Receiving House Account Payments

When you have house accounts set up for customers, you must update the balance when a customer provides payment for the goods and services they purchased from you.

To receive payment on a house account:

1. For walk-in customers, or if you want the payment to be included in the drawer count, you can click **Receive Payment** from the **Point of Sale** window. If you are receiving payments by mail, you can process payments by clicking **Receive Payment** on the **FTD Mercury Main Menu**.

2. In the **Customer** field, enter the customer's name or account number and press **TAB** to look up the customer, or click the **Search** button (**…**) to open the **Customer Search** window.

3. In the **Payments** area:

   » In the **Type** column, select the payment type.

      » If this is a credit card payment, in the **Account Number** column, enter the card number (or swipe the card). In the **Exp Date** column, enter the expiration date for the card. In the **Name** column, enter the cardholder's name.

      » If this is a debit card payment, if you are a Canadian shop processing debit cards through FTD Mercury, select **Debit** and have the customer swipe their card and enter their PIN (you must process Canadian debit cards in **Point of Sale**). For U.S. shops, select **Debit**, enter the account number and process the payment using a third-party device outside of FTD Mercury.

   » In the **Amount** column, enter the dollar amount to be applied to the account.

4. For customers with open item accounts, in the **Allocation** area, enter the dollar amount to be allocated to each ticket in the **This Payment** column. The **Unallocated Balance** field displays the amount that has not been allocated to an invoice.

5. In the **Date** field, enter the payment date.

6. From the **Store Name** list, select the name of the store that has invoices where the payment is to be applied.

7. If this is a cash payment, enter the amount being tendered in the **Tendered Amount** field. If change is due, FTD Mercury will display the amount for you to give to the customer.

8. Click **Complete**. If you used **Point of Sale** to receive payment, a receipt will print.

Receiving House Account Payments

When you receive payment on a house account, you enter in the amount of money the customer is paying you in the Receive Customer Payment On Account window. This payment is credited to the customer's house account.

If a customer is making a cash payment at your Point of Sale terminal, enter the amount the customer is paying in the Tendered Amount field. If this amount is more than the amount due, FTD Mercury will calculate the change due.

Receive Customer Payment On Account - New Payment

Customer

Heather Smith
123 N MAIN ST
PLYMOUTH, MI 48170-1235

Open Item Accounting
Total Balance Due: 108.11
Current Balance: -5.30
30 Day Balance: 14.84
60 Day Balance: 45.58
90 Day Balance: 52.99
120 Day Balance: 0.00

Payments

Type	Account Number	Exp Date	Name	Approval	Amount
Cash					$ 108.11

Remove   Unallocated Credit: 5.30   Total Amount: 108.11

Allocation

Ticket	Date	Total	Unpaid	This Payment
0000165/1	01/31/07	20.14	20.14	$ 20.14
0000171/1	02/01/07	14.84	14.84	$ 14.84
0000173/1	02/01/07	5.30	5.30	$ 5.30
0000174/1	02/01/07	5.30	5.30	$ 5.30
0000180/1	03/13/07	14.84	14.84	$ 14.84

Unallocated Balance: 0.00

CHANGE DUE: $ 11.89   Tendered Amount: $120.00   Change Due: $11.89

Print   Complete   Escape   ☐ Batch Mode

Simply **Easier**. Simply **Better**. Simply **Mercury**.™