



Accounting Features

Payment Collections FAQs

General

► **Q: Where do I make changes to the Payment Collections settings?**

A: In ServiceTitan, go to > Settings (upper right Gear icon) > Payment Collections
From here you can configure Auto-Apply Rules for payment credits, Automated Refunds, and the Deposit Workflow to export deposits as journal entries.

► **Q: Are there training resources in Academy for Payment Collections?**

A: Yes, we recommend taking our [Academy Course](#) or viewing [Knowledge Base](#), which provides a walkthrough of each feature. We strongly recommend you toggle on [automated refunds](#) at the same time to simplify your refund workflow. You may also view our [recent webinar](#).

► **Q: Is there going to be an additional fee for these features?**

A: As a core Accounting feature set, there are no additional fees.

► **Q: Will Payment Collections work for QuickBooks Online?**

A: Yes. However, the Deposit Workflow feature will not work with QuickBooks Online, so you will not be able to toggle on that particular setting.

► **Q: Does this affect my reports or KPIs?**

A: No, in fact you will get access to other reports such as the “All Payments” report.

Payments & Credits

► **Q: Can you collect and apply a payment directly on the Estimate? For example, if a customer decides to purchase an option after the technician leaves and, in this instance, they would be calling the office.**

A: Yes, both office users and technicians can collect payments on an Estimate. This will leave a credit on the customer’s profile that can be applied to the future invoice associated with the estimate.

► **Q: What happens when you apply a credit to a customer record rather than to an invoice?**

A: This creates a credit on the customer’s profile that can be applied to an invoice at any point in the future.



▶ **Q: If we received payment prior to the job being completed and applied a check into ServiceTitan as a credit, how will that affect QuickBooks when we export?**

A: It will create a negative balance on the customer's profile in QuickBooks matching ServiceTitan. Once the payment is applied to an Invoice and the Invoice is exported, it will automatically apply in QuickBooks and zero out the customer's balance.

▶ **Q: Is there a report that shows unapplied credits?**

Currently, once Payment Collections is enabled, it will give users access to a report titled "All Payments" which will show available credits on a payment. In the near future, we will have a new experience within the accounting tab that will allow users to easily find the information.

▶ **Q: When I take a deposit, I want to see an audit trail of the amount, who collected the amount, and when it was collected. Where can I see this with Payment Collections?**

A: If anyone collects a payment on an invoice, it always appears on the job audit trail. However, if a payment is collected on an estimate or applied to a customer's profile, it will not show up on the job audit trail. What you can do is use the "All Payments" report for information on payments collected. This report will show payment date, who created the payment amount, and more.

We also understand the importance of being able to see an audit trail of payments collected and our Product team is working on a future enhancement that will surface payment information.

▶ **Q: How does unapplying and applying a payment to another invoice impact Intacct and QuickBooks?**

A: If payments are unapplied after the invoice and payment are exported, the application of the payment to the invoice in the accounting software will need to occur manually.

Refunds

▶ **Q: How does Automated Refunds Workflow work?**

A: In order to use the Automated Refunds Workflow, you must toggle the workflow ON in Settings. After toggling this feature on, you can refund payments from a customer profile or from an invoice. You will answer two questions, and based on the answers, the workflow will create the negative payment and adjustment invoice (if needed) automatically. Thus, you will no longer need to manually create negative payments or adjustment invoices anymore.



▶ **Q: How will toggling Automated Refunds Workflow affect my workflow?**

A: If Automated Refunds Workflow is toggled ON, the Apply Payment (on Batching screen) and Move Payment (on Project screen) will be removed, but you will no longer need to manually create negative payments or adjustment invoices anymore. You can toggle Automated Refunds Workflow OFF at any time and still be able to use Payment Collections.

▶ **Q: Can you refund a payment once it is exported?**

A: Yes, payments can be refunded once they are exported. If you are using Automated Refunds, the workflow will automatically create a negative payment and an adjustment invoice if required and both can be exported to QuickBooks.

▶ **Q: Will the refund have a manager approval option?**

A: Currently there is not a manager approval option, but you can set permissions on users.

▶ **Q: When you created a refund, it automatically added the refund amount as an adjustment. How will sales tax be calculated?**

A: If the refund item chosen is marked as taxable, it will automatically calculate based on the invoice tax percentage.

▶ **Q: How do I activate the automated refund and deposit workflow?**

A: In ServiceTitan, go to > Settings (upper right Gear icon) > Payment Collections > Enable Automated Refunds/Deposit Workflow

▶ **Q: Which payment method should be used for refunding checks and credit cards?**

A: Credit Card = Asset account
Check = Other Current Liability Account

▶ **Q: What kind of General Ledger account should I add?**

For refunds, you should add the Liability Account GL. For Automated Refund Workflow setup, we recommend you map the tasks to a revenue GL account or contra-revenue GL account.

For Credit Card or ACH, we recommend that you map the payment type to the GL account of the bank you issue refunds from or undeposited fund account.

For Check, we recommend that you map the payment type to a refund payable or clearing GL account, as this will enable you to cut the check in your accounting system using this GL account.



▶ **Q: Since Payment Collections does not allow for negative payments, how should we issue refunds if we don't want to use the Automated Refunds Workflow?**

A: You can still issue refunds without the Automated Refunds Workflow, However, we highly recommend turning it on, as the manual workflow is cumbersome.

With Payment Collections, you can no longer manually add negative payments from the main invoice. This means, if you still want to manually process a refund, you will need to create an adjustment invoice, and add a negative payment and a negative task.

You can set up the automated refunds workflow to make refunding quicker, and less complicated.

Batching

▶ **Q: Can a payment be applied once it is in a batch and once the batch is posted?**

A: Yes. Payments can be applied after they are batched, posted, and even exported. With the correct permissions, payments can also be unapplied regardless of export status.

▶ **Q: Where did the "Add to Batch" button go on the invoice screen?**

A: With Payment Collections, the "Add to Batch" button was removed since you can still batch a payment from the Batch/Export Transaction screen with Payment Collections. However, we understand that customers were commonly using the "Add to Batch" button for payments when editing an invoice. Thus, we will be adding the "Add to Batch" button back in the near future, but in the interim, you can still batch payments via the Batch/Export Transaction screen.

With Payment Collections, when you're creating a payment for the first time on the office side, you're also still able to save and batch. If a technician took a payment and it was applied to an invoice, you can add it to a batch, but it must be done through the Batch/Export Transaction screen.