Payments - SKY Customer

Last Modified on 12/02/2025 3:54 pm CST

When entering a credit card payment, only enter a true reference number in the *Ref #* field. Do not enter any credit card information.

Be sure to review then clear any/all error messages (if any exist) before submitting a payment.

Overview

This page lists the *Pymt #*, *Pay Date*, *Amount*, *Discount*, *Total Credit*, *Type* and the *User* responsible for entering the payment. Payments made in prior years can be also be viewed here. Line items listed in red reflect a voided Payment.

Payments may be taken by selecting the **+ Add Payment** icon on the *Payments* page in SKY Customer. This must first be set up in **Admin** by turning on the *Enter Payments* toggle under *Customer* in the *Features* section per user. Online Payments must first be set up in Company Admin under **SKY Payments**.

Search for Payments by *Pymt #*, *Pay Date*, *Type*, and *User*.

Selecting the **Expand** button displays the *Pay Method*, *Reference*, *Pay Amount*, *Convenience Fee*, and the *Total*. It also shows the Invoice(s) the Payment was applied to along with an overview of the amount applied. Choose the **Ellipsis** to *View PDF*, *Download PDF*, *Void Payment*, or *Reverse Payment*.

Choosing **Export** downloads a CSV of the payments listed.

If the *Require a reason when payment is voided or reversed* is selected in Agvance at *Accounting / Setup / Location Preferences* on the *A/R* tab, a window will display to enter a reason upon selecting *Void Payment* or *Reverse Payment*.

A reason must be entered here in order to void or reverse the payment.

Are you sure you want to Void Payment #120328? This action cannot be undone.

Provide a reason to Void (Required)
payment was entered in error

Cancel   Void Payment

When Heartland payments are set up and that Pay Method is selected, a credit card form displays to collect the payment from the customer. Do not enter any credit card information in the *Ref. #* field.

Card Information

Name on Card

XXXX XXXX XXXX XXXX

MM / YYYY

CVV

Billing Address

Address Line 1
2220 N 1000 Rd E

Address Line 2

City
Assumption

State/Province
IL   ✕

Zip Code
62510

Submit   Submit info to validate card

Discounts available on an Invoice will be considered when posting a payment. Once finished filling out each section of the payment, selecting **Post Payment** will update the *Payments* screen.

Add a Regular Payment

Payments may be taken by selecting the **+ Add Payment** icon on the *Payments* page in SKY Customer. This must first be set up in **Admin** by turning on the *Enter Payments* toggle under *Customer* in the *Features* section per user. Online Payments must first be set up in Company Admin under **SKY Payments**.

1. Select the **+ Add Payment** icon in the lower right corner of the *Payments* page. The *Add Payment* window opens along with a collapsible bar displaying the customer's *Regular Balance, Prepay Balance, UAC Available,* and *Budget Balance.*

2. The *Payment Date* defaults as today's date but can be edited to reflect the actual date the payment is received. Select in the *Payment Location* field to choose the appropriate location.

Posting Details
Select payment date and posting location

9/10/2024 📅	Payment Location 00MAIN ✕

3. Select the *Payment Location* drop-down menu to choose the appropriate Location.

4. In the *Payment Destination* section, choose *Unapplied Credit* to add to the Unapplied Cash balance or the *Invoices* option to apply the payment to specified Invoices. Choose *Prepay* to make a payment on Bookings. Use the *Budget Billing* option to make payments on Memo Invoices.

Payment Destination
Select destination for this payment

- ○ Unapplied Credit
- ● Invoices
- ○ Prepay
- ○ Budget Billing

Select Invoices

5. With *Select Invoices* chosen as the *Payment Destination,* choose **Select Invoices**. Check the Invoices to pay and choose **Use Selected Invoices**. Select Credit Invoices to use as part or all of the payment.

Deselect All ①

		Invoice Number	Invoice Date	Due Date	Original Amount	Discounts	Amount Due	User	Status	
☑		#145	09/10/2024	09/15/2024	$750.00	$0.00	$750.00	1re	Open	☁

1 Invoice Selected **$750.00**   Cancel   [Use Selected Invoices]

6. Select up to three *Payment Methods*, enter a *Reference Number*, and indicate the *Amount* of the payment. Select the *Use Unapplied Credit* option to use for all or part of the payment. Do not enter any credit card information in the *Ref. #* field.

Payment Method

Add pay methods and amounts to payment   ☐ Use Unapplied Credit   Amount calculated based on invoice selections

Select Pay Method
| Check ▾ | Ref. # | Amount $750.00 |

+ Add Payment Method

Pay Method Total   **$750.00**
Applied From UAC   **$0.00**   [Auto Apply to Invoices]   Total will be applied to next due invoices
Total Discounts   **$0.00**
Total Payment Applied   **$750.00**

- If selected Invoices are not completely paid by the payment amount, the last Invoice selected will be partially paid.
- If the payment amount more than covers the selected Invoices, the remaining dollars will go to the Unapplied Cash balance.
- Choosing **Auto Apply to Invoices** will clear selected Invoices and apply the payment to all Invoices, oldest to newest.
- Choose *Adjustment* as the Pay Method if paying with Credit Invoice(s).
  Note: If the Credit Invoice does not completely cover the total, the last Invoice selected will be partially paid unless another Pay Method is added. If the Credit Invoice covers more than the total, the remaining dollars will be sent to UAC.

7. Optionally enter any *Payment Notes* and select **Post Payment**.

Payment Notes (Optional)

Notes

8. Upon posting, the *Payments* screen will display with the list updated to reflect the payment just taken.

Add a Prepay Payment

Payments may be taken by selecting the **+ Add Payment** icon on the *Payments* page in SKY Customer. This must first be set up in **Admin** by turning on the *Enter Payments* toggle under *Customer* in the *Features* section per user. Online Payments must first be set up in Company Admin under **SKY Payments**.

1. Select the **+ Add Payment** icon in the lower right corner of the *Payments* page. The *Add Payment* window opens along with a collapsible bar displaying the customer's *Regular Balance, Prepay Balance, UAC Available,* and *Budget Balance.*

2. The *Payment Date* defaults to the current date but may be changed.

3. Select the *Payment Location* drop-down menu to choose the appropriate Location.

4. In the *Payment Destination* section, choose *Prepay* and then choose **Select Bookings**.

Payment Destination

Select destination for this payment

- Unapplied Credit
- Invoices
- ● Prepay
- Budget Billing

Select Bookings

5. Select Bookings to pay by choosing the checkbox next to the Booking number OR choose the **Expand** button to pay specific line items on a single Booking.

	Booking # #77	Booking Date 10/19/2023	Book Value $165.00	Remaining $165.00	Prepay $0.00	Discounts $0.00	Unpaid amount $165.00	
☑	Product Name 28-0-0	Your Qty Unit 1,500.000 Lbs		Price Unit 220.000 Tons	Your Share $165.00	Remaining Unit 1,500.000 Lbs	Remaining Share $165.00	

1 Booking Selected $165.00   Cancel   **Use Selected Bookings**

Note: When paying specific line items on a Booking, no other Bookings can be selected for payment.

Additionally, partially consumed line items are not available for Prepay.

6. Once all Bookings have been chosen, choose **Use Selected Bookings**.

7. Under *Payment Method,* choose up to three different methods of payment. Do not enter any credit card information in the *Ref. #* field.

Payment Method

Add pay methods and amounts to payment   ☐ Use Unapplied Credit   Amount calculated based on booking selections

Select Pay Method

Cash ▼

Ref. #

Amount

$165.00

+ Add Payment Method

Pay Method Total	**$165.00**
Applied From UAC	**$0.00**
Total Discounts	**$0.00**
Total Payment Applied	**$165.00**

Note: The Payment Total must match the total amount of the Bookings selected.

8. Optionally enter any *Payment Notes* and select **Post Payment**.

Payment Notes (Optional)

Notes

Add a Budget Billing Payment

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1. Select the **+ Add Payment** icon in the lower right corner of the *Payments* page. The *Add Payment* window opens along with a collapsible bar displaying the customer's *Regular Balance, Prepay Balance, UAC Available,* and *Budget Balance.*

2. The *Payment Date* defaults to the current date but may be changed.

3. Select the *Payment Location* drop-down menu to choose the appropriate location.

4. In the *Payment Destination* section, choose *Budget Billing* and then choose **Select Memo Invoices**.

Payment Destination

Select destination for this payment

- ○ Unapplied Credit
- ○ Invoices
- ○ Prepay
- ● Budget Billing

Select Memo Invoices

5. Select Memo Invoices to pay by choosing the checkbox next to the Memo Invoice number.

Deselect All [1]

| ☑ | Memo Invoice #
26 | Invoice Date
09/10/2024 | Due Date
09/10/2024 | Total Due
$65.00 | User
1re | Status
Open |

1 Invoice Selected   **$65.00**   Cancel   Use Selected Invoices

6. Once all Memo Invoices have been chosen, choose **Use Selected Invoices**.

7. Under *Payment Method,* choose up to three different methods of payment. Do not enter any credit card information in the *Ref. #* field.

Payment Method

Add pay methods and amounts to payment

Select Pay Method	Ref. #	Amount
Cash ▼	Ref. #	$65.00

+ Add Payment Method

Pay Method Total	**$65.00**
Applied From UAC	**$0.00**
Total Discounts	**$0.00**
Total Payment Applied	**$65.00**

Note: The payment total must match the total amount of the Memo Invoices selected.

8. Optionally enter any *Payment Notes* and select **Post Payment**.

Payment Notes (Optional)

Notes