

1. Complete your bank reconciliation.
2. Open the following tabs in SortMyBooks and keep them open for easy navigation:



- Reports > All Reports > Account Reports > Unallocated Lodgments and Payments, select a date range, press Apply
 - Reports > Sales Reports > Collector Report
 - Reports > Customers Reports > Aged Debtors v2
3. Close all other tabs to avoid confusion.
 4. Use the Unallocated Lodgments and Payments list to work through each item.
 5. To find customer details:
 - Use the Sales > Lodgments tab to enter Customer information.
 - If an opening balance entry is required, go to Sales > Customers, select the customer, and add the opening balance.
 - Use Aged Debtors v2 to see all transactions for a customer. Press Ctrl + F to find the customer quickly.
 - After reviewing, close the extra tab to return to the full Aged Debtors v2 view.

Allocate Payment Using the Payments Tab

If you have a payment that covers multiple customer invoices, follow these steps:

1. Go to Sales > Lodgments.
2. In the Customer dropdown, select the customer.
3. You will see a Payment on the left of your screen.
4. In the payment screen:
 - Tick the Selected box for the payment.
 - Tick the selected box next to each invoice you want to allocate the payment to.
 - Ensure the Total Selected balance in the payment section matches the invoice section.
5. Click Apply Payment to complete the allocation.

The screenshot shows the SortMyBooksOnline.com interface. The top navigation bar includes Home, Sales, Purchases, Accounts, Tools, and Utilities. Below this is a sub-navigation bar with icons for Retailer, Quotes, Invoices, Lodgments, Timesheets, Time Summary, and Customers. The main content area is divided into two sections: Payments / Credit Notes and Invoices.

Payments / Credit Notes

Date	Type	Ref	Cheque	Total	Unallocated
06/08/2025	payment			9,255.00	9,255.00
Total Selected:				9,255.00	

Invoices

Invoice No	Sequence	Date	Due	Gross	Amount Due
547		20/05/2025	20/05/2025	3,450.00	3,450.00
548		20/06/2025	20/06/2025	4,230.00	4,230.00
549		21/07/2025	21/07/2025	1,575.00	1,575.00
				9,255.00	9,255.00
Total Selected:				9,255.00	

Buttons: Add New Payment, Find Invoices & Payments, Apply Payments

How to Unallocate a Payment

1) If the payment has NOT been reconciled:

- Go to Sales.
- Use the Search tab on the right to find the invoice.
- Open the invoice and go to the Payments tab.
- Click on the payment line and delete the entry.

Customer: Cavan Classic Collectibl + Balance: 0.00 Invoice No: 547 Currency: Euro

VAT period: May-Jun 2025 VAT type: Normal Processing Note:

Date: 20/05/2025 Due: 20/05/2025 Sequence No:

Reference: Quote No:

[Paylink::Nofrixion](#)

Details

[Add New Line](#)

Item	Description	Nominal	Quantity	Price	VAT rate	Net	VAT	Job	Gross
Item:	Description:								
Irish Memorabilia					23.00 %	1.0000			
Irish Memorabilia									
Nominal:	Job:				Profit Margin:	Net:	VAT:	Gross:	
Sales:Wholesales:Ulster	001					2804.88	645.12	3450.00	
X Delete this entry									
									Subtotal: 2804.88
									VAT total: 645.12
									Profit Margin: 0.00%
									Total: 3450.00
									Paid: 3,450.00
									Amount due: € 0.00

[Save](#) [Cancel](#)

[Duplicate](#) [Preview](#) [Send Email](#) [History](#) [Add Scanned](#) [OK](#) [Cancel](#)

2) If the payment HAS been reconciled:

- Go to Tools > Locks > Reconciliations.
- Find the reconciliation period that includes the payment.
- Click on the period to reopen it and press OK.
- After reopening, go back to the invoice and delete the payment entry as described above.
- Close the reconciliation.