Eclipse Accounts Receivable

Release 8.6.5 (Eterm)

Legal Notices

Activant® Eclipse™ 8.6.5 (Eterm) Online Help System

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Accounts Receivable Overview

Accounts receivable are unpaid customer invoices, and any other money your customers owe you. The accounts receivable program is a transactional, real time system It gives you instant access to your receivables information to manage your cash flow and process delinquent accounts. An entry in cash receipts immediately affects a customer's account and credit status. You can view A/R ledger activity for any customer for any date range and drill down from a summary level to transaction level with one keystroke. You will often find Accounts Receivable abbreviated as A/R in the system.

Use the procedures in the following areas to manage your accounts receivables.

Cash Receipts

When you receive a payment from a customer, you can use the Cash Receipts application to record it. This application shows all of the customers invoices, even those received via EDI (Electronic Data Interchange), and provides a variety of ways to apply payments. You can make adjustments or write off bad debt as needed. As soon as you enter a cash receipt, the system posts the amounts to the general ledger, providing you with a constant, up-to-date picture of your accounts receivable.

Inquiries

View A/R activity for a customer, for any range of dates, from A/R Inquiry or the A/R Ledger. You can drill down from summary level data to see transaction level detail. The A/R system provides you with a number of tools to help you manage your accounts receivable:

- The A/R inquiry gives you a complete picture of your customers' accounts, from aging information to credit limits to when they last purchased products from you, as of a particular date, in real time.

- The A/R ledger is a real-time record of your customers' charges and payments.

Collections Management

Aged receivables reporting and task automation work queues helps you prioritize collection efforts and minimize write-offs. The A/R collection queue helps you track customers whose invoices are past due, in real time.

You can track your communications with customers, including the last time you contacted them, any conversations you had with them, and whether you have sent them collection notices. You can sort the queue by who owes you the most money, who has owed money the longest, by who is over their credit limit, or by any number of other useful ways. This information is also available in report form.

You can even eliminate proof-of-delivery phone calls by imprinting digital signatures on your customers' invoices, if you use the Signature Capture companion product in conjunction with the Accounts Receivable application.

Utilities

The system also includes a variety of ways to evaluate your customers in terms of how much business they give you and what kinds of products they purchase most often. You can find out who uses credit cards, which can be useful if you are interested in extending them credit through your company. You can even use an accessory program called ABC (Activity Based Costing) to find out which customers are costing you more money than they spend.

Reports

A number of reports are available for your use. When a customer purchases something, the system records the sale in the cash receipts journal. The system also records any over the counter purchases in the cash box journal, which you can then use to reconcile the cash in your drawer to the system totals. For a complete review of all A/R reports, see A/R Reports Overview.

Setup Requirements for Accounts Receivable

Following are the control maintenance records and authorization keys for Accounts Receivable.

Control Maintenance Records

Set the following control maintenance records:

ACCT AR Default Codes

- Default Customer Activity Source in A/R Inquiry
- Default Customer Source in A/R Collection Queue
- Default Service Charge Sales Source
- Default Ship Via For Service Charge Tax Code
- Service Charge Default Terms

ACCT AR Display Parameters

- Cash Receipts Display Primary Ship-To's Invoices Only
- Display Aging Invoices From Balance Forward Perspective
- Display Customers/Vendors Who Are Inactive At A Branch
- Display Short Description For G/L Accounts in A/R Adjustment
- Display Zero Cash Entries In AR Inquiry Last Payment Amt Field

ACCT AR General

- Anticipation Credit Percentage
- Apply Batch Cash Exceeded Amount Against Invoice
- A/R Aging Method
- A/R Collection Queue Error Report
- Auto Prompt For G/L Account Detail Notes
- Count Last Payment As Last Cash Receipt In A/R
- Include Credits In Service Charge Calculation
- Disable Customer Branch Authorization In Cash Receipts
- Disable Phantom Processing for Credit Sales Orders
- Exclude Postings To These G/L Accts From Commission Report
- Include Service Charges In Service Charge Calculation
- Include Tax In Discount Calculation
- Limit Bank Selection By Branch

Eclipse Accounts Receivable

- Minimum Days Before Report Purge
- Post Unapplied Cash Amounts To The Customer's Home Br
- Respect Auth Br For A/R A/P Inq/Ledger, Aging Rpts & Cash Receipts
- Taxable Service Charge States
- Terms Code To Exclude From Anticipation Credit Eligibility
- Use Current Balance In Service Charge Calculation
- Valid Customer Invoice Status Codes
- Valid Customer Statement Cycles

ACCT SALES

- Hit Individual Components G/L Account for Kits

Authorization Keys

Assign the following authorization keys:

- APPLY.CR.HKEY
- AR.ALLOWED
- AR.STATEMENT
- CR.ALLOWED
- CR.ANTICIPATION.CREDIT
- CREDIT.CARD.ACCT
- CUST.SALES.HIST.ALLOWED
- PHANTOM.THREAD.COUNT
- SOE.CLOSED.CANCEL.AR
- SOE.CLOSED.ORDER.EDIT
- SOE.CLOSED.ORDER.CANCEL
- SOE.PRINT.INVOICE

Assign the following authorization keys to allow activation of customers from secondary search lists.

- CUST.BR.AUTH.ONETIME
- CUST.BR.AUTH.OVRD

See Also:

Accounts Receivable Overview

Cash Receipts Overview

Use the cash receipts function to enter credits and receivables. For example, you can apply money received against money owed for a customer, you can track how much has been paid, and you can apply money so that the oldest transactions are paid first. Keep in mind that if a cash receipt is open to a user, then no one else can edit that cash receipt. In addition, in a closed accounting period, you can view existing cash receipts, but you cannot edit them or enter new cash receipts.

Use the following tasks to handle your cash receipts:

- Entering Cash Receipts
- Editing Cash Receipts
- Viewing Cash Receipts
- Adjusting A/R Amounts
- Using Anticipation Credit
- Viewing the Change Log Viewing Screen
- Reconciling Your Cash Box
- Posting and Viewing Miscellaneous Cash Receipts

See Also:

Accounts Receivable Overview

Setup Requirements for Cash Receipts

Following are the control maintenance records and authorization keys used for Cash Receipts.

Control Maintenance Records

Set the following control maintenance records to use the **Stat** field on the Cash Receipts screen:

- Anticipation Credit Percentage
- Auto C/R Default Customer If Not Found
- Auto Prompt For G/L Account Detail Notes
- Create Anticipation Credit Invoice From C/R
- Display Customers/Vendors Who Are Inactive At A Branch
- Do Not Apply Discounts To Cash Receipts
- Number of Records To Save In User Quick Access Lists
- Post Unapplied Cash Amounts To The Customer's Home Br
- Use Terms Grace Period In Cash Receipts
- Valid Customer Invoice Status Codes

Authorization Keys

Assign the following authorization keys:

To use the Cash Receipts or Miscellaneous Cash Receipts functions:

- CR.ALLOWED
- CUST.SALES.HIST.ALLOWED
- SOE.CLOSED.ORDER.EDIT
- SOE.CLOSED.ORDER.CANCEL

To use the **Apply Credit** hot key:

- APPLY.CR.HKEY

To activate inactive customers:

- CUST.BR.AUTH.ONETIME
- CUST.BR.AUTH.OVRD
- VEN.BR.AUTH.ONETIME
- VEN.BR.AUTH.OVRD

Entering Cash Receipts

Post your cash receipts either to bill-to or ship-to accounts, which are specified in Customer Maintenance. If you specify a bill-to customer, you can apply cash to any of that customer's bill-to or ship-to invoices. If you specify a ship-to customer, you can apply cash only to that ship-to's invoices. You must set up the customer information before you can enter cash receipts.

▶**To set up customer information:**

1. From the **A/R** menu, select **Cash Receipts** to display the Cash Receipts screen.

2. Use the **Opts** hot key to display the Cash Receipts Options screen, where you can the change the display order for cash receipts transactions. This is an optional step.

3. In the **Batch#** field, enter a user-defined number that can be referenced if multiple entries are made during the same day or if multiple clerks make entries. This can be useful because the cash receipts journal sorts and subtotals by batch number, however this is an optional field.

4. In the **Br** field, enter the branch to determine which branch's G/L account is credited with the amount of cash entered. Depending on your control settings, any cash left unapplied will also go to this branch's G/L account.

5. In the **Bank** field, one of the following occurs:

    - If you have only one account listed in the G/L Automatic Postings program's Cash Account item, this field defaults to that account.

    - If you have more than one account listed in the G/L Automatic Postings program's Cash Account item, select from the list of banks displayed.

6. The system populates the **Payment Date** field with the date the cash is received. If you are making a late entry for a previous date, you can enter that date, however, the payment date cannot be earlier than the G/L closing date for cash receipts or the audit accounting date.

    Note: If the entry you select is in a closed G/L period, a message displays indicating that the entry is in a closed period. Press **Enter** to view the entry in view-only mode.

7. In the **Customer** field, enter the name of the customer account to which the cash receipt is to be posted. If you do not remember the complete customer's name, do one of the following to display a list to select from:

    - Press **F10** to display a user Quick Access List of your customers. Select the customer and press **Enter**.

    - Enter part of a customer's name to display the Customer Primary Index (Active), which contains the names of all active customers. From that list, press **F10** again to display the Customer Primary List (Inactive). A prompt displays, asking you to confirm the activation of this customer.

- Enter **#** followed by all or a part of the customer's PO or release number to search the values in the **Customer PO** or **Customer Release #** fields on the header of sales orders in the system. Select a customer from the list and select New to enter a new cash receipt.

- Enter **!** followed by all or part of the check number to search the values in the **Check #** field of existing cash receipts.

Note: The ability to activate inactive customers is based on the setting for the Display Customers/Vendors Who Are Inactive At A Branch control maintenance record and the CUST.BR.AUTH.ONETIME and CUST.BR.AUTH.OVRD authorization keys.

8. When you have selected an account, the system populates the following view-only fields:

Field	Description
Total A/R	The total balance due from the customer.
Future	The part of the customer's balance that is due but that has not yet appeared on a statement.
Current	The part of the customer's balance that has been billed and that is due in the current period.
31-60	The part of the customer's balance that is between 31 and 60 days overdue.
61-90	The part of the customer's balance that is between 61 and 90 days overdue.
Over 90	The part of the customer's balance that is over 90 days overdue.

9. In the **Check#** field, enter the check number or some other notation to assist in identifying the payment on reports and inquiries.

10. In the **Amount** field, enter the amount of cash received. If the cash receipt is in a foreign currency, use the **Currency Exchange** hot key ($) to identify the foreign currency. For more information, see Foreign Exchange Rates.

Note that the amount of cash received that you enter in the **Amount** field might be different from the accounts receivable amount, due to discounts and other adjustments that may be applied to an invoice.

11. In the **Unapplied** field, the system populates this field with the amount from the **Amount** field. This amount reflects the amount of cash received that has not yet been applied to an invoice and is updated as you apply cash to different invoices.

If you attempt to complete the posting by pressing **Esc,** with an **Unapplied** amount other than zero, the system warns you that you are leaving an unapplied amount and asks you to confirm that this is what you want to do.

An additional prompt asks you if you want to apply the unapplied amount to your home branch.

Note: The appearance of the second prompt is based on the settings in the Post Unapplied Cash Amounts To The Customer's Home Br control maintenance record.

▶**To enter a cash receipt:**

1. The **Invoice#** field displays the open invoices associated with the customer.

   Note: You can use the **Alt-tilde** (~) hot key to display the G/L Postings Viewing
   screen for the cash receipt that the cursor is on.

2. Select one of the following ways to apply a cash receipt:

Function	Description
Spacebar	Applies any available cash and discount to the designated invoice. The cursor moves down to the next line item.
Forward Slash (/)	Removes any cash application from this line item.
ApplyCr	Applies all outstanding credit transactions to the oldest outstanding debit.
ApplyOld	Applies cash received to the oldest open debit transactions until the cash received is used.

3. To determine whether the system should apply discounts for this customer, use the **No Disct** hot key:

   - If the **No Discount** hot key is not highlighted, any available discount for this customer is applied upon entry of a cash receipt. This is the default.

   - If the **No Discount** hot key is highlighted, any available discount for this customer is not applied upon entry of a cash receipt.

   Note: The default setting for this hot key is determined by the Do Not Apply
   Discounts To Cash Receipts control maintenance record.

4. In the **Stat** field, press **F10** to select from a list of user-defined status codes. This is an optional field. These codes are defined in the Valid Customer Invoice Status Codes control maintenance record.

5. The **Open Amt** field displays the amount of the invoice that has not yet been paid. An asterisk (*) in this field indicates that this line item has a note attached to it. Use the **Note** hot key to create, view, or edit a note.

6. The **Discount Avail** field displays, if any, the discount expiration date and amount available when a cash receipt is applied to the corresponding invoice.

7. In the **Discount** field, enter the amount of the discount to be applied to the invoice. Typically, discounts are figured when you use the **Spacebar** or a hot key to make cash receipt applications. Therefore, manually entering data is usually done for override purposes, such as allowing a discount after the discount date. When you manually apply a discount amount, the remaining cash automatically applies.

8. In the **Cash** field, enter the amount of the cash applied to the corresponding invoice. Typically, the cash amount to be applied is calculated when you use the **Spacebar** or a

hot key to make applications. Therefore, manually entering data in this field is usually done for override purposes.

The amount entered in this field is the amount applied from cash only. Other credits to the invoice, such as discount or adjustments, are entered in the **Discount** field or by using the **Adjust** hot key, respectively.

9. The **Balance** field displays the remaining open amount on the invoice after the discount, cash, and adjustment amounts have been applied.

10. In the **Totals** field, the running totals of both the **Discount** and **Cash** fields display at the bottom right corner of the screen. The sum of the **Cash** field total and the **Unapplied** total equals the **Amount** total at all times.

When either the **ApplyCr** or **ApplyOldest** hot key is used, the transaction listing remains at the first screen even if transactions on other pages have received applied cash. The **Discount** and **Cash** totals reflect applications on all transaction, whether or not they are displayed on the current screen page.

11. Press **Esc** to post the receipt and have a cash receipt transaction reference number assigned.

> **Note:** Cash receipts are assigned a 10-digit number prefixed with a "C" and suffixed with a three-digit generation of 001. Only one cash receipts generation is possible. The next sequential transaction number is stored in the Control file in the CASH.REC item. You should never change this number unless instructed to do so by Eclipse personnel.

12. To complete the posting with an unapplied amount other than zero, the system warns you that you are leaving an unapplied amount and asks you to confirm that this is what you want to do.

Aborting or Deleting Cash Receipts

▶**To abort cash receipts:**

1. To abort a transaction before you have pressed **Esc**, press **F12** at any time during the transaction.

No transaction number will be assigned and no changes will be made to that customer's account.

▶**To delete cash receipts:**

1. To delete a transaction after you have pressed **Esc** and while you are still on the Cash Receipts screen, use the **Delete** hot key when your cursor is on the line item you want to delete.

You will be asked to confirm the deletion before it is removed from that account.

Editing Cash Receipts

Use the Cash Receipts window to edit cash receipts you applied in error, if, for example, the customer requested that you apply the cash to a specific invoice and you applied it to the oldest invoices in their account, or if you need to adjust an open invoice. You can view and modify a cash receipt entry as long as the original payment date is not earlier than the G/L closing date for cash receipts.

▶**To edit a cash receipt:**

1. From the **A/R** menu, select **Cash Receipts** to display the Cash Receipts screen.

2. Use the **Opts** hot key to display the Cash Receipts Options screen, where you can change the display order for cash receipts transactions. This is an optional step.

3. In the **Batch#** field, enter a user-defined number that can be referenced if multiple entries are made during the same day or if multiple clerks make entries. This can be useful because the cash receipts journal sorts and subtotals by batch number, however this is an optional field.

4. In the **Br** field, enter the name of a branch to determine which branch's G/L account will be credited with the amount of cash entered. Any cash left unapplied also goes to this branch.

5. In the **Bank** field, one of the following occurs:

   • If you do not have more than one account listed in the G/L Automatic Postings program's Cash Account item, this field defaults to the sole cash account assignment.

   • If you do have more than one account listed in the G/L Automatic Postings program's Cash Account item, select from the list of banks displayed.

6. In the **Payment Date** field, the system populates this field with the current date as the date the cash is received. If you are making a late entry for a previous date, you can enter that date, however, the payment date cannot be earlier than the closed cash receipts or audit accounting date.

   If the date on the invoice is greater than the payment date of the cash receipt, you receive a warning indicating that there are invoices with future dates. There may have been activity against the future dated invoices and if you are dealing with any of these future dated invoices, the system asks you to confirm the open balances.

7. In the **Customer** field, press **F10** to select from a list of customer accounts. One of the following occurs:

   • When you select a prior entry that is older than the Closing Date, the message View Only displays in the upper right corner of the screen and no data can be changed.

   • When you select a prior entry that is not in a closed period, the message Correction displays in the upper right corner of the screen.

   You can also search for existing cash receipts for customers using the following methods:

- Enter **#** followed by all or a part of the customer's PO or release number to search the values in the **Customer PO** or **Customer Release #** fields on the header of sales orders in the system. Select a customer from the list and select New to enter a new cash receipt.

- Enter **!** followed by all or part of the check number to search the values in the **Check #** field of existing cash receipts.

8. Use the **Arrow Keys** to move between line items and fields to make changes to entries.

   Please note that the transactions listed on a prior entry reflect their status as of the payment date and not the current date. This is done so that the postings made on the original entry appear in context. Some of these transactions, however, may have had postings made to them since that date and these entries are not indicated on the display. If the original posting is to be modified, an A/R inquiry should be used to check the current status of the transactions in question.

9. Press **Esc** to save the information and exit this screen.

Viewing Cash Receipts

Use the User Quick Access List screen to display a list of the cash receipt records you have accessed most recently. The number of cash receipts displayed in the list is determined by the number entered for the **Number of Cash Receipts** field on the Number of Records To Save In User Quick Access Lists control maintenance record.

▶**To view a list of cash receipts:**

1. From the **A/R** menu, select **Cash Receipts** to display the Cash Receipts screen.

2. From a populated Cash Receipts screen, press **Ctrl-F9** to display the Quick Access Lists screen.

3. Select **Cash Receipt** from the list to display the User Quick Access List screen with the following information:

   - The column on the left displays CashRcpt to indicate that this is a cash receipt.

   - The column in the middle displays the name of the account.

   - The column on the right displays the transaction number.

4. While in the User Quick Access List screen, you have the following options:

   - To display the Cash Receipts screen for a particular transaction in view only mode, move the cursor to that transaction and use the **View** hot key. If the entry you select is in a closed G/L period, a message displays indicating that the entry is in a closed period. Press **Enter** to view the entry in view-only mode.

   - To display the Cash Receipts screen for a particular transaction in edit mode, move the cursor to that transaction and use the **Edit** hot key.

   - To select a different quick access list, use the **Select** hot key to display the Quick Access Lists menu.

Changing Display Options for Cash Receipts

Use the Cash Receipts Options window to change the display options for cash receipts transactions. You can sort invoices by invoice date or customer P/O number. This option is only available after you enter customer information.

You must set the Cash Receipts Display Primary Ship-To's Invoices Only control maintenance record before using this screen.

▶**To change display options for cash receipts:**

1. From the **A/R** menu, select **Cash Receipts** to display the Cash Receipts screen.

2. Use the **Opts** hot key to display the Cash Receipts Options screen.

3. In the **Sort Selection** field, press **F10** and select one of the following to determine how to sort the transactions:

   - **By Date**

   - By PO#

   - By Invoice #

   Note: This field defaults to the last selection you made. For example, if you last selected **By PO#** for this field, then the next time you display the screen, the system populates this field with **By PO#**.

4. In the **Display** field, press **F10** and select one of the following to determine what type of information to display:

   - **Bill To and Ship To's**

   - Ship To Only

5. Press **Esc** to return to the Cash Receipts screen.

Changing Cash Receipt Column Views

You can display a variety of information about your open invoices by changing the column view. For example, to view open invoices by the customer's purchase order number, select a column view that includes the **Customer PO#** column.

▶**To change column views:**

1. From the **A/R** menu, select **Cash Receipts** to display the Cash Receipts screen.

2. Enter or view a cash receipt.

3. Use the **Views** hot key to display a list of possible column views.

4. Select one of the following to display the corresponding columns in the Cash Receipts screen:

   - Invoice# / Stat / Open Amt / Discount Date&Amt

Column	Description
Invoice #*	A number that identifies an open invoice.
Status	A code that identifies the status of the invoice, for example, on hold. These codes are defined in the Valid Customer Invoice Status Codes control maintenance record.
Open Amount*	The amount of the invoice that the customer has not yet paid.
Disc...*	The date by which the customer must pay the invoice to receive a discount.
Disc Avail*	The discount to which the customer is entitled if they send payment before the expiration date.
Discount	The amount of the available discount applied to the invoice. You can override this amount, if needed.
Cash	The amount of the cash applied to the invoice. You can override this amount, if needed. The system updates this amount for any discounts or adjustments.
Balance*	The remaining open amount on the corresponding invoice after system has applied the discount, cash, and adjustment amounts.
Note	Any additional information about the cash receipt or invoice.

   *View-Only

   - Customer PO# / Stat / Open Amt / Discount Date&Amt

Column	Description
Customer PO#*	A number that identifies the invoice using the customer's purchase order.
Status	A code that identifies the status of the invoice, for example, on hold. These codes are defined in the Valid Customer Invoice Status Codes control maintenance record.
Open Amount*	The amount of the invoice that the customer has not yet paid.

Column	Description
Disc...*	The date by which the customer must pay the invoice to receive a discount.
Disc Avail*	The discount to which the customer is entitled if they send payment before the expiration date.
Discount	The amount of the available discount applied to the invoice. You can override this amount, if needed.
Cash	The amount of the cash applied to the invoice. You can override this amount, if needed. The system updates this amount for any discounts or adjustments.
Balance*	The remaining open amount on the corresponding invoice after system has applied the discount, cash, and adjustment amounts.
Note	Any additional information about the cash receipt or invoice.

*View-Only

- Invoice# / Due Date / Open Amt / Discount Amt

Column	Description
Invoice #*	A number that identifies an open invoice.
Due Date	The date by which you must receive the invoice for the customer to avoid finance charges.
Open Amount*	The amount of the invoice that the customer has not yet paid.
Disc Avail*	The discount to which the customer is entitled if they send payment before the expiration date.
Discount	The amount of the available discount applied to the invoice. You can override this amount, if needed.
Cash	The amount of the cash applied to the invoice. You can override this amount, if needed. The system updates this amount for any discounts or adjustments.
Balance*	The remaining open amount on the corresponding invoice after system has applied the discount, cash, and adjustment amounts.
Note	Any additional information about the cash receipt or invoice.

*View-Only

- Invoice# / Invoice Date / Open Amt / Discount Amt

Column	Description
Invoice #*	A number that identifies an open invoice.
Invoice Date	The date you sent the invoice to the customer.
Open Amount*	The amount of the invoice that the customer has not yet paid.
Disc Avail*	The discount to which the customer is entitled if they send payment before the expiration date.
Discount	The amount of the available discount applied to the invoice. You can override this amount, if needed.

Column	Description
Cash	The amount of the cash applied to the invoice. You can override this amount, if needed. The system updates this amount for any discounts or adjustments.
Balance*	The remaining open amount on the corresponding invoice after the system has applied the discount, cash, and adjustment amounts.
Note	Any additional information about the cash receipt or invoice.

*View-Only

- Invoice# / Customer PO# / Open Amt

Column	Description
Invoice #*	A number that identifies an open invoice.
Customer PO#	A number that identifies the invoice using the customer's purchase order.
Open Amount*	The amount of the invoice that the customer has not yet paid.
Discount	The amount of the available discount applied to the invoice. You can override this amount, if needed.
Cash	The amount of the cash applied to the invoice. You can override this amount, if needed. The system updates this amount for any discounts or adjustments.
Balance*	The remaining open amount on the corresponding invoice after the system has applied the discount, cash, and adjustment amounts.
Note	Any additional information about the cash receipt or invoice.

*View-Only

- Customer PO# / Due Date / Open Amt

Column	Description
Customer PO#*	A number that identifies the invoice using the customer's purchase order.
Due Date	The date by which you must receive the invoice in order for the customer to avoid paying finance charges.
Open Amount*	The amount of the invoice that the customer has not yet paid.
Discount	The amount of the available discount applied to the invoice. You can override this amount, if needed.
Cash	The amount of the cash applied to the invoice. You can override this amount, if needed. The system updates this amount for any discounts or adjustments.
Balance*	The remaining open amount on the corresponding invoice after the system has applied the discount, cash, and adjustment amounts.
Note	Any additional information about the cash receipt or invoice.

*View-Only

- Customer PO# / Invoice Date / Open Amt

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Column	Description
Customer PO#*	A number that identifies the invoice using the customer's purchase order.
Invoice Date	The date you sent the invoice to the customer.
Open Amount*	The amount of the invoice that the customer has not yet paid.
Discount	The amount of the available discount applied to the invoice. You can override this amount, if needed.
Cash	The amount of the cash applied to the invoice. You can override this amount, if needed. The system updates this amount for any discounts or adjustments.
Balance*	The remaining open amount on the corresponding invoice after the system has applied the discount, cash, and adjustment amounts.
Note	Any additional information about the cash receipt or invoice.

*View-Only

- Release # / Due Date / Open Amt

Column	Description
Release#*	A supplementary number on the customer's purchase order.
Due Date	The date by which you must receive the invoice in order for the customer to avoid paying finance charges.
Open Amount*	The amount of the invoice that the customer has not yet paid.
Discount	The amount of the available discount applied to the invoice. You can override this amount, if needed.
Cash	The amount of the cash applied to the invoice. You can override this amount, if needed. The system updates this amount for any discounts or adjustments.
Balance*	The remaining open amount on the corresponding invoice after the system has applied the discount, cash, and adjustments.
Note	Any additional information about the cash receipt or invoice.

*View-Only

- Release # / Invoice Date / Open Amt

Column	Description
Release#*	A supplementary number on the customer's purchase order.
Invoice Date	The date you sent the invoice to the customer.
Open Amount*	The amount of the invoice that the customer has not yet paid.
Discount	The amount of the available discount applied to the invoice. You can override this amount, if needed.
Cash	The amount of the cash applied to the invoice. You can override this amount, if needed. The system updates this amount for any discounts or adjustments.

Column	Description
Balance*	The remaining open amount on the corresponding invoice after the system has applied the discount, cash, and adjustment amounts.
Note	Any additional information about the cash receipt or invoice.

*View-Only

- Old Invoice# / Stat / Open Amt / Discount Date&Amt

Column	Description
Old Invoice #*	A number that identified this open invoice on the previous system.
Status	A code that identifies the status of the invoice, for example, on hold. These codes are defined in the Valid Customer Invoice Status Codes control maintenance record.
Open Amount*	The amount of the invoice that the customer has not yet paid.
Disc...*	The date by which the customer must pay the invoice to receive a discount.
Disc Avail*	The discount to which the customer is entitled if they send payment before the expiration date.
Discount	The amount of the available discount applied to the invoice. You can override this amount, if needed.
Cash	The amount of the cash applied to the invoice. You can override this amount, if needed. The system updates this amount for any discounts or adjustments.
Balance*	The remaining open amount on the corresponding invoice after the system has applied the discount, cash, and adjustment amounts.
Note	Any additional information about the cash receipt or invoice.

*View-Only

- Invoice# / Invoice Date / Open Amt / Branch

Column	Description
Invoice#	A number that identifies an open invoice.
Invoice Date	The date you sent the invoice to the customer.
Open Amount*	The amount of the invoice that the customer has not yet paid.
Branch	The branch number from which the order originated.

- Release# / Branch / Invoice Date / Open Amt

Column	Description
Release#	A supplementary number on the customer's purchase order.
Branch	The branch number from which the order originated.
Invoice Date	The date you sent the invoice to the customer.

Column	Description
Open Amount	The amount of the invoice that the customer has not yet paid.

Entering Batch Cash Receipts

Use the batch cash receipts function to process your cash receipts when you have large accounts with many open accounts receivables and cash receipts. This function speeds up your processing of these receipts, and provides you with a single receipt for each customer that you enter, regardless of how many invoices that you process for that customer.

▶**To enter a batch of cash receipts:**

1. From the **A/R** menu, select **Batch Cash Receipts** to display the Batch Cash Receipts Entry screen.

2. In the **Payment Date** field, the system populates the field with the current date as the date the cash is received. If you are making a late entry for a previous date, you can enter that date, however, the payment date cannot be earlier than the closed cash receipts or audit accounting date.

   If the date on the invoice is greater than the payment date of the cash receipt, you receive a warning indicating that there are invoices with future dates. There may have been activity against the future dated invoices and if are dealing with any of these future dated invoices, the system asks you to confirm the open balances.

3. In the **Batch#** field, enter a user-defined number that can be referenced if multiple entries are made during the same day or if multiple clerks make entries. This can be useful because the cash receipts journal sorts and subtotals by batch number, however this is an optional field.

4. In the **Branch** field, enter the name of a branch to determine which branch's G/L account will be credited with the amount of cash entered. Any cash left unapplied also goes to this branch.

5. In the **Bank** field, one of the following occurs:

   - If you do not have more than one account listed in the G/L Automatic Postings program's Cash Account item, this field defaults to the sole cash account assignment.

   - If you do have more than one account listed in the G/L Automatic Postings program's Cash Account item, select from the list of banks displayed.

6. In the **Deposit Amt** field, enter the total mount of the cash received.

7. In the **Applied Amt** field, the system populates this field with the amount that has been reconciled.

8. In the **Difference** field, the system populates this field with the difference between the **Deposit Amt** field and the **Applied Amt** field. This field must equal zero before you can post the receipts. You can adjust the amounts in either the **Deposit Amt** field, or the **App Amt** field.

   Note: If you press **Esc** at this point in the task, the system assumes that you are ready to post. You must complete the necessary remaining information on this screen before the system allows you to post.

9. In the **Invoice #** field, enter the number associated with the invoice.

10. In the **Customer** field, enter the name of the customer account to which the cash receipt is to be posted. If you do not remember the complete customer's name, do one of the following to display a list to select from:

   - Press **F10** to display a user Quick Access List of your customers.

   - Enter part of a customer's name to display the Customer Primary Index (Active), which contains the names of all active customers. From that list, press **F10** again to display the Customer Primary List (Inactive). A prompt displays, asking you to confirm the activation of this customer. The ability to activate inactive customers is based on the setting for the Display Customers/Vendors Who Are Inactive At A Branch control maintenance record and the CUST.BR.AUTH.ONETIME, and CUST.BR.AUTH.OVRD authorization keys.

   Note: You can leave an unapplied amount without specifying an invoice, but you must specify the customer. After entering the header information, steps one through eight, when the cursor is on the **Invoice #** field, press the **Tab** key to move to the **Customer** field and enter the customer's name that you wish to leave an unapplied amount. Then press **Enter** to display a selection list of invoices and amounts. Select the unapplied amount from the display menu, and then press **Enter** again. The **Invoice #** column now displays **Unapplied** and the **App Amt** column reflects the unapplied amount.

11. In the **Check#** field, enter the check number or some other notation to assist in identifying the payment on reports and inquiries.

12. In the **Open Amt** field, the system populates this field with the open amount on the customer's invoice.

13. In the **Disc Amt** field, enter the amount of the discount to be applied to the corresponding invoice. Typically, discounts are figured when you use the **Spacebar** or a hot key to make cash receipt applications. Therefore, manually entering data is usually done for override purposes, such as allowing a discount after the discount date. When you manually apply a discount amount, the remaining cash will applies.

14. In the **App Amt** field, enter the amount of the check that was received for that line item.

15. In the **Stat** field, press **F10** to select from a list of user-defined status codes. This is an optional field. These codes are defined in the Valid Customer Invoice Status Codes control maintenance record.

16. Use any of the following hot keys to view and adjust the displayed information :

Hot Key	Function
View/Edit	Displays the Payment Viewing screen, where you can view a payment on an order without having to open and navigate through the order's Totals screen. For more information, see Viewing Sales Order Payments.
A/R Inq	Displays the A/R Inquiry screen for the customer on which the cursor is positioned, where you can view that customer's receivable information. For more information, see Viewing Customer A/R Information.

Hot Key	Function
Misc Adj	Displays the A/R Adjustments screen, where you can make adjustments for the day-to-day write-offs of A/R amounts such as service charges, freight, handling, or tax. For more information, see Adjusting AR Amounts. **Note**: Before using this hot key, you should set the Apply Bach Cash Exceeded Amount Against Invoice control maintenance record.
Chg View	Allows you to choose between four types of views: • Invoice# / Short Customer / Check# / Open Amt / Disc Amt / Applied Amt / Sta • Invoice# / Full Customer / Open Amt / Disc Amt / Applied Amt / Stat • Cust PO# / Short Customer / Open Amt / Disc Amt / Applied Amt / Stat • Invoice# / Short Customer / Open Amt / Disc Amt / Applied Amt / Balance / Stat
Set Check#	Allows you to set the check number for multiple invoices. Place the cursor on the first line item with the check number you want to use. Use the hot key, and then move the cursor down to the last line item to include in that check number.

17. Press **Esc** to post a cash receipt for each customer on the list. This receipt can be viewed on the Automatic Cash Receipts Review Queue. For more information, see Viewing the Cash Receipts Review Queue.

Adjusting A/R Amounts

Use the A/R Adjustments screen to display current general ledger credit distributions that correspond to the debit to the A/R account. When accessed from Cash Receipts, this screen can be used to make adjustments for the day-to-day write-offs of A/R amounts such as service charges, freight, handling, or tax. For example, if sales tax was incorrectly charged to a tax-exempt customer, you can adjust it by entering a credit to the appropriate sales tax account on this screen.

Use the A/R Adjustments window to display current general ledger credit distributions that correspond to the debit to the A/R account for the transaction indicated by the cursor in the Cash Receipts window. When you access this window from Cash Receipts, you can use it to make adjustments for the day-to-day write-offs of A/R amounts such as service charges, freight, handling, or tax. For example, if you charged sales tax to a tax-exempt customer, you can adjust it by entering a credit to the appropriate sales tax account.

Only accounts flagged as C/R Adjustment Allowed in G/L Account Maintenance can be adjusted. Cash Box and Cash accounts cannot be adjusted.

▶**To adjust A/R amounts:**

1. From the **A/R** menu, select **Cash Receipts** to display the Cash Receipts screen.

2. From a populated Cash Receipts screen, select the invoice you want to adjust and use the **Adjust** hot key to display the A/R Adjustments screen.

   The system populates the fields on this screen, including existing postings made on previous dates.

3. With the cursor positioned in the **G/L Account** field, enter the name of the account to which the adjustment should be posted, or press **F10** and select from a list of accounts.

4. In the **SubLedger** field, enter the name of a subledger account or press **F10** and select from a list of accounts. This field is only accessible if the displayed account is set up for subledger accounts. For more information, see Creating SubLedger Accounts.

5. In the **Amount** field, enter the adjustment amount. The system displays the Detail Notation screen, where you can enter detail notes about the invoice. This information displays on the General Ledger report when you use the Detail option. For more information, see Running the General Ledger Report.

6. Press **Esc** to exit the Detail Notation screen.

   One of the following occurs:

   - A negative entry debits that account and credits (decreases) the A/R account.

   - A positive entry credits the account and debits (increases) the A/R account.

7. Use the **Detail Notes** hot key to display the Detail Notation screen, where you can enter information about the transaction. This information displays on the General Ledger report when you use the Detail option. For more information, see Running the General Ledger Report.

8. Press **Esc** to update the **Open Amount** and **Balance** columns in the Cash Receipts screen.

Viewing Change Logs

Use the Change Log Viewing screen to view a history of all activity related to the cash receipt currently selected on the Cash Receipts screen. This is a view-only screen.

▶**To view a change log:**

1. From the **A/R** menu, select Cash Receipts to display the Cash Receipts screen.

2. From the populated Cash Receipts screen, use the **Log** hot key to display the Change Log Viewing screen with the following information:

Field	Description
Change Log for	The cash receipt transaction number for which the log is displayed.
ShipDate/Inv#	The generation number of the cash receipt transaction for which the log is displayed.
User ID	The ID of the user logged onto the terminal from which the log entry was made.
Date	The date on which the log entry was made.
Time	The time at which the log entry was made.
Port	The terminal port from which the log entry was made.
Comment	A description of the event that generated the log entry.

3. To view the Shipping Schedule screen, use the **Change Ship Date/Invoice Number** hot key to display this screen for the log entry on which the cursor is positioned.

Reconciling Your Cash Box

The Cash Box general ledger account represents the amount of money in your cash drawer (cash box) at any moment in time. As you enter orders and payments throughout the day, the amount in your actual cash box goes up, and the Cash Box general ledger balance goes down.

When you deposit money from the cash box into the Cash in Bank account, record a miscellaneous cash receipt. Before you do this, however, reconcile the money in the cash drawer to the system totals to ensure they match. Different companies have different philosophies regarding their cash box. The following procedure is only a sample of how you might reconcile the cash box.

▶**To reconcile your cash box:**

1. Determine the amount of money to keep in the cash drawer for making change the next morning.

   For example, when you take money out of the cash drawer, you might leave $50.00 in smaller bills in the cash drawer. The system deducts this amount from your totals.

2. If you also use the cash drawer as your petty cash source, write a receipt for any amount you take from the drawer during the day. Count the receipts as cash at the end of the day.

   For example, if a driver comes in to be reimbursed for $9.45 worth of tolls, write a receipt for $9.45, including the reason for the receipt, and give the driver the money.

3. Gather the money and receipts from the drawer and leave the starting amount determined in step one, in this example, $50.00.

4. Count the total amount you received in cash, checks, credit card payments, and your total receipts for the day. Count it again to verify that your calculations are correct.

5. At the end of the work day, run the Cash Box Journal Report in wide format, sorted by customer.

   Running the report in wide format displays the payments received in cash, by check, and credit in separate columns.

6. Verify the grand total on the report with the actual total from step 4. If they match, go to step 12; otherwise, continue with the next step.

7. Verify the checks you received during the day.

   • Match the totals on the checks taken from the drawer to the transaction amounts shown in the Cash Box Journal Report. If the totals match, continue with step 8.

   • If you cannot find a corresponding journal entry for a check, try to find a similar amount and review the sales order. If the company on the check matches the company on the order, correct the online total; otherwise, keep reviewing sales orders until you find a match.

8. Verify the credit card slips you ran during the day.

- Review the credit card slips taken from the drawer and match the totals on the credit card slips to the transaction amounts shown in the Cash Box Journal Report. If the totals match, continue with step 9.

- If you cannot find a corresponding journal entry for a credit card slip, try to find a similar amount and review the sales order. If the company on the credit card slip matches the company on the order, correct the online total; otherwise, keep reviewing sales orders until you find a match.

9. Total the corrected amounts from checks and credit card slips and subtract this amount from the grand total in the Cash Box Journal Report to determine how much cash you should have.

10. Verify the cash you have received during the day.

- Add up all cash and receipts taken from the drawer and match this total to the total from step 9.

- If this amount is different, identify sales orders that have incorrect payments and correct them. The easiest way to identify potential data entry problems is to review the amount in the Open Balance field. If any except **0.00** displays in the field, update your cash amount until the open balance is **0.00**. When an order's status is Invoice, this amount should be 0.00, indicating payment was applied.

  If you have more cash in your cash box than what displays in the Cash Box Journal Report, ensure that all payments for cash sales orders have been entered and applied. If you are unable to find the cash sale tickets to resolve the problem, try running the Invoice Register Report with terms set to COD.

11. Re-run the Cash Box Journal Report and return to step 6.

12. Write up a deposit slip for your bank, and settle your credit cards.

13. Post the amount shown in the Cash Box Journal Report as a Miscellaneous Cash Receipt to debit the bank the money was deposited into and credit the cash box. This increases your Cash general ledger account, and reduces your Cash Box general ledger account.

    Select the Cash Box general ledger account, and enter the total amount on the Cash Box Journal Report from all the days since your last bank deposit. Create a separate cash receipt enter for credit cards to the appropriate bank.

14. Debit the appropriate expense accounts.

Example

The following series of calculations shows an example of closing out a cash box:

Total Cash	258.11
Less Drawer Amount	-200.00
Net Cash	58.11

Total Cash   258.11

Net Cash   58.11

Total Checks   +283.82

Total Bank Deposit   341.93

Total Bank Deposits   341.93

Total Credit Cards   +250.00

Totals   591.93

Total Cash Box Amount   591.93

Reconcile Your Cash Box Workflow

Legend

▭	System User Task
▭	Automated System Step
◇	Decision
▽	Manual User Task
⬭	Other workflow

Determine amount of money to leave in cash drawer as starting amount

↓

Gather money and receipts from drawer, leaving starting amount

↓

Run Cash Box Journal Report

↓

Verify cash against report

↓

Cash verified? — No → Identify and correct sales orders with incorrectly entered payments

Yes

↓

Next
2
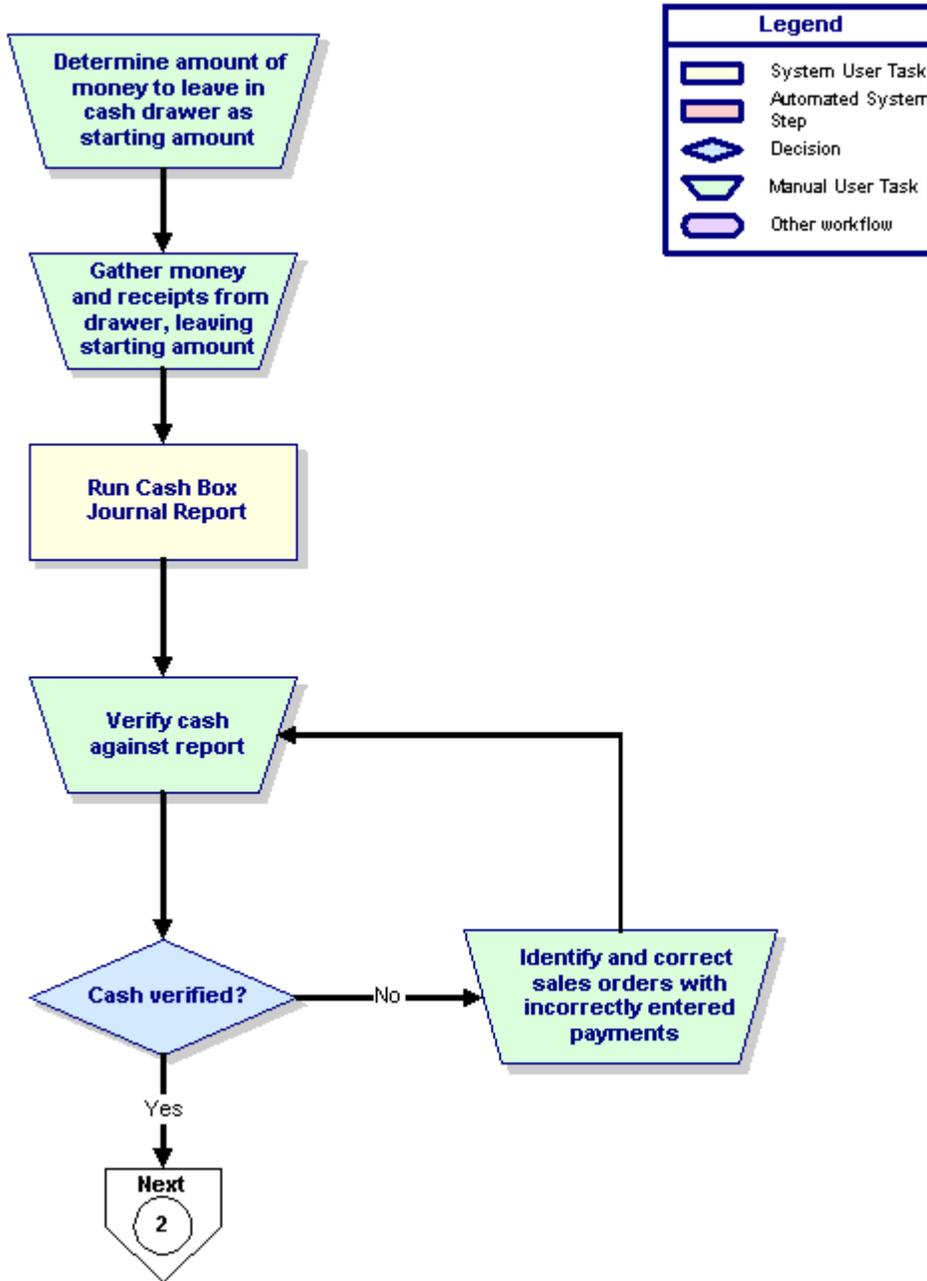
Reconcile Your Cash Box Workflow – Page 2

Prev 1

Verify checks against report

Checks verified?

No → Edit payments on sales orders until they match the amounts on checks

Yes

Verify credit card slips against report

Yes

Credit card slips verified?

No → Edit payments on sales orders until they match the amounts on slips

Rerun Cash Box Journal

Post amount shown in Cash Box Journal as a Miscellaneous Cash Receipt

End

Legend

▭	System User Task
▭	Automated System Step
◇	Decision
▽	Manual User Task
⬭	Other workflow

Posting and Viewing Miscellaneous Cash Receipts

A miscellaneous cash receipt is essentially a journal entry that has the advantage of appearing on the Cash Receipts journal so that the deposit amount can be reconciled. Miscellaneous cash receipts that are unrelated to the A/R ledger are posted to the Miscellaneous Cash Receipts screen. Use the following procedures to:

- Post miscellaneous cash receipts.
- View miscellaneous cash receipts.

▶**To post miscellaneous cash receipts:**

1. From the **A/R** menu, select **Miscellaneous Cash Receipts** to display the Miscellaneous Cash Receipts screen.

2. In the **Batch#** field, enter a user-defined number that can be used to track multiple entries made in the same day. This allows you to produce audit batch totals in the cash journal. This is an optional field.

3. In the **Br** field, enter the branch that is depositing the cash to determine which branch gets the posting in the general ledger.

4. In the **Bank** field, do one of the following:

   - If more than one account has been listed in the G/L Automatic Posting program's Cash Account item, usually because your company has multiple bank accounts, press **F10** to select from a list of bank accounts.

   - If you only have one bank account, the **Bank** field defaults to the sole Cash Account assignment.

   The system populates the **Payment Date** field with the current date, however you can enter a new date to indicate the date the payment is received. The payment date cannot be earlier than the G/L closing date for cash receipts or the audit accounting date.

5. In the **Comment** field, enter a comment that references the source of the receipt, such as soda machine cash, or insurance refund.

6. In the **Amount** field, enter the amount of the cash receipt.

   Note: To work in a currency different than your company's base currency, use the **Currency Exchange** hot key ($). For more information on how to use this hot key, see Foreign Exchange Rates Overview.

7. The system populates the **Apply** field with the cash receipt amount from the **Amount** field. The amount in the **Apply** field is reduced as amounts are posted to G/L accounts. The debit for this amount is assumed to be the bank G/L account specified. All line entries are credits or negative credits. Line entries can be posted to different branches. Click here for an example of how the **Apply** field appears.

8. In the **Branch** field, enter the branch associated with the G/L account to which all or part of the cash receipt is credited.

9. In the **G/L Account to Credit** field, press **F10** to select from a list or enter the name of the G/L account to which all or part of the cash receipt is being credited.

10. In the **SubLedger** field, enter the name of a subledger account or press **F10** and select from a list of accounts. This field is only accessible if the displayed account is set up for subledger accounts. For more information, see Creating SubLedger Accounts.

11. In the **Credit Amt** field, enter the amount of the cash receipt being credited.

12. Press **Esc** to save this information and exit the screen.

▶**To view miscellaneous cash receipts:**

1. From the G/L menu, select **G/L Inquiry** to display the G/L Inquiry screen.

2. Follow the procedure for making a G/L inquiry, using the bank cash account or any of the G/L accounts referenced in the miscellaneous cash receipt entry.

Cash Receipts Screen Field Descriptions

The following table contains a list of the fields on the Cash Receipts screen, along with a description of their functions.

Field	Description
Batch#	A user-defined number that can be used if multiple entries are made during the day or multiple clerks make entries so that audit batch totals can be produced in the cash journal. This is an optional field.
Br	The name of the branch that is depositing the cash. This information determines which branch's G/L account will be credited with the amount of cash entered. Any cash left unapplied will also go to this branch.
Bank	The name of the bank to which the deposit will be made. If more than one account has been listed in the G/L Automatic Postings program's Cash Account item, usually because your company has multiple bank accounts, those accounts are displayed for you to select from. Otherwise, the **Bank** field defaults to the sole Cash Account assignment.
Payment Date	The date the payment is received. The default date is the current date. If you are making a late entry for a previous date, you can enter that date. The payment date cannot be earlier than the G/L closing date for cash receipts or the audit accounting date. If you receive an error message, where the mm/dd/yy is the payment date entered when first accessing the Cash Receipts program, there are two possible causes: • On a new cash receipt record, the warning displays if the invoice date is greater than the payment date. This is forewarning you that there are invoices with future dates. There may have been activity against the future dates invoices and the system is forewarning you to confirm the open balances if you are dealing with any of these future dated invoices. • On an existing cash receipt record, if there have been previous cash receipts posted against an invoice and you access an existing cash receipts record, the message indicates that you should confirm what the balance actually is on the invoice at the point in time that you're attempting to make a correction.
Customer	The customer to whose open A/R transactions the cash receipt is to be posted. Use one of the following methods to help you identify a customer account: • Type all or part of the customer name, then press **Enter** to display a list of customers that match your criteria, then select the desired customer and press **Enter** again. • Type the invoice number to which the cash receipt is to be applied and then press **Enter**. • Press **F10** to display the User Quick Access List screen, which lists the cash receipts you have most recently accessed, and select from the list. For more information on this screen, see Using the User Quick Access List Screen. • Type the cash receipt number to display a specific cash receipt.
Total A/R	The total balance due from the customer.
Future	The part of the customer's balance that is due, but has not yet appeared on a statement.
Current	The part of the customer's balance that has been billed and is due in the current period.
31 - 60	The part of the customer's balance that is between 31 and 60 days from the due date.
61 - 90	The part of the customer's balance that is between 61 and 90 days from the due date.
Over 90	The part of the customer's balance that is over 90 days from the due date.

Field	Description
Check#	The check number or some other notation to assist in identifying the payment on reports and inquiries. It is possible to use the same check number more than once for the same account and any check entered more than once will be displayed with more than one date and amount.
Amount	The amount of cash received. If the cash receipt is in a foreign currency, first enter the amount and then use the **Currency Exchange** ($) hot key to identify the foreign currency.
Unapplied	The amount of cash received that has not yet been applied to an invoice. The system populates this field. When you enter a cash amount in the **Amount** field, the amount displays in this field as well. As amounts are applied to the open transactions, the unapplied amount is reduced.
	If you attempt to complete the posting, by pressing **Esc,** with an unapplied amount other than zero, the system warns you that you are leaving an amount unapplied and asks you to confirm that this is what you want to do.
Invoice#	The open invoices associated with the designated customer.
	If the invoice is a current invoice number, it contains an "S" prefix. If the invoice is an old invoice, or legacy invoice, number, it does not contain an "S" prefix.
	When the cursor is positioned on a line item in this column, you have several options to apply cash and move through the listing:
	To apply cash:
	• **Spacebar** lets you apply any available cash and discount to the designated invoice. The cursor then moves down to the next line item.
	• **Forward Slash** lets you remove any cash application from this line item.
	• **ApplyCr** hot key lets you apply all outstanding credit transactions to the oldest outstanding debit.
	• **ApplyOldest** hot key lets you apply cash received to the oldest open debit transactions until the cash received is gone.
	To move through the listing:
	• Type an invoice number or partial invoice number to move the cursor to that invoice line item.
	• Use the **Arrow Keys** to move the cursor to any line item or field.
	• Use the **Alt-Tilde** (~) hot key to display the G/L Postings Viewing screen for the designated invoice.
Stat	A user-defined field used to identify the status of an invoice as being on hold, disputed or in some way questionable. This is an optional field.
	To assign an invoice status to the corresponding invoice, press **F10** to display the list of valid status codes and select one.
	User-defined invoice statuses are entered in the Valid Customer Invoice Status Codes control maintenance record.
Open Amount	The amount of the invoice that has not yet been paid.
	Line items that have notes are indicated by an asterisk (*) in this column. For more information, see the **Notes** hot key description.
Discount Avail	The discount expiration date and amount available, if any, when a cash receipt is applied to the corresponding invoice.

Field	Description
Discount	The discount amount given for the cash receipt applied to the corresponding invoice.
	Generally discounts are figured automatically when you use the **Spacebar** or a hot key to make cash receipt applications. Therefore, manually entering an amount in this field is usually done for override purposes, such as allowing a discount after the discount date. When you manually apply a discount amount, the remaining cash is applied.
Cash	The amount of cash applied to the corresponding invoice.
	Generally the cash amount to be applied is calculated automatically when you use the **Spacebar** or a hot key to make applications. Therefore, manually entering data in this field is usually done for override purposes.
	The amount entered in this field is the amount applied from cash only. Other credits to the invoice, such as discounts or adjustments, are entered in the **Discount** field or by using the **Adjust** hot key.
Balance	The remaining open amount on the designated invoice after the discount, cash, and adjustments have been applied.
Totals	Running totals of the **Discount** and **Cash** columns are always displayed at the bottom of these two columns. The sum of the **Cash** total and the **Unapplied** amount equals the cash receipt **Amount** at all times.
	When either the **ApplyCr** or **ApplyOldest** hot key is used, the transaction listing remains at the first screen even if transactions on other pages have received applied cash. The discount and cash totals reflect applications on all transactions, whether or not they are displayed on the current screen page.

Cash Receipts Screen Hot Key Descriptions

The following table contains a list of the hot keys on the Cash Receipts screen, along with a description of their functions.

Hot Key	Description
$	Displays the Currency Exchange screen, which lets you change the currency of the cash receipt to a foreign currency. For more information, see Foreign Exchange Rates Overview.
ApplyCr	Applies all outstanding credit transactions, including invoice credits and previously unapplied cash receipts, to the oldest outstanding debit transactions. It then applies the amount of cash received to all open invoices starting with the oldest until the cash runs out. It also applies any available cash discounts on debit transactions. Reverse cash discounts calculated on credits are not applied, giving the customer full credit for the open credit amount.
ApplyOld	Applies the amount of cash received to all open invoices, starting with the oldest until the cash is used. If your company, as a matter of policy, only applies credits when the customer specifies that application in their remittance advance, then you might want to use this hot key for most postings.
Adj	Displays the A/R Adjustments screen with information about all postings to the invoice. For more information, see Adjusting A/R Amounts.
Led	Displays the A/R Ledger screen which displays the transactions that affected the A/R accounts. For more information, see A/R Ledger Overview.
Note	Allows you to enter a note about the displayed transaction. **Note:** If you display this screen in view-only mode, this hot key is not active.
Del	Deletes or unposts the currently displayed cash receipt. The system prompts you to confirm the deletion.
Views	Displays the View Choices screen, which allows you to display the Cash Receipts screen with different configurations. For more information, see Changing Cash Receipt Column Views. **Note:** If you select the Old Invoice# view, you can enter a legacy invoice number in the **Old Invoice #** field to search for a legacy invoice number. If an invoice exists, the system positions the cursor on that invoice.
Opts	Allows you to sort invoices by invoice date or customer P/O number. Note that this hot key is only active before you enter a customer name. The default is sorting by invoice date.
View	If the entry you want to view is in an open G/L period, the system displays the order entry screen for the transaction on which the cursor is positioned. If the entry you want to view is in a closed G/L period, the system displays the Cash Receipts screen in view-only mode.
Log	Displays the Change Log Viewing screen, which displays a history of all activity related to the cash receipt currently displayed on the Cash Receipts screen.
Bank	Allows you to change the bank account to which the cash receipt is currently posted.

Eclipse Accounts Receivable

Hot Key	Description
ApplyAg	Displays an Apply to Age prompt. Press **F10** to select an option to apply payments to all invoices in a particular aging bucket.
No Discount	Determines whether the system should apply discounts for this customer. • If the **No Discount** hot key is not highlighted, any available discount for this customer is applied upon entry of a cash receipt. This is the default. • If the **No Discount** hot key is highlighted, any available discount for this customer is not applied upon entry of a cash receipt. **Note:** The default setting for this hot key is determined by the Do Not Apply Discounts To Cash Receipts control maintenance record.

A/R Aging Methods and Examples

The A/R Aging Method control maintenance record determines the method used by Eclipse to move A/R amounts from one aging bucket to the next. The record must be set to one of nine methods:

- 1-Due Date/Days (one month due date)

- 2-Due Date/30 day Rolling (30 days from due date)

- 3-Due Date/Calendar Month End

- 4-Due Date/Fiscal Month End

- 5-Invoice Date/Days

- 6-Invoice Date/30 day Rolling

- 7-Invoice Date/Calendar Month End

- 8-Invoice Date/Fiscal Month End

- 9 - Due Date/30 Day Rolling (Version 2)

Methods 1 through 4 and 9 are based on the due date calculated from the terms on the invoice., whereas methods 5 through 8 use the invoice date.

The default method is Method 4 - Fiscal Month End. If you elect to use method 5, 6, 7, or 8, the system does not use the Future bucket.

Use the A/R Aging Bucket Names control maintenance record to modify A/R aging bucket names to suit your industry. For example, if you are using an aging method that uses due dates, then some sites change the name of the Current bucket to be "1-30," since those invoices are 1 to 30 days past due.

Examples

The following tables demonstrate what the aging bucket dates would be for each method using the this example:

- Invoice Date: 06/04/09

- Due Date: 07/15/09

- Fiscal Month: Ends on 25th of each month

Method 1 - Due Date / Days

Aging Bucket	Description	Example Dates
Future	The invoice date up until the due date.	06/04/09 - 07/14/09
Current	The due date up until one month past the due date.	07/15/09 - 08/14/09

Aging Bucket	Description	Example Dates
31 - 60	One month past the due date up until two months past the due date.	08/15/09 - 09/14/09
61 - 90	Two months past the due date up until two months past the due date.	09/15/09 - 10/14/09
91 - 120	Three months past the due date up until two months past the due date.	10/15/09 - 11/14/09
Over 120	Four months past the due and beyond.	11/15/09 and later

Method 2 - Due Date / 30-Day Rolling

Aging Bucket	Description	Example Dates
Future	Future through the day before the due date.	Anytime through 07/14/09
Current	From the due date through 30 days from the due date.	07/15/09 - 08/13/09
31 - 60	From the next day through 30 days from that date.	08/14/09 - 09/12/09
61 - 90	From the next day through 30 days from that date.	09/13/09- 10/12/09
91 - 120	From the next day through 30 days from that date.	10/13/09 - 11/12/09
Over 120	From the next day and later.	11/12/09 and later

Method 3 - Due Date/Fiscal Month End

Aging Bucket	Description	Example Dates
Future	The invoice date up until the last date of that calendar month.	06/04/09 - 06/30/09
Current	The first date of the next calendar month up until the last date of that calendar month.	07/01/09 - 07/31/09
31 - 60	The first date of the next calendar month up until the last date of that calendar month.	08/01/09 - 08/31/09
61 - 90	The first date of the next calendar month up until the last date of that calendar month.	09/01/09 - 09/30/09
91 - 120	The first date of the next calendar month up until the last date of that calendar month.	10/01/09 - 10/31/09
Over 120	The first date of the next calendar month and beyond.	11/01/09 and later

Method 4 - Due Date / Fiscal Month End

Aging Bucket	Description	Example Dates
Future	The invoice date up until the last date of that fiscal month.	Anytime through 06/25/09

Aging Bucket	Description	Example Dates
Current	The first date of the next fiscal month up until the last date of that fiscal month.	06/26/09 - 07/25/09
31 - 60	31 days past the due date up until 60 days past the due date.	07/26/09 - 08/25/09
61 - 90	61 days past the due date up until 90 days past the due date.	08/26/09 - 09/25/09
91 - 120	91 days past the due date up until 120 days past the due date.	09/26/09 - 10/25/09
Over 120	121 days past the due and beyond.	10/26/09 and later

Method 5 - Invoice Date / Days

Aging Bucket	Description	Example Dates
Future	The invoice date up until the due date.	Anytime through 06/25/09
Current	The due date up until one month past the due date.	06/04/09 - 07/03/09
31 - 60	One month past the due date up until two months past the due date.	07/04/09 - 08/02/09
61 - 90	Two months past the due date up until three months past the due date.	08/03/09 - 09/01/09
91 - 120	Three months past the due date up until three months past the due date.	09/02/09 - 10/01/09
Over 120	Three months past the due date and beyond	10/02/09 and later

Method 6 - Invoice Date / 30-Day Rolling

Aging Bucket	Description	Example Dates
Future	Through the date before the invoice date.	Anytime through 06/25/09
Current	The due date up until 30 days past the due date.	06/04/09 - 07/03/09
31 - 60	31 days past the due date up until 60 days past the due date.	07/04/09 - 08/02/09
61 - 90	61 days past the due date up until 90 days past the due date.	08/03/09 - 09/01/09
91 - 120	91 days past the due date up until 120 days past the due date.	09/02/09 - 10/01/09
Over 120	121 days past the due and beyond.	10/02/09 and later

Method 7 - Invoice Date / Calendar Month End

Aging Bucket	Description	Example Dates
Future	Through the last date of the fiscal month before the invoice date.	Anytime through 05/31/09

Aging Bucket	Description	Example Dates
Current	The invoice date up until the last date of that calendar month.	06/04/09 - 06/30/09
31 - 60	The first date of the next calendar month up until the last date of that calendar month.	07/01/09 - 07/31/09
61 - 90	The first date of the next calendar month up until the last date of that calendar month.	08/01/09 - 08/31/09
91 - 120	The first date of the next calendar month up until the last date of that calendar month.	09/01/09 - 09/30/09
Over 120	The first date of the next calendar month and beyond.	10/01/09 and later

Method 8 - Invoice Date / Fiscal Month End

Aging Bucket	Description	Example Dates
Future	Through the last date of the fiscal month before the invoice date.	Anytime through 05/25/09
Current	The first date of the next fiscal month up until the last date of that fiscal month.	05/26/09 - 06/25/09
31 - 60	31 days past the due date up until 60 days past the due date.	06/26/09 - 07/25/09
61 - 90	61 days past the due date up until 90 days past the due date.	07/26/09 - 08/25/09
91 - 120	91 days past the due date up until 120 days past the due date.	08/26/09 - 09/25/09
Over 120	121 days past the due and beyond.	09/26/09 and later

Method 9 - Due Date / 30-Day Rolling Version 2

Aging Bucket	Description	Example Dates
Future	Future through the day before the due date.	Anytime through 07/15/09
Current	From the due date through 30 days from the due date.	07/16/09 - 08/14/09
31 - 60	From the next day through 30 days from that date.	08/15/09 - 09/13/09
61 - 90	From the next day through 30 days from that date.	09/14/09- 10/13/09
91 - 120	From the next day through 30 days from that date.	10/14/09 - 11/13/09
Over 120	From the next day and later.	11/14/09 and later

See Also:

Cash Receipts Overview

Creating Cash Receipts Automatically from Bank Lock Box or EFT Files

If you have customers that pay you through electronic fund transfers (EFT) from their banks, the customer's bank sends you a lock box or EFT file that includes the check number, the check amount, the bank account number, and the customer's American Banking Association (ABA) bank routing number. The account and ABA numbers identify the customer at the bank and in your system. The file from the bank can also contain additional information, such as invoice numbers and zip codes. Using the information in this file, you can set up your system to automatically create cash receipts for open A/R balances for the customer, reducing the time it would take to manually create each EFT payment's cash receipt.

Complete the following setup before you upload and process a bank file to automatically create cash receipts :

- For each customer that sends you EFT payments, set the bank account and ABA bank routing number in Customer Maintenance. For more information, see Configuring Customers for Electronic Funds Transfers in the Entity Maintenance documentation.

- Define bank matching rules in the **Automatic Cash Receipt Options** control maintenance record. This record determines how the system matches the check amounts in the bank's file to the open A/R balances in your system. For more information about setting up matching rules, see the record's description in the Control Maintenance Record documentation.

Complete the following steps to automatically create cash receipts:

- Upload and view the bank file.

- Process the file.

- Review the created cash receipts.

Uploading and Viewing the Bank File

Import a bank file into the system from a folder on your computer or directly from a disk or CD. If the file is in Excel format or is a text file and you did not receive a record layout sheet from the vendor, do not upload it directly from the diskette or CD drive. Copy it to a folder on your workstation, save it in .csv (comma delimited) format, and then upload it from the folder.

After you upload the bank file, view the contents of the file to validate that the upload was successful and that the data is correct. Make notes about column widths and column positions for when you process the file.

▶To upload and view a bank file:

1. From the **System > Printers** menu, select **Your Hold Entries** to display the Spooler Control screen.

2. Use the **Upload** hot key, select the bank file, and click **Open**.

3. In the **Enter Spooler Title** field, enter a title for the uploaded file and press **Enter** to display the Spooler Control screen.

   A running count of the bytes of data being uploaded displays in the message bar at the bottom of the screen. When finished, the total number of bytes uploaded displays.

   Note: The messages " 0 bytes Transferred to Host" or "Upload Impossible" display in the message bar when you have entered the path name incorrectly.

4. Press **Enter** to complete the upload.

   The file name you uploaded displays at the top of the list on the Spooler Control screen.

5. Select the file in the list and use the **View** hot key to display the file in the Hold Entry Pre-View screen.

6. Identify the columns in the file to help you complete the processing of the file.

   - If the file is in .csv (variable) format, the data runs together and be separated by commas or another delimiter.

   - If the file is in fixed-width (blocked) format, the data displays in distinct columns. Fixed-width data files are normally accompanied by a specification sheet that identifies the column descriptions and widths. Use this sheet to set the update parameters in the system.

7. Press **Esc** to return to Spooler Control screen.

8. Continue with the procedures in the next section to process the file.

   Note: If you do not want to process the file immediately, it remains in your Hold file for the number of days defined in the **Minimum Days Before Report Purge** control maintenance record.

Processing the Uploaded Bank File to Create Cash Receipts

When you process the bank file, the system uses the bank mappings set in the **Automatic Cash Receipt Options** control maintenance to determine how to apply the money for each customer to their open A/R balance. For example, you can set up the mapping to apply the cash amount in the file to the last statement total or to balances that are over 60 days old for the customer.

▶To process a bank file and create cash receipts:

1. From the **System > Printers** menu, select **Your Hold Entries** to display the Spooler Control screen.

2. Select the file you want to process and use the **Process** hot key.

3. In the **Processing Type** field, select **Spooler Cash Receipts**, and use the **Begin** hot key to display the Spooler Cash Receipts screen.

4. In the **Work ID** field, do one of the following. You can use the same work ID for different customers or vendors if several of them send their data in an identical format.

- Enter a name that identifies the bank who sent the file or the cash receipts information you are creating to create a template for future updates and complete the fields for processing the data in the file.

Field	Description
Desc	Enter a complete description for the process that will help you identify it next time you process a file.
Branch	Enter the branch whose cash receipts information you want to update. Enter **All** to include all branches. If you enter a branch when setting up the bank mapping options in the **Automatic Cash Receipts Options**control maintenance record, the system uses that branch setting.
Start	For each data type included in the uploaded file, enter the character position on which the data starts in the file. For example, each lock box or EFT file contains the amount of each check that starts in the same place in each row in the file. In the **Start** field, enter the starting position, such as 9 to indicate the amount starts on the ninth character from the right in each row of the file. Setting the starting position and the length of each data type tells the system exactly which characters in the file are used for each piece of data.
Lngth	For each piece of data included in the uploaded file, enter the number of characters the column provides for the data. For example, check amounts might start on the ninth character in a row, and the column for check amounts allows up to 10 characters. In this example, enter 9 in the **Start** field and 10 in the **Lngth** field next to the **Check Amount** data format, to indicate that all check amounts in the file start at character 9 and end at character 19.
Dec #	For each numerical data type included in the uploaded file, do one of the following: • Enter the number of decimal places if the decimal point is not embedded, but the numeric data contains a defined number of decimal places, such as for cents included in a dollar amount. • Leave the field blank if the decimal point is embedded.

Use the **Rec Layout** hot key to identify the cash receipts format of blocked or variable for the file you are importing. For more information, see Changing Cash Receipts Upload Formats.

- Leave the field blank to process the file without saving the settings as a template. If you choose to not create a template, in the **Branch** field, enter the branch for which to create the cash receipts and complete the fields for processing the data in the file as described above.

- Press **F10** and select an ID to use an existing template.

5. Use the **Test** hot key to display the parsed EFT data according to the data layout column positions.

   Use this hot key to view the column layout and make any adjustments to the positioning to get the data layout set perfectly.

6. After the positioning is set, use the **Begin** hot key to submit and auto-create the cash receipts.

Reviewing the Created Cash Receipts

As the system creates the cash receipts for the amounts in the bank file, it records the receipts in the Automatic Cash Receipts Review Queue. Any amounts that the system was unable to apply display in the queue with a reconciled amount of zero and a difference of the amount that was unapplied. For example, if the customer made an EFT payment to you, but your system does not have an outstanding A/R balance for that customer.

For more information about using the Automatic Cash Receipts Review Queue, see Viewing the Cash Receipts Review Queue.

Changing Cash Receipts Upload Formats

Customers and vendors send cash receipt information in a variety of formats, such as CD-ROM, text file, or Excel spreadsheet. Determine the file format and prepare the system to receive that format.

▶**To change the format of the cash receipts update:**

1. From the **System > Printers** menu, select **Your Hold Entries** to display the Spooler Control screen.

2. Position the cursor on the name of the update file, and use the **Process** hot key to display the User Defined Upload Processing screen.

3. In the **Processing Type** field, enter **Spooler Cash Receipts** and use the **Begin** hot key to display the Spooler Cash Receipts screen.

4. In the **Work ID** field, enter the work ID for this update.

   A work ID can determine a format-specific template for processing a spreadsheet. It does not have to be customer- or vendor-specific. You can use the same work ID for different customers or vendors if several of them send their data in an identical format.

5. Use the **Rec Layout** hot key to display the Upload File Format screen.

6. In the **Record Type** field, enter one of the following formats for the update file:

   - **Blocked** – Fixed-length.

   - **Variable** – Comma-delimited.

   Note: Data elements in a blocked record may also be separated by a delimiter.

7. In the **Record Length** field, enter one of the following:

   - Enter the number of characters necessary if the vendor specifies a record length.

   - Leave the field blank if the vendor does not specify a record length.

   Note: This field is accessible only for blocked-type records.

8. In the **Delimiter Char** field, enter the character that is used between each field as a delimiter. This field is active only for variable record type files.

9. In the **Delete Chars** field, enter any characters you do not want read as data, such as quotation marks or the dollar sign.

   The system does not recognize the dollar sign ($) as a numeric value, so enter a dollar sign in this field if the vendor puts a dollar sign in front of prices.

10. Press **Esc** to save the information and return to the Spooler Cash Receipts screen.

Deleting Cash Receipts Upload Templates

A cash receipts template is used to update cash receipt information from a bank. You create cash receipts update templates to use repeatedly when updating cash receipt information. If you no longer need a template, you can delete it as described in the following procedure.

▶**To delete a cash receipts upload template:**

1. From the **System > Printers** menu, select **Your Hold Entries** to display the Spooler Control screen.

2. Position the cursor on the name of the update file, and use the **Process** hot key to display the User Defined Upload Processing screen.

3. In the **Processing Type** field, enter Spooler Cash Receipts and use the **Begin** hot key to display the Spooler Cash Receipts screen.

4. In the **Work ID** field, enter the work ID that identifies the template to delete.

5. Use the **Delete** hot key to display the delete prompt.

6. In the **Type DELETE to Confirm** field, type delete.

   The system deletes the update template.

7. Press **Esc** to return to the Spooler Cash Receipts screen.

Anticipation Credit Overview

Anticipation credit is a reward that selected customers can receive if they pay an invoice before it is due. The system bases this credit on a fixed percentage of the amount paid and the number of days before the invoice is due that the customer paid it. When the system calculates anticipation credit, the credit can be applied against the customer's open accounts receivable balance to reduce their debt overall.

The system calculates anticipation credit and applies it when a user completes a cash receipts entry, provided that the user requests that the system check for it, and that the following invoice eligibility criteria are met:

- The invoice amount is greater than zero.

- Invoice terms are not listed in the Terms Code To Exclude From Anticipation Credit Eligibility control maintenance record.

- The invoice has not had a previous anticipation credit applied to it.

- The invoice balance is zero because of this payment.

The system calculates the amount of anticipation credit given to each invoice using the following algorithm:

[Invoice Amount - (Discount taken + Miscellaneous Adjustments)] x Anticipation Credit Percentage x # of Days Early / 365

The following table describes how the system arrives at each value:

Value	Description
Invoice Amount	The amount of the purchase, including tax, shipping, handling, etc.
Discount Taken	The amount of the discount established for that customer in Terms Maintenance.
Miscellaneous Adjustments	Any adjustments made to the invoice.
Anticipation Credit Percentage	The amount of the discount established in the Anticipation Credit Percentage control maintenance record.
# of Days Early	The number of days before a discount or net due date that the invoice is paid in full.
365	The number of days in a year.

Example of How the System Calculates Anticipation Credit

Assume that you have set up the Anticipation Credit Percentage in the customer's maintenance record as 0.1%. In addition, assume that the Discount Taken terms are as follows:

15 days from invoice date = 2.75% discount

45 days from invoice date = 2% discount

75 days from invoice = net payment due

Eclipse Accounts Receivable

In this example, your customer, Loomis Siding, has purchased $100 worth of drywall. After tax and handling, the total invoice comes to $129.00. The purchase was made on the 18th of January and comes due on the 7th of March.

Scenario One

Loomis Siding pays the total invoice when they pick up their drywall. What sort of anticipation credit should they get, considering that they paid 15 days before the first discount date? Following the algorithm given above, their anticipation credit would be 52 cents.

This is how the system calculates the anticipation credit:

[129.00 - (2.75 + 0)] x 0.10 x 15/365 = $0.52

Scenario Two

Loomis Siding pays the total invoice on the 28th of February. This pay date falls after the first discount date, but still qualifies for the second discount date. Specifically, the pay date is five days before the second discount date. The anticipation credit would be 17 cents.

This is how the system calculates the anticipation credit:

[129.00 - (2.00 + 0)] x 0.10 x 5/365 = $0.17

Scenario Three

Loomis Siding pays the total invoice on the 31st of March. This pay date is not eligible for a discount, but it is 2 days early on the net due date, so the anticipation credit of 7 cents is applied.

This is how the system calculates the anticipation credit:

[129.00 - (0 +0)] x .10 x 2/ 365 = $0.07

In order to use anticipation credit, do the following:

- Set up the system to calculate anticipation credit for the customer.

- Activate anticipation credit.

- Apply anticipation credit to the customer's cash receipts.

See Also:

Customer Maintenance

Setup Requirements for Anticipation Credit

Following are the control maintenance records and authorization keys for Anticipation Credit, along with additional setup requirements.

Control Maintenance Records

Set the following control maintenance records:

- Apply Batch Cash Exceeded Amount Against Invoice
- C/R Anticipation Credit Invoice Product
- Create Anticipation Credit Invoice From C/R
- Terms Code To Exclude From Anticipation Credit Eligibility

Authorization Keys

Assign the following authorization key:

- CR.ANTICIPATION.CREDIT

Additional Setup

Before you can use anticipation credit, you also need to:

- Create a miscellaneous charge product. The system uses this product to determine the anticipation credit percentage. You must assign this product to the C/R Anticipation Credit Invoice Product control maintenance record.
- Define customer branch override capabilities, if needed. You might do this if the customer is assigned to a home branch, but you want to apply anticipation credit at a different branch.
- Activate anticipation credit in Customer Maintenance.

See Also:

Anticipation Credit Overview

Activating Anticipation Credit

There are two areas that require setting up in order for you to use anticipation credit:

- Product maintenance
- Customer maintenance

Product Maintenance

Create a miscellaneous charge product, which will be used to determine the anticipation credit percentage, and then assign this product to the C/R Anticipation Credit Invoice Product control maintenance record. For more information, see Product Maintenance Overview.

Customer Maintenance

In Customer Maintenance you can override the setting for the branch to which the customer is assigned. For more information, see Customer Maintenance.

▶**To set up anticipation credit in Customer Maintenance:**

1. From the **Files > Customer > Customer Maintenance** screen, use the **Credit** hot key, then use the **Add'l Credit Data** hot key to display Additional Customer Credit Data screen.

2. In the **Anticipation Credit Invoice** field, do one of the following:

   - Leave the field blank. This indicates that the setting in the Create Anticipation Credit Invoice From C/R control maintenance record will be used.

   - Enter one of the following:

     - **Y** – Activates the anticipation credit feature for this customer and overrides the control maintenance record setting.

     - **N** – Does not activate the anticipation credit feature for this customer and overrides the control maintenance record setting.

3. When you are finished, press **Esc** to save this information and exit this screen.

See Also:

Customer Maintenance Overview

Product Maintenance Overview

Applying Anticipation Credit

After you have determined that a customer is eligible for anticipation credit and set up anticipation credit to be applied, you still have the option of deciding whether or not to apply this credit.

▶**To apply anticipation credit:**

1. After you have entered information into the Cash Receipts screen, press **Esc**.

    The following message displays: Check for Anticipation Credit (Y/N).

2. Enter one of the following:

    - **Y** – Applies anticipation credit

    - **N** – Does not apply anticipation credit.

3. Press **Enter**.

    One of the following occurs:

    - If the invoice is eligible for anticipation credit, you are given access to the credit to make an adjustment to the invoice. In addition, the credit now contains a listing of every invoice and the amount of credit applied to each.

    - If the invoice is not eligible for anticipation credit, the following message appears: No Invoice Eligible for Credit. Anticipation credit will not be applied.

A/R Inquiry Overview

Use the A/R Inquiry program to manage your receivables. In place of printed reports, the A/R Inquiry program is used to gain information about any customer, not just for the current account balance, but also for any information related to that customer's business dealings with your company - past, present, or future. The A/R Inquiry program is frequently the first program accessed upon the initial contact with the customer and is often accessed in the course of other data entry activities, especially sales order entry.

Use the following procedures to manage your receivables:

- Viewing Customer A/R Information
- Viewing Customer Ranking
- Viewing Open Orders in A/R
- Viewing Open Sales Order Bids in A/R
- Inquiring about A/R Items
- Viewing Activity Based Customer Sales Histories
- Viewing Customer Sales Histories
- Viewing A/R Balance Summaries

See Also:

Accounts Receivable Overview

Viewing Customer A/R Information

Use the A/R Inquiry screen to view information about a customer, for example, the amount of money owed from a customer, how many sales have been made to the customer, and available credit limit. This information is available in a real-time format, based on the as-of date, which determines the information given for all aging information, balances, and transaction amounts.

▶**To view customer receivable information:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. In the **Cust** field, do one of the following:

   - Press **F10** and select from a list of customer account names.

   - Type the name of the customer.

3. Press **Enter**.

   An asterisk (*) before a customer's name or address indicates additional address information, while an *0* indicates overridden information.

4. View information about the customer in the following fields:

Field	Description
Cust	The customer's name.
Start	The date the customer account was originally opened.
As of	The date that determines what transactions are listed and the aging of all account balances displayed.
Contact/Phone	The first two contacts and associated phone numbers. The system populates this field from the information in the **Customer/Phone** field on the Customer Maintenance screen.
Future	The part of the customer's balance that is due but that has not yet appeared on a statement.
Current	The part of the customer's balance that has been billed and is due in the current period.
31-60	The part of the customer's balance that is between 31 and 60 days overdue.
61-90	The part of the customer's balance that is between 61 and 90 days overdue.
91-120	The part of the customer's balance that is between 91 and 120 days overdue.
Over 120	The part of the customer's balance that is over 120 days overdue.
Total	The total balance due from the customer.
Deposits	The total of all deposits made by the customer against open orders.
Orders	The dollar value of material that has been ordered but not yet shipped to the customer.
MTD Sales	The customer's month-to-date sales total.
YTD Sales	The customer's year-to-date sales total.

Field	Description
6-Mo Avg	The average balance due from the customer over the six or twelve months prior to the last running of the Credit Statistics Calculation program.(A/R / Utilities/ Credit Statistics Calculations). **Note:** This information is updated only if the cash receipt information is entered using the customer's name.
6-Mo or 12Mo High	The highest total balance due from the customer over the six or twelve months prior to the last running of the Credit Statistics Calculation program. **Note:** This information is updated only if the cash receipt information is entered using the customer's name.
Pmt Days	The average of the number of weighted days to pay since the last time the customer had a zero balance. This number is based on data from the previous six months, and is calculated when the Credit Statistics Calculation program is run. For example, if the transaction includes three cash receipts for an invoice of $400, the receipts might be laid out as follows: $100 is paid seven days from the invoice date $200 is paid 14 days from the invoice date $100 is paid 21 days from the invoice date The formula for calculating the average days to pay for all three invoices works as follows: {(100 x 7) + (200 x 14) + (100 x 21)} / 400 = 14 days. **Note:** Negative invoice amounts will not be included in the payment days calculation.
Terms	The customer's payment terms. The system populates this field with information from the **Terms Code** field on the Customer Maintenance screen.
Cr Limit	The customer's credit limit. The system populates this field with information from the **Credit Limi**t field on the Customer Maintenance screen.
Avl	The difference between the customers **Credit Limit** and **Total** balance due. This amount can be affected by the addition of lot items to open orders and the invoicing and payment of lot items. For more information, see Lot Billing.
Last Sale	The date and amount of the last sale to the customer.
Last Pmt	The date and amount of the customer's last payment. This field reflects actual cash receipts, not zero dollar cash receipts that you enter to adjust an account.
Total Discount Avl	The amount of the discount available to the customer if future balances are paid off on or before the due date.
Balance after Disc	The amount of payment due if future balances are paid off on or before the due date and the discount is applied.
Reference #	The sales order number, check number, or cash payment number of the transaction. If you enter a reference number and there is a match between sales order numbers or associated purchase order numbers, the system displays a list of those numbers that match.
Br	The branch that receives credit for the transaction.

Field	Description
Date	The posting date of the transaction.
Amount	The amount of the transaction.
Payment	The amount that was applied to the original transaction.
Pmt Date	The date the payment was made.
Balance	The remaining balance for the transaction.
Age	The aging category to which the transaction belongs.

5. Use the following hot keys as necessary adjust the information that you are viewing:

Hot Key	Function
$	Allows you to change the currency used on this screen. For more information, see Foreign Exchange Rates Overview.
Note	Displays the Customer Activity Log Entry screen, where you can enter notes regarding the customer. For more information, see Creating and Viewing Trackers For Specific Customers.
Dt	Moves the cursor to the **As of** field, where you can change the as of date for this inquiry.
Prt	Prompts you to enter a date range and then produces reprints of all the invoices within that range. For more information, see Reprinting Invoices.
Rank	Displays the Customer Ranking screen, where you can view how this customer compares to other customers based on the ranking methods defined on the Customer Ranking screen. For more information, see Ranking Customers.
AR Led	Displays the A/R Ledger screen, where you can view every transaction that has affected an account's A/R balance. For more information, see A/R Ledger Overview.
View	Displays order entry information for the transaction on which the cursor is placed in view-only mode.
Edit	Displays order entry information for the transaction on which the cursor is placed in edit mode. If the cursor is on a deposit, using this hot key displays the Deposit Viewing screen, but does not let you edit the deposit. You must edit a deposit from within the sales order.
Audit	Displays the A/R or A/P Item Audit screen, which displays aging information for the transaction. For more information, see Viewing A/R Aging Information.
Inq	Displays the Additional A/R Inquiries screen, which contains hot key links to screens containing additional information related to this customer.
Log	Displays the Customer Activity Log Viewing screen, which lists the activity log entries for this customer. For more information, see Activity Logs Overview.
AR Sum	Displays the A/R Summary screen, which displays the balance due and aging buckets for both bill-to and ship-to customers, as well as pay-to and ship-from vendors. For more information, see Viewing A/R Balances Summaries.
LogCall	Displays the A/R Collection Log Call screen, where you can log a call, or other collection action, as well as schedule a Next Call date. For more information, see Logging Collection Calls.
6/12	Changes the display of the **6-Mo Avg** and **6-Mo High** fields to **12Mo Avg** and **12Mo High**, and then allows you to change them back again.

Hot Key	Function
Reset	Resets the screen to the Balance Forward view after you have used the **View** hot key. This hot key is only active when the Display Aging Invoices From Balance Forward Perspective control maintenance record has been set to **Y**, and the **Bal Fwd/Open Time** field on the Customer Maintenance screen has been set to **B**. For more information, see Creating Customer Records.
ChgV	Changes the information available on the screen. Select from one of the following: • **Reference #** – Displays information based on the system-generated reference number. This is the default. • **Customer /PO #**– Displays information based on the customer or purchase order number. • **Old Invoice #** – Displays information based on the legacy invoice numbers. For each of these options you can search for a customer in one of two ways: • Enter a reference number to select a particular transaction. If the system finds a match, it places the cursor on the line item of the related order. • Enter a partial reference number and select from the displayed selection list of reference numbers that match the criteria you entered.

6. Press **Esc** to exit this screen.

Viewing Additional Customer A/R Information

Use the Customer A/R information screen to view a complete, overall picture of the receivables owed to you by a particular customer. Based on customer information entered in the A/R Inquiry screen, this screen displays contact information, aging buckets, terms, discount, and payoff information. This is a view-only screen.

▶**To view additional customer A/R information:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. In the **Cust** field, do one of the following:

   • Press **F10** and select from a list of customer account names.

   • Type the name of the customer.

3. Press **Enter**.

   An asterisk (*) before a customer's name or address indicates additional address information, while an *0* indicates overridden information.

4. Use the **Inq** hot key to display the Additional A/R Inquiries selection screen.

5. Use the **Customer A/R Information** hot key to display the Customer A/R Information screen.

   Based on the customer name entered in the **Cust** field on the A/R Inquiry screen, the system populates the fields on the screen with the following information:

Field	Description
Customer	The customer's name.
Start	The date the customer account was originally opened.
As of	The date that determines what transactions are listed and the aging of all account balances displayed.
Future	The part of the customer's balance that is due but that has not yet appeared on a statement.
Current	The part of the customer's balance that has been billed and is due in the current period.
31-60	The part of the customer's balance that is between 31 and 60 days overdue.
61-90	The part of the customer's balance that is between 61 and 90 days overdue.
91-120	The part of the customer's balance that is between 91 and 120 days overdue.
Over120	The part of the customer's balance that is over 120 days overdue.
Total	The total balance due from the customer.
Deposits	The total of all deposits made by the customer against open orders.
Orders	The dollar value of material that has been ordered but not yet shipped to the customer.
MTD Sales	The customer's month-to-date sales total.

Field	Description
YTD Sales	The customer's year-to-date sales total.
6-Mo Avg	The average balance due from the customer over the six or twelve months prior to the last running of the Credit Statistics Calculation program. (A/R / Utilities/ Credit Statistics Calculations). **Note:** This information updates only if the cash receipt information is entered using the customer's name.
6-Mo High	The highest total balance due from the customer over the six or twelve months prior to the last running of the Credit Statistics Calculation program. **Note:** This information updates only if the cash receipt information is entered using the customer's name.
Contact/Phone	The first two contacts and associated phone numbers. The system populates this field with information from the **Customer/Phone** field on the Customer Maintenance screen.
Terms	The customer's payment terms. The system populates this field with information from the **Terms Code** field on the Customer Maintenance screen.
Credit Limit	The customer's credit limit. The system populates this field with information from the **Credit Limi**t field on the Customer Maintenance screen.
Available	The difference between the customers **Credit Limit** and **Total** balance due. This amount can be affected by the addition of lot items to open orders and the invoicing and payment of lot items. For more information, see Lot Billing.
Total Discount Avl	The amount of the discount available to the customer if future balances are paid off on or before the due date.
Balance After Disc	The amount of payment due if future balances are paid off on or before the due date and the discount is applied.
Last Payment Amt	The amount of the customer's last payment This field reflects actual cash receipts, not zero dollar cash receipts that you enter to adjust an account.
Prior Payment Amt	The amount of the prior payment made by the customer.
Last Sale Amt	The amount of the last sale to the customer.
Discounts Taken YTD	The customer's year-to-date discount total.
Discounts Last Year	The amount of discounts taken by the customer for the previous year.

Field	Description
Payment Days	The average of the number of weighted days to pay since the last time the customer had a zero balance. This number is based on data from the previous six months, and is calculated when the Credit Statistics Calculation program runs. For example, if the transaction includes three cash receipts for an invoice of $400, the receipts might be laid out as follows: $100 is paid seven days from the invoice date $200 is paid 14 days from the invoice date $100 is paid 21 days from the invoice date The formula for calculating the average days to pay for all three invoices works as follows: $\{(100 \times 7) + (200 \times 14) + (100 \times 21)\} / 400 = 14$ days. **Note:** Negative invoice amounts will not be included in the payment days calculation.
Last Payment Date	The date of the last payment made by the customer.
Prior Payment Date	The date of the prior payment made by the customer.
Last Sale Date	The date of the last sale to the customer.

6. Use any of the following hot keys to display other related information:

Hot Key	Function
A/R Inquiry	Displays the A/R Inquiry screen, where you can view receivables information about this customer. For more information, see Viewing Customer A/R Information.
A/R Ledger	Displays the A/R Ledger screen, where you can view information about transactions that have affected this customer's A/R balance. For more information, see Viewing Customer A/R Transactions.
A/R Summary	Displays the A/R Summary screen, where you can view a summary of the balances for bill-to customers. For more information, see Viewing A/R Balance Summaries.
Customer Rank	Displays the Customer Ranking screen, where you can view sales activity for this customer. For more information, see Ranking Customers.

7. When you are finished viewing information about this customer, press **Esc** to exit the screen.

See Also:

A/R Inquiry Overview

Viewing Activity Based Customer Sales Histories

Use the Activity Based Customer Sales History screen to view information about sales, cost, and gross profit information for a customer as it relates to various expense categories you have set up in activity based costing. You can use this screen to drill down to view the individual activities that make up the figures for the Expense categories and G/L Pools. For more information, see Activity Based Costing.

▶**To view activity based customer sales history:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. From a filled-in A/R Inquiry screen, use the **Inq** hot key to display the Additional A/R Inquiries menu.

3. Select **Activity Based History** to display the Activity Based Customer Sales History screen.

4. Follow the procedure for Viewing ABC Customer Sales Histories.

Viewing Customer Ranking

Use the Customer Ranking screen to view and compare the performance of one customer to another. This ranking method is based on definitions set on the Customer Product Ranking screen. The ranking methods are selected and the ranks are updated by running the Customer Ranking program, usually at the end of each month.

▶**To view customer ranking:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. From a filled-in A/R Inquiry screen, use the **Rank** hot key to display the Customer Ranking screen with the following information in view-only mode:

Field	Description
Name	The customer for whom the ranks are displayed, based on the name in the **Cust** field on the A/R Inquiry screen.
Rank	The rank assigned to the customer for the designated ranking method, based on when the Customer Ranking program was last run.
Ranking Method	The ranking method associated with the designated rank.
Date	The date on which the Customer Ranking program was last run.
Time	The time at which the Customer Ranking program was last run.
User ID	The user ID of the person who last ran the Customer Ranking program.

3. When you are finished viewing this information, press **Esc** to exit this screen.

See Also:

Ranking Customers

A/R Inquiry Overview

Viewing Open Orders in A/R

Use the Open Orders screen to view information on sales orders that have not yet shipped.

▶**To view open sales orders:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. From a populated A/R Inquiry screen, use the **Inq** hot key to display the Additional A/R Inquiries menu.

3. From this menu, select **Open Orders** to display the Open Orders screen.

   Based on the customer in the **Cust** field on the A/R Inquiry screen, the following view-only information displays:

Field	Description
Customer Name	The customer account name and address, based on the information in the **Cust** field on the A/R Inquiry screen.
Contact	The first three contacts listed for this customer, as designated on the Customer Maintenance screen.
Phone #	The phone numbers associated with each of the contacts listed in the **Contact** field.
Order #	The transaction ID of the designated sales order. Open sales orders are listed in order by transaction number with normal sales orders listed first, followed by directs.
Customer PO #	The customer's order number, as designated on the Sales Order Entry Header screen.
Br	The number of the branch for this transaction.
Balance	The balance owing on the transaction.
Ship Dt	The date the transaction ships.
Avail Dt	The date that the transaction is available.
Sts	The status of the transaction.
Via	The code for the method of shipment for this transaction, also known as a ship via. This code is designated on the Sales Order Entry screen, and defined on the Ship Via Maintenance screen. For more on these codes, see on Ship Via Maintenance.

4. Use the following hot keys as necessary:

Hot Key	Description
Open Orders	Displays the Open Orders screen.
A/R Items	Displays the A/R Items screen.
Bids	Displays the Bid screen.
View	Displays the transaction on which the cursor is positioned in view-only mode.

Hot Key	Description
Delivery	Displays the Scheduling screen for the transaction on which the cursor is positioned.
Edit	Displays the transaction on which the cursor is positioned in edit mode.
Product/No Product	Displays the **Product** field beneath the Customer Name When you enter a product type in the **Product** field, the screen redisplays, showing only those transactions containing the stated product. The hot key name changes to **No Product**. Press **Esc** key to clear the **Product** field and redisplay all of the transactions.
Credit	Clears the screen and displays those transactions with a credit applied against them.

5. When you are finished viewing this information, press **Esc** to exit this screen.

Viewing Open Sales Order Bids in A/R

Use the Bids screen to view information on sales order bids that have not yet been converted to actual sales orders.

▶**To view open sales order bids:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. From a populated A/R Inquiry screen, use the **Inq** hot key to display the Additional A/R Inquiries menu.

3. From this menu, select **Open Bids** to display the Bids screen.

   Based on the customer listed **Cust** field on the A/R Inquiry screen, the following view-only information displays:

Field	Description
Customer Name	The customer account name and address, based on the information in the **Cust** field on the A/R Inquiry screen.
Contact	The first three contacts listed for this customer, as designated on the Customer Maintenance screen.
Phone #	The phone numbers associated with each of the contacts listed in the **Contact** field.
Bid #	The transaction ID of the designated bid. Open bids are listed in order by transaction number.
Customer PO #	The customer's order number, as designated on the Sales Order Entry Header screen.
Br	The number of the branch for this transaction.
Balance	The balance owing on the transaction.
Ship Dt	The date the transaction ships.
Avail Dt	The date that the transaction is available.
Sts	The status of the transaction.
Via	The code for the method of shipment for this transaction, also known as a ship via. This code is designated on the Sales Order Entry screen, and defined on the Ship Via Maintenance screen. For more on these codes, see on Ship Via Maintenance.

4. Use the following hot keys as necessary:

Hot Key	Function
Open Orders	Displays the Open Orders screen.
A/R Items	Displays the A/R Items screen.
Bids	Displays the Bid screen.
View	Displays the transaction on which the cursor is positioned in view-only mode.

Hot Key	Function
Delivery	Displays the Scheduling screen for the transaction on which the cursor is positioned.
Edit	Displays the transaction on which the cursor is positioned in edit mode.
Product/No Product	Displays the **Product** field beneath the **Customer Name** field. When you enter a product type in the **Product** field, the screen redisplays, showing only those transactions containing the stated product. The hot key name changes to **No Product**. Press **Esc** key to clear the **Product** field and redisplay all of the transactions.
Credit	Clears the screen and displays only those transactions with a credit applied against them.

5. Press **Esc** to exit this screen.

Viewing Unpaid Invoices

Use the A/R Items screen to view information on sales orders with unpaid invoices.

▶**To inquire about unpaid invoices:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. Use the **Inq** hot key to display the Additional A/R Inquiries menu.

3. From this menu, select **Open Orders** to display the Open Orders screen.

4. Use the **A/R Items** hot key to display the A/R Items screen.

   Based on the customer listed **Cust** field on the A/R Inquiry screen, the following view-only information displays:

Field	Description
Customer Name	The customer account name and address, based on the information in the **Cust** field on the A/R Inquiry screen.
Contact	The first three contacts listed for this customer, as designated on the Customer Maintenance screen.
Phone #	The phone numbers associated with each of the contacts listed in the **Contact** field.
Invoice #	The invoice number of the unpaid transaction. Invoices are listed according to posting date.
Customer PO #	The customer's order number, as designated on the Sales Order Entry Header screen.
Br	The number of the branch for this transaction.
Balance	The balance owing on the transaction.
Posting Date	The date the transaction was posted to the general ledger as shipped.

5. Use the following hot keys as necessary:

Hot Key	Function
Open Orders	Displays the Open Orders screen.
A/R Items	Displays the A/R Items screen.
Bids	Displays the Bid screen.
View	Displays the transaction on which the cursor is positioned in view-only mode.
Delivery	Displays the Scheduling screen for the transaction on which the cursor is positioned.
Edit	Displays the transaction on which the cursor is positioned in edit mode.

Hot Key	Function
Product/No Product	Displays the **Product** field beneath the Customer Name When you enter a product type in the **Product** field, the screen redisplays, showing only those transactions containing the stated product. The hot key name changes to **No Product**. Press **Esc** key to clear the **Product** field and redisplay all of the transactions.
Credit	Clears the screen and displays only those transactions with a credit applied against them.

6. Press **Esc** to exit this screen.

Viewing Customer Sales Histories

Use the Customer Sales History screen to view a customer's sales dollars and your gross profit percentages by month for two consecutive years. The screen displays the difference between the two years in gross profit percentages with the ability to move forward and backward through the years of sales history for a customer.

▶**To view customer sales history information:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. Use the **Inq** hot key to display the Additional A/R Inquiries menu.

3. Select **Customer Sales History** to display the Customer Sales History screen.

    Note: This screen is also available as a stand-alone screen in your system. To display it without going through A/R Inquiry, go to System / System Programming / Program Editor. In the **File Name** field, enter BP. In the **Edit Program** field, enter CUS.SALES.HIST. In the **Run Program** field, enter CUS.SALES.HIST. In the second line, enter R, and press **Enter**. The Run Subroutine Program screen displays. Press **Esc**. The system displays the Customer Sales History screen.

    The system populates the fields on the screen with the following information:

Field	Description
Cust Name	The name of the customer whose sales history is displayed, based on the customer from the A/R Inquiry screen.
Month	Sales and gross profit percentages broken down by month.
Year	The sales dollars for a given month and year.
GP%	The gross profit percentage for a given month and year. If the sales for a month is zero but the gross profit is negative, then this column displays -100.0%.
Diff%	The difference in gross profit percentage between the two years displayed.

4. To move forward or backward by year through the sales history, use the **Change Year** hot key. Press **Alt-<** (less than) to move backward in time, and press **Alt->** (greater than) to move forward in time.

5. Press **Esc** to exit this screen.

See Also:

A/R Inquiry Overview

Viewing A/R Balance Summaries

Use the A/R Summary screen to show a summary of the balances on accounts for a bill-to customer without needing to call up each account separately. On this screen, you can view a breakdown of each ship-to customer associated with the original bill-to customer, as well as view the details for each ship-to account. This is a view-only screen.

▶**To view a summary of A/R balances:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. From a populated A/R Inquiry screen, use the **AR Sum** hot key to display the A/R Summary screen.

   The system populates the fields on the screen with the following information:

Column	Description
Customer	The name of the bill-to customer whose account was accessed from the A/R Inquiry screen. For more information, see Viewing Customer Receivable Information.
Customer	The name of the ship-to customer associated with the bill-to customer. The name of the bill-to customer is listed first and is flagged with an asterisk (*).
Balance	The total outstanding balance owed for the customer.
Current	The current balance due.
31 - 60	The balance due after 31 days, but before 60 days.
61 - 90	The balance due after 61 days, but before 90 days.
Over 90	The balance due after 90 days. This amount is the same as the combined amounts in the 91 -120 and Over 120 aging buckets on the A/R Inquiry screen.
Future	The balance due after the time for standard aging buckets.

3. Use any of the following hot keys to access further information about the customers listed in the summary:

Hot Key	Function
Find	Displays an Enter Customer prompt where you enter the name of a customer you want to find on this screen.
A/R Inq	Displays the A/R Inquiry screen for the customer on whom the cursor is positioned. For more information, see Viewing Customer Receivable Information.
Open Order	Displays the Open Orders screen for the customer on whom the cursor is positioned.
Bids	Displays the Bids screen for the customer on whom the cursor is positioned.

Hot Key	Function
A/R Ledger	Displays the A/R Ledger screen for the customer on whom the cursor is positioned. For ship-to customers, the information will be for ship-to customers only. For bill-to customers, the information will be for ship-to and bill-to customers.
Print	Sends a copy of the summary to the Hold file.
Customer Maint	Displays the Customer Maintenance screen for one of the following: • If the cursor is positioned on a ship-to customer, the Customer Maintenance screen displays for that customer. • If the cursor is positioned on a blank line, the Customer Maintenance screen displays for the bill-to customer from the header area of the A/R Summary screen.
Show Zeros	Displays on the screen any customer, either bill-to or ship-to who has a zero balance. When you use this hot key, the name changes to **Hide Zeros**, which hides those customers with zero balances.
A/R Aging Report	Displays the A/R Aging Report screen, where you can run the A/R Aging report for the customer on whom the cursor is positioned.

Making Additional A/R Inquiries

Use the Additional A/R Inquiries screen to select additional criteria or functionality to narrow or broaden the scope of accounts receivable information.

▶**To make additional A/R inquiries:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. Populate the fields on this screen.

3. Use the **Inq** hot key to display the Additional A/R Inquires screen.

4. Select any of the following hot keys for additional A/R information:

Hot Key	Function
Open Orders	Displays the Open Orders screen, where you can view information on sales orders that have not yet been shipped.
Customer Maint	Displays the Customer Maintenance screen, where you can view information about a customer.
Cust Sls Hist	Displays the Customer Sales History screen, where you can view a customer's sales dollars and your gross profit percentages by month for two consecutive years.
Activity Based History	Displays the Activity Based Customer Sales History screen, where you can view information about sales, cost, and gross profit information for a customer as it relates to various expense categories you've set up to help you determine the actual cost of doing business with this customer.
Customer A/R Information	Displays the Customer A/R Information screen, where you view a complete, overall picture of the receivables owed to you by a particular customer.
Open Bids	Displays the Open Bids screen, where you can view information on sales order bids that have not yet been converted to actual sales orders.
EIS	Displays the Eclipse Information System screen, where you can select the type of information you want your graphs to display. This option is only available if you have the EIS companion product.
Graph	Graphs the data through EIS. This option is only available if you have the EIS companion product.

5. When you are finished viewing or changing information, press **Esc** to return to the A/R Inquiry screen.

A/R Ledger Overview

Use the A/R Ledger to view information about transactions that have affected an account's A/R balance, including aging information, current general ledger credit distributions, and A/R debit amounts by transaction. The customer's entire transaction history is recorded here, and you can drill down into the sales orders to review detailed information.

Use the following links to view information about transactions:

- Viewing Customer A/R Transactions
- Viewing A/R Aging Information
- Limiting A/R Transaction Displays
- Reprinting Invoices

Viewing Customer A/R Transactions

Use the A/R Ledger screen to view all A/R transactions in chronological order, as far back as your records exist on the system, with the most recent transaction listed at the bottom of the screen.

▶**To view transactions on customer accounts:**

1. From the **A/R** menu, select **A/R Ledger** to display the A/R Ledger screen.

2. In the **Customer** field, enter the name of the customer whose transactions you want to view.

3. Press **Enter**.

   In addition to the customer's address and phone number, the following information is displayed. Use the **Arrow** keys, the **Page Up** or **Page Down** keys to move through the transactions.

Field	Description
Reference	The transaction identification number.
Br	The branch associated with the transaction.
Post Dt	The date the transaction was posted.
Desc/PO#	Information that describes the transaction.
Debit	The transaction amount, if it is a debit.
Credit	The transaction amount, if it is a credit.
Balance	The balance of the account.

4. Use the following hot keys as necessary:

Hot Key	Function
$	Assigns a different currency to the transactions on the screen. For more information, see Foreign Currency Exchange Rates Overview.
View	Displays the transaction on which the cursor is positioned in view-only mode. **Note:** Users can view cash receipts for branches to which they have authorization, however, they cannot view sales orders for branches to which they do no have authorization.
Edit	Displays the transaction on which the cursor is positioned in edit mode. **Note:** If you do not have authorization for a specific branch and attempt to edit information, the system allows access but in view-only mode.
Print	Prompts you to select a date range and then prints a copy of the ledger with all transactions in that range. Printed report includes reference number, date, customer purchase order or credit card number, debit amount, credit amount and balance owed.

Hot Key	Function
Posting Hist	Displays the A/R Adjustments screen for the transaction on which the cursor is positioned. For more information on this screen, see Adjusting A/R Amounts.
Audit	Displays the A/R or A/P Item Audit screen for the transaction on which the cursor is positioned. For more information on this screen, see Viewing A/R Aging Information.
As of Date	Prompts you to enter a date and then moves the cursor to the closest matching transaction date.
Reprnt Invs	Prompts you to enter a date range and then produces reprints of all the invoices within that range. For more information, see Reprinting Invoices.
Slct	Displays the A/R or A/P Ledger Selection Input screen, which lets you limit the transactions displayed. For more information on this screen, see Limiting A/R Transaction Displays.

Viewing A/R Aging Information

Use the A/R or A/P Item Audit screen to view aging information by transaction. This is a view-only screen that lists the bill-to and ship-to accounts for a sales order transaction or the pay-to and ship-from accounts for a purchase order transaction. It also lists the original amount and current balance, the posting, discount, due dates, the date period during which the item was considered to be aged as current, the terms code assigned to the transaction, and the user-defined invoice status code, if one has been assigned.

▶**To view aging information on customer accounts:**

1. From the **A/R** menu, select **A/R Ledger** to display the A/R Ledger screen.

2. Position your cursor on the transaction you want to view information on.

3. Use the **Audit** hot key to display the A/R or A/P Item Audit screen with the following information:

Field	Description
ID	The transaction for which this screen is displayed.
Bill-To/Pay-To	The bill-to customer or the pay-to vendor associated with this transaction
Ship-To/Ship-From	The ship-to customer or the ship-from vendor associated with this transaction.
Original Amount	The original transaction amount.
Current Balance	The current balance of the transaction.
Posting Date	The date this transaction was posted to the general ledger.
Discount Date	If this is a sales or purchase order transaction, the date by which the invoice must be paid in order to qualify for a discount on the balance due.
Due Date	If this is a sales or purchase order transaction, the date by which the net amount must be paid to avoid a service charge.
Aged Current	If this is a sales or purchase order transaction, the period of time during which the invoice was considered to be current.
Aging Terms	If this is a sales or purchase order transaction, the terms code assigned to this transaction, as determined on the SOE or POE Header screen.
Invoice Status Cd	If a status code is assigned to this invoice, this code identifies this invoice as being on hold, disputed, or in some way questionable. A status code is assigned to an invoice in Cash Receipts entry, and defined in by the Valid Customer Invoice Status Codes control maintenance record.

4. Use the following hot keys as necessary:

Hot Key	Function
G/L Postings	Displays the A/R or A/P Adjustments screen, which shows the current general ledger credit distribution that corresponds to the debit on the A/R account for this transaction.
Discounts Avail	Displays a listing of the discounts available to the transaction by discount date and discount amount.

Limiting A/R Transaction Displays

Use the A/R Ledger Selection Input screen to limit the transactions displayed on the A/R Ledger screen.

▶**To limit an A/R transaction display:**

1. From the **A/R** menu, select **A/R Ledger** to display the A/R Ledger screen.

2. Use the **Slct** hot key to display the A/R or A/P Ledger Selection Input screen.

3. In the **Order ID** field, do one of the following to select a transaction:

   - Enter a reference number to select a particular transaction:

   - Enter a partial reference number and select from the displayed selection list of reference numbers that match the criteria you entered.

   - Enter a pound sign (#) followed by a invoice number to select only those transactions with a particular customer invoice number.

   The system matches this number against the purchase order numbers listed in the **Desc** column on the A/R Ledger screen.

4. In the **Customer P/O#** field, do one of the following:

   - Enter a purchase order number to select a particular transaction.

   - Enter a partial P/O number and select from the displayed selection list of P/O numbers that match the criteria you entered. The system matches this number against the sales order numbers listed in the **Reference** column on the A/R Ledger screen.

5. In the **Check#** field, enter a check number.

6. In the **Start Date** field, enter a date to view only those transactions on or after that date.

7. In the **End Date** field, enter a date to view only those transactions before that date.

8. In the **From $** field, enter an amount to view only those transactions greater than that amount.

9. In the **To $** field, enter an amount to view only those transactions less than that amount.

10. In the **G/L Acct** field, enter an account name to view only those transactions associated with that G/L account.

11. In the **Br/Tr/All** field, enter a branch, territory, or all to select only those transactions associated with a specific branch or territory.

12. When you are finished defining your limiting criteria, press **Esc** to save the information and exit the screen.

Reprinting Invoices

Use the reprint process to select multiple invoices to print, fax, or e-mail to a customer at one time. You can select a specific range of invoices by date, aging buckets, or by selecting from a list of all your open invoices.

You must set the SOE.REPRINT.INVOICE authorization key to be able to reprint invoices from the Invoices Reprinting screen.

For information about printing original invoices, see Printing Invoices in the Sales Management documentation.

▶**To reprint invoices:**

1. From the **A/R** menu, select **A/R Ledger** to display the A/R Ledger screen.

2. Use the **Reprnt Invs** hot key to display the Invoice Reprinting screen.

3. The system populates the **Customer** field, based on the information in the A/R Ledger screen.

4. In the **Start Date** and the **End Date** fields, enter the first date and the last date in a range of invoices to reprint.

5. In the **Type** field, press **F10** and select from one of the following to determine which type of invoices to reprint:

   - **All** – Includes all invoices within the given date range, including open and closed invoices.

   - **Open Only** – Includes all open invoices within the given date range.

   - **By Age** – Includes all invoices within a specific bucket range. If you select the **By Age** option in the **Type** field, the system displays two additional fields, the **St Bucket** and the **Ed Bucket** field. Populate these fields according to the start and end buckets you want to select invoices for.

     - In the **St Bucket** field, enter one of the following starting aging buckets:
     - Future
     - Current
     - 30
     - 60
     - 90
     - 120
     - In the **Ed Bucket** field, the entry depends on the entry for the **St Bucket** field. For example, if you enter a 60 in the **St Bucket** field, then you would enter a 60, 90, or 120 in the **Ed Bucket** field. Only open invoices within the starting and ending age bucket are included.

6. Use one of the following hot keys to process the information:

Hot Key	Function
Print	Prints the selected invoices.
Fax	Displays the Fax Memo screen, where you can fax the selected invoices to the customer.
Email	Displays the Send E-mail screen, where you can e-mail the selected invoices for the customer.
Select	Displays a list of all selected invoices. From this list you can select specific invoice to be included in the print, fax, or e-mail process. To select an invoice, move the cursor to the list item you want to include and type an asterisk (*). If you create a list of specific invoices, the **Type** field displays the word *List.*
A/R Ledger	Displays the A/R Ledger screen with the selected invoices.

Based on your authorization, you might not have access to print, fax, or email all invoices in the date range that you specify. The system generates a list of the invoices that you are not authorized to print and sends it to your Hold file.

7. When you are finished, press **Esc** to exit the screen.

A/R Collections Overview

Use the A/R collections functions to manage your collections activities. The A/R Collection Queue is a storehouse of all of your customer accounts that have open balances older than 30 days. It also shows your customers who have exceeded their credit limit. You can sort information in the queue in any number of ways, depending on what kind of activity you are managing.

As you contact customers about their accounts, you can document your conversations in a calling log. The log includes information about when you last contacted the customer, and when you need to contact them again. You can also record whether you sent them a reminder notice. When you record follow up dates, you can choose to view only those customers you need to follow up with on the collections queue.

- View invoices and payments.

- View customer notes and edit customer files.

- Schedule followup action.

Viewing the A/R Collection Queue

Use the A/R Collection Queue to select and list customers with past due balances. You can also view invoices and payments for a specific customer, view customer notes, schedule followup actions, edit customer files, and change credit customer statuses. To ensure that you have updated the ENTITY file, which supplies information to the A/R Collection Queue, you should refresh this file by running the A/R Collection Queue Driver on a regular basis, such as once a week. For more information, see Locating Customers with Past Due Balances.

If you change the A/R aging method using the A/R Aging Method control maintenance record, you need to re-run the A/R Collection Queue Driver and re-display the A/R Collection Queue to see the changes.

▶**To view the A/R collection queue:**

1. From the **A/R** menu, select **A/R Collection Queue** to display the A/R Collection Queue screen.

2. In the **Br/Tr/All** field, enter the branch, branches, or territories for which you want to display in the queue.

3. In the **Max Collection Days** field, enter a customer's name to displays only those customers with a particular number of collection days allowed assigned to them. Leave the field blank to display all customers.

   Note: Collection days allowed are assigned in the **Max Collection Days** field on the Additional Customer Credit Data screen in Customer Maintenance. For more information, see Entering Additional Customer Credit Data.

4. In the **Credit Manager** field, enter a credit manager's name to display customers assigned to a specific credit manager. Leave the field blank to display all customers.

5. In the **With % Credit Limit** field, enter a percentage to displays only those customers who have credit balances greater than that percentage of their credit limit. For example, enter 90 to display the customers with credit balances that represent at least 90% of their credit limit. Leave this field blank to display all customers.

6. In the **Inside Sales** field, enter an inside salesperson's user ID to display only customers assigned to a specific salesperson. Leave the field blank to display all customers.

7. In the **With % Past Due Credit** field, enter a percentage to displays only those customers for whom a certain percentage of their credit balance is past due.

   The system looks at the settings in this field and then compares this information to the customer's past due balances as determined by the parameters you entered in the **PastDue Limit** and **Days** fields on the Credit Control Parameters screen in Customer Maintenance.

   Based on the percentage you enter, the system displays only those customers who have past due amounts that are within the percentage range. For example, if a customer has a credit limit of $100, and they have a past due amount of $87.48, then if you enter:

- 87 in the **With % Past Due Credit** field, then the queue displays this customer.

- 88 in the **With % Past Due Credit** field, then the queue does not display this customer.

For more information on past due balances, see Defining Payment Terms and Credit Control Parameters.

Note: The information in the **PastDue Limit** and **Days** fields might result in a past due credit balance that is different than the amount in the **Past Due Bal** column on the A/R Collection Queue screen. The **Past Due Bal** column amount is based on the A/R aging bucket amounts. Keep in mind that each line item that displays is based on a variety of parameters, as determined by your other entries on this screen, and not just the amount that a customer is past due.

8. In the **Outside Sales** field, enter an outside salesperson's user ID to display only those customers assigned to a specific outside salesperson. Leave the field blank to display all customers.

9. In the **Aging** field, do one of the following to determine which customers to display in the queue:

- Press **F10** and select an aging or invoice date bucket – Displays those customers who have credit balances within that aging or invoice date bucket. If you are using a due date based aging method, the columns in the Aging view reflect the aging buckets as assigned in the A/R Aging Method control maintenance record.

- Press **Enter** to select **All** – Displays all customers, regardless whether they have credit balances in a particular aging or invoice bucket.

10. In the **A/R Terms Code** field, enter a customer's terms code to displays only those customers with that terms code assigned to them. Leave the field blank to display all customers.

Note: Terms codes are assigned using the **Terms Code** field on the Credit Control Parameters screen in Customer Maintenance. For more information, see Defining Payment Terms and Credit Control Parameters.

11. In the **Type** field, press **F10** and select one of the following to determine which customers to display in the queue:

- **No Call Logged** – Displays only those customers for whom a followup call has *not* been scheduled on the current or future date.

- **Followup** – Displays only those customers for whom a followup call has been scheduled on the current or future date.

- Press **Enter** to select **All** – Displays all customers, regardless whether a followup call has been scheduled.

Note: For more information, see Logging Collection Calls.

12. In the **Customer** field, enter a customer's name to displays collection items for only that customer. Leave the field blank to display all customers.

13. In the **Start** field, enter a date to display customers who have a next call date scheduled after that date. Leave the field blank to display all customers.

14. In the **End** field, enter a date to displays customers who have a next call date scheduled before that date. Leave the field blank to display all customers.

   Note: To display customers who do not have a next call date scheduled, leave both the **Start** and **End** fields blank. For more information on next call dates, see Logging Collection Calls.

15. Press **Enter** to start the search. The system displays the following information:

Column	Description
Br	(View Only) Displays the branch to which the customer is assigned.
Customer	(View Only) Displays the name of the customer whose A/R information is included in the queue.
P	Use the **Print** hot key to determine the method by which the collection information is delivered to the customer: **Note:** You must select the collection item that you want to fax or print before you use the **Print** hot key. • **F** – Faxes the information to the customer. If you enter **F** in this column and then use the **Print** hot key, the system displays the Fax Memo screen so that you can review or edit the faxing parameters that the system uses. Any changes you make at this time will not override the standard Fax Memo settings. For more information, see Sending Faxes. **Note:** To select multiple customers to fax invoices for, use the **Set Print Flag** hot key. • **P** – Prints the information so that it can be mailed to the customer. If you enter **P** in this column and then use the **Print** hot key, the system displays a prompt to confirm sending the information to your Hold file. For more information, see Viewing Reports on the Spooler. • **N** – Neither faxes nor prints the information.
Total A/R	(View Only) Displays the customer's total accounts receivable balance.
Credit Avail	(View Only) Displays the customer's available credit.
Past Due Bal	(View Only) Displays the customer's past due balance based on the 31-60, 61-90, 91-120, and Over 120 aging buckets from the A/R Inquiry screen. The displayed amount is the sum of the selected aging bucket, based on your setting in the Aging field, plus all older aging buckets. This amount does not include the amount in the Current aging bucket.

Note: This is the default view. For additional views, use the **Chng View** hot key.

16. Use the following hot keys as necessary:

Hot Key	Function
Sort	Changes the sort order of the information on the A/R Collection Queue screen. This hot key is dynamic in that it displays different information depending on which view you have selected. **Credit/Past Due View:** • **Total A/R** – Sorts the entries by total A/R balance, with the customer having the largest total A/R balance listed first. • **Past Due Balance** – Sorts the entries by past due balance, with the customer having the larges past due balance listed first. • **Customer Name** – Sorts the entries alphabetically by customer name. **Aging View:** • **Total A/R** – Sorts the entries by total A/R balance, with the customer having the largest total A/R balance listed first. • **Aging Buckets** – Sorts the entries by the selected aging bucket. • **Customer Name** – Sorts the entries alphabetically by customer name. **Credit Limit View:** • **Total A/R** – Sorts the entries by total A/R balance, with the customer having the largest total A/R balance listed first. • **% Credit Limit** – Sorts the entries by the percent of credit limit that has been used. • **Customer Name** – Sorts the entries alphabetically by customer name. **Note:** For more information on the views available on this screen see, Changing Collections Queue Column Views.
A/R Inq	Displays the A/R Inquiry screen for the customer on which the cursor is positioned. For more information, see Viewing Customer A/R Information.
Ledger	Displays the A/R Ledger screen for the customer on which the cursor is positioned. For more information, see Viewing Customer A/R Transactions.
Log Call	Displays the A/R Collection Log Call screen, where you can log a call, or other collection action, as well as schedule a Next Call date. For more information, see Logging Collection Calls.
EIS	If you are enabled for the Eclipse Information Systems graphics companion product, this hot key prompts you to select a sales period to graph, and then displays the information on the A/R Collection Queue screen in a graphical format. For more information, see Eclipse Information System Overview (EIS).
Notes	Displays the Call Tracking Entry screen, where you can enter a tracker for the customer on which the cursor is positioned. For more information, see Creating Trackers.
Add'l Inq	Displays the Additional A/R Inquiries screen, which lists additional screens that you can select to make inquiries about your A/R accounts.
Credit Ctrl	Displays the Credit Control Parameters screen, where you can view or update a customer's credit information. For more information, see Customer Maintenance Overview.
Hold	Sends the collection queue to the Hold file.

Hot Key	Function
Chng View	Changes the way the customer's credit information displays. Select from one of the following: • **Credit/Past Due** – Displays the customers Total A/R amount, Credit Available, and Past Due balance. This is the default. • **Aging** – Displays the customer's balances for Total A/R amount, and the standard aging buckets of 31-60 Days, 61-90 Days, 91-120 Days, and Over 120 Days. • **Credit Limit** – Displays the customer's balances for Total A/R amount, Available Credit, Credit Limit, and the percentage of the Credit Limit that has been used. **Note:** For more information on the views available on this screen see, Changing Collections Queue Column Views.
Activity Log	Displays the Customer Activity Log Tracker Viewing screen, where you can enter information about the customer and any activity that transpired. For more information, see Opening Trackers.
Set Print Flag	Moves the cursor to the **P** column, where you can change the print status to Fax for a range of customers.
Print	Prints or faxes information to the customer, based on the information given in the **P** field. If any customers are flagged **F** for faxes, the user is prompted to enter a memo for the cover page of the invoices.
A/R Sum	Displays the A/R summary information, which includes the whole credit picture for both the bill-to and ship-to customers. From the A/R summary, you can drill down further into bill-to or ship-to customer A/R inquiry information.

Changing Collections Queue Column Views

You can display a variety of information about your open invoices by changing the column view. For example, to view credit availability information, select a column view that includes the **Credit Avail** column. The three views on this screen are:

- Credit/Past Due

- Aging

- Credit Limit

- A/R Trend

▶**To change column views:**

1. From the **A/R** menu, select **A/R Collection Queue** to display the A/R Collection Queue screen.

2. Display customers with past due balances.

3. Use the **Chng View** hot key to display the View Choices screen.

4. Select one of the following options to display alternate columns:

   - Credit/Past Due View

Column	Description
Br	Displays the branch to which the customer is assigned. (View Only)
Customer	Displays the name of the customer whose A/R information is displayed. (View Only)
P	Enter one of the following, then use the **Print** hot key to determine the method by which the collection information is delivered to the customer: **Note:** You must select the collection item that you want to fax or print before you use the **Print** hot key. • **F**– Faxes the information to the customer. If you enter **F** in this column and then use the **Print** hot key, the system displays the Fax Memo screen so that you can review or edit the faxing parameters that the system uses. Any changes you make at this time will not override the standard Fax Memo settings. For more information, see Sending Faxes. **Note:** To select multiple customers to fax invoices for, use the **Set Print Flag** hot key. • **P**– Prints the information so that it can be mailed to the customer. If you enter **P** in this column and then use the **Print** hot key, the system displays a prompt to confirm sending the information to your Hold file. For more information, see Viewing Reports on the Spooler. • **N**– Neither faxes nor prints the information.
Total A/R	Displays the customer's total accounts receivable balance. (View Only)
Credit Avail	Displays the customer's available credit. (View Only)

Column	Description
Past Due Bal	Displays the customer's past due balance based on the 31-60, 61-90, 91-120, and Over 120 aging buckets from the A/R Inquiry screen. (View Only) The displayed amount is the sum of the selected aging bucket, based on your setting in the **Aging** field, plus all older aging buckets. This amount does not include the amount in the Current aging bucket. For more information, see A/R Aging Methods and Examples.

- Aging View

Column	Description
Br	Displays the branch to which the customer is assigned. (View Only)
Customer	Displays the name of the customer whose A/R information is displayed. (View Only)
P	Enter one of the following, then use the **Print** hot key to determine the method by which the collection information is delivered to the customer: **Note:** You must select the collection item that you want to fax or print before you use the **Print** hot key. - **F**– Faxes the information to the customer. If you enter **F** in this column and then use the **Print** hot key, the system displays the Fax Memo screen so that you can review or edit the faxing parameters that the system uses. Any changes you make at this time will not override the standard Fax Memo settings. For more information, see Sending Faxes. **Note:** To select multiple customers to fax invoices for, use the **Set Print Flag** hot key. - **P**– Prints the information so that it can be mailed to the customer. If you enter **P** in this column and then use the **Print** hot key, the system displays a prompt to confirm sending the information to your Hold file. For more information, see Viewing Reports on the Spooler. - **N**– Neither faxes nor prints the information.
Total A/R	Displays the customer's total accounts receivable balance. (View Only)
31 - 60	Displays the amount that is between 31 and 60 days past due. (View Only)
61 - 90	Displays the amount that is between 61 and 90 days past due. (View Only)
91 - 120	Displays the amount that is between 91 and 120 days past due. (View Only)
Over 120	Displays the amount that is over 120 days past due. (View Only)

- Credit Limit View

Column	Description
Br	Displays the branch to which the customer is assigned. (View Only)
Customer	Displays the name of the customer whose A/R information is displayed. (View Only)

Column	Description
(Print)	Displays the method by which the collection information is delivered to the customer when you use the **Print** hot key. Use the **Set Print Flag** hot key to move the cursor to the hidden **Print** column in the **Total AR** column. Enter one of the following: **Note:** You must select the collection item that you want to fax or print before you use the **Print** hot key. • **F**– Faxes the information to the customer. If you enter **F** in this column and then use the **Print** hot key, the system displays the Fax Memo screen so that you can review or edit the faxing parameters that the system uses. Any changes you make at this time will not override the standard Fax Memo settings. For more information, see Sending Faxes. **Note:** To select multiple customers to fax invoices for, use the **Set Print Flag** hot key. • **P**– Prints the information so that it can be mailed to the customer. If you enter **P** in this column and then use the **Print** hot key, the system displays a prompt to confirm sending the information to your Hold file. For more information, see Viewing Reports on the Spooler. • **N**– Neither faxes nor prints the information.
Total AR	Displays the customer's total accounts receivable balance. (View Only)
Credit Avail	Displays the customer's available credit. (View Only)
Credit Limit	Displays the amount of credit your company has authorized this customer to use. (View Only)
% Limit	Displays the percentage the customer is over or under the established credit limit. (View Only)

- A/R Trending

Column	Description
Br	(View Only) Displays the branch to which the customer is assigned.
Customer	(View Only) Displays the name of the customer whose A/R information is displayed.
S	(View Only) Status of your customer based on the criteria you set.
Sls/AR%	(View Only) The relationship of sales to A/R outstanding. For example if sales were going down and A/R were going up. This calculation is the ratio between the difference in sales month to month divided by the difference in A/R month to month. Then the system uses this value and subtracts the ratio of last month to the month before to see if they are trending down (A/R going up faster than sales) or up (A/R going down faster than sales).

Column	Description
Turns	(View Only) This shows how many days it takes to turn the current A/R balance. For example: <table><tr><td>**Current A/R**</td><td>**Sales**</td><td>**A/R Turns**</td></tr><tr><td>$1000.00</td><td>$1000.00</td><td>30</td></tr><tr><td>$1000.00</td><td>$5000.00</td><td>6</td></tr><tr><td>$1000.00</td><td>$500.00</td><td>60</td></tr></table> The system calculates turns as follows: A/R Turns (in days) = Total Outstanding A/R / (Last Month's Sales / 30)
$Past ADTP	(View Only) Dollars outstanding and due to you that are outside the normal Days to Pay cycle.
PastDscTkn	(View Only) Number of discounts taken past the available date.

Logging Collection Calls

Use the A/R Collection Log Call screen to log a collection call, schedule a future calling date, and record other collection activity made to a customer, for example, you can log that a collection letter was sent. You can also enter comments related to your collection activity.

▶**To log a collection call:**

1. From the **A/R** menu, select **A/R Collection Queue** to display the A/R Collection Queue screen.

2. Display customers with past due balances.

3. Place the cursor on the customer for whom you want to log a collection call, then use the **Log Call** hot key to display the A/R Collection Log Call screen. The system populates the following view-only fields:

Field	Description
Customer	Displays the name of the customer on which the cursor was positioned on the A/R Collection Queue screen.
Last Call Date	Displays the date of the last collection call, or other collection activity, for the customer. If you have not scheduled a followup call for this customer, this field reflects the current date.

4. In the **Next Call Date** field, enter a date to determine when you want to make a collection call. This date must be greater than or equal to the current date.

   Note: If the date in the **Next Call Date** field is greater than the current date, the system creates an ABC log using the COSCHCL (collection schedule future call) auto group code. For more information on auto groups, see Creating Activity Codes.

5. In the **Mailed Letter** field, enter one of the following to indicate whether or not you mailed a collection letter:

   • **Y**– Yes, you mailed a collection letter.

   • **N** – No, you did not mail a collection letter.

   When you enter information in this field, the system creates an ABC log using the COLETTER (collection letter) auto group code. For more information on auto groups, see Creating Activity Codes.

6. In the **Type** field, do one of the following to indicate the type of collection letter that you mailed:

   • If you entered **Y** in the **Mailed Letter** field, press **F10** and select the type of letter that you mailed.

> If more than one collection letter has been mailed, indicate the type of the most recent letter that you sent. Letter types are defined in the A/R Collection Letter Types control maintenance record.

- If you entered **N** in the **Mailed Letter** field, leave this field blank.

Note: The system does not generate, print, send, or store collection letters. The system only lets you record that a letter has been sent and its type.

7. In the **Comments** field, enter any relevant comments about the call or about any followup action that occurred. The system saves this information in the activity log entry created for this customer when you exit this screen.

8. Press **Esc** to save the information and exit the screen.

The system displays the Call Tracking Entry screen. Add additional information to this tracker, as needed, and add yourself to the Forward list. For more information, see Appending Comments to Trackers.

Setting A/R Trending Parameters

Use the A/R Trending Settings to establish a range for when to consider a customer's account is in trouble. A customer's status can be green, yellow, or red. By default, a customer's status is green. Set the trending parameters to indicate when a customer's status should be set to yellow or red. If one of the criteria is met, the customer's status changes. The status values and colors display on the A/R Collection Queue.

> **Note:** The system uses the parameters for all customers. You cannot apply different criteria to different customers.

►**To set A/R trending parameters:**

1. From the **A/R** menu, select **A/R Collection Queue** to display the A/R Collection Queue.

2. Enter the parameters to populate the queue, as needed, and press **Enter**.

3. Use the **Trend** hot key and select A/R Trend Settings.

4. Enter ranges in the following fields to indicate when a customer should enter yellow or red status:

Field	Description
Sales to A/R Percentage	Ratio between the difference in sales month to month divided by the difference in A/R month to month. Enter the percentage by which, if the customer's ratio has dropped, you want the customer to be in a yellow or red status.
A/R Turns	The number of days it takes to turn the current A/R balance. The calculation reads: A/R Turns (in days) = Total Outstanding A/R / (Last Month's Sales / 30) Enter the number of turns at which you want the customer to be in a yellow or red status.
Inv older than avg pay days	The dollar total of invoices dollars due that is longer than Average Days to Pay for this customer. If the customer normally pays on average every 45 days but they currently have $10,000 in invoices over 60 days then they have $10,000 in A/R that is older (15 days older) than it usually gets &endash; this customer is breaking their normal behavior. Enter the number of dollars overdue at which you want the customer to be in a yellow or red status.

   For example, you have your A/R Turns set to Yellow if the customer is greater than 4 and Red if a customer is greater than 6. Any customer that has an A/R turn of 5 or 6 is in Yellow status.

5. Use the **Log** hot key to see how the A/R Trend Settings have been changed.

6. Press **Esc** to save the current settings or any changes and return to the A/R Collection Queue.

Viewing Customer A/R Trend History

Use the Customer A/R Trend History graphing utility to drill into payment details for your customers. This tool can help you identify which customers are late on their payments and for which customers this behavior is unusual. This type of analysis can help you negotiate with your customers, as needed, and help your customers fulfill their financial obligations.

▶**To view A/R trend history for a customer:**

1. From the **A/R** menu, select **A/R Collection Queue** to display the A/R Collection Queue.

2. Enter the parameters to populate the queue, as needed, and press **Enter**.

3. Use the **Trend** hot key and select **Customer A/R Trend** to display the Customer A/R Trend History screen.

4. The following columns display:

   - **Month** - Month for which the AR data displays.

   - **Sls** - The total sales amount received from the customer.

   - **A/R** - The total value of A/R the customer has paid.

   - **Sls AR%** - Ratio between the difference in sales month to month divided by the difference in A/R month to month.

   - **Diff** - Difference between the numbers in the previous month to the current month by row.

   - **Past Due** - The dollar total of invoices dollars due that is longer than Average Days to Pay for this customer.

5. Use the **Change Year** arrows to view other years' information. The default is the current year back one 12 month period. For example, if you run this history in March 2009. The system displays information from March 2008 to February 2009.

6. Press **Esc** to return to the A/R Collection Queue.

See Also:

Setting A/R Trending Parameters

Writing Off Bad Debt

As you conduct business, you might find that there is a portion of your A/R balance that you can no longer collect, or bad debt. You can write off your bad debt in the following ways:

- Write off each invoice using cash receipts to a write off or allowance general ledger account.

- Create a miscellaneous charge product pointing to the write off or allowance account, and create a credit memo to write off to that account. If you use this method, you also need to create a cash receipt for $0.00 to offset the positive invoices against the credit memo.

▶**To write off each invoice using cash receipts:**

1. Create a G/L account to which to write off bad balances.

   This account can be a Bad Debt Expense Account or an Allowance for Bad Debts Balance Sheet Account. Set up the account with the following options selected:

   - Misc. Charge Allowed

   - C/R Adjustment Allowed

   For more information about creating G/L accounts, see Creating General Ledger Accounts in the General Ledger documentation.

2. From the **A/R** menu, select **Cash Receipts** to display the Cash Receipts screen, and enter a cash receipt for $0.00.

   For more information about entering cash receipts, see Entering Cash Receipts in this document.

3. In the Cash Receipts screen, select the invoice to adjust and use the Adj hot key.

4. Create an adjustment to write off each invoice to the write off or allowance account you created in step 1.

   For more information about adjusting invoice amounts, see Adjusting Invoice Amounts in this document.

5. Save your changes to the adjustment and save the cash receipt.

▶**To write off bad debt using miscellaneous charge products:**

1. Create a G/L account to which to write off bad balances.

   This account can be a Bad Debt Expense Account or an Allowance for Bad Debts Balance Sheet Account. Set up the account with the following options selected:

   - Misc. Charge Allowed

   - C/R Adjustment Allowed

   For more information about creating G/L accounts, see Creating General Ledger Accounts in the General Ledger documentation.

2. From the **File** menu, select **Product Maintenance** to display the Product Maintenance screen, and create a miscellaneous charge product named Bad Debt Write Off with the following characteristics:

    *   In the **G/L Account/Product Type** field, select the G/L account you created in step 1.

    *   In the **Status** field, select **MiscChrg** to indicate that this product is a miscellaneous charge product.

    *   Use the **Tax** hot key and set all the exception groups to **Never** to set the product to never charge tax. For more information, see Assigning Sales Tax Exception Groups to Products and Price Lines in the Accounting General documentation.

    For information about creating product records, see Creating Product Records in the Product Maintenance documentation.

3. From the **Orders** menu, select **Sales Order Entry** and create a sales order for one of the product you created in step 2 for the amount of debt you are writing off.

    If asked for a Return type, select **Stock**.

4. Invoice the sales order.

5. From the **A/R** menu, select **Cash Receipts** to display the Cash Receipts screen, and enter a cash receipt for $0.00 to apply the old positive invoices against.

    For more information about entering cash receipts, see Entering Cash Receipts in this document.

Recording Non-Sufficient Fund (Bounced) Checks

If a customer's check bounces back from the bank due to non-sufficient funds in the customer's account, you need to complete the following steps to record any bank fees and charge the customer for the returned check amount:

- **Charge the customer for the bounced check** – Charging the customer debits the accounts receivable account and credits the cash account in your system. You can charge an extra fee to your customer when processing the transaction.

- **Record the bank's fee to you** – If the bank charges you a fee for processing the bad check, record the fee in your general ledger.

▶**To charge a customer for a bounced check:**

1. If you have not done so, from Product Maintenance, create miscellaneous charge products to use to record the bounced checks:

Description	Product Record
For each bank that you deposit money to through cash receipts, create a miscellaneous charge product called **NSF Check** plus the bank name. Using the bank name helps you identify the product if you have more than one NSF Check product. Use this product as a miscellaneous charge product to credit your Cash account.	Set the product to have the following characteristics: • In the **G/L Acct/Product Type** field, select the G/L account for the customer's bank. • In the **Status** field, select **MiscChrg** to indicate that this product is a miscellaneous charge product. • Use the **Tax** hot key and set all the exception groups to **Never** to set the product to never charge tax. For more information, see Assigning Sales Tax Exception Groups to Products and Price Lines in the Accounting General documentation.
If you charge your customer's an extra fee for the bounced check, create a single miscellaneous charge product called **NSF Bank Charge**. Use this product to credit your Bank Charge Revenue account.	Set the product record to have the following characteristics: • **G/L Acct/Product Type** field, select the G/L account that is a bank charge income statement account. • In the **Status** field, select **MiscChrg** to indicate this product is a miscellaneous charge product. • Use the **Tax** hot key and set all the exception groups to **Never** to set the product to never charge tax. For more information, see Assigning Sales Tax Exception Groups to Products and Price Lines in the Accounting General documentation.

2. From the **Orders** menu, select **Sales Order Entry** and create a sales order for miscellaneous charge items with the following products:

- **One NSF Check product** – Change the amount in the **Unit Price** field to the amount of the check that was returned.

  For example, if the check that was returned to you was for $100, enter the NSF Check product for the bank that returned the check as the first line item on the order, and change the **Unit Price** field to $100 to represent the amount of the check.

- **One NSF Bank Charge product i you are charging a service charge to your customer** – Change the amount in the **Unit Price** field to the amount of the fee you are charging the customer.

3. Use the **Comment** hot key to display the Comments screen. Enter a comment that lists the check number, the amount, and the date the check was returned. The comment you enter prints on the customer's invoice. For more information about comments, see Adding Comments to Sales Orders in the Sales Management documentation.

4. Use the **Header** key to display the Header of the order.

5. In the **Payment Terms** field, select a terms code that does not allow a discount.

6. Invoice the order.

   The system debits the accounts receivable balance for the total of the cash plus the bank charge, and credits the cash and the bank charge account associated with the miscellaneous charge products on the order.

►**To record the bank charge fee in your general ledger:**

   Note: You can also record the bank fees by recording a negative miscellaneous cash receipt; or you can create a payable using the bank as a vendor. Because the bank already charged the cash account, you need to process a manual check to credit the Cash account.

1. From the **G/L** menu, select **Journal Entry** to display the Journal Entry screen.

2. Create a journal entry that debits the bank charges from the NSF Bank Charge account, and credits the cash to the G/L account for the customer's bank.

   For more information about creating journal entries, see Posting Entries to G/L Accounts in the General Ledger documentation.

Handling Bounced Checks Workflow

Receive a bounced check

↓

Create a non-sufficient funds product

↓

Create a bank charge product

↓

Rebill the customer

↓

Reduce your bank balance

↓

End

Legend

▭	System User Task
▭	Automated System Step
◆	Decision
▽	Manual User Task
⬭	Other workflow
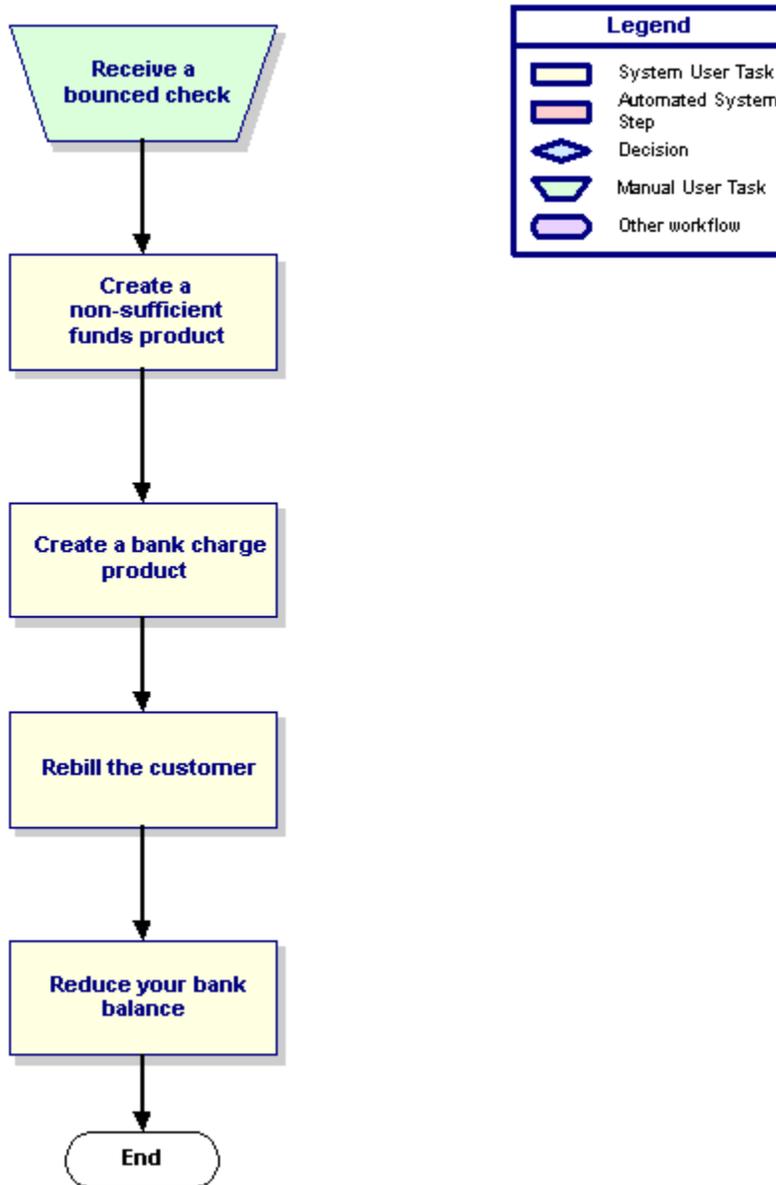
Service Charges Overview

Use the Post Service Charges function to set up service charges to your past-due accounts. Then, run the service charges program to apply service charges to accounts that are past due and to invoices paid past the service charge date. The program also generates service charge invoices, which you print up using the Print Invoices program. For more information, see Printing Invoices.

To set up your system to apply services charges and send service charge messages to your customers, you must do the following:

- Setup Requirements for Charges
- Create Service Charge Products
- Create Service Charge Messages

When you are ready to apply service charges, use the following procedure:

Posting Service Charges to Past Due Accounts

Setup Requirements for Service Charges

Following are the control maintenance records for Service Charges, along with additional setup requirements.

Control Maintenance Records

Set the following control maintenance records:

ACCT AR Default Codes

- Default Service Charge Sales Source
- Default Ship Via For Service Charge Tax Code
- Service Charge Default Terms

ACCT AR General

- Include Credits In Service Charge Calculation
- Include Current On-Acct Payments/Deposits in Service Charge Calc
- Include Service Charges In Service Charge Calculation
- Use Current Balance In Service Charge Calculation
- Valid Customer Statement Cycles

ACCT Print

- Show Detail On Service Charge Invoice

Additional Setup

Before you can apply service charges to past-due invoices, you also need to:

- Create a service charge product in Product Maintenance.
- Create the message to print on service charge invoices.

See Also:

Service Charges Overview

Viewing Service Charge Information

Use this inquiry to display a detailed listing of all invoices that make up a given service charge. You can display information about the service charge, including the invoice amount that the service charge was applied to, payment due date, as well as the rate and days on which the calculation was based. Use this information to explain the nature and amount of a service charge to a customer.

▶**To view service charge information:**

1. From the **A/R** menu, select **A/R Inquiry** to display the A/R Inquiry screen.

2. Populate the screen using the Viewing Customer A/R Information procedure.

3. In the **Reference #** column, position the cursor on the service charge for which you want to view information.

4. Use the **Inq** hot key to display the Additional A/R Inquiries screen.

5. Use the **Service Charge Detail** hot key to display the Service Charge Detail screen.

   Note: The **Service Charge Detail** hot key is not active unless your cursor is on a service charge invoice.

   The system populates the fields on the screen with the following information:

Field	Description
S/C Service ID	The invoice ID of the service charge.
S/C Invoice Amount	The amount of the service charge.
Invoice ID	The invoice ID of the order making up the service charge.
S/C Date	The date the payment was due.
Beg Date	The date the service charge began accruing, which is the later of either the period start date or the due date.
End Date	The date the service charge stopped accruing, which is the earlier of either the period end date or the date on which a payment was made.
Days	The number of days used to calculate the service charge, which is the end date less the beginning date.
Calc Amt	The amount used to calculate the service charge. **Note:** Items with an asterisk (*) next to them indicate that payments have been made on the original invoice amount.
% Rate	The percentage rate used to calculate the service charge.
Charge	The amount contributed to the service charge, based on this invoice, which is the calculation amount multiplied by the rate.

6. Use any of the following hot keys to process or reorganize the information on the screen:

Hot Key	Function
View	Displays the transaction on which the cursor is positioned in view-only mode.
Print	Sends a copy of the information to the Hold file.
Sort	Sorts the information on the screen by date in one of the following orders: • Ascending • Descending **Note:** The first time you display this screen, the Descending sort is the default sort. After the first time, the system defaults to your most recent sort setting.

7. Press **Esc** to return to the A/R Inquiry screen.

Creating Service Charge Products

Use the Product Maintenance screen to create a service charge product. A service charge product allows you to bill a customer for service charges. The steps in this procedure refer to creating a service charge product. For more information on creating products, see Product Maintenance Overview.

▶**To create a service charge product:**

1. From the **Files** menu, select **Product** to display the Product Maintenance screen.

2. In the **Description** field, enter Service Charge. This is the description that will appear in the **Product** field on the Service Charge Setup screen, and on the invoice sent to the customer.

3. In the **Status** field, enter **MiscChrg**, capitalized as shown and with no spaces.

4. In the **GL Code/Sales Type** field, enter the G/L code that you have designated for service charges.

5. Use the **Remind** hot key to display the Order Entry Reminder screen. On this screen, you can enter a message that displays if this product is selected during order entry, cautioning the order taker not to use this product in order entry. For more information, see Creating Order Entry Reminders for Products.

6. When you have finished creating a service charge product, press **Esc** to save the information and exit the screen.

7. If you want to confirm that the charge has been applied and to view the information that the customer is getting, use the A/R Inquiry screen. For more information, see Viewing Customer A/R Information.

Creating Service Charge Messages

Use the Service Charge Setup screen to create additional service charge messages associated with your service charge product. This message will be printed on invoices along with the description from the Product file. For more information, see Product Maintenance Overview.

▶**To create a service charge message:**

1. From the **System > System Files > Customer/Vendor Control** menu, select **Service Charge Setup** to display the Service Charge Setup screen.

2. In the **Product** field, enter the service charge product ID. Only a product with a status of Misc Crg is accepted by this program.

3. In the **Post A/R to Sales Branch (Y/N)** field, enter one of the following to determine how to break out service charges to branches:

   - **Y** – Posts the service charge to the home branch of the customer and credits the income generated to the sales branch that generated the original invoice. This selection overrides the branch specified in the **Posting Branch** field on the Post Service Charges screen.

   - **N** – Post the service charge to the home branch of the customer and credits the income generated to the branch specified in the **Posting Branch** field on the Post Service Charges screen.

4. In the **Message** field, enter the message that you want to appear on the customer's invoice. For example, you might have the following message:

   "This finance charge is being applied to your account in an effort to collect your outstanding balance."

5. Press **Esc** to save the information and exit the screen.

Posting Service Charges to Past-Due Accounts

Run the service charges program to apply service charges to accounts that are past due and to invoices paid past the service charge date. The system calculates the service charge, based on the parameters that you defined, posts the charges to the appropriate accounts, and generates service charge invoices.

The Print Invoices program handles the actual printing of the service charge invoices. For more information about how to set up your system to print invoices, see Printer System Overview.

▶**To post service charges:**

1. From the **A/R** menu, select **Post Service Charges** to display the Post Service Charges screen.

2. In the **For Br/Tr/All** field, enter the branch, branches, or territories for which to apply service charges.

   The system reviews any customer who has one of the designated branches identified as its home branch for potential service charges. This parameter is set on the Accessible Branches screen in Customer Maintenance. For more information, see Defining Customer Branch Override Capabilities.

3. In the **Posting Date** field, enter the date to post the service charges. The system populates this field with the month-end date for the previous month, but you can change it, if needed.

4. In the **Posting Branch** field, enter one of the following to determine where the service charge will be posted to:

   - **Home** – Posts each service charge invoice to the home branch of the customer for whom the invoice is being created.

   - **Branch Number** – Posts each service charge invoice to the specified branch number.

5. In the **Set Print Flag to (B/P/N)** field, enter one of the following to define how an invoice prints:

   - **B** – Makes the invoice eligible to be selected by the Print Invoices program for batch printing.

   - **P** – Makes an invoice eligible for the Detailed Invoice Preview Report.

   - **N** – Sets the service charge invoice not to print.

6. In the **Post at Ship-To Level**, enter one of the following to indicate whether to post a single charge or multiple charges:

   - **Y** – Posts an individual service charge for each ship-to customer that has a past due balance.

   - **N** – Posts a single service charge for the bill-to customer for the sum of all the service charges for the bill-to customer's assigned ship-tos with past due balances..

7. Do one of the following to determine which customers to apply post service charges to:

   - To generate service charges for a specific customer, enter that customer's name in the **Customer** field.

   - To apply post service charges to customers with a particular statement cycle, press F10 in the **Customer Statement Cycle** field and select from a list of user-defined statement cycles.

   - To apply more than one type of statement cycle, in the **Customer Statement Cycle** field, use the **Stmt Cycle** hot key to create a list of statement cycle codes, and then press **Esc**. The word ***Multi*** displays in the field to indicate that more than one cycle code has been selected.

   Note: Statement cycle codes are defined by the **Valid Customer Statement Cycles** control maintenance record, and applied in the Customer Pricing/Printing screen in Customer Maintenance. For more information, see Defining Customer Pricing Options.

8. Use one of the following hot keys to process the charges:

   - **Begin** – Runs the service charges program immediately.

   - **Schedule** – Displays the Phantom Scheduler screen, which allows you to set the service charges to be generated automatically, probably on a monthly basis. When deciding when to schedule the service charges program to run, consider the following:

     - The exact time of the service charge generation may vary depending on your company's month-end task flows.

     - You may wish to wait after the month's end to allow other processes, such as cash receipts, be completed for the month, since these entries may affect the service charge calculation.

     - If service charges have a **P** invoice print status, you need to allow time for the preview and print tasks to be completed before statements are printed.

9. When you have finished running the post service charges program, press **Esc** to exit the screen.

Printing, Faxing, and E-mailing Statements Overview

Use the Print Statements program to print and mail, fax, or e-mail statements to your customers. Be sure that you are enabled to send faxes using Eclipse. Also, keep in mind that when you are faxing statements, you are still printing copies for your own records. For more information, see Assigning Fax Devices Overview.

The Outbound E-mail companion product is required to send statements using e-mail.

The statement shows the following:

- A beginning balance (the previous month's ending balance)
- All invoices charged during the month
- Payments on account during the month
- Any debit memos or credit memos
- An ending balance
- A due date

Before you print, fax, or e-mail statements, you need to:

- Define the Valid Customer Statement Cycles control maintenance record.
- Define the Default/Invoice Statement Sort control maintenance record.
- Set the AR.STATEMENT authorization key.

Setting up customers to receive faxed statements is a two-part process. First, you need to prepare the customer records so that they can receive faxes. Second, you must define the parameters as to how they will receive fax statements. You must perform the following procedures:

- Defining Customer Records for Faxed Statements
- Defining Fax Statement Parameters

When you have set up your customers, use the following procedures to send out statements:

- Faxing or E-mailing Single Statements
- Faxing Multiple Statements
- Creating Customer Statement Lists

See Also:

Assigning Fax Devices Overview

Defining Customer Records for Faxed Statements

Set up your customers to enable them to receive faxed statements. The following procedure describes how to populate the Contact/Phones area on the Customer Maintenance screen and the Customer Pricing/Printing screen that are specific to this task. For more information on how to populate the remainder of these screens, see Creating Customer Records and Defining Customer Invoice Printing Options.

▶**To define a customer record for faxed statements:**

1. From the **Files** menu, select **Customer** to display the Customer Maintenance screen.

2. In the **Customer/New** field, enter the name of the customer whose file you want to update and press **Enter**.

3. Use the **Down Arrow** key to move the cursor to the **Contacts/Phones** area.

4. In a blank line item, do one of the following:

    • If a customer has a specific fax number for receiving faxed statements, under **Contacts** type STMT.FAX, and under **Phones** type the fax number.

    • If a customer does not have a specific fax number for receiving faxed statements, under **Contacts** type FAX, and under **Phones** type the fax number.

5. Use the **Pricing** hot key to display the Customer Pricing/Printing screen.

6. Use the **Down Arrow** key to move the cursor to the **Batch Statement** field and type **F**, for fax.

7. Press **Enter**.

8. Press **Esc** to exit this screen and save the information.

9. Press **Esc** to exit Customer Maintenance.

Defining Fax Statement Parameters

Use the Fax Memo screen to define the parameters for those customers to whom you plan to send faxed statements. The Fax Memo screen is not meant to be used to fax a single statement and we recommend that you do not use this screen for that purpose. To fax a statement to a single customer, see Faxing Single Statements.

▶**To define fax statement parameters:**

1. From the **A/R** menu, select **Print Statements** to display the Print Statements screen.

2. Use the **Fax** hot key to display the Fax Memo screen.

3. The system displays the following information:

Field	Description
Cust/Vend	The name of each customer to which you want to send a fax. To send this fax to a specific customer, type the company name in this field.
Contact	The name specified as the AP Contact in the customer's maintenance record.
Fax #	**999-999-9999**. When you fax the statements, the system populates this field with the fax number specified in the customer's maintenance record.
Br# Header	The home branch specified in the customer's record. The system uses this information to determine what fax header text to include on the statement.

4. In the **Fax Time** field, do one of the following:

    *   To fax statements immediately, leave this field blank.

    *   To fax statements at a specific time, enter that time here.

5. In the **Priority** field, press **F10** and select one of the following priority levels to display on the cover sheet when the fax is sent:

    *   Low

    *   Medium

    *   High

    *   Urgent

6. In the **Cover Sheet** field, press **F10** and select one of the following:

    *   **W/Document** – Sends a cover sheet and a document.

    *   **Only** – Sends only a cover sheet.

    *   **None** – Does not send that cover sheet with the document.

7. In the **To** field, do one of the following to define the person or group to whom the fax is to be delivered:

    *   Press **Enter** to accept the default recipient.

- Type a new recipient.

   Note: Because this information goes out to all recipients, it should be addressed to a general audience, for example, Accounts Payable.

8. In the **From** field, do one of the following to indicate the sender of the fax:

   - Press **Enter** to accept the default sender.

   - Type a new sender.

9. In the **Msg** field, do one of the following to determine what message is included in the cover sheet:

   - Press **Enter** to accept the default message.

   - Type over the message to change it.

   Note: Because this message goes to all recipients, we recommend that you include a general message, such as "Here is your monthly statement."

10. Press **Esc** to return to the Print Statements screen.

Printing Statements

Use the Print Statements screen to print single or batch statements to mail to one or more customers. You can send statements to customers based on a variety of parameters, including due dates, branches, zip codes, and customer names.

Before you begin, you can confirm the location where you are printing the checks.

If you plan to fax statements, rather than mailing them, be sure that you have enabled up your customers to receive faxed statements.

> **Note:** If you select to also print invoices while you are printing statements, the system changes the print status for the invoices it prints to **N**.

▶**To print statements:**

1. From the **A/R** menu, select **Print Statements** to display the Print Statements screen.

2. In the **Data Through** field, enter the fiscal end-of-month date or the statement date to determine the date of the statements you want to print. The default entry is the current date, but you can change this. Keep in mind the following:

    *   If you enter the 25th of the month, the system populates the Age as of field with the 26th day.

    *   If you enter a date other than the 25th of the month, the system populates the Age as of field with that date.

    *   If you enter a date that is for the 25th or earlier, the system uses this date for the previous balance.

    *   If you enter a variable date, the system uses the fiscal end date of the previous month for the previous balance.

    *   If you enter a date that is for the 26th through the 31st, the system uses the G/L end-of-month date to get the previous balance.

3. In the **Age as of** field, enter the date to determine the age of the statements you want to print or fax. The system populates this field with the **Data Through** date, but you can change this if needed. For example, if you are running a statement for a customer from a prior period, you might need to use a date other than the one after the **Data Through** date.

4. In the **Home Branches** field, do one of the following to determine the branches for which you want to print statements:

    *   **Press Enter to Select All** – Prints or faxes statements for all customers.

    *   **Enter a branch or territory** – Prints or faxes statements for only those customers assigned a particular home branch or territory.

    > **Note:** The message displayed in the **Statement Message** field corresponds to the branch entered in the **Home Branches** field.

5. In the **Include Blank Home Branch (Y/N)** field, enter one of the following to determine whether to include statements for customers who have no home branch defined:

- **Y** – Includes all customers who have not been assigned a home branch. This is the default.

- **N** – Does not include any customers who have not been assigned a home branch.

6. In the **Sale Branches** field, enter the branch, branches, or territories for which you want to print statements

7. In the **Customer** field, do one of the following to determine the customers for whom you want to print statements:

- **Enter a customer's name** – Prints statements for that customer.

- **Leave the field blank** – Prints statements for all customers.

- **Use the Multi hot key** – Displays the Customer Selection screen where you can create a group of customers for whom you want to print statements. For more information, see Creating or Editing Customer Statement Lists.

    Note: If a customer is not flagged for batch statements, using the **Customer** field is the only way to produce a statement for that customer. If you skip the **Customer** field specify an individual customer in the **Statement Options** field, the system positions the cursor in the **Customer** field for entry of a customer bill-to or ship-to name. For more information, see Defining Customer Invoice Printing Options.

8. In the **Statement Options** field, press **F10** and select one of the following to determine the type of statements you want to print:

- **Individual Customer** – Includes only the customer whose name is entered in the **Customer** field. For more information, see Faxing Single Statements.

- **All Batch Stmt Customers** – Includes all customers who have an entry in the **Batch Statement** field in their customer record, regardless of their balance.

- **Positive Balance** – Includes all customers who have a balance due that is greater than zero and who have an entry in the **Batch Statement** field in their customer record.

    Note: If you select **Individual Customer**, **All Batch Stmt Customers**, or **Positive Balance** in the **Statements Options** field, the number of statements that print will be limited to those statements that fit those parameters, regardless of the settings in the **Batch Statement** field on the Customer Pricing/Printing screen. For more information, see Defining Customer Pricing Options.

- **Current** – Includes all customers with a current balance, regardless of the setting of the **Batch Statement** field in their customer record.

- **31-60 Days Past Due** – Includes all customer who have a balance due that is from 31 to 60 days overdue, irrespective of whether or not there is an entry in the **Batch Statement** field in their customer record.

- **Over 60 Days Past Due** – Includes all customers who have a balance due that is more than 60 days overdue, irrespective of whether or not there is an entry in the **Batch Statement** field in their customer record.

- **Negative Balance** – Includes all customer who have a credit balance irrespective of whether or not there is an entry in the **Batch Statement** field in their customer record.

Note: To print different types of statements at the same time, use the **Multi** hot key to display the Statement Options Selection screen where you can create a list of statement types. If you select the Individual Customer option, you cannot use the **Multi** hot key. For more information, see Creating or Editing Customer Statement Lists.

9. In the **Also Print Invoices** field, press **F10** and select one of the following to determine whether in addition to the printed statement, you want to print any of the following type of invoices:

- **Batch Ready Invoices** – Prints any invoices that are currently ready for batch printing. Invoices that are ready for batch printing have a print status of B.

- **All Open Invoices** – Prints all unpaid and partially paid invoices. If you want a copy of invoices for collection purposes or for doing an audit, or you run statements for those customers over 60 days past due, select this option. If you selected **All Batch Stmt Customers** in the **Statement Options** field, do not select this option.

- **Statement Month Open Invoices** – Prints the customer's current months unpaid and partially paid invoices. These statements will appear on the current month's statement.

- **No** – Prints only statements and includes no invoices. We recommend you use this setting.

  - If you print statements and invoices, the batch number includes an S (statement) or an I (invoices), in case you need to resend them.

  - If you specify an option other than **No**, and then send the job to the printer, and both forms, invoices and statements, are loaded in the same printer, and each statement is followed by the customer's corresponding invoices before the next statement is printed.

  - If you specify an option other than **No** and send the job to the Hold File, two entries appear, one for the statements and one for the invoices, because each print job may be printed on a different form.

The Print Open Invoices function only works for customers who are flagged to receive printed statements.

If you select to also print invoices, and the customer has the E-mail Stmt-Invs lieu of Prt activity trigger set, the system sends both the statement and invoice through e-mail to the customer.

10. In the **Ovrd Cust Batch Stmt Flag (Y/N)** field, enter one of the following to determine whether to override the settings in the **Batch Statement** field on the Customer Pricing/Printing screen:

- **N** – Does not override the **Batch Statement** field settings. This is the default.

- **Y** – Overrides the **Batch Statement** field settings. If you enter Y, all statements, including those for ship-to customers, physically print. The system does not respect the Fax or Email triggers for these statements.

Note: The **Batch Statement** field on the Customer Pricing/Printing screen determines how many copies of a customer's month-end statement are printed with the batch statement printing. For more information, see Defining Customer Pricing Options.

11. In the **Batch Sort By** field, press **F10** and select one of the following to determine how to sort the statements you want to fax:

- **Zip** – Sorts the statements first by zip code, and then by the customer name, in alphabetical order, as defined by the settings in the **Sort By** field on the Customer Maintenance screen. This is the default.

Note: Sort your statements by zip code if your company takes advantage of reduced postal rates by sending the statements as pre-sorted first class mail.

- **Customer Name** – Sorts the statements by customer name, in alphabetical order, as defined by the settings in the **Name** field on the Customer Maintenance screen.

- **Customer Sort By** – Sorts the statements by the parameters defined by the settings in the **Sort By** field on the Customer Maintenance screen.

Note: To specify the default value for this field, you must set the Default Invoice/Statement Sort control maintenance record.

12. Do one of the following to determine which customers to print statements for:

- To fax statements to a specific customer, enter that customer's name in the **Customer** field.

- To fax statements to customers with a particular statement cycle, move the cursor to the **Customer Statement Cycle** field, press **F10,** and select from a list of user-defined statement cycles.

- To apply more than one type of statement cycle, move the cursor to the **Customer Statement Cycle** field, use the **Multi** hot key to create a list of statement cycle codes, and then press **Esc**. The word ***Multi*** appears in the field to indicate that more than one cycle code has been selected.

Note: Statement cycle codes are defined by the Valid Customer Statement Cycles control maintenance record, and applied in the Customer Pricing/Printing screen in Customer Maintenance. For more information, see Defining Customer Invoice Printing Options.

13. In the **Minimum Balance to Process** field, do one of the following to determine whether to allow the system to print statements.

- **Enter an amount** – The system prints only those statements that are more than this amount.

- **Leave the field blank** – The system prints statements regardless of the amount.

14. In the **Send via FTP (Y/N)** field, enter one of the following:

- **No** – Does not send statements via FTP to a billing service. This is the default.

- **Yes** – Sends statements via FTP to a billing service.

   Note: This is an optional field. For more information, see Identifying FTP Access Settings.

15. Use the **Msg** hot key to move the cursor to the **Statement Message** field. Enter a message that you want to appear with each faxed statement. For example, you might thank your customers for their business, or include other relevant and timely information.

16. Use one of the following hot keys to process the statements:

Hot Key	Function
Print	Generates statements and sends them to the printer you have designated on the Customer Pricing/Printing screen. For more information, see Defining Customer Invoice Printing Options.
Hold	Generates statements and sends them to the Outgoing Fax Status Queue. Changes made to the Fax Memo screen prior to using this option will be saved.
Opts	To schedule statements to be sent, select the Scheduling option. This option displays the Phantom Scheduler screen, which lets you schedule the faxing of the statements. The other options under this hot key are not relevant to generating statements, as the information that you would be entering is already available on the main screen.

The system processes the statements according to your settings. A message displays at the bottom of the screen when the statement is faxed.

How the System Determines Printer Location for Checks

When you print statements, the system determines the printer location in the following way:

What the System Checks	Where Identified
The user's currently assigned location.	In the **Slave Printer** field on the Slave Printer Assignment screen. For more information, see Assigning Slave Printers to Terminals.

Faxing or E-mailing Single Statements

Use the Print Statements screen to fax a single statement to a customer. This is useful if you found you have missed sending a statement to a customer during the process of batch faxing statements at the end of the month. Before you begin this procedure, be sure that you have set this customer up to receive faxed statements. For more information, see Defining Customer Records for Faxed Statements and Defining Fax Statement Parameters.

▶**To fax or e-mail a single statement:**

1. From the **A/R** menu, select **Print Statements** to display the Print Statements screen.

2. In the **Data Through** field, enter the fiscal end-of-month or the statement date. The default entry is the current date, but you can change this.

3. In the **Age as of** field, the system populates this field with the **Data Through** date. This is the default date but you can change this, if circumstances warrant it. For example, if you are running a statement for a customer from a prior period, you might need to use a date other than the one after the **Data Through** date.

4. In the **Home Branches** field, enter the branch or branches for which to fax the statement.

5. Include **Blank Home Branch** field, enter one of the following:

   - **Y**, if your customer has not been assigned to a home branch. This is the default.

   - **N**, if your customer has been assigned to a home branch.

6. In the **Sale Branches** field, enter the sale branch or branches for which to fax the statement.

7. In the **Customer** field, enter the name of the customer to whom you want to fax a statement.

8. In the **Statement Options** field, press **F10** and select **Individual Customer**.

9. In the **Also Print Invoices** field, press **F10** and select one of the following to determine whether in addition to the faxed statement, you want to send additional invoices:

   - **Batch Ready Invoices** – Prints any of a customer's invoices currently ready for batch printing.

   - **All Open Invoices** – Prints all of a customers unpaid and partially paid invoices.

   - **Statement Month Open Invoices** – Prints the customer's current month's unpaid and partially paid invoices.

   - **No** – Prints only statements and includes no invoices.

10. In the **Ovrd Cust Batch Stmt Flag (Y/N)** field, indicate whether or not to override the print flag parameter defined in the **Batch Statement** field on the Customer Pricing/Printing screen:

    - **N** – Does not override the **Batch Statement** field settings. This is the default.

- **Y** – Overrides the **Batch Statement** field settings.

  Note: Access the Customer Pricing/Printing screen from the **Files > Customer** menu, **Pricing** hot key. For more information, see Customer Maintenance.

11. Leave the **Batch Sort by Zip/Name** field blank.

12. Use the **Msg** hot key to move the cursor to the **Statement Message** field. Enter a message that you want to appear with each faxed statement. For example, you might thank your customers for their business, or include other relevant and timely information.

13. Use one of the following to send the statement to the customer:

- Use the **Hold** hot key to process the statement. The statement is sent to the Outgoing Fax Status Queue for faxing according to the settings on the Fax Memo screen. For more information, see Setting Up Customers to Have Statements Faxed. A message is displayed at the bottom of the screen when the statement is faxed.

- Use the **E-mail** hot key to send the statement as an attachment to an e-mail message. You must have the Outbound E-Mail companion product to e-mail statements. See Sending E-mails for information about sending the e-mail with the attachment.

Faxing Multiple Statements

Use the Print Statements screen to fax statements to multiple customers. You can send statements to customers based on a variety of parameters, including due dates, branches, zip codes, and customer names. Before you begin this procedure, be sure that you have set this customer up to receive faxed statements. For more information, see Defining Customer Records for Faxed Statements and Defining Fax Statement Parameters.

When you fax statements to multiple customers, the system uses the following hierarchy to check for active, working fax numbers:

- The system first checks the Customer Maintenance program to determine the appropriate fax number to use for ship-to customers.

  - If the **Use Ship-To Address (Y/N)** field on the Alternate Billing Address screen is set to **Y** (Yes), then the system uses the number in the Contacts area on the Customer Maintenance screen that is set to FAX. If there is no fax number present, then the system displays an error message.

  - If the **Use Ship-To Address (Y/N)** field on the Alternate Billing Address screen is set to **N** (No), then the system uses the number in the **Fax** field on the Alternate Billing Address screen. If there is no fax number present, then the system displays an error message.

- Then the system checks the Customer Maintenance program to determine the appropriate fax number to use for bill-to customers.

  - If the **Use Ship-To Address (Y/N)** field on the Alternate Billing Address screen is set to **Y** (Yes), then the system uses the number in the Contacts area on the Customer Maintenance screen that is set to FAX. If there is no fax number present, then the system displays an error message.

  - If the **Use Ship-To Address (Y/N)** field on the Alternate Billing Address screen is set to **N** (No), then the system uses the number in the **Fax** field on the Alternate Billing Address screen. If there is no fax number present, then the system displays an error message.

▶**To fax multiple statements:**

1. From the **A/R** menu, select **Print Statements** to display the Print Statements screen.

2. In the **Data Through** field, enter the fiscal end-of-month or the statement date. The default entry is the current date, but you can change this.

3. In the **Age as of** field, the system populates this field with the **Data Through** date. This is the default date but you can change this, if circumstances warrant it. For example, if you are running a statement for a customer from a prior period, you might need to use a date other than the one after the **Data Through** date.

4. In the **Home Branches** field, enter the branch or branches for which to fax the statement.

5. In the **Include Blank Home Branch (Y/N)** field, enter one of the following:

- **Y** – Includes all customers who have not been assigned a home branch. This is the default.

- **N** – Does not include any customers who have not been assigned a home branch.

6. In the **Sale Branches** field, do one of the following:

- To send the statements to a single sale branch, enter that sale branch here.

- To send the statements to all sale branches, enter All here. This is the default.

7. In the **Customer** field, specify the customers for whom you want to produce statements. Keep in mind the following:

- To produce statements for all customers, leave this field blank.

- To produce statements for one customer, enter that customer's name.

- To produce statements for a specific group of customers, use the **Multi** hot key to display the Customer Selection screen where you can create a list of customers. For more information, see Creating or Editing Customer Statement Lists.

8. In the **Statement Options** field, press **F10** and select one of the following to determine the type of statements you want to fax:

- **Individual Customer** – Includes only the customer whose name is entered in the **Customer** field. For more information, see Faxing Single Statements.

- **All Batch Stmt Customers** – Includes all customers who have an entry in the **Batch Statement** field in their customer record, regardless of their balance.

- **Positive Balance** – Includes all customers who have a balance due that is greater than zero and who have an entry in the **Batch Statement** field in their customer record.

- **Current** – Includes all customers with a current balance, regardless of the setting of the **Batch Statement** field in their customer record..

- **31-60 Days Past Due** – Includes all customer who have a balance due that is from 31 to 60 days overdue, irrespective of whether or not there is an entry in the **Batch Statement** field in their customer record.

- **Over 60 Days Past Due** – Includes all customers who have a balance due that is more than 60 days overdue, irrespective of whether or not there is an entry in the Batch Statement field in their customer record.

- **Negative Balance** – Includes all customer who have a credit balance irrespective of whether or not there is an entry in the **Batch Statement** field in their customer record.

Note: To print different types of statements at the same time, use the **Multi** hot key to display the Statement Options Selection screen where you can create a list of statement types. If you select the Individual Customer option, you cannot use the **Multi** hot key. For more information, see Creating or Editing Customer Statement Lists.

9. In the **Also Print Invoices** field, press **F10** and select one of the following to determine whether in addition to the faxed statement, you want to send additional invoices:

    *   **Batch Ready Invoices** – Prints any of a customer's invoices currently ready for batch printing.

    *   **All Open Invoices** – Prints all of a customers unpaid and partially paid invoices.

    *   **Statement Month Open Invoices** – Prints the customer's current month's unpaid and partially paid invoices.

    *   **No** – Prints only statements and includes no invoices.

10. In the **Ovrd Cust Batch Stmt Flag (Y/N)** field, indicate whether or not to override the print flag parameter defined in the **Batch Statement** field on the Customer Pricing/Printing screen:

    *   **N** – Does not override the **Batch Statement** field settings. This is the default.

    *   **Y** – Overrides the **Batch Statement** field settings.

    Note: Access the Customer Pricing/Printing screen from the **Files > Customer** menu, **Pricing** hot key. For more information, see Customer Maintenance.

11. In the **Batch Sort By** field, press **F10** and select one of the following to determine how to sort the statements you want to fax:

    *   **Zip** – Sorts the statements first by zip code, and then by the customer name, in alphabetical order as defined in the **Sort By** field in their Customer Maintenance record. This is the default. Sort your statements by zip code if your company takes advantage of reduced postal rates by sending the statements as presorted first class mail.

    *   **Customer Name** – Sorts the statements by customer name, in alphabetical order, as defined by the **Name** field in their Customer Maintenance record.

    *   **Customer Sort By** – Sorts the statements by the parameters defined in the **Sort By** field in their Customer Maintenance record.

    Note: To specify the default value for this field, you must set the Default Invoice/Statement Sort control maintenance record.

12. Do one of the following to determine which customers to fax statements to:

    *   To fax statements to a specific customer, enter that customer's name in the **Customer** field.

    *   To fax statements to customers with a particular statement cycle, move the cursor to the **Customer Statement Cycle** field, press **F10,** and select from a list of user-defined statement cycles.

    *   To apply more than one type of statement cycle, move the cursor to the **Customer Statement Cycle** field, use the **Multi** hot key to create a list of statement cycle codes,

and then press **Esc**. The word ***Multi*** appears in the field to indicate that more than one cycle code has been selected.

Note: Statement cycle codes are defined by the Valid Customer Statement Cycles control maintenance record, and applied in the Customer Pricing/Printing screen in Customer Maintenance. For more information, see Setting Up Customer Invoice Printing Options.

13. Use the **Msg** hot key to move the cursor to the **Statement Message** field. Enter a message that you want to appear with each faxed statement. For example, you might thank your customers for their business, or include other relevant and timely information.

14. Use one of the following hot keys to process the statements:

Hot Key	Function
Print	Generates statements and sends them to the Outgoing Fax Status Queue. Changes made to the Fax Memo screen prior to using this option will be saved.
Hold	Generates statements and sends them to the Outgoing Fax Status Queue. Changes made to the Fax Memo screen prior to using this option will be saved.
Opts	To schedule statements to be sent, select the Scheduling option. This option displays the Phantom Scheduler screen, which lets you schedule the faxing of the statements. The other options under this hot key are not relevant to generating statements, as the information that you would be entering is already available on the main screen.

The statement is sent to the Outgoing Fax Status Queue for faxing according to the settings on the Fax Memo screen. For more information, see Defining Customer Records for Faxed Statements. A message is displayed at the bottom of the screen when the statement is faxed.

See Also:

Defining Customer Records for Faxed Statements

Defining Fax Statement Parameters

Creating or Editing Customer Statement Lists

Use the Customer Selection screen to create or edit or select lists of customers to use when you want to limit the receipt of statements. For example, you can create a list of all of your customers in different areas or states, or who deal with specific types of products.

▶**To create a list of customers:**

1. From the **A/R** menu, select **Print Statements** to display the Print Statements screen.

2. Use the **Multi** hot key to display the Customer Selection screen.

3. To add an entry to the list, type the name of the customer and press **Enter** to move the cursor to the next line.

4. Repeat step 3 as necessary.

5. When you are finished entering customer names, be sure to press **Enter** after the last name or that name will not be retained when you save this list.

6. Use the **Save** hot key to save this list.

7. At the Save Work ID prompt, type a name to call the list and press **Enter**.

8. When you are finished, press **Esc** to save the information and exit the screen.

▶**To edit a list of customers:**

1. From the **A/R** menu, select **Print Statements** to display the Print Statements screen.

2. Use the **Multi** hot key to display the Customer Selection screen.

3. Use the **Recall** hot key to display a previously saved list.

4. At the Recall Work ID prompt, do one of the following:

   - Press **F10** and select from the list.

   - Type the name of the existing list and press **Enter**.

5. Use one of the following methods to add and edit entries:

   - To add an entry to the list, type the name of the customer and press **Enter** to move the cursor to the next line.

   - To change an entry, type over it.

   - To delete an entry from the list, position the cursor on the entry and press **Alt-Delete**.

6. When you are finished making changes, use the **Save** hot key to save this list.

7. At the Save Work ID prompt, type a name to call the list and press **Enter**.

8. Press **Esc** to save the information and exit the screen.

▶**To select a list of customers:**

1. From the **A/R** menu, select **Print Statements** to display the Print Statements screen.

2. Use the **Fax** hot key to display the Fax Memo screen.

3. Use the **Distribution List** hot key to display the Fax Distribution List window.

4. Use the **Recall** hot key to display the Recall list prompt, and do one of the following:

    *   Press **F10** and select a distribution list.

    *   Enter the name of the distribution list.

5. Press **Enter**. The system populates the Fax Distribution List screen with the information from the distribution list you selected.

6. Press **Esc**. The system displays the Fax Memo screen, and populates the **Fax Number** field with ***Distribution List*** to indicate that you selected a list.

A/R Utilities Overview

A variety of functions within the system help you collect information about your customers that you can use to their analyze sales activity, the type of products they buy, and how much credit income you earn from them. In addition, you can use the utilities programs to view information about customers who owe your company money, and print invoices for pre-authorized credit amounts.

For information about credit card-related utilities, see Credit Card Authorization.

Use the following procedures:

- Use the A/R Collection Queue Driver to select any customer who has a past due A/R balance. The driver takes the information from the ENTITY file and creates the AR.COLLECTION file. This file enables Eclipse to speed up the real-time process when populating the AR Collection Queue.

- Use the Credit Statistics Calculations program to calculate and update the three credit statistics that appear on the A/R Inquiry screen for bill-to and ship-to customers. We recommend that you run this program on a monthly basis.

- The Customer Ranking Program is a sales performance and credit management tool that analyzes customer sales activity, and assigns up to seven levels of rank for up to five different ranking methods. In addition, the customer rank can be used to determine pricing if you use the customer velocity pricing utility in the sell matrix

- Use the Customer Product Ranking program to rank products purchased by a customer. You can rank products by number of hits, amount of gross sales, or by demand, either within a price line or against all other products. After you have established a product's rank, you can view this rank on the Customer/Vendor Part Number Detail screen. For more information, see Displaying the Customer/Vendor Part Number Detail Screen.

- After the Order Print Phantom pre-authorizes funds before a ship ticket prints, the Credit Card Authorization Phantom selects all invoices for the branch and print status specified on the Credit Card Authorization Phantom screen. If an open pre-authorization is found among the invoices, the Phantom collects it for the invoice amount. Then, the Phantom picks up the orders and runs an authorization approval to collect the order total.

- Use the Manual A/R Balance Loading program to load A/R balances for a customer without converting any history data.

- Use the Cash Receipts Review Queue to view information on cash receipts by branch or territory. You can edit and view the cash receipts directly from the queue and can also delete any of the log entries related to a line item. This queue contains any auto-created cash receipts and the information in this queue is based on the data supplied by the Batch Cash Receipts function. For more information, see Entering Batch Cash Receipts.

See Also:

Accounts Receivable Overview

Locating Customers with Past Due A/R Balances

Use the A/R Collection Queue Driver to select any customer who has a past due A/R balance. The driver takes the information from the ENTITY file and creates the AR.COLLECTION file. This file enables Eclipse to speed up the real-time process when populating the A/R Collection Queue. The queue can only be populated by customers in the AR.COLLECTION file, so we recommend that you refresh this file by selecting the driver to run on a regular basis, such as once a week.

▶**To run the A/R collection queue driver:**

1. From the **A/R > Utilities** menu, select **A/R Collection Queue Driver** to display the A/R Collection Queue Driver screen.

2. Use one of the following hot keys:

   - **Begin** – Runs the program immediately.

   - **Schedule** – Displays the Phantom Scheduler screen. For more information on how to use this screen, see Scheduling Phantom Processes.

3. When you are finished scheduling the program to run, press **Esc** to exit the Phantom Scheduler screen.

4. Use the **Begin** hot key to begin the scheduler.

Calculating Credit Performance Statistics

Use the Credit Statistics Calculations program to calculate and update the three credit statistics that appear on the A/R Inquiry screen for bill-to and ship-to customers. We recommend that you run this program on a monthly basis. This program updates the calculations in the following fields on the A/R Inquiry screen:

- **6-Mo Avg** or **12Mo Avg** is the average A/R balance for the account during a period of either six or 12 months.

- **6-Mo High** or **12Mo High** is the high A/R balance for the account during a period of either 6 or 12 months.

- **Pmt Days** is the average number of days from invoice date that invoices were paid.

We recommend that you run this program on a monthly basis.

▶**To calculate credit performance statistics:**

1. From the **A/R > Utilities** menu, select **Credit Statistics Calculations** to display the Credit Statistics Calculation screen.

2. In the **As of Date** field, enter the cutoff date for the six and twelve month periods to be used in calculating the statistics.

   The default value for this field is the Eclipse variable date, but you can enter any other date, usually the end of the most recent month.

3. To process the program, use one of the following hot keys:

   - **Begin** – Runs the calculation immediately.

   - **Schedule** – Displays the Phantom Scheduler screen, where you can schedule the running of the program, usually during the evening following the end of the month and to repeat on a monthly basis. For more information, see Scheduling Phantom Processes.

Ranking Customers

The customer ranking program is a sales performance and credit management tool that analyzes customer sales activity, and assigns up to seven levels of rank for up to five different ranking methods. In addition, the customer rank can be used to determine pricing if you use the customer velocity pricing utility in the sell matrix. Different ranking work IDs can be saved and the process can be run immediately or scheduled to run on a regular basis. The program is usually run once a month.

After you run the program, you can view a customer's ranking information on the Customer Ranking screen. For more information on this screen, see Viewing Customer Ranking.

▶**To rank customers:**

1. From the **A/R > Utilities** menu, select **Customer Ranking** to display the Customer Ranking screen.

2. In the **Work ID** field, do one of the following:

   - To display an existing customer ranking work ID, do one of the following:

      - Press **F10** and select from a list of work ID names.

      - Enter a name for the work ID. At the prompt, select the work ID you want to display information on, and press **Enter**.

   - To create a new set of customer ranking parameters, do one of the following:

      - Type **New**. At the new Work ID prompt, enter the name of the new work ID and press **Enter**.

      - Enter the name of the new work ID. At the New prompt, press **Enter**.

3. In the **Br/Tr/All** field, enter the name of the branches for which to run the program.

4. In the **Ranking Method** area, in each **Rank** level field, press **F10** and select one of the following ranking methods:

Ranking Method	Sorts in...
Gross Sales $ (12 Mths)	descending order with the greatest dollar amount being given an A ranking and the least amount being given an E or lower ranking.
Gross Profit $ (12 Mths)	descending order with the greatest dollar amount being given an A ranking and the least amount being given an E or lower ranking.
Gross Profit % (12 Mths)	descending order with the greatest percentage being given an A ranking and the least percentage being given an E or lower ranking.
Avg Weighted Days to Pay	ascending order with the lowest number of days being given an A ranking and the highest number of days being given an E or lower ranking.
Avg AR Balance	ascending order with the lowest balance being given an A ranking and the highest balance being given an E or lower ranking.

Ranking Method	Sorts in...
Transaction Ct (12 Mths)	descending order with the greatest number of transactions being given an A ranking and the least number being given an E or lower ranking.
Avg GP$ per Order	descending order with the greatest dollar amount being given an A ranking and the least amount being given an E or lower ranking.
Avg Sales$ per Order	descending order with the greatest dollar amount being given an A ranking and the least dollar amount being given an E or lower ranking.

Note: Two of the ranking methods, Average Weighted Days To Pay and Average A/R Balance, are appropriate to credit management. Credit management should consider devoting one or two of the eight possible rankings to reflect their customers' credit ranking as well as their sales performance.

5. In the **Ranking Breakpoints** area, starting with the **Top** field and continuing with successive **Next** fields, enter the percent of customers to be assigned to the corresponding rank. The percentages must add up to 100.

    Most distributors use the standard economic 80/20 rankings shown in the following example:

Rank	Activity
A	First 80% of activity
B	Next 15% of activity
C	Next 4% of activity
D	Last 1% of activity
E	No activity

6. When you are finished defining the parameters, use any of the following hot keys to process the ranking program:

Hot Key	Function
Begin	Runs the calculation program immediately.
Schedule	Displays the Phantom Scheduler screen, which lets you schedule the running of the program. This program is usually setup for the evening following the end of the month, and to repeat on a monthly basis.
Delete	Deletes the currently displayed Word ID. When you use this hot key, the system prompts you to confirm the deletion.

Note: If you use the **Begin** or **Schedule** hot key, you can process the ranking parameters you have set up. However, you must press **Esc** in order to save the parameters for future use.

7. Press **Esc** to save the information and exit the screen.

    -   If you have an ID entered in the **Work ID** field, the system saves the template currently displayed on the Customer Product Ranking screen as a Word ID.

- If you do not have an ID entered in the **Work ID** field, the system displays a save prompt.

    - To save the information, enter **Y** at the prompt, and then enter a name at the new Work ID prompt, and then press **Enter**. The system saves the template currently displayed on the Customer Ranking screen as a Word ID.

    - To not save the information, enter **N** at the prompt. The system clears the information and exits the screen without saving the information.

Ranking Customer Products

Use the Customer Product Ranking program to rank products purchased by a customer. You can rank products by number of hits, amount of gross sales, or by demand, either within a price line or against all other products. After you have established a product's rank, you can view this rank on the Customer/Vendor Part Number Detail screen. For more information, see Displaying the Customer/Vendor Part Number Detail Screen.

You can run this ranking program for the following combinations of products:

- All the products for which the customer has defined customer-specific part numbers.

- All the products for which the customer has defined customer-specific part numbers, whether or not the product is on their reorder pad.

- All the products on the customer's reorder pad, including those without a customer-specific part number.

- Only those products on the customer's reorder pad without customer-specific part numbers.

▶**To rank customer products:**

1. From the **A/R > Utilities** menu, select **Customer Product Ranking** to display the Customer Product Ranking screen.

2. In the **Ranking ID** field, do one of the following to identify the ranking parameters you are about to work with:

   - To display an existing customer product ranking ID, do one of the following:

     - Press **F10** and select from a list of ranking ID names.

     - Enter a name for the ranking ID, and press **Enter**. At the prompt, select the work ID for which you want to display information, and press **Enter**.

   - To create a new set of customer product ranking parameters, do one of the following:

     - Type **New** and press **Enter**. At the Enter new Ranking ID prompt, enter the name of the new work ID and press **Enter**.

     - Type the name of the new Ranking ID and press **Enter**. At the New prompt, press **Enter**.

3. In the **Customer** field, do one of the following to determine which customer to rank products for:

   - To rank the products purchased by a single customer, enter that customer's name in the field.

   - To rank products purchased by multiple customers, use the **Custs** hot key and enter the names of the customers in the Customer Selection screen.

Note: When you rank products for more than one customer, the word *Multi* displays in the **Customer** field.

4. In the **Products Without Cust Part #** field, enter one of the following to determine which products to select from the reorder pad that do not have customer-specific part numbers:

Option	Description
Include	Selects all the products for which the customer has defined customer specific part numbers and all the products on the customer's reorder pad, including those without a customer-specific part number assigned. This is the default.
	When a customer product without a customer-specific part number is ranked by this utility, Eclipse assigns it a customer-specific part number, using the @ sign appended to the product's internal ID, and adds it to the list of products displayed on the Customer/Vendor Specific Part Numbers screen. If the ranking was done by mistake and you don't want the product to have a customer-specific part number, you must manually delete the entry from the Customer/Vendor Specific Part Number's screen. Otherwise, the product will remain in the list with the assigned customer-specific part number.
Exclude	Selects all the products for which a customer has defined customer-specific part numbers, and excludes those products on the reorder pad that do not have a customer-specific part number.
Only	Selects only those products from the customer's reorder pad that do not have a customer-specific part number.

5. In the **Ranking Method** area, for each **Rank #**, press **F10** and select one of the following ranking methods:

- **Hits** – Sorts in descending order with the greatest dollar amount being given an A ranking, and the least amount being given an E or lower ranking.

- **Gross Profit $ (12 Mths)** – Sorts in descending order with the greatest dollar amount being given an A ranking and the least amount being given an E or lower ranking.

- **Demand** – Sorts in descending order with the greatest percentage being given an A ranking and the least percentage being given an E or lower ranking.

6. In the **Global** area, for each rank number, enter one of the following to determine whether the program should use a global ranking method:

- **Y** – Ranks products globally against all other products, regardless of price line.

- **N** – Does not rank products globally, instead the system ranks them only against other products in the same price line.

7. In the **Ranking Breakpoints** area, enter the percent of customer activity to be assigned to the corresponding rank. Start with the **Top** field and continue with each **Next** field. The percentages must add up to 100. The following table contains an example of how you might set up your ranking breakpoints.

Rank	Activity
A	Top 5% of activity

Rank	Activity
B	Next 15% of activity
C	Next 30% of activity
D	Last 50% of activity
E	No activity

8. When you are finished defining the parameters, use any of the following hot keys to process the ranking program:

Hot Key	Function
Begin	Runs the calculation program immediately.
Sched	Displays the Phantom Scheduler screen, where you can schedule the running of the program. This program is usually set up to run the evening following the end of the month, and to repeat on a monthly basis.
Prc Lines	Displays the Price Line Selection screen, where you can designate price lines for which to run the ranking program.
	Enter the name, if any, of an associated price line. Create or edit a list to limit a selection of price lines. By default, all price lines display.
	Type information in the list and press **Enter** to add entries and move the cursor to the next line. Press **Enter** after the last entry in the list before using the **Save** hot key or pressing Esc. The word "*Multi*" displays in the field when multiple selections are used.
	• Use the **Recall** hot key to display a previously saved list.
	• Use the **Recall All** hot key to redisplay the default data after using the **Clear** hot key to clear a list.
	• Use the **Move** hot key to reposition the current line item to a different location in the list.
	• Use the **Clear** hot key to clear the current list.
	• Use the **Sort** hot key to sort the list in alphabetical or numeric order by code, or alphanumerical order by description.
	• Use the **Save** hot key to save the current list for later recall.
Custs	Displays the Customer Selection screen, where you can designate multiple customers for which to run the ranking program.
Delete	Deletes the currently displayed Word ID. When you use this hot key, the system prompts you to confirm the deletion.

Note: If you use the **Begin** or **Schedule** hot key, you can process the ranking parameters you have set up. However, you must press **Esc** in order to save the parameters for future use.

9. Press **Esc** to save the information and exit the screen.

- If you have an ID entered in the **Ranking ID** field, the system saves the template currently displayed on the Customer Product Ranking screen as a Word ID.

- If you do not have an ID entered in the **Ranking ID** field, the system displays a save prompt.

- To save the information, enter **Y** at the prompt, and then enter a name at the new Ranking ID prompt, and then press **Enter**. The system saves the template currently displayed on the Customer Product Ranking screen as a Word ID.

- To not save the information, enter **N** at the prompt. The system clears the information and exits the screen without saving the information.

Selecting Invoices for Payment

After the Order Print Phantom pre-authorizes funds before a ship ticket prints, the Credit Card Authorization Phantom selects all invoices for the branch and print status specified on the Credit Card Authorization Phantom screen. If an open pre-authorization is found among the invoices, the Phantom collects it for the invoice amount. Then, the Phantom picks up the orders and runs an authorization approval to collect the order total.

For example, if the pre-authorization amount is $110.00, and the order total, with shipping charges, is $107.75. The Credit Card Authorization Phantom collects $107.75 and releases $2.75 back to the credit limit.

▶**To select an invoice for payment:**

1. From the **A/R > Utilities** menu, select **Credit Card Authorization Phantom** to display the Credit Card Authorization Phantom screen.

2. In the **Br/Tr/All** field, enter the branch or territory from which you want the Phantom to select invoices. To include all branches or territories, enter **All**.

3. In the **Print Stat** field, enter one of the following to select invoices with a particular print status:

Value	Description
P	Selects the invoice and includes it in the Detailed Invoice Preview Report. This is a typical print status setting for an invoice.
Q	Causes the invoice to be selected by the Invoice Preview Queue, if that program is used before the Detailed invoice Preview Report.
N	Assigns a "no print" status to the invoice.
B	Makes the invoice available to the Print Invoices program.
M	Places a flag on the manifest.

4. When you have populated the fields on this screen, do one of the following:

   - Use the **Begin** hot key to immediately run the authorization.

   - Use the **Schedule** hot key to schedule the authorization to run at a later time.

Loading A/R Balances Manually

Use the Manual A/R Balance Loading program to load A/R balances for a customer without converting any history data.

▶**To load A/R balances manually:**

1. From the **A/R > Utilities** menu, select **Manual A/R Balance Loading** to display the Manual A/R Balance Loading screen.

2. In the **Branch** field, enter the branch, branches, or territories to which you want the data to post.

3. In the **Customer** field, enter the name of the customer for which you are entering the A/R balances.

   The system displays the customer's full name and address.

4. In the **Age from Date** field, enter the date used to determine the balances in the aging buckets.

5. In the **Payment Terms** field, the system populates the customer's default payment terms as defined in the credit control parameters in Customer Maintenance. If necessary, you can override the terms in this field with any other valid terms code. For more information, see, Defining Payment Terms and Credit Control Parameters.

6. In the **Future** field, enter the amount of the customer's balance that is due, but that has not yet appeared on a statement.

7. In the **Current** field, enter the amount of the customer's balance that has been billed and is due in the current 30-day period.

8. In the **31-60 Days** field, enter the amount of the customer's balance that is between 31 and 60 days overdue.

9. In the **61-90 Days** field, enter the amount of the customer's balance that is between 61 and 90 days overdue.

10. In the **91-120 Days** field, enter the amount of the customer's balance that is between 91 and 120 days overdue.

11. In the **Over 120 Days** field, enter the amount of the customer's balance that is over 120 days overdue.

12. In the **Total A/R** field, the system populates the total of all the A/R amounts entered.

13. Use the **Save** hot key to load the data.

    The balance loading program creates an invoice, using the product assigned to the Conversion A/R Loading Product control maintenance record, for each of the aging amounts entered with non-zero amounts. This balance loading program makes the customer's A/R aging match the A/R aging balances entered on the screen.

Viewing the Cash Receipts Review Queue

Use the Automatic Cash Receipts Review queue to view information on cash receipts by branch or territory. You can edit and view the cash receipts directly from the queue and can also delete any of the log entries related to a line item. This queue contains any auto-created cash receipts and the information in this queue is based on the data supplied by the Batch Cash Receipts function. For more information, see Entering Batch Cash Receipts.

▶**To view the Cash Receipts Review queue:**

1. From the **A/R > Utilities** menu, select **Cash Receipts Review Queue** to display the Automatic Cash Receipts Review Queue screen.

2. In the **Branch/Territory** field, enter the branch or territory for which you want to view cash receipts. The system populates the screen with the following information:

Column	Description
Check #	The check number for each cash receipt.
C/R ID	The system-assigned identification number for each cash receipt.
Customer	The name of the customer associated with a cash receipt.
Check Amount	The amount of the check.
Reconciled	The amount of the reconciled amount of the check.
Difference	The amount of the difference, if any, between the cash receipt and the reconciled amount.

3. Use any of the following hot keys to process the information on the screen:

Hot Key	Function
Error Rpt	Displays the Auto Cash Receipts Posting Exceptions report, that contains any errors encountered while posting the cash receipts. This hot key is only active when an error report exists for the current line item.
Clear Matches	Clears the log file from which the information is drawn. Keep in mind that you lose all existing entries.
Select	Displays a selection screen where you can determine additional parameters to narrow the scope of your queue by customer, items without an ID, before or after a specific date, or by batch number or check number.
View	Displays the Cash Receipts screen in view-only mode. For more information, see Cash Receipts Overview.
Edit	Displays the Cash Receipts screen in edit mode. For more information, see Cash Receipts Overview.
A/R Inquiry	Displays the A/R Inquiry screen where you can view information about your A/R accounts. For more information, see A/R Inquiry Overview.
Requeue	Allows you to requeue one line item for repayment under certain situations, for example, if there is an error on the line item.. Any cash receipts that were posted without any errors cannot be requeued.

Hot Key	Function
Prt	Displays a menu from which you can select any of the following reports to print out or send to your Hold file: • **Automatic Cash Receipts Queue** – A printable version of what displays on the Automatic Cash Receipts Review Queue screen, including any errors. • **Automatic Cash Receipts Posting Exception**s – A printable version of any errors encountered while posting the transactions. Common errors might be duplicate records or duplicate customer ABA numbers. • **Automatic Cash Receipts Daily Balancing Report** – A printable version of the transactions, by branch, that were posted.

4. Press **Esc** to exit this screen.

Notifying Customers of Overdue Invoices

Use the Overdue Invoice Notification driver to send either e-mails or faxes to customers with overdue invoices. The driver takes the information from the Activity Trigger Maintenance program, and determines which customers not only have the Overdue Invoice trigger assigned to them, but who have open invoices that are overdue. The system then checks to see if notification has already been sent before generating the overdue invoices, thus avoiding duplicate notification.

Before you run this driver, you must set the Overdue Invoice trigger in Activity Trigger Maintenance. For more information on how to do this, see Assigning Activity Triggers.

▶**To notify customers of overdue invoices:**

1. From the **A/R > Utilities** menu, select **Overdue Invoice Notification** to display the Overdue Invoice Notification screen.

2. Use one of the following hot keys:

    - **Begin** – Runs the program immediately.

    - **Schedule** – Displays the Phantom Scheduler screen. For more information on how to use this screen, see Scheduling Phantom Processes.

3. When you are finished scheduling the program to run, press **Esc** to exit the Phantom Scheduler screen.

4. Use the **Begin** hot key to begin the scheduler.

See Also:

A/R Utilities Overview

Assigning Activity Triggers

A/R Reports Overview

Use the following reports and journals to view information about your accounts receivables. You can review customer receivable information online, using inquiries, or you can print or download the information to a spreadsheet to analyze and manipulate the data.

Cash Receipts Journal

Use the Cash Receipts Journal to keep track of your company's credits and receivables. You can produce this report in a variety of formats to accommodate different reconciliation procedures. This report shows all of the cash receipts that were posted, by location, for a single business day. This includes payments that were entered via EDI (Electronic Data Interchange), received via mail, collected by your cashiers, or downloaded from bank tapes.

Cash Box Journal

Use the Cash Box Journal to reconcile automatic postings to actual cash receipts. If your company has a sales counter or showroom where employees take cash payments or deposits from customers, then you need to reconcile their collections to the receipts that the system expects.

Detail Cash Application Report

Run the Detail Cash Application report to list all cash receipts posted for a time period. This report also displays how each cash receipt was applied to any open invoices.

A/R Aging Report

Run the A/R Aging report to see how much money your customers owe your company and for how long the money has been owed. This report can also show you the date of the customer's last payment and the amount of that payment.

Bank Deposit Summary Report

Run the Bank Deposit Summary report to view a list that summarizes bank deposits by date for each of your cash boxes. This report shows the total accounts receivable receipts and the total miscellaneous receipts for each selected day.

Unpaid Invoices Report

Run an Unpaid Invoices report to view all invoices, sorted by customer, that remain unpaid as of a given date. This report is useful if your company uses different terms codes and ship vias because it lists the specific information for each. For example, you can use this report to keep track of invoices that have products shipped via UPS and that have not been paid.

See Also:

Accounts Receivable Overview

Running the Cash Receipts Journal

Use the Cash Receipts Journal to keep track of your company's credits and receivables. You can produce this report in a variety of formats to accommodate different reconciliation procedures.

For example, if your company has a sales counter or a showroom where employees take payments or deposits, you need to reconcile the collections with expected receipts. Each time an employee enters a payment received, this amount shows up in several places. In the A/R Ledger, the amount shows as a payment received. The amount would show up as a credit to the A/R Ledger, and a debit from the A/R Ledger for the account assigned to the cash box item in the G/L Automatic Postings account. You would run the Cash Receipts Journal to create a summary of all cash received for a certain date and from a certain location.

Because users with the proper authority can change closed transactions, the data on this report is subject to change. Therefore, this report is *not for audit* purposes.

▶**To run a Cash Receipts Journal:**

1. From the **A/R > Reports/Journals** menu, select **Cash Receipts Journal** to display the Cash Receipts Journal screen.

2. In the **Br/Tr/All** field, enter the branch or branches for which you want to run the report.

3. In the **Start Date** field, enter the first date of the period you want to include in the report. The default is the current date.

4. In the **End Date** field, enter the last date of the period you want to include in the report. The default is the current date.

5. In the **Detail/Summary/Totals** field, press **F10** and select one of the following to determine the level of detail to include in the report:

    *   **Detail –** Displays all invoices and cash receipts for each customer, followed by the invoice date, check date, aging totals for that customer, disbursements, subledger information, and grand totals for all customers displayed.

    *   **Summary** – Displays aging totals for each customer, followed by grand totals for all customers. This is the default.

    *   **Totals –** Displays only cash receipts that have not been applied to an unpaid invoice. This level of detail does not display unapplied credits

6. In the **Break on Periods (Y/N)** field, indicate whether or not to produce separate reports for each end-of-month date that occurs between the start date and the end date of this report. **N** is the default.

7. In the **Batch ID** field, to run a report for only those cash or miscellaneous cash receipts with a particular batch ID, enter that batch ID. To run the report for all cash and miscellaneous cash receipts, leave this field blank.

8. In the **Regular/Misc/Both** field, press **F10** and select one of the following to determine the receipt types to include in the report:

- **Regular** – Includes all cash receipts. This is the default.
- **Misc** – Includes all miscellaneous cash receipts.
- **Both** – Includes all cash and miscellaneous receipts.

9. In the **Sort by Date/Bank** field, press **F10** and select one of the following to determine how to sort the report:

- **Date** – Sorts the report by the dates of the cash receipts. This is the default.
- **Bank** – Sorts the report by the bank to which the cash was deposited.

10. In the **S/O Customer Release #** field, to include cash receipts based on the customer release number, enter that number.

11. In the **Customer P/O #** field, to include cash receipts based on the customer P/O number, enter that number.

12. In the **S/O Ship-To Customer** field, to include cash receipts based on customer ship-to information, enter the customer name, or use the Multi hot key to enter multiple customer release numbers, customer purchase order numbers, or customer ship-to information.

13. In the **Service Charges (Inc/Exc/Only)** field, press **F10** and select one of the following to determine whether to include service charges:

- **Include** – Includes all service charges in the report. This is the default.
- **Exclude** – Excludes all services charges from the report.
- **Only** – Includes only service charges in the report.

14. Use the **Slct** hot key to display the Additional Selection Input screen, where you can enter additional criteria for selecting specific customers to include in the report.

15. Set options, if needed, and generate the report.

Running the Cash Box Journal

Use the Cash Box Journal to reconcile automatic postings to actual cash receipts. If your company has a sales counter or showroom where employees take cash payments or deposits from customers, then you need to reconcile their collections to the receipts that the system expects.

After you run the Cash Box Journal, use the Miscellaneous Cash Receipts program to post your cash to the appropriate bank accounts.

The report provides the following information:

- The **Br** column identifies the branch where the transactions occurred

- The **User** column identifies the user ID number of the person who ran the report.

- The **Order #** column identifies the number assigned to the sales order.

- The **PostDate** column identifies the date the payment was transferred from the purchaser's account.

- The **Customer** column identifies the name of the customer.

- The **Cash** column identifies the amount in cash received for this transaction.

- The **Check** column identifies the amount in checks received for this transaction.

- The **CCard** column identifies the amount in credit card payments authorized for this transaction. Compare the total of this column with the total of the **Tran Amount** column for reconciliation purposes on the Credit Card Summary report.

- The **Total** column identifies the total amount received for this transaction.

- The **Open Bal** column identifies the money not collected from this transaction.

- The **Payment Info** column identifies the method used to pay on this transaction.

- The **Location** column identifies the location for which the cash box is being reconciled.

▶**To run a Cash Box Journal:**

1. From the **A/R > Reports/Journals** menu, select **Cash Box Journal** to display the Cash Box Journal screen.

2. In the **Start Date** field, enter the first date of the period you want to include in the report. The default is the current date.

3. In the **Start Time** field, enter the time in military format at which you want the report to start. The time zone that the report is run in is included in the report.

4. In the **End Date** field, enter the last date of the period you want to include in the report. The default is the current date.

5. In the **End Time** field, enter the time in military format at which you want the report to stop. The time zone that the report is run in is included in the report.

6. In the **Br/Tr/All** field, enter the branch or branches for which you want to run the report.

7. In the **Location** field, to reconcile the receipts from just one location, enter that location here. To reconcile receipts from all locations, leave this field blank.

8. In the **User ID** field, to reconcile the receipts for just one employee, enter that employee's name here. To reconcile receipts for all employees, leave this field blank.

9. In the **Journal Format** field, press **F10** and select one of the following:

   - **Narrow** – Includes the total of all cash receipts and the remaining balance on each transaction involving a receipt.

   - **Wide** – Includes the total of all cash receipts and breaks the totals down by cash, check, and credit card receipt amounts, including payment information for credit card receipts.

   Note: When you set this field to **Wide**, the **Payment Info** column on the report displays credit card numbers. To determine how many digits of the credit card number actually display, set the CREDIT.CARD.ACCT authorization key.

10. In the **Sort by User/Customer** field, press **F10** and select one of the following to determine how to sort and subtotal the report:

    - **User** – Sorts by user ID numbers. This is the default.

    - **Customer** – Sorts alphabetically by customer name.

    - **Invoice Number** – Sorts by invoice number in descending order. Subtotals are not available in this option.

    Note: If you are running this journal to reconcile your cash box, use the **Wide Journal Format** and the **Customer Sort by** selections.

11. Use the **Slct** hot key to display the Additional Selection Input screen, where you can enter additional criteria for selecting specific customers to include in the report.

12. Set options, if needed, and generate the report.

Running the Detail Cash Application Report

Run the Detail Cash Application Report to list all cash receipts posted for a time period. This report also displays how each cash receipt was applied to any open invoices.

▶**To run a Detail Cash Application Report:**

1. From the **A/R > Reports/Journals** menu, select **Detail Cash Application** to display the Detail Cash Application Report screen.

2. In the **Br/Tr/All** field, enter the branch or branches for which you want to run the report.

3. In the **Start Date** field, enter the first date of the period you want to include in the report.

4. In the **End Date** field, enter the last date of the period you want to include in the report.

5. In the **Customer** field, do one of the following to determine how to sort the report by customer name:

   - To run this report for just one customer, enter the customer name.

   - To run the report for all customers, leave this field blank.

6. Use the **Slct** hot key to display the Additional Selection Input screen, where you can enter additional criteria for selecting specific customers to include in the report.

7. Set options, if needed, and generate the report.

Running the A/R Aging Report

Run an A/R Aging Report to see how much money your customers owe your company and for how long the money has been owed. This report can also show you the date of the customer's last payment and the amount of that payment.

While you probably do not want to run this report for use as a cash receipts reference tool, you might want to run a file copy after an accounting period has been closed by the auditor, or a review copy for a branch or credit manager.

For any customer record that you place an asterisk (*) in the **Apply credits to oldest buckets when aging account** field on the Credit Control Parameters screen, the A/R Aging Report will display all credits as applied to the oldest aging bucket with a balance. However, entering an asterisk (*) in that field does not actually cause a cash receipts application of credits to open invoices. That must be done manually using the Cash Receipts program.

> **Note:** After you run the report once, the system saves the selections you made and associates them with your user ID. When you run the report again, the system displays the selections you made the last time. A "Save" message at the top of the screen indicates that your previous selections are being used. If there is no default or saved setting, the field is blank. For more information, see How the System Saves Settings on Reports.

The report provides the following information:

- The header area indicates the as of date for which the report was run, the branches included in the report, and the order in which the customers and their data are sorted.

- The **ID#** and **Bill-To Customer** columns indicate the identification number and name of the customer, in this case a bill-to customer. You can also run A/R Aging reports for ship-to customers.

- The **Inv Date** column indicates the date the invoice was entered into the system.

- The **Future** column indicates any balances due in the future beyond the standard aging buckets.

- The **1 - 30** column indicates any balances due within the next 30 days.

- The **31-60**, **61-90**, **91-120**, and **Over 120** columns indicate the balances that are overdue within each aging bucket.

- The **Deposits** column indicates the amount of deposits made on the invoice.

- The **Total A/R** column indicates the total balance due on the invoice.

- The **Open Orders** column indicates the amount of open orders for that customer.

- The **Last Pmt Date** indicates the date on which the customer last made a payment.

- The **Last Pmt Amount** indicates the amount of the last payment the customer made on an invoice.

- The **Phone** column indicates the phone number for that customer.

To run an A/R Aging Report:

1. From the **A/R > Reports/Journals** menu, select **A/R Aging** to display the A/R Aging Report screen.

2. In the **As of Date** field, enter the date to determine which invoices to include in the report. Only invoices dated up to and including this date are included in the report. The default is **All Dates**.

3. In the **Age as of** field, enter the date to determine at what point the invoice ages.

4. In the **Home Branches** field, enter the branch, branches, or territories to determine which home branches you want to include in the report.

   Note: Customer's home branches are assigned on the Accessible Branches screen in Customer Maintenance. For more information, see Defining Customer Branch Override Capabilities. You can only report on branches to which you have authorization.

5. In the **Incl Blank Home Br (Y/N)** field, indicate whether to include in the report those customers that have no Home Branch assignment.

   - If you specified **All** in the **Home Branches** field, enter **Y** in this field.

   - If you run separate reports for different branches or territories, enter **Y** in this field for only one of the reports. Otherwise, you include the same vendors in multiple reports.

6. In the **Sale Branches** field, enter one of the following or press **F10** and select one of the following to restrict the report to include certain sales branches:

   - **Branch name**

   - **Territory name**

   - **All (Default)**

7. In the **Bill-To Customer** field, do one of the following:

   - To run the report for a specific bill-to customer, enter that customer's name.

   - To run the report for all bill-to customers, leave this field blank.

   - To run the report for multiple customers, use the Multi hot key to enter multiple customer release numbers, customer purchase order numbers, or customer ship-to information.

8. In the **Customer Level** field, press **F10** and select one of the following to determine how customer information displays.

   - **Bill-To** – Displays information for bill-to customers only, with subtotals for each, and then displays the totals for all bill-to customers.

   - **Ship-To** – Displays information for ship-to customers only, with subtotals for each, and then displays the totals for all ship-to customers.

9. In the **Credit Manager** field, do one of the following:

- To run the report for a specific credit manager, enter the credit manager's name.

- To run the report for all credit managers, leave this field blank.

10. In the **Summary/Detail/Unapplied** field, press **F10** and select one of the following to determine the level of detail to include in the report:

- **Summary** – Displays aging totals for each customer, followed by grand totals for all customers. This is the default. If you select this option, the system uses the bill-to customer terms code information as defined in Customer Maintenance. If there is no terms code information and the report is run in Summary mode, then the **Terms** column on the A/R Aging Report is blank.

- **Detail** – Displays all invoices and cash receipts for each customer, followed by the aging totals for that customer, disbursements, and grand totals for all customers. If you select this option, you can use the **Use Terms From Order Level (Y/N)** field to determine from where the system should pull the terms code information.

  Note: When you run this report in Summary or Detail mode, the setting for the **Apply credits to oldest bucket when aging account** field on the Credit Control Parameters screen takes precedence over the **Bucket to use for aging** field on the Valid Customer Invoice Status Codes control maintenance record.

- **Unapplied** – Displays one of the following, depending on the existence of unapplied cash receipts:

  - If customer have no unapplied cash receipts, the report does not display any information.

  - If customers have unapplied cash receipts, the report displays all unapplied cash receipts, plus invoices and cash receipts so you can determine which invoices to apply the unapplied cash to. This level of detail does not display unapplied credits.

  Note: The customer's phone number, as defined the Customer Maintenance screen, displays in the upper right corner of the report.

11. In the **Invoice Status Code** field, to select only those invoices with a designated status code, press **F10** and select from a list of codes.

    Invoice status codes are defined by the Valid Customer Invoice Status Codes control maintenance record and are used to identify invoices that are on hold, are being disputed, or are in some way questionable. Status codes are assigned to an invoice on the Cash Receipts screen. For more information, see Entering Cash Receipts.

    Note: If you select one or more invoice status codes, you can only run the report in **Detail** mode.

12. In the **Customer Terms Code** field, to select only those customers who have a designated terms code, press **F10** and select from a list of codes.

Terms codes are defined in Terms Maintenance and are used to create and maintain payment terms on your customer's invoices. For more information see Creating or Editing Terms Codes. Terms codes are applied in Customer Maintenance. For more information, see Defining Payment Terms and Credit Control Parameters.

13. In the **Customer Currency** field, to select only those customers who have a designated primary currency that is different from your company's base currency, press **F10** and select a currency.

    Primary currencies are defined in Customer Maintenance. For more information, see Assigning Pricing and Printing Values to a Customer.

14. In the **Report Currency** field, to print the report in a currency other than your company's base currency, press **F10** and select from a list of currencies.

15. In the **Sort by** field, press **F10** and select one of the following to determine which of the following columns to sort the report by:

    - Customer
    - Future
    - Current
    - 31 - 60
    - 61 - 90
    - Balance
    - 91 - 120
    - Over 120
    - Deposit
    - Home Branch
    - Sale Branch

    The names of these aging buckets reflect the setting of the A/R Aging Bucket Names control maintenance record.

    Note: In Detail mode, if you sort by balance, the report sorts by balances within each entity record, not the grand total for each entity. In Summary mode, balance is the grand total for each entity.

16. In the **By** field, press **F10** and select one of the following to determine in which order to sort the information on the report:

    - **Ascending** – Sorts the report from smallest to the largest. This is the default.

    - **Descending** – Sorts the report from the largest to the smallest.

17. In the **Service Charges (Include/Exclude/Only)** field, press **F10** and select one of the following to indicate whether or not to include service charges:

    - **Include** – Displays principal balances and service charges. This is the default.

    - **Exclude** – Displays service charges only.

    - **Only** – Displays principal balances only.

18. In the **Respect Balance Forward Flags (Y/N)** field, indicate whether or not the system respects the balance forward flags set for each customer:

    - **Y** – Respects the balance forward flags when the following conditions are met:

- The Display Aging Invoices From Balance Forward Perspective control maintenance record is set to **Y**.

- The **Bal Fwd** field on the Customer Maintenance screen is set to **B**.

- The balance forward amounts for each of the standard aging buckets combined and displayed in the **Invoice #** column, and also in the appropriate aging bucket column.

- **N** – Does not respect the balance forward flags and displays each transaction as its own line item. This is the default.

19. In the **Include Zero Balance Customers (Y/N)** field, enter **Y** to include customers in the report that have a zero balance due. The default setting is **N**.

    Use this field if you download the A/R Aging Report to Microsoft Excel. Running the report to include customers with a zero balance due allows you to compare day-to-day activity and check for out of balance items.

20. In the **Activity Comments w/Src** field, enter a source for which to limit the activity comments printed in the report to only those assigned to a particular source. If you leave this field blank, the report lists all comments associated with the designated receivable.

21. In the **Entered After** field, enter a date for which to limit log entries to those made after a specified date. If you leave this field blank, the report lists all comments associated with the designated receivable.

22. To limit log entries to those made after a specific date, enter that date in this field. If left blank, the report lists all comments associated with the designated receivable.

23. In the **Use Terms From Order Level (Y/N)** field, enter one of the following to determine from where to pull the terms code information from:

    - **Y** – Includes terms code information from the order level. If no terms code information exists at the order level, the system uses the terms code information from the customer level. If no terms code information exists at the customer level, then the **Terms** column on the A/R Aging report is blank.

    - **N** – Does not include terms code information. This is the default.

    Note: This field can only be accessed if you run the report in Detail mode and include the **Terms** column in the report format, using the **Column** hot key.

24. To run this report for one or more roll-up groups, use the **Slct** hot key to display the Additional Selection Input screen, place your cursor on the **Customer Type** field, and do one of the following:

    - Press **F10** and select from a list of roll-up groups.

    - Use the **Multi** hot key and create a list of roll-up groups. If you choose this option, the system displays *Multi* in this field to indicate a multiple list of roll-up groups.

    Note: Most of the filters on the Additional Selection Input screen do not apply to the A/R Aging report. If you specify criteria other than in the **Customer Type** field, the report is slow to generate and may give you unreliable results. In addition, you must define your customer roll-up groups in the

Valid Customer Roll-Up Groups control maintenance record, and assign these roll-up groups on the User Defined Data screen in Customer Maintenance. For more information, see Customer Maintenance.

25. To determine which columns to display on the report, use the **Column** hot key to display the A/R Aging Report Column Setup screen. There, you can add new columns or adjust the order in which they appear on the report. For example, to add a **Sales Tax** column or a **Sales Branch** column to your report, use the column setup screen, and move your selected options to the **On Report** column. For more information, see Modifying the Column Layout for a Report.

   Note: The available options for columns on the A/R Aging Report Column Setup screen depend on the settings in the **Summary/Detail/Unapplied** field on the A/R Aging Report screen. For example, to run the report in Summary mode, you do not have the **Sales Tax** column option, but if you run the report in Detail mode, you do have the **Sales Tax** sort column option. In addition, the **Customer PO #** column and **Release #** columns only display in Detail or Unapplied mode.

26. Set options, if needed, and generate the report.

Excluding Accounts From the A/R Aging Report

Businesses often borrow money against their accounts receivables. Someone from the company goes to the bank with a report of what the company's accounts receivable balance is and asks to borrow against that balance. If the company receives a loan, they may be required to produce reports to show exactly what their accounts receivable balance is, sometimes on a daily basis, because their borrowing power can change day to day. A bank considers a certain amount of accounts receivable as uncollectable because it has been delinquent for too long.

This topic includes two methods to exclude delinquent accounts from an A/R Aging Report. The first three steps are the same for both methods.

▶**To exclude accounts from an A/R Aging Report:**

1. Create a record for a fictitious branch in Customer Maintenance, using the following information:

   - In the **Name** field, enter a significant but fictitious name such as Branch 99.

   - On the left side of the screen, only populate the **Zip**, **Sort By**, and **Index** fields.

   - On the right side of the screen, flag the **Bill To**, **Job or Ship To**, and **Branch** fields.

2. Create a record for the fictitious branch in Branch Maintenance, using the following information:

   - In the **Branch/ID New** field, enter the same number as you did in step one, such as 99.

   - In the **Short Desc** field, enter any applicable description.

   - In the **Entity ID** field, enter Branch 99.

   - Leave the **Default Price Class** field blank.

3. Display the Customer Maintenance record for each delinquent customer that you want to exclude from your A/R Aging report. Use the following steps for each customer:

   - From the **Files** menu, select **Customer** to display the Customer Maintenance screen.

   - In the **Customer/New** field, type the name of the customer to exclude.

   - Use the **Branch** hot key to display the Accessible Branches screen.

   - In the **Home Branch** field, enter 99.

   - Press **Esc** to exit the screen and save the information.

4. Proceed to Method One or Method Two, depending on your needs.

Method One

1. Display your own User Maintenance record.

2. Use the **Branches** hot key to display the Accessible Branches screen.

3. In the **Auth** field, enter **S**.

4. Run the A/R Aging Report with **All** entered in the **Home Branches** field.

   This includes all the branches to which the user has access. The report displays "All Branches" but does not, in fact, include the customers with "uncollectable" accounts who have Branch 99 assigned as their home branch, because Branch 99 was not accessible to the user running the report.

Method Two

1. Create a territory in Territory Maintenance, with the name of "Corp" for Corporate, for example, that includes all branches *except* Branch 99.

   You must have access to all the branches to be included in the territory. If you do not have access, when you try to include an inaccessible branch in the territory, the following message displays: Not authorized for all branches in territory.

2. Run the A/R Aging Report, and select Corp, or whatever name you created in Territory Maintenance in step one, in the **Home Branches** field. This includes on the report all customers in all branches except Branch 99.

   You must have access to all the branches in the territory named "Corp". If you do not have access, when you try to run the report, the following message displays: Not authorized for all branches in territory.

   The report says "Corporate" territory, but Branch 99 customers are not included in the aging report.

See Also:

A/R Reports Overview

A/R Aging Report

Customer Maintenance

User Maintenance

Territory Maintenance

Running the Bank Deposit Summary Report

Run the Bank Deposit Summary Report to view a list that summarizes bank deposits by date for each of your cash boxes. This report shows the total accounts receivable receipts and the total miscellaneous receipts for each selected day.

The report provides the following information:

- The **Date** column indicates the date the deposit was made.

- The **Cash Box** column indicates the amount of deposit money from the cash box.

- The **A/R Receipts** column indicates the amount of deposit money from A/R receipts.

- The **Misc Receipts** column indicates the amount of deposit money from miscellaneous receipts.

- The **Totals** column indicates the total amount of deposit from the other columns in this report.

▶**To run a Bank Deposit Summary Report:**

1. From the **A/R > Reports/Journals** menu, select **Bank Deposit Summary** to display the Bank Deposit Summary Report screen.

2. In the **Br/Tr/All** field, enter the branch or branches for which you want to run the report.

3. In the **Start Date** field, enter the first date of the period you want to include in the report. The default is the current date.

4. In the **End Date** field, enter the last date of the period you want to include in the report. The default is the current date.

5. Set options, if needed, and generate the report.

See Also:

A/R Reports Overview

Running the Unpaid Invoices Report

Run an Unpaid Invoices Report to view all invoices, sorted by customer, that remain unpaid as of a given date. This report is useful if your company uses different terms codes and ship vias because it lists the specific information for each. For example, you can use this report to keep track of invoices that have products shipped via UPS and that have not been paid.

The report provides the following information:

- The **Terms Codes** field identifies the terms that can be applied to the invoices on the report.

- The **Branches** field identifies the branch where the invoice originated.

- The **Invoice** column identifies the number of the invoice.

- The **Customer Name** identifies the name of the customer.

- The **ShipDate** column identifies the date that the product shipped.

- The **Terms** column identifies terms applied to each invoice to be paid.

- The **Ship Via** column identifies the way the products on each invoice were shipped.

- The **Orig Amt** column identifies the amount originally due on the invoice.

- The **Open Amt** column identifies amount still due on the invoice.

▶**To run an Unpaid Invoices Report:**

1. From the **A/R > Reports/Journals** menu, select **Unpaid Invoices** to display the Unpaid Invoices Report screen.

2. In the **Br/Tr/All** field, enter the branch or territory for which you want to review unpaid invoices. Enter **ALL** to review unpaid invoices for all branches and territories.

3. In the **Terms Code** field, to include only those unpaid invoices with a particular terms code, enter the terms code. Leave this field blank to include all terms codes.

4. In the **Customer** field, to include only those unpaid invoices for a particular customer, enter the customer name here. Leave this field blank to include all customers.

5. In the **Ship Via** field, to include only those unpaid invoices for a particular ship via, enter the ship via code here. Leave this field blank to include all ship vias.

6. In the **Break on Customer (Y/N)** field, indicate whether you want to insert a page break between data for different customers.

7. Use the **Slct** hot key to display the Additional Selection Input screen, where you can enter additional criteria to include in the report.

8. Set options, if needed, and generate the report.

Refining the Scope of Report Results

Use the Additional Selection Input screen to enter selection criteria to narrow or broaden the scope of report results. The system first selects data using the entries on the main report screen. It then further selects data using the entries on the Additional Selection Input screen. This screen is generic, and some options may not pertain to the report you are running.

The following A/R reports allow you to enter additional criteria:

- Cash Receipts Journal
- Cash Box Journal
- Detail Cash Application
- Unpaid Invoices

▶**To refine the scope of report results:**

1. From one of the reports listed above, use the **Slct** hot key to display the Additional Selection Input screen.

2. In the **Print Selections on Report (Y/N)** field, indicate whether to list the names of all additional selections along with the corresponding entries between the header information and the report data.

   Note: For a single entry, type the data in the field. For multiple entries, position the cursor in a field and use the **Multi** hot key to display a related screen on which you can make multiple entries.

3. In the **Batch ID** field, to select orders associated with a particular batch number, enter that batch number.

4. In the **Currency** field, to select transactions that were entered in a specific currency, press **F10** and select from a list of currencies.

5. In the **Order ID** field, to select orders assigned with a particular order ID, enter that ID number.

6. In the **Ordered With** field, to select orders entered by a particular employee or multiple employees of a vendor, enter the information to identify the employee. This is a free-form, unvalidated entry.

7. In the **Order Status** field, to select orders assigned a particular order status, press **F10** and select from a list of statuses.

8. In the **Pay To Vendor Types** field, to select orders associated with a particular pay-to vendor type, press **F10** and select from a list of vendor types.

9. In the **Payment Terms** field, to select orders assigned particular payment terms, press **F10** and select from a list of payment terms.

10. In the **Phone Number** field, to select orders associated with a particular phone number, enter that phone number.

11. In the **Receiving Branch** field, to select orders associated with a particular receiving branch, enter that branch name or number.

12. In the **Report Currency** field, press **F10** and select the currency in which you want this report displayed.

13. Press **Esc** to return to the report you want to run.

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