

Overpay an Invoice

Category: Receive Payments | Created: March 21, 2026 | Updated: September 01, 2026

Overpay an Invoice

When a customer has overpaid an invoice, it should be treated similar to a short paid invoice. See [Receive Payments](#) FAQ for details on handling a short payment. One difference is that you may not write off that overpayment in the Receive Payments procedure. The overpayment will cause the invoice to negative to appear like a Credit Memo, but does not have the capabilities of a Credit Memo.

Screen Location - Main Menu > Accounts Receivable > Receive Payments

The screenshot displays the 'Visual Receipts' application window. At the top, a header bar contains fields for 'DEP TO ACCT' (1100), 'DATE PAID' (02/07/18), 'CHK' (checked), 'CHK/CRD NUMBER' (11223344), 'EXP DATE', 'AMT PAID' (\$3,430.00), and 'REFERENCE'. An 'Import' button is on the right. Below this is a table with columns: Date, Invoice No, Total Amt, Total Paid, Balance, Apply Amt, Adj Reason, and Adjustment. Three rows of data are shown, all with 'Total Paid' of \$0.00. The first row has a 'Balance' of \$1,766.40 and an 'Apply Amt' of \$1,770.97. The second and third rows have 'Balance' and 'Apply Amt' of \$837.25 and \$821.78 respectively. Below the table, a summary section shows 'Discovery Landscape & Pon' with a 'Remaining' amount of \$0.00. To the right, customer information is listed: 'Customer Number: 1056', 'Discovery Landscape & Pond', 'PO Box 51908', and 'Los Angeles, CA 90051'. At the bottom, there are buttons for 'Reselect Records', 'Print', 'Apply Payments', 'Clear Allocated', and 'Done'.

DEP TO ACCT	DATE PAID	CHK	CHK/CRD NUMBER	EXP DATE	AMT PAID	REFERENCE
1100	02/07/18	☒	11223344		\$3,430.00	

Date	Invoice No	Total Amt	Total Paid	Balance	Apply Amt	Adj Reason	Adjustment
11/15/17	171115-01	\$1,766.40	\$0.00	\$1,766.40	\$1,770.97		\$0.00
11/17/17	171117-01	\$837.25	\$0.00	\$837.25	\$837.25		\$0.00
12/06/17	171206-01	\$821.78	\$0.00	\$821.78	\$821.78		\$0.00

Customer	Total Amt	Total Paid	Balance	Apply Amt
Discovery Landscape & Pon	\$3,425.43	\$0.00	\$3,425.43	\$3,430.00

Remaining: \$0.00

Customer Number: 1056
Discovery Landscape & Pond
PO Box 51908
Los Angeles, CA 90051

Buttons: Reselect Records, Print, Apply Payments, Clear Allocated, Done

In our example above, notice the first invoice **Balance** is \$1,766.40, but the customer overpaid. Override the **Apply Amt** with the full overpaid amount of \$1,770.97. You may not write off the overpaid amount with an **Adj Reason** and **Adjustment** amount.

After applying this overpayment, the invoice will now have a credit amount.

Invoicing - Last Modified: 11/15/2017 By: Paul Sieloff

Customer

1056 Discovery Landscape & Pond
PO Box 51908
Los Angeles CA 90051

Invoice

Number 171115-01
Date 11/15/2017

Bill To

1056 Discovery Landscape & Pond
PO Box 51908
Los Angeles CA 90051

Job	Order	PO No	Salesrep	Period Ending	Terms	Tax Jur	Sales Tax Pct
1106-Lake Elsinore	1234			11/15/2017	Net 30	Local	12.000%

Revenue

Payments

Log

Comments

Custom Fields

Date	Ticket	Truck	Qty	Units	Description	Rate	Amount	S	T
11/15	171115-01	708	24.75	Loads	Clean Fill Import	\$35.00	\$866.25	☒	☒
11/15	171115-02	708	23.25	Loads	Clean Fill Import	\$35.00	\$813.75	☒	☒
Total							\$1,680.00		

Fuel Surcharge \$0.00 0.000%

Total Tax \$86.40

Summary

LATE

☐ Paid

(\$4.57) **Balance Due**

New

Delete

Edit

Image

Print...

Duplicate

UnPost

Done

You will have 2 options to remove that credit.

1) Write off the credit - Click the Payments tab (under Job field), then click the Edit button.

Invoicing - Last Modified: 11/15/2017 By: Paul Sieloff

Customer

1056 Discovery Landscape & Pond
PO Box 51908
Los Angeles CA 90051

Invoice

Number 171115-01
Date 11/15/2017

Bill To

1056 Discovery Landscape & Pond
PO Box 51908
Los Angeles CA 90051

Job	Order	PO No	Salesrep	Period Ending	Terms	Tax Jur	Sales Tax Pct
1106-Lake Elsinore	1234			11/15/2017	Net 30	Local	12.000%

Revenue

Payments

Log

Comments

Custom Fields

GL ACCT	DATE	DP	CK/CARD NUMBER	EXP DATE	AMT PAID	AMT RECVD	NOTES	DEPOSIT
1100	2/7/2018	☒	11223344		\$1,770.97	\$3,430.00		
4006	2/7/2018	☐	Overpayment		(\$4.57)	(\$4.57)		
	2/7/2018	☐						
Total					\$1,766.40			

Summary

LATE

☐ Paid

\$0.00 **Balance Due**

New

Delete

Edit

Image

Print...

Duplicate

UnPost

Done

Add another line to the list of Payments.

GL ACCT - Do NOT use your Undeposited Funds or Cash Account. You should also resist using your normal Sales or Revenue account. The account used should be a revenue account specifically designated for shortages and overages.

DATE - Date of this writeoff. This date will determine which [Financial Period](#) the transaction will appear in.

DP - Deposit Slip - Leave this unchecked for this situation. We do not want this transaction to be available to appear on a Banking > Deposit Slip.

CK/CARD NUMBER - Enter a short description of the reason for this transaction.

AMT PAID - Enter the amount (negative number) of the amount of credit balance. (NOTE: You can write off a partial amount as well.)

Now tab through the remaining fields to the beginning of the next line to complete the entry.

2) Use the credit amount when receiving payments - Use this invoice in your [Receive Payments](#) procedure to increase the amount of cash to be applied.

The screenshot shows the 'Visual Receipts' software window. At the top, there are input fields for 'DEP TO ACCT' (1100), 'DATE PAID' (02/07/18), 'CK' (checked), 'CHK/CRD NUMBER' (11223366), 'EXP DATE', 'AMT PAID' (\$832.68), and 'REFERENCE'. An 'Import' button is on the right. Below these is a table with columns: Date, Invoice No, Total Amt, Total Paid, Balance, Apply Amt, Adj Reason, and Adjustment. Two rows are visible: one for 11/17/17 with invoice 171117-01, and another for 11/15/17 with invoice 171115-01. Below the table, there's a 'Search by Customer' dropdown and a summary row showing totals: \$2,603.65, \$1,770.97, \$832.68, and \$832.68. A 'Remaining' field shows \$0.00. To the right, customer information is displayed: 'Customer Number: 1056', 'Discovery Landscape & Pond', 'PO Box 51908', and 'Los Angeles, CA 90051'. At the bottom, there are buttons for 'Reselect Records', 'Print', 'Apply Payments', 'Clear Allocated', and 'Done'.

DEP TO ACCT	DATE PAID	CK	CHK/CRD NUMBER	EXP DATE	AMT PAID	REFERENCE
1100	02/07/18	☒	11223366		\$832.68	

Date	Invoice No	Total Amt	Total Paid	Balance	Apply Amt	Adj Reason	Adjustment
11/17/17	171117-01	\$837.25	\$0.00	\$837.25	\$837.25		\$0.00
11/15/17	171115-01	\$1,766.40	\$1,770.97	(\$4.57)	(\$4.57)		\$0.00

Search by Customer: [Dropdown] | \$2,603.65 | \$1,770.97 | \$832.68 | \$832.68

Remaining: \$0.00

Customer Number: 1056
Discovery Landscape & Pond
PO Box 51908
Los Angeles, CA 90051

Buttons: Reselect Records, Print, Apply Payments, Clear Allocated, Done

In our example above, notice the amount of the check is \$832.68. Not enough to pay the \$837.25 invoice. But now we add the overpaid invoice (171115-01) to the list and it give us \$4.57 in addition to the \$832.68 of cash to completely pay the \$837.25 invoice.

Both invoices will now show as paid in full.