# How to deposit funds into a user's account

Every print, copy, scan, fax and phone call is billed to an account. Each user has their own user account, and each department has a department account. Where users pay in advance, their user account has a balance that their printing is taken from.

## Deposit funds

1. Open Resource Manager.
2. In the tree, click **User Management** > **Users**, and double-click the user.
3. On the **General** tab, click the **User account** tab. It shows the **Current balance**.
4. Check **Enforce minimum balance** and **Minimum balance** (usually 0.00). When **Enforce minimum balance** is ticked, the user can print and copy only until their balance reaches the minimum. When it is not ticked, the balance may go below the minimum.
5. Click **Add Transaction**.
6. In the **Add Transaction** window, choose one of:
   - **Credit (Deposit):** the amount is added to the balance.
   - **Debit (Withdrawal):** the amount is taken off the balance.
   - **Set to balance:** the balance is set to the amount you enter, with a credit or debit as needed.

   **Balance after transaction** shows the result. Add a **Comment** if you like, and click **OK**.

A change to a balance takes effect straight away; nothing needs refreshing.

## Check which account the user's printing is billed to

A user who is not asked for an account when they print is billed to their **auto-bill** account. This is usually their user account, but it can be set to their department account, or (with PD Pro) another account, for example a general account that a group of users always bills to. If their auto-bill account is not their user account, money deposited in their user account is not used.

1. Double-click the user, and click the **Billing** tab.
2. Under **Account requirement**, check **Billing requirement**:
   - **Do not request (auto-bill only):** everything is billed to the auto-bill account.
   - **Required:** the user is asked for an account each time; the auto-bill account is only used where an account is not asked for (for example on copiers set to **Optional**).
3. **Auto-bill when unspecified** shows the auto-bill account. Change it if needed, and click **OK**.

If you changed the auto-bill account: PDServers and PDAgents pick up the change at their next settings refresh, within 10 minutes. To apply it straight away, click **PD Servers** in the tree, right-click a PDServer and click **Select All**, then right-click again, point to **Send command**, and click **Refresh all connected PDAgents**.

## Related articles

- *How to add credit to a third-party account*
- *How to enable the account billing popup for a user or Department*
- *How to specify access to individual accounts for a user or Department*

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