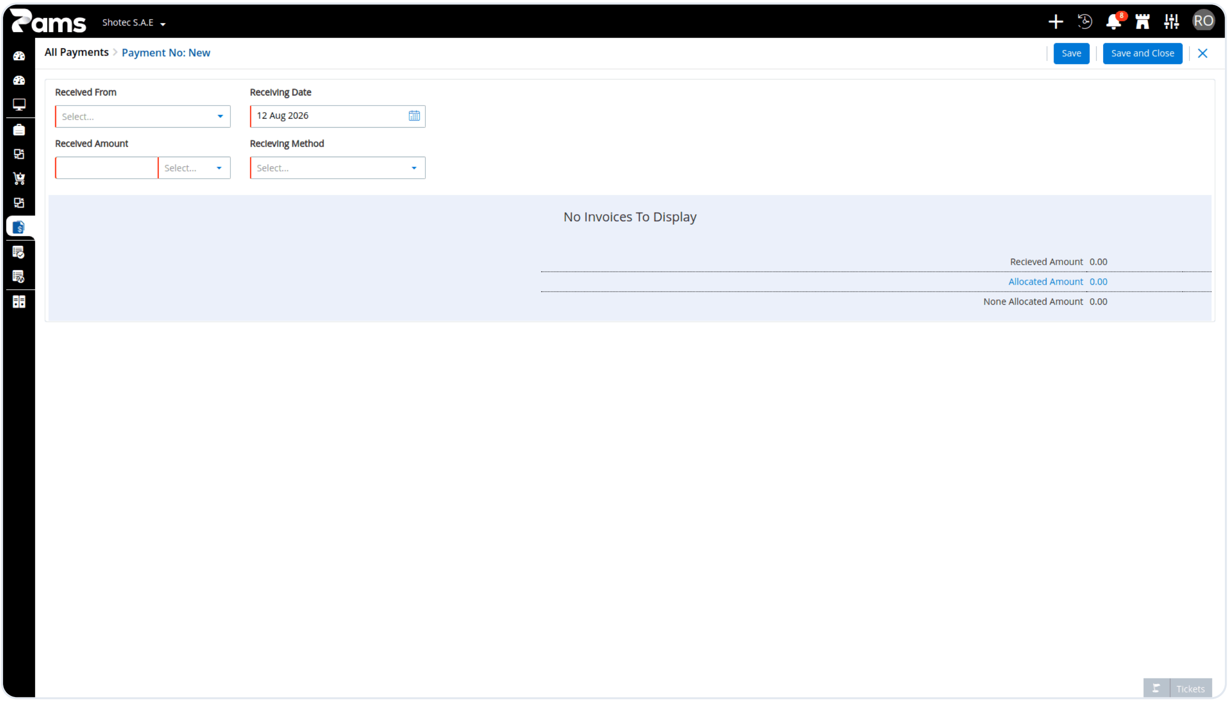
PAMS V2

Process Payment

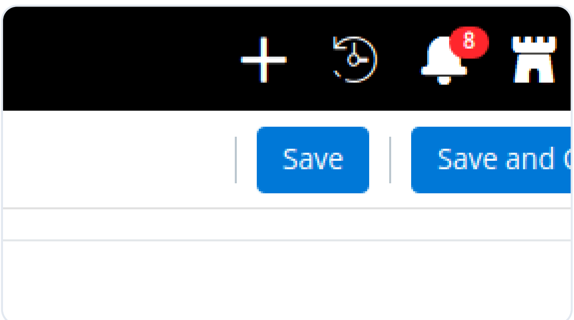
August 17, 2026

Process Payment

How-to Tasks



Payment — Add new › Payments › Payment



Overview

Use this task to record a payment against a PaymentMilestone that requires staged invoice payment. A PaymentMilestone moves from **Payment Milestone Setup** to **Payment Processing** when you use **Record Payment**. Sales representatives, project managers, and finance officers can use this task when they have the required payment-creation access.

This payment activity follows the commercial lifecycle from Offer to Order and then Delivered. An Offer must clear its approval process before it becomes Ordered, and an Order must clear its approval, activation, and shipment stages before it becomes Delivered.

Before you start

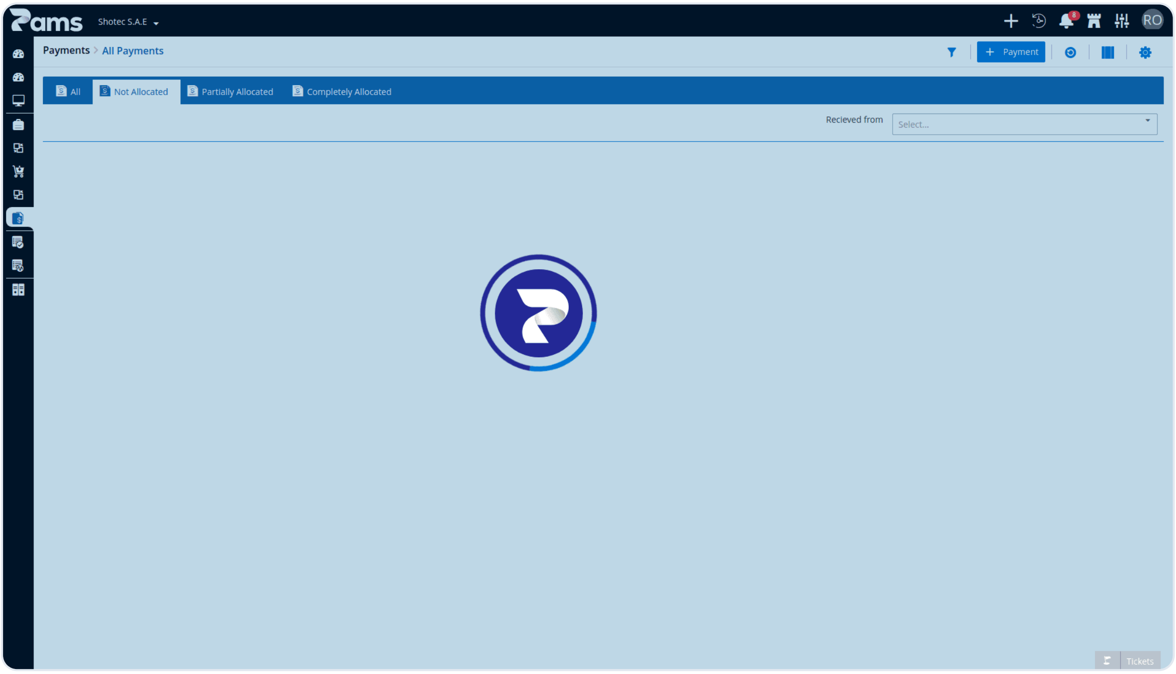
- Ensure that the PaymentMilestone is at **Payment Milestone Setup**.
- Ensure that you have the `invoices.payments.create` permission.
- Use this process for invoices that require payment milestones or installment schedules.
- Be aware that Delivered cannot be reversed when a due invoice already exists. An Order with binding invoices cannot be reverted.

> **Note:** Payment processing records payment activity for the PaymentMilestone. Do not use this task to change the Order or Delivered status.

Steps

1. Open the PaymentMilestone that is at **Payment Milestone Setup**.
2. Select **Record Payment** to begin processing the payment for the PaymentMilestone.

   The PaymentMilestone moves to **Payment Processing**.
3. If you need to work with the payment record, navigate to **Add new > Payments > Payment**.
4. Select **Save** to save the payment record, or select **Save and Close** to save the record and close the payment page.
5. To review payment records, select **All Payments**.



Payments

6. Use the **Search box** to locate a payment record, then select the record as required. The Payments list includes transaction number, receiving-on-account information, invoice count, amount, and amount in euros.

Tips & cautions

> **Tip:** Use **Record Payment** only after the PaymentMilestone has reached Payment Milestone Setup.

> **Warning:** Do not attempt to reverse Delivered status for an Order with a due invoice. The product prevents an item from being un-delivered when a due invoice exists.

> **Note:** A binding invoice prevents the related Order from being reverted. Continue with payment processing instead of attempting to return the Order to an earlier stage.

Troubleshooting

- **Record Payment is not available** → The PaymentMilestone is not at Payment Milestone Setup, or you do not have the required payment-creation access → Use this task only when the PaymentMilestone is at Payment Milestone Setup and your role includes `invoices.payments.create`.
- **You cannot reverse the Delivered status** → A due invoice already exists → Continue with payment processing for the related PaymentMilestone.
- **You cannot revert the Order** → The Order has binding invoices → Keep the Order in its current lifecycle position and process the applicable payment.

Result

The PaymentMilestone is at **Payment Processing**.

Related pages

- **Setup Payment Milestones
- Apply Deductions
- How-to Tasks — Learning Path**
- Configure Bank Accounts
- Configure Banks
- Configure Invoice Settings
- Configure LGs Facilities
- **Close Invoice**
- Send Inquiry to Suppliers
- Convert Offer to Purchase Order
- Complete Procurement
- Initiate Goods Receiving
- **Update Offer Status
- Complete Order
- Convert Offer to Order**