Accounts Receivable Payments & Adjustments

Apply Payments to A/R Customers
1. Select **Accounts Receivable** from Main.
2. Select **Transaction** from A/R Menu.
3. (If prompted, enter printer# for Audit.)
4. **Id:** Enter Customer ID (or press <Enter> to **Name** field to enter partial name) to "read up" customer account. Press **F7=Next ID** or **F8=Prev ID** to search for desired customer.
5. Top right hand corner of screen indicates the display mode: **PAYMENT, PAID or REVIEW.** The default mode is **PAYMENT** to display unpaid or partially paid transactions. Refer to section "Toggle Payment/Paid/Review."
6. Find first transaction you wish to pay.
7. In **L#** column, enter line # of transaction to pay **or** in **Tran#** column, enter invoice # to pay and press <Enter>.
8. If invoice paid in full, press **F10** to Select it. Notice Y (yes) in "**S**"elect column.
9. If invoice partially paid, enter partial payment amount and press **F10 to select**.
10. Repeat for each transaction you wish to pay:
    - Notice amounts accumulating in Debits_____ & Credits _____ at bottom of screen.
    - Refer to "Common A/R Transaction Types" for type descriptions.
11. When finished selecting transactions to pay:
    - **<F3>** = Apply.
    - **P** = Payment Entry
    - **S** = Selected Transactions
    - Payment Entry Box displays.
12. **Check Number** - Enter Check#

13. **Total on Account** - Prefills with A/R amount. Usually just press <Enter>. Override it if customer "overpays."
14. **Payment Amount** - Press <Enter> to make payment amount same as "Total on Account." Type in payment amount if less than Total on Account. ***This will be necessary if a prompt pay discount is given.***
15. **Discount Amount** - Prefills. Total on Acct less Payment Amt equals Discount.
16. **Receive Method** - Defaults to **2=Check**. If not paying by check, choose pay method from screen display.
17. **<F9> to Clear Screen** and enter another Customer ID or name.
18. When finished applying payments, press **<F12> to exit**.
19. **Audit report** prints to selected printer. See Main Options, 4th screen "Automatically Start A/R Transaction Audit Trail."
    - Y - Prompts for printer# for Audit Report.
    - N - Do Not print audit trail report.
    - Printer# - Audit Trail report will automatically print to this printer.

A/R Transaction Types

Order Type	Descriptions
L	Regular Orders entered through Point of Sale
P	Payments
A	Debit Adjustments
B	Credit Adjustments
C	Service Charge Transactions
D	Disbursements
I and M	Invoice & Credit Memo Transactions created during initial Bottom Line Load

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A/R Transaction Status

Status	Descriptions
OP	Open (unpaid) Transaction
PD	Paid Transaction
PP	Partially Paid Transaction

Toggle Payment/Paid/Review Modes

1. The *A/R Transactions Review and Payment* screen has 3 display modes:
   - "**Payment**" displays open (unpaid) and partially paid transactions only.
   - "**Paid**" displays only paid transactions showing most recent first.
   - "**Review**" displays all paid, partially paid and open transactions.
2. The current display mode, **PAYMENT, PAID or REVIEW** is shown in the upper right hand corner of the screen.
3. Press **TAB** key to toggle among Payment, Paid and Review screens.
   - After pressing TAB, it may be necessary to <**PgDn**> or <**PgUp**> to view transactions in new mode.
   - Press TAB again, to toggle to another mode.
4. "**Payment**" screen is usually preferred when applying payments, so that only unpaid or partially paid transactions appear.

Unapply / Reverse Payment

1. Select **Accts Receivable** from Main.
2. Select **Transaction** from A/R Menu.
3. (If prompted, enter printer# for Audit.)
4. **Id:** Enter Customer ID (or press <Enter> to **Name** field to enter partial name).
5. Enter **L#** (line number) of payment transaction that needs to be reversed.
6. Press **F2** to **Un-Apply**. Message displays: "Are you sure you want to un-apply this and related transactions? (Y or N)? – **Y**
7. Payment Transaction is now an Open transaction. Transactions that had been paid are now in an unpaid OPEN status. Unapplying a payment does NOT change the account balance.
8. Next, need to reverse the open payment:
   - Enter **L#** of payment transaction (that is now in an Open status).
   - **F10** to select it.
   - **F3** = Apply.
   - **P** = Payment Entry
   - **S** = Selected Transactions
   - Payment Entry Box displays.
9. **Check Number** - Though not required, entering same check# as original payment is recommended.
10. **Total on Account** - Press <Enter>. Will default to a negative amount.
11. **Payment Amount** - If there was no prompt pay discount on original payment, <Enter> to make Payment Amt same as "Total on Account." If there was a prompt pay discount on original payment, type in payment amount; enter payment amt as a negative.
12. If there was a **Discount Amount** on the original payment, discount will display automatically as a negative.
13. **Receive Method** - Enter same Receive Method that was used on original.
14. There are now TWO payment transactions, one positive and one negative, that net to zero. These are PAID transactions. Most users print only unpaid transactions on customer statements. However, some customers print paid transactions for the current month. If you use this option, you may not want the two "payments" (positive and negative) printing on the statements Prevent from printing on statement as follows:

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- Enter **L#** of first payment and press **<F4>.** This places an "**N**" in the "**P**" (print) column meaning "No print on statement."
- Press **<Up arrow>** key twice to return to L# field.
- Enter **Ln#** of second payment and press **F4**. Again, "N" will appear in "P" column indicating it will not print on the statement.

15. When finished, press **<F12> to exit**.

Debit & Credit Adjustments

1. Select **Accounts Receivable** from Main.
2. Select **Payments** from A/R Menu.
3. **Post Date** displays. Up Arrow to change only if necessary.
4. **Salesman** - Enter password for your salesperson ID.
5. **Cust**: Enter customer ID (or press <Enter> to Name field to enter partial name) to "read up" customer.
6. **Age: 1** Usually press **<Enter>** to create adjustment in Age period 1 (current). Override to older age period if desired.
7. **Type:** Enter the "type" of adjustment:
   - "**A**" for a debit adjustment.
   - "**B**" for a credit adjustment.
8. Cursor moves to blank space to right of PO#. Enter transaction # you are adjusting or enter alphanumeric reference (up to 8 numbers or letters) for the adjustment. This is optional.
9. **Total:** Enter adjustment amount in box. Debit & Credit adjustments are normally entered as a positive amount.
10. Press **TAB=TOTAL**. Adjustment amount now displays next to "Accts Receivable." A transaction# is assigned (see Order #).
11. If you wish to immediately apply the adjustment to other transactions, press **F7=ARTRAN.** (Otherwise

press <F9> to clear screen or <F12> to exit.)
12. *A/R Transactions Review and Payment* screen displays. (If prompted, enter printer# for Audit Trail.)
13. The Adjustment transaction displays. Press **<F10>** to select it. (This causes a "Y" to display in the "S" column indicating you have the adjustment selected.)
14. Adjustment amount will display in either Credits or Debits at bottom of screen.
15. Enter Line# of transaction to adjust and press <**F10**> to select it. The amount will display in either Credits or Debits at bottom of screen. Continue to select individual transactions to adjust by entering the Line# of each Transaction or the Tran# and pressing <F10> to select it. If only part of a transaction will be adjusted, enter the amount in "Partial Amt" column before pressing <**F10**>.
16. When Debits = Credits, press <**F3**>=Apply.
17. Enter "**S**" for Selected Transactions. This applies the credit or debit adjustment to the selected transactions.
18. The next Daily Close will create General Ledger distribution for the adjustment. The amount of a Credit Adjustment will credit the Accounts Receivable account and debit the Miscellaneous A/R Adjustments Account. The amount of a Debit Adjustment will debit the A/R Acct and credit the Miscellaneous A/R Adjustments Account.
19. Use the General Ledger "Enter G/L transactions" program to make a manual journal entry. For a Credit Adjustment, credit the Misc A/R Adjustment account and Debit the appropriate General Ledger account. For a Debit Adjustment, debit the Misc A/R Adjustment account and

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credit the appropriate General Ledger account.

Reversing Service Charges

1. Select **Accounts Receivable** from Main.
2. Select **Payments** from A/R Menu.
3. **Post Date** displays. Up Arrow to change only if necessary.
4. **Salesman** - Enter password for your salesperson ID.
5. **Cust**: Enter customer ID (or press <Enter> to Name field to enter partial name) to "read up" customer.
6. **Age: 5** Service Charge reversals MUST be entered with Age Type 5.
7. **Type:** Enter **C** for Service Charge.
8. Cursor moves to blank space to right of PO#. Enter transaction # of the service charge you are adjusting or enter alphanumeric reference (up to 8 numbers or letters) for the adjustment. This is optional.
9. **Total:** Enter the service charge reversal as a **negative amount**. The minus sign must be entered before the amount.
10. Press **TAB=TOTAL**. Adjustment amount now displays next to "Accts Receivable." A transaction# is assigned (see Order #).
11. If you wish to immediately apply the service charge reversal to the original service charge, press **F7=ARTRAN.** (Otherwise press <F9> to clear screen or <F12> to exit.)
12. If <F7> was pressed, the *A/R Transactions Review and Payment* screen displays. (If prompted, enter printer# for Audit Trail.)
13. The Service Charge Reversal transaction displays. Press **<F10>** to select it. (This causes a "Y" to display in the "S" column indicating you have it selected.)
14. After selecting it, the service charge reversal amount will display in the Credits field at bottom of screen.

15. Enter Line# of the original service charge transaction and press <**F10**> to select it. The original service charge amount will display in the Debits field at bottom of screen. If the Service Charge Reversal transaction amount was entered to reverse multiple service charges, continue to select individual service charge transactions by entering the Line# of each Transaction or the Tran# and pressing <F10> to select it. If only part of a service charge will be adjusted, enter the amount in "Partial Amt" column before pressing <**F10**>.
16. When Debits = Credits, press <**F3**>=Apply.
17. Enter "**S**" for Selected Transactions. This applies the reversal service charge to the original service charge(s). The affected service charges should now display with a PD status.
18. The next Daily Close will create General Ledger distribution for the service charge reversal. The amount of the reversal will credit the Accounts Receivable account and debit the Service Charge Income account.