DIANO

DIANO ACADEMY · MODULE COURSE M07

Receipts and payments

Record money in from customers and money out to suppliers

For: Company Admin and Finance User · **Length:** 30 minutes · **Track:** M: Per module · **Version:** 5 November 2026

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Receipts and payments

WHO IT IS FOR
Company Admin and Finance User

LENGTH
30 minutes

BEFORE THIS COURSE
M03 Sales invoices. For supplier payments: M13 Suppliers and purchases.

YOU WILL BE ABLE TO
Record a customer receipt, a deposit with no invoice yet, a supplier payment, and reverse a wrong one.

Money in is a **receipt**; money out to a supplier is a **payment**. This course follows **Record a customer payment (receipt)** (diano.co.za/help/app/record-receipt.html) and **Pay a supplier** (diano.co.za/help/app/pay-supplier.html).

Who does what

- A **Company Admin or Finance User** records receipts and supplier payments.
- The **Accountant and Auditor** can see them.
- Sales, Procurement and Delivery don't see receipts or payments.

Record a customer receipt

1. Open **Sales**, then **Receipts**, and press **+ New receipt**. (Or, on an issued invoice, press **Copy to › Receipt**.)
2. Under **Find Invoice**, type the number, customer, reference or amount. Choose the invoice under **Select Invoice**. The amount fills in from what is still owed.
3. Check the **Payment Amount**. Choose the **Method** (EFT, Cash, Card or Other), the **Payment Date** and the **Payment Reference**.
4. Press **Save Payment**. The invoice shows **Partially Paid** or **Paid**.

More money than the invoice, or no invoice yet

- DIANO refuses more than the invoice's balance ("The amount is more than the invoice balance").
- Record the part that pays the invoice. Record the rest as a separate payment and tick **No invoice yet (a deposit or payment on account)**.
- Later, apply it to the next invoice: **Recorded payments › Apply to an invoice**.

Pay a supplier

1. Open **Procurement & Supply Chain**, then **Payments**, and press **+ New payment**.
2. Under **Record a supplier payment**, choose the supplier.

3. Type how much goes to each approved bill. Then fill in the **Amount paid**, the **Method** (EFT, Cash, Card or Cheque), the date and the **Reference**.
4. Press **Record payment**.

> Only Approved or part-paid bills can be paid, and DIANO refuses more than a bill's balance. The supplier must be Active.

When it was wrong

What happened	What you do
A receipt is wrong	Press **Reverse**, type the reason, and record it again
A supplier payment is wrong	**Reverse**, with a reason. It is not edited
You want to void an invoice that has a receipt	Reverse the receipt first, then void or credit the invoice

Common mistakes

- **Typing more than the invoice balance.** Split it: the invoice part, and the rest as No invoice yet.
- **Recording a receipt twice** (once from the invoice, once from Receipts). Check the invoice status first.
- **Trying to edit a receipt.** Reverse it and record it again.
- **Paying a bill that is still Captured.** It must be approved first.

Exercise (practice company)

1. As **Ayesha Patel (Finance User)**, record the 3 November receipt from **Highveld Mining Supplies (example)**: INV-1041, R 34 500.00, EFT, reference "DEPOSIT HIGHVELD MINING INV-1041".
2. Record the 7 November receipt from **Kopano Construction CC (example)** for INV-1047, R 23 000.00.
3. Try to record R 20 000.00 against INV-1055 (Coastal Cold Storage, owes R 11 500.00). What does DIANO say? Record it the right way.
4. Record the 5 November supplier payment to **SteelWorks Distributors (Pty) Ltd (example)**: SW-88231, R 27 600.00, EFT.
5. Reverse the receipt from step 2 with the reason "Training: captured twice", then record it again.

Where to read more

- Help Centre: Record a customer payment (receipt) · "The amount is more than the invoice balance" · "Payments are recorded against this document" · Pay a supplier
- Next course: M08 Statements, M11 Banking