



LEADERS HOLDING CO.TM

Est. 1971

Take a Payment

The way NetSuite manages a customer record causes us to know two different ways to apply a payment. Both are simple to do but we need to know when to use each.

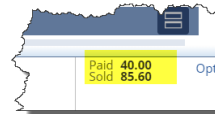
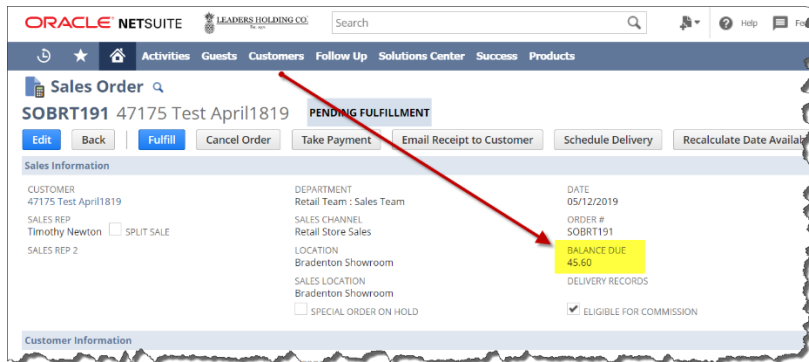
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If the Sales Order is not fulfilled & Invoiced Take Payment from the Sales Order

Path: NetSuite-Look Up A Guest Record (View)—Scroll Down To “Sales Tab”—“Transactions”

The balance can be seen on the “Sales Information” tab of a sales order or in the breadcrumb trail at the bottom of each sales order by Subtracting Sold from Paid



1. Look up the customer record using Guest Lookup from the NetSuite home dashboard or the Global Search



2. Select the Guest Record in View mode

3. In View of the Guest Record scroll down to the “Sales” tab and expand the “Transactions” subtab by clicking on it

The screenshot shows the 'Guest Record' interface. At the top, there are tabs for 'Address', 'Sales', 'Relationships', 'Support', 'Financial', 'System Information', and 'Payment Token'. The 'Sales' tab is selected. Below it, there are subtabs: 'Items Purchased', 'Transactions', 'Opportunities', and 'FROG Sales Data'. The 'Transactions' subtab is selected. Below the subtabs, there is a table with columns: DATE, TYPE, DOCUMENT NUMBER, AMOUNT, STATUS, and REPLACEMENT ORDERS. The table contains four rows of data.

DATE	TYPE	DOCUMENT NUMBER	AMOUNT	STATUS	REPLACEMENT ORDERS
05/28/2019	Sales Order	SOFRM17	548.39	Pending Fulfillment	No
05/28/2019	Customer Deposit	CDPM18	548.39	Not Deposited	No
05/28/2019	Sales Order	SOFRM27	440.39	Pending Fulfillment	No
05/28/2019	Customer Deposit	CDPM19	440.39	Not Deposited	No

4. Locate the Sales Order you would like to take a payment on. Open it in view mode by clicking the Sales Order Date or the Sales Order Number.

The screenshot shows the 'Guest Record' interface. At the top, there are tabs for 'Address', 'Sales', 'Relationships', 'Support', 'Financial', 'System Information', and 'Payment Token'. The 'Sales' tab is selected. Below it, there are subtabs: 'Items Purchased', 'Quotes/Sales Orders/Invoices/Credit Memo', 'Opportunities', and 'FROG Sales Data'. The 'Quotes/Sales Orders/Invoices/Credit Memo' subtab is selected. Below the subtabs, there is a table with columns: DATE, TYPE, and DOCUMENT NUMBER. The table contains four rows of data.

DATE	TYPE	DOCUMENT NUMBER
06/02/2019	Quote	QBRT25
06/02/2019	Sales Order	SOBRT291
06/02/2019	Invoice	INVRT53
06/02/2019	Sales Order	SOBRT292

5. Once the transaction is open in View mode select **Take Payment** from the options at the top or bottom of the screen.
 - a. If you do not see the **Take Payment** button the Sales Order is most likely already Billed. After a Sales Order is Billed you must go to the Invoice to apply a payment. Follow the instruction below.
6. Complete the steps in the Take Payment screen and press **Save**.

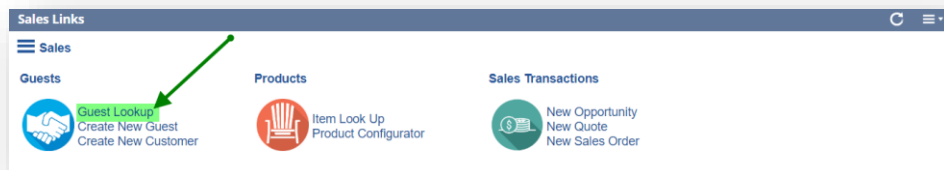
If the Sales Order has been fulfilled and Invoiced Take Payment from the Invoice

Path: NetSuite-Look Up A Guest Record (View)–Scroll Down to “Sales” Tab- “Transactions”

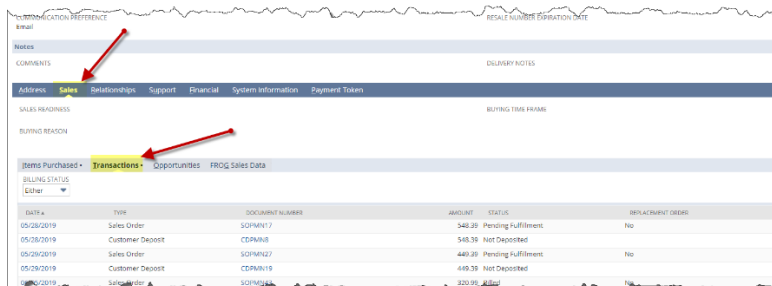
Invoices that are not fully paid are easy to locate. Their status will be “Open.” Invoices that have a fully paid will have a Status of “Paid in Full.”

Items Purchased • Sales Orders / Invoices / Quotes • Opportunities • EROG Sales Data						
DATE	TYPE	DOCUMENT NUMBER	AMOUNT	STATUS	REPLACEMENT ORDER	CREATED FROM
06/02/2019	Quote	QSBRT23	\$64.45	Processed	No	Opportunity #OOPBRT8
06/02/2019	Sales Order	SOBRT291	485.45	Billed	No	Quote #QSBRT23
06/02/2019	Invoice	INVBRT53	485.45	Paid in Full	No	Sales Order #SOBRT291
06/02/2019	Sales Order	SOBRT292	85.60	Billed	No	
06/02/2019	Invoice	INVBRT54	85.60	Paid in Full	No	Sales Order #SOBRT292
06/02/2019	Sales Order	SOBRT293	85.60	Billed	No	
06/02/2019	Invoice	INVBRT55	85.60	Paid in Full	No	Sales Order #SOBRT293
06/02/2019	Sales Order	SOBRT294	492.20	Pending Approval	No	
06/02/2019	Sales Order	SOBRT295	492.20	Billed	No	
06/02/2019	Invoice	INVBRT56	492.20	Paid in Full	No	Sales Order #SOBRT295
06/02/2019	Sales Order	SOBRT296	85.60	Billed	No	
06/02/2019	Invoice	INVBRT57	85.60	Open	No	Sales Order #SOBRT296

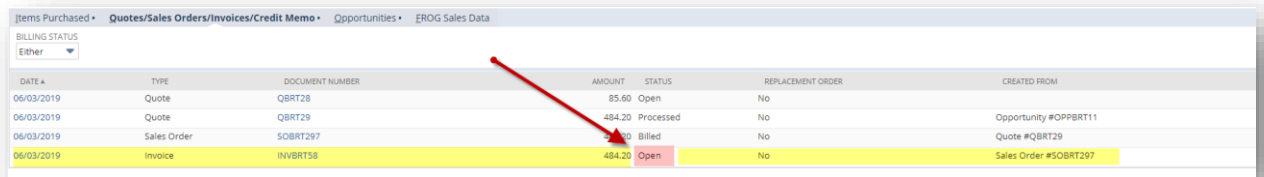
1. Look up the customer record using Guest Lookup from the NetSuite home dashboard or the Global Search



2. Select the Customer Record in View mode
3. In View Mode of the Customer Record scroll down and click on the “Sales” tab. Click on the “Transactions” subtab.



4. Locate the Invoice you would like to take a payment on. Open it in view mode by clicking the Invoice Date or the Invoice Number. Accept Payment



The screenshot shows a NetSuite interface with a table of sales documents. The table has columns: DATE, TYPE, DOCUMENT NUMBER, AMOUNT, STATUS, REPLACEMENT ORDER, and CREATED FROM. The first three rows are highlighted in yellow. The first row is a Quote (Q8RT28) with an amount of 85.60 and status 'Open'. The second row is a Quote (Q8RT29) with an amount of 484.20 and status 'Processed'. The third row is a Sales Order (S0BRT297) with an amount of 484.20 and status 'Billed'. The fourth row is an Invoice (INV8RT38) with an amount of 484.20 and status 'Open'. A red arrow points to the 'Open' status of the invoice.

DATE	TYPE	DOCUMENT NUMBER	AMOUNT	STATUS	REPLACEMENT ORDER	CREATED FROM
06/03/2019	Quote	Q8RT28	85.60	Open	No	
06/03/2019	Quote	Q8RT29	484.20	Processed	No	Opportunity #OPP8RT11
06/03/2019	Sales Order	S0BRT297	484.20	Billed	No	Quote #Q8RT29
06/03/2019	Invoice	INV8RT38	484.20	Open	No	Sales Order #S0BRT297

Note: The invoice status will be open if there is an amount still owed.

5. Follow the prompts in the “Accept Payment” screen and press [Save](#).

Get an Error?

Do not start over. Click “Edit” and correct your information.

Why?

- Not sure why you got an error. Go to 3. Refund Method \ Payment events \ View Details \ Raw Response to see why the bank denied the transaction. Do not start over. Edit the transaction based on the response and try again.