Payment Processing Operations

Applying payments, credit-card transactions & discounts in Evolution

A step-by-step reference for the AR Payments form: distributing payments, applying to specific or aged invoices, processing discounts, and un-applying or deleting payments.

CC Transaction vs. Payment — what's the difference?

These two terms trip up a lot of labs. A **CC Transaction** is the credit-card event itself — the authorization/charge that runs when you click **Authorize** on the AR Payments form (only if your lab processes cards through Evolution). A **Payment** is the dollar amount that gets posted and **applied to invoices**. Authorizing a card creates the transaction; you still have to apply the payment to the open invoices for the balance to clear.

> **Note:** A card can show both a decline and a successful charge on the same record. Always confirm the transaction succeeded, then make sure the payment is applied — an authorized card that is never applied will leave the invoice open.

Applying a Payment — Distribute Oldest to Newest

1. Select the doctor account for which the payment will be applied. All open invoices appear in the **Unpaid Invoices** grid.
2. Enter the payment information: **Amount**; **Ck/CC Number** if applicable; choose a **Payment Type** from the drop menu. If it is a credit-card transaction and your lab enters cards through Evolution, click **Authorize**.
3. Click **Distribute Oldest to Newest**. Evolution automatically applies the amount to the oldest invoice first; amounts appear in the **Payment Amount** column.
4. Click **Apply**. Applied invoices disappear from the screen; remaining unpaid invoices stay.
5. Click **OK** at the confirmation prompt. To verify, click **Payment History** on the AR Payments form to open AR History, then **Details** to view invoices paid.

Applying a Payment to a Specific Invoice

6. From the **A/R** menu, choose **Payment Entry** to open the AR Payments form.
7. Select the **Doctor** from the Doctors grid; the line turns dark blue when properly selected. Open invoices appear in the Unpaid Invoices grid.
8. Enter the payment info (Amount, Ck/CC Number, Payment Type, Notes). After entering the Amount, the **Remaining Amount** field becomes active.
9. Click the record selector to highlight the invoice row; make sure the **Payment Amt** column is visible.

10. Apply the payment by either: right-clicking the **Payment Amt** field (applies the full balance to that invoice), or clicking into **Payment Amt** and typing a specific dollar amount. One payment can be split across multiple invoices — the **Remaining Amount** decreases as you go.
11. Click **Apply**, then **OK**. Paid invoices no longer appear on the form.

> **Tip:** If an account sends in an exact payment, double-click the balance on screen and Evolution populates the Payment Amt field for you. Press the <Escape> key to cancel an entry in progress.

Applying Payments to Aged Balances

12. Open **Payment Entry**, select the doctor account, and complete the payment info (authorize if a card transaction processed through Evolution).
13. Under **Distribute Payments To**, choose a period: All, Current, 30 Day, 60 Day, 90 Day, 120 Day or 150 Day. Only invoices for that period appear.
14. Click **Apply**, then **OK**. In the Unapplied Payment window, select the payment to apply.
15. In the **Payment Amount** column, right-click to apply the amount to that invoice's balance; continue across remaining invoices. Evolution adjusts the balance automatically.
16. Click **Apply**. To apply to another time frame, click the appropriate accounting period and repeat.
17. If unapplied payments remain, "Unapplied Payments Exist for this Customer" displays in bold red at the bottom of the window. The account and payment details update automatically in AR History.

Applying an Unapplied Payment

18. Open **Payment Entry** and select a doctor account showing "Unapplied Payments Exist for this Customer."
19. Select the unapplied payment, then choose an accounting period — or choose **Distribute Oldest to Newest**.
20. Click **Apply**, then **OK**. The account and payment history update automatically.

Discount Processing

Discounts are handled during Payment Entry and must be pre-defined and assigned per doctor first. Payment Remittance and Sales Volume discounts are covered fully in the "Statement Payment Remittance & Sales Volume Discounts" guide. The Payment Entry screen shows the **Discount Amount Earned** (left) and **Discount Amount Unused** (right) under the discount type.

> **More detail:** You MUST click Distribute Oldest to Newest (with the flag set to All) to apply a discount. If the discount days have been exceeded, flag **Override Disc Days** to make the unused discount available.

Payment with discount

21. Enter the payment info (Amount, Ck/CC Number, Payment Type, Notes).

22. Click **Distribute Oldest to Newest** (flag set to **All**).
23. At the prompt, click **Yes** to apply the discount (or **No** to skip, **Cancel** to discontinue).
24. Click **Apply**, then **OK**. Evolution distributes the discount to the oldest invoices, then applies the payment to the rest. Click **Payment History → Details** to view.

Applying a discount without entering a payment

25. In **Amount**, enter 0.01; select a Payment Type; add Notes if needed.
26. Click **Distribute Oldest to Newest**, then **Yes** at the prompt.
27. In the Unpaid Invoices section, change the "Payment Amt" field from $0.01 to $0.00, tab out, and click **Apply**.
28. Click **OK**, then right-click the $0.01 payment in **Unapplied Payments** and select **Delete Payment**.

Un-applying and Deleting Payments

29. To un-apply: from **A/R → A/R History** (or Payment Entry → Payment History), select the payment, right-click the **Details** button and choose **Un-apply Payment**. Only amounts applied in the current accounting period can be un-applied. Confirm **Yes**, then **OK** — this creates an Unapplied Payment for the account.
30. To delete an unapplied payment: in AR History, right-click the **Details** button and choose **Delete Unapplied Payment**; confirm the amount and click **OK**.

> **Note:** If the payment type was an Adjustment that increased the account balance, delete that transaction from the Invoicing form instead. Deleting an unapplied discount payment increments the Discount Amount Unused so it can be honored later.

Need help?

Atlanta Based Systems Support | (800) 476-2097 ext. 1

Adam Thomas, Sales Manager | (800) 476-2097 ext. 231 | adam@atlantabasedsystems.com
www.atlantabasedsystems.com