

Invoice-to-payment reconciliation playbook

A manual review workflow for customer invoices and incoming receipts.

Start with the exception, then check the evidence

Work through 12 invoice cases and one unallocated receipt. Learn how to separate a partial payment from a missing record, distinguish a repeated import from two real transactions, and hand off an exception with a clear next action.

What you can use today

The companion workbook has five sheets: Read me, Invoices, Payments, Worked review and Your review. Start with the worked cases, then use Your review for a manual queue. Only the candidate-balance subtraction recalculates; classifications and eligibility decisions require review. This guide explains the decisions and evidence to request.

Use this for	Outside this exercise
Accounts receivable: invoices issued to customers and receipts attributed to them.	Supplier bills, bank statement reconciliation and a month-end ledger close.
Triage and documented proposals for a source-system owner to review.	Automatic posting, collections decisions, foreign exchange calculations or refund authorization.

Exercise cutoff: September 26, 2026. All names and transaction identifiers are synthetic. The kit requires no application or integration.

Fix the cutoff and the amount basis

A matching reference is useful only when the underlying export means what you think it means.

Keep the raw evidence

Save an unchanged copy of each export. Record the source account, export filters, time zone, cutoff and person who prepared it. Ask for all relevant payment channels and prior applications, including credits, refunds and reversals.

The amount basis in this exercise

Invoice amounts are original face amounts. We assume no prior applications or credits except the payment events shown. Candidate balance = original invoice amount minus eligible receipt amount. For an actual review, obtain complete history. Subtracting historical payments from an already reduced open balance would count them twice.

Record	Required fields
Invoice	Invoice ID, customer ID, currency, amount basis, amount and due date. Real work also needs issue date and prior applications.
Receipt	Stable transaction ID, invoice reference, customer ID, currency, amount, status and date. Retain the source account and underlying transaction reference.
Adjustment	Type, original transaction link, effective date, amount and approval evidence. Resolve the refund direction before any arithmetic.

For this date-only exercise, records through September 26 are in scope. In production, define whether the cutoff uses settlement, posting or another source date and use one documented time zone. Invalid dates and conflicting records with the same ID stop the review.

From export to a reviewable decision

Run the checks in this order. A held case stays visible even when the amount looks right.

1**Validate the files**

Check IDs, dates, amount basis and export coverage.

2**Resolve repeated records**

Same ID and identical fields: retain one working copy, log both source rows.

3**Check eligibility**

Customer, currency, reference, status and cutoff must agree.

4**Classify the case**

Calculate a candidate only when no unresolved hold remains.

5**Hand off and verify**

Attach evidence; have the authorized owner approve any source-system change.

Hold rules take priority: customer or currency mismatch, ambiguous separate transactions, refund/reversal evidence or a post-cutoff receipt. Blank candidate amounts on held cases mean unresolved, not zero.

A partial payment and two kinds of duplicate

The source identifiers change the decision, even when the amounts are identical.

INV-002: \$1,000 invoice, \$600 receipt

PAY-002 is settled on September 19, matches C-002 and USD, and is before the cutoff. Candidate balance: $\$1,000 - \$600 = \$400$. The September 20 due date has passed, so the exercise label is Partial / overdue. Check installment terms, credits and export coverage before any customer follow-up.

INV-004: one receipt imported twice

PAY-005 appears twice with identical fields, each for \$1,000. Keep the raw rows, retain one working record and log the duplicate import. Eligible receipt: \$1,000. Candidate balance: \$0. The result is Exact candidate, pending verification that the payment has not already been applied.

INV-003: two separate IDs with identical details

PAY-003 and PAY-004 are both settled USD 1,000 receipts dated September 19 for C-003. Different IDs mean you cannot discard one based on amount and date. Hold the case and inspect both bank or processor transaction references. If both are real, investigate excess cash. If one is a source error, document its correction.

A same-ID record with conflicting values is a data conflict. Hold it and request a corrected export; do not choose the first row or the larger amount.

All 12 invoices at the cutoff

Amounts are USD. A blank held amount must stay unresolved until evidence clears the hold.

INV-	Classification	Eligible / balance	Review note
001	Exact candidate	\$1,000 / \$0	PAY-001 agrees. Verify prior applications.
002	Partial / overdue	\$600 / \$400	Check terms and completeness.
003	Hold	Held	PAY-003 and PAY-004 need distinct transaction evidence.
004	Exact candidate	\$1,000 / \$0	One working copy of PAY-005.
005	Hold	Held	EUR receipt against USD invoice.
006	Unmatched / overdue	\$0 / \$750	No eligible receipt in these files.
007	Open / not overdue	\$0 / \$500	Due October 15. No receipt in files.
008	Pending payment review	\$0 / \$1,000	PAY-007 is pending, excluded.
009	Overpayment review	\$1,200 / -\$200	Investigate the \$200 excess.
010	Hold	Held	PAY-010 refund needs its original transaction and accounting treatment.
011	Hold	Held	PAY-011 is September 29, after cutoff.
012	Hold	Held	PAY-012 uses C-999, invoice uses C-012.

PAY-013 is a separate unallocated USD 2,000 receipt for C-013 with no invoice reference. Request remittance detail; never allocate it solely because another invoice has a similar amount.

What to ask for before clearing a hold

Keep the answer, evidence reference and reviewer decision together.

Case	Evidence needed	What stays on hold
Currency mismatch	Invoice currency, receipt currency and approved FX/allocation treatment.	INV-005: EUR 1,000 is not USD 1,000. No conversion in this kit.
Customer mismatch	Remittance and a verified relationship between payer and billed customer.	INV-012: amount and reference do not override C-999 versus C-012.
Pending or future receipt	Settlement confirmation and the effective date under the cutoff policy.	INV-008: pending excluded. INV-011: September 29 excluded from the September 26 review.
Refund or reversal	Original transaction link, direction, effective date, credit and application history.	INV-010: do not blindly calculate \$1,000 minus \$200 and call \$800 available.
Excess or grouped cash	Remittance breakdown, unapplied cash and duplicate transaction evidence.	INV-009: \$200 excess. PAY-013: \$2,000 without an invoice reference.

When the file contains no receipt

INV-006 is unmatched in these files. Search other accounts, check existing applications and confirm export coverage before describing it as unpaid. A missing row is evidence about the export, not proof that the customer failed to pay.

Processor deposits can contain several charges, fees and refunds. Trace a net deposit back to transaction detail before comparing it with invoice face amounts. Stripe documents these components in its payout reconciliation report [2].

Write a note someone else can act on

Use one record per exception. Keep the exercise classification separate from the review status.

Partial payment: ready for investigation

Record: INV-002 / PAY-002 / C-002. Cutoff: 2026-09-26.

Observed: USD 1,000 invoice due September 20; settled receipt USD 600 on September 19.

Candidate difference USD 400.

Next action: AR analyst to verify installment terms, credits, prior allocations and complete receipt exports before customer follow-up.

Evidence: synthetic invoices and payments sheets. Review status: Investigating. Due: September 28.

Possible duplicate: keep both transactions held

Record: INV-003 / PAY-003 and PAY-004.

Observed: two distinct payment IDs share USD 1,000, C-003 and September 19. No candidate balance approved.

Next action: source-system owner to provide both underlying transaction references and confirm whether both receipts exist. Preserve both raw records.

Review status: Waiting for evidence. Due: September 28.

Exact candidate: request source-system verification

Record: INV-004 / PAY-005.

Observed: identical PAY-005 row appears twice; one working copy retained. Candidate balance USD 0.

Next action: authorized AR reviewer to verify prior applications and approve or reject the proposed match in the source system. Record the application ID only after completion.

Review status: Ready for handoff. Owner: example AR reviewer.

Names, deadlines and statuses above are sample assignments. Replace them with an actual owner and agreed response date. A completed review note does not post a payment.

Use the totals to catch missing rows

These are exercise checks. They are not a receivables balance or a cash reconciliation.

Control	Expected result
Invoice population	12 invoices, USD 11,250 original face amount.
Receipt population	14 raw rows, 13 unique payment IDs. PAY-005 is the repeated row.
Separate currency control	USD: 13 raw rows with unsigned amount values totaling 13,000. EUR: 1 row totaling 1,000. These mixed-status row totals are not cash.
Invoice classifications	2 exact candidates; 5 held invoices; 1 partial; 1 unmatched overdue; 1 open not overdue; 1 pending; 1 overpayment.
Separate receipt exception	1 unallocated receipt: PAY-013, USD 2,000.
Non-held invoice subset only	7 invoices: USD 6,250 face amount less USD 3,800 eligible receipts = USD 2,450 candidate balance. Includes -USD 200 on INV-009.

Before signing off

Confirm each raw row has a recorded outcome, including excluded and repeated rows. Check that no payment has been applied twice or allocated beyond available cash. Confirm every hold has an owner, evidence request and due date. Have the authorized reviewer approve any proposed source-system changes.

After a source-system change, record its transaction or application ID, reviewer and date. Re-export the affected records and verify the result. Leave unresolved cases open for the next review.

Run the next review with the same evidence

Copy the sequence into your team process and agree who can approve changes.

- ☐ Record the source accounts, export coverage, cutoff and time zone.
- ☐ Confirm whether amounts are original face values or remaining open balances.
- ☐ Obtain prior applications, credit notes, refunds and reversals.
- ☐ Preserve raw exports; validate IDs, dates, currencies and statuses.
- ☐ Log identical repeated rows; hold conflicting IDs or ambiguous separate receipts.
- ☐ Check customer and currency before computing a candidate amount.
- ☐ Exclude pending and post-cutoff receipts under the documented cutoff policy.
- ☐ Assign each exception an owner, evidence request and response date.
- ☐ Review the control counts and keep held amounts separate from totals.
- ☐ Verify approved changes in the source system and retain the evidence.

Sources and boundaries

[1] Intuit, [Record invoice payments](#). Supports the distinction between received amount, invoice allocation and surplus credit. The classifications and synthetic examples in this guide are our training method.

[2] Stripe, [Payout reconciliation report](#). Explains the transaction breakdown behind automatic payouts, including refunds and fees. This guide does not reconcile processor balances or bank statements.

Sources checked October 1, 2026. No customer research, adoption statistics or professional accounting review is claimed. Use your organization's accounting policies and approval process for real records.