



## Accounting Features

# Payment Collections FAQs

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

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

▶ **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: 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: 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