024

Applying Overpayment

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

Amount	600.00
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	1/25/2023

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 Inve	<u>pice 2163</u>	
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	Card on File - XXXXXXXXXXX5454	W
Amount	1000.00 \$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 \$4,385.00 - 1051 on 6/19/2021 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 \$46.60 - 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 \$80.00 - 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 \$80.00 - 1763 on 6/30/2022 at 2344 Boatman Dr, Suite 34 Little Elm, TX 75068 \$80.00 - 1763 on 6/30/2022 at 2344 Boatman Dr, Suite 34 Little Elm, TX 75068 \$80.00 - 1763 on 6/30/2022 at 2344 Boatman Dr, Suite 34 Little Elm, TX 75068 \$80.00 - 1763 on 6/30/2022 at 2344 Boatman Dr, Suite 34 Little Elm, TX 75068 \$150.00 - 1918 on 6/30/2022 at 2344 Boatman Dr, Suite 34 Little Elm, TX 75068 \$150.00 - 1920 on 7/12/2022 at 2344 Boatman Dr, Suite 34 Little Elm, TX 75068 \$150.00 - 1920 on 7/12/2022 at 2344 Boatman Dr, Suite 34 Little Elm, TX 75068 \$150.00 - 1920 on 7/12/2022 at 2344 Boatman Dr, Suite 34 Little Elm, TX 75068 \$150.00 - 1920 on 7/12/2022 at 2344 Boatman Dr, Suite 34 Little Elm, TX 75068 \$150.00 - 1920 on 7/12/2022 at 2344 Boatman Dr, Suite 34 Little Elm, TX 7	

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 I1895

Name	J <u>ess Woodard</u>
Service Address	4523 Redbud St Houston, TX 77051
Total Paid	\$0.00 of \$450.00 (0.00 %)
Total Balance Due	\$450.00
Payment Method	Check v
Amount	2500.00
Managed Invoices	
Payment Date	1/25/2023
Reference	

Account Statements

In service **minder**, 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
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In	volces				
۲	Date	Invoice #	Service	Amount	Balance
۲	1/3/2023	2179	Interval Service	\$108.25	\$58.25
۲	1/5/2023	2182	Annual Maintenance	\$408.67	\$408.67
۲	1/19/2023	2190	One Time	\$59.00	\$59.00
۲	1/25/2023	2197	One Time	\$2,160.00	\$2,160.00
•	2/25/2023	2245	Annual Maintenance	\$270.63	\$20.63
۲	5/5/2023	2319	Installation	\$3,520.00	\$3,520.00
	5/30/2023	2357	Build Stuff	\$500.00	\$500.00
۱	6/7/2023	2364	Build Stuff	\$1,190.77	\$690.77
۲	7/17/2023	2417	Build Stuff	\$1,300.00	\$1,300.00
•	7/24/2023	2490	Build Stuff	\$1,300.00	\$1,300.00
۰	7/25/2023	2429	Annual Maintenance	\$270.63	\$270.63
•	7/28/2023	2447	Build Stuff	\$500.00	\$500.00
۲	9/8/2023	2528	One Time	\$358.30	\$358.30
۲	9/8/2023	2529	One Time	\$358.30	\$358.30
۲	9/8/2023	2527	One Time	\$373.52	\$373.52
•	9/24/2023	2575	Build Stuff	\$1,218.00	\$1,218.00
	9/25/2023	2577	Annual Maintenance	\$274.69	\$274.69
۱	10/25/2023	2758	Annual Maintenance	\$274.69	\$274.69
۲	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 C	ard	
Routing Number		
Checking Account Nu	mber	
Name On Account		
Billing Address 1		
Address 2		
City	State	Zip
Save my payment o	details for futur	e payments.
	Pay	

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

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

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 Amount Balance Due Date 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 2179 1/3/2023 Interval Service \$58.25 2182 1/5/2023 Annual Maintenance \$408.67

FAQs

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

No, the Statement of Account is an external feature. The customer must receive the statement and add their payment information to complete the payment.

Can the Statement of Account use ACH?

Yes, if your payment processor is set up to accept both ACH and credit card payments, you can process ACH payments via the Statement of Account.

What should I do if I accidentally entered the wrong amount when adding a payment to an invoice, and now I can't write it off because the system thinks the invoice is paid in full?

For example, if an invoice for \$500 has an overpayment of \$550, we recommend the following steps:

- 1. Delete the payment in ServiceMinder.
- 2. If applicable, delete the payment in QuickBooks Online (QBO).
- 3. Record the payment with the correct amount.
- Write off the remaining balance (if the amount was entered incorrectly on the invoice). Note: Make sure the reference number, note, and payment date on the new payment match the original payment details.

How do I control which open invoices a payment is applied to if the system automatically applies it to the oldest invoice?

You can manage this by:

- 1. Creating a Credit Memo for the overpayment. This allows you to apply the credit to the desired invoices, even if they are not in chronological order.
- 2. If a payment was made on an invoice but needs to be moved, go to the invoice, click on the payment, and use the "Move" button in the upper right to apply it to a different open invoice. For credit card payments, click the payment date to access a different screen with more options.
- 3. If you have unnecessary credit memos, delete them and create new ones to apply to the correct invoices. Credit memos can't be moved like payments, but they can easily be deleted and recreated.

I accidentally overcharged a customer on an invoice, and now I see two payments listed at the top right but nothing about the deposit. What do I do?

The deposit may have been applied differently depending on the brand's workflow. Typically, the deposit is applied

as a payment once the invoice is approved or finalized. If the deposit was applied to an appointment first (before invoicing), it would then transfer to the invoice when the appointment is completed. In this case, the deposit didn't transfer because there was no balance due after the payment was made. To fix this,

you can refund the unnecessary payment.