demandbridge™

db distributor™

ACCOUNTS RECEIVABLE
DOCUMENTATION

ACCOUNTS RECEIVABLE
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WELCOME

Welcome to the DB Distributor Accounts Receivable text documentation. DB Distributor's Accounts Receivable module is used for your daily activities associated with your customers and salespeople. This includes setting up your customers, creating AR invoices, performing cash receipts, and any reporting associated with your Accounts Receivable processes. Where applicable, each topic in this help system provides a path to the related panel in the DB Distributor Graphical User Interface (GUI) application, with the path to the Character-Based User Interface (CHUI) panel presented in parentheses. For example:

DB Distributor > Accounts Receivable > Setup > Customers (A/R S1)

CUSTOMERS

DB Distributor > Accounts Receivable > Setup > Customers (A/R S1)

The Customer Setup panel is used to setup new customers, and it is also used for displaying and/or changing information on existing customers.

Follow these steps to complete this panel:

1. Type in a new customer code to add a new customer, type in an existing code to modify an existing customer record, or you can use the query button to see a listing of all customers. There are also 2 buttons in the upper right corner that can be used to lookup a customer by either invoice number, or order number.

You will then have the following options:

- Customer Constant Data - used for setting up the customer default information (address, tax info, salesperson, etc.)
- Credit Analysis - used for setting up information about your credit contact, rules for payment, and displaying an overview of financial trends with the customer.
- Customer Default Data - used for setting up information that will control how this customer behaves in other areas of the software (Order Entry defaults, Print Management settings, Summary Bill, etc.).
- Open Invoice Inquiry - used for displaying open invoices with the customer. Open invoices are defined as invoices with a balance, or invoices that have gone to a zero balance since the last period end processing. This option will show all open invoices with their original balance, and all subsequent activity. You can double-click any of the open invoices to view additional details.
- Invoice History Inquiry - used for showing invoices that have been paid and moved to history. Displays the same as the Open Invoice Inquiry panel. You can double-click any of the invoices to view additional details.
- Open Order Inquiry - used for displaying a list of open orders. Can be narrowed by ship-to code, order type, or both. Click on any column to sort by that column.
- Open Order Inquiry by Item - similar to the last option, but will be sorted by item code. This has the same options for narrowing listed data.
- Order History by Order Number - can display order information for open or closed orders. Can be looked up by order number, or customer PO number.
- Order History by Item - will show information about open and closed orders, sorted by item code.
- Invoiced Order History by Date - will show information about order history that has been invoiced.
- Statistical Data Inquiry - used for showing (by year and period) Sales, Gross Profit, Number of Invoices, Bookings, and Booked Profit for the customer. The available statistics types will be determined by your main AR parameter settings.

- Custom Item Setup/Inquiry - will link to the custom item setup screen that is normally accessed through Order Processing or Print Management. The customer code will be locked to the customer code that you are currently viewing.

- Ship to Location Setup - allows you to setup multiple shipping points for your customer.

- Customer Message Setup - this option is used for adding messages to be displayed in various areas of the software, whenever this customer is selected. The areas include Order Entry, RFQ Entry, Invoice Entry, Cash Receipts, and AR Customer Setup. In each of these areas, you can enter in up to 3 message lines of 60 characters each.

- Print Management Fiscal Year - used for setting up the Fiscal Year of your customer, if they are Print Management.

- Comment Printing Setup - used to setup standard comments that can be printed on Invoices, Purchase Orders, Packing Lists, or Statements. Each item can have one standard comment associated with it.

- Order Entry - links to the main Order Entry screen.

- Contact Management Setup - links to Contact Setup in Contact Management. If your customer has a contact code setup in the Customer Constant Data area, it will automatically pull up their contact record.

- Credit Card Information Setup - used to store credit card information for the customer.

- Change Customer Delete Status - this area will normally display that your customer is active. From here you can choose to delete the customer and keep their data, or delete the customer and delete their data.

⏩ CUSTOMER CONSTANT DATA

DB Distributor > Accounts Receivable > Setup > Customers > Customer Constant Data (A/R S1 #1)

The Customer Constant Data panel is used for setting up all of the default customer information. The panel is divided into the **Address**, **Setup**, **Salesreps**, **User Defined**, and **Contact Mgmt** tabs.

Follow these steps to complete the **Address** tab:

1. Enter in the customer name, followed by the address information. *Note*: This is the billing address. Shipping addresses can be setup in the Ship-to Location Setup area.

2. Enter in the phone and fax information.

3. The lookup field will default to the first ten characters of the customer name, and is used when using the query feature to lookup customers. You can modify this if desired.

4. Enter in the name of the Purchasing Agent for this customer. Follow this by entering a greeting for them. This greeting will be used on forms such as customer quotes and order acknowledgments.

5. The customer's status will be displayed, and their date setup can be modified if needed.

Follow these steps to complete the **Setup** tab:

1. Enter in a customer category.

2. Optionally, enter in a customer price category.

3. Optionally, enter in a standard industrial classification code. *Note*: a parameter can be turned on to have this field store a commission code to be used with this customer.

4. Optionally, enter in a number of months to be used for reorder notice calculation.

5. Optionally, enter in a market channel code for this customer.

6. If available, enter in their United Account.

7. Optionally, enter in a CSR code that is responsible for this account.

8. Enter in a default sales tax code. This can be overridden if a sales tax code is established at the ship-to location.

9. If applicable, enter in a resale number.

10. Designate the tax exempt status.

11. Designate if you want the ability to calculate finance charges and send statements for this customer.

12. Optionally, enter in up to 3 mailing label types for this customer. This is used for grouping customers when printing labels.

Follow these steps to complete the **Salesreps** tab:

1. Depending upon your AR parameters, you have the ability to enter in up to five salespersons to split commission for this account. You must enter in, or select from the query, a valid salesperson.

2. For each salesperson, enter in the percent of the commission they should receive. The total must equal 100. If using only one salesperson, they must be set at 100 percent. *Note*: This means that they will receive 100 percent of the available commission, not that they are at a 100 percent commission rate.

Follow these steps to complete the **User Defined** tab:

1. If you have setup user defined fields, you will have the option of entering that additional information here.

Follow these steps to complete the **Contact Mgmt** tab:

1. If this customer is setup in your Contact Management system, you will want to enter in their List Type and Contact Code to establish a link to the Contact Management system. *Note*: When setting up a new customer, you have the option of importing their address information from Contact Management. Doing so will also cause these fields to be populated.

Back to Customer Setup

CUSTOMER CREDIT ANALYSIS

DB Distributor > Accounts Receivable > Setup > Customers > Credit Analysis (A/R S1 #2)

The Customer Credit Analysis panel is used for setting up your customer's credit information. The panel is divided into the **Constants** tab and the **Receivables** tab.

Follow these steps to complete the **Constants** tab:

1. Enter in the contact in your customers AP department.

2. Enter in a greeting for the contact. This will be used if using the system to send a DUN letter.

3. Enter in a phone number for the contact.

4. Enter in a terms code to be used when invoicing this customer.

5. Optionally, enter in a credit rating for the customer, and a date to go with it.

6. Optionally, enter in a credit limit for the customer, and a date to go with it. This limit can be used to decide when to put this customer on credit hold.

7. Enter in the credit hold status for this customer. Setting this to "yes" will stop orders from being entered for this customer, while "monitor" will cause their current credit information to be displayed each time an order is entered for them.

8. Designate is DUN letters are possible with this customer. If a DUN letter has been printed for them, the DUN letter type and date will be shown as well.

9. From here you can press the **Save** button to save the record, or continue to the Receivables tab to view additional information about the customer.

Follow these steps to complete the **Receivables** tab:

1. The Receivables tab is used to show the current ageing of your receivables, and to show payment history information.

Back to Customer Setup

When setting up a new customer, you will automatically proceed to the customer default data.

CUSTOMER DEFAULT DATA

DB Distributor > Accounts Receivable > Setup > Customers > Default Data (A/R S1 #10)

The Customer Default Data screens are used for setting up how the customer should be handled in other areas of the software.

The customer default data is divided into:

*   Default Data Screen 1
*   Print Management Settings (Optional - FMS customers only)
*   Default Data Screen 2
*   Default Data Screen 3
*   Print Management Fiscal Year (Optional - FMS customers only)

Back to Customer Setup

CUSTOMER DEFAULT DATA 1

The customer default data is used to help populate information about the customer when working in other parts of the system. This information is spread across multiple panels. Below is a listing of the available fields.

Field	Description
Is customer PO number required?	Turning this on will require that a Customer PO be entered in the Header area of Order Entry for any orders for this customer.
Unique req?	If the previous answer is "yes", do you require that the Customer PO be unique?
Thank you letter type default	As a by-product of order entry, you have the option to send sales confirmation letters. The letters can vary from customer to customer, or even order to order. Enter the single character code for the letter that you would want to send to confirm orders placed by this customer. *Note*: "N" means no confirmation letter. Standard letter is "A."
Which Orders	"A" for all orders get a thank you letter, "M" for only non-eCommerce orders get a thank you letter.
Normally print shipping acknowledgements	If checked, then shipping acknowledgements will automatically be queued as a byproduct of job status posting.
Freight Markup	If you want to set a standard freight markup with this customer, enter it here.
FOB	Designate if you want to use a standard Freight on Board code in the Shipping area of Order Entry.
How to Ship	Designate if you want to use a standard How to Ship code in the Shipping area of Order Entry.
Inside Delivery	Enter in if you want to have a standard Inside Delivery set in the Shipping area of Order Entry.
Ship Via	Designate if you want to use a standard Ship Via code in the Shipping area of Order Entry.
Finder's Fee Type	If you would like to pay a finder's fee with orders for this customer, select one of

	these options: Percentage of Sales, Percentage of Gross Profit, Percentage of Cost, Adjusted Gross Profit, or None=no finder's fee at all
Vendor	The finder's fee will be paid to a "vendor" code. Select the vendor that the finder's fee should be paid to.
Rate	Enter in the rate to be paid, based upon the finder's fee type previously selected.
Summary Bill for	If this customer is to be a summary bill customer, you can select up to 3 invoice types that should be a part of the summary bill. The options are "I" for invoices of Sales Orders, "R" for invoices of Releases, and "W" for invoices of Billable Releases.
Print Invoice for Each Shipment	For the options entered in above, enter a "Y" or "N" under each one to designate if you want the individual invoices to print in addition to the summary bill.
Monthly Shipment Detail Reporting	We recommend that you check this box. It provides shipment information by customer location, customer cost center and by warehouse. This affects the following reports: Warehouse Release Report, Monthly Activity By Warehouse, Monthly Usage Report, and Shipment Detail by Location- for summary bill report.
Consolidate Pick List	If you check this box, requisitions and warehouse releases will update to a file so that a Consolidated Pick List can be printed. This report will list items to be picked in bin location order so that a single pass through the warehouse can be made.
Set No-print flag to yes for 9### releases on W type orders	On eCommerce orders, customers may order products that are customer owned along with items that are distributor owned. In other words, they are mixed on the same order. You may wish to invoice the distributor owned items and use the summary billing program to report to your customers the items that are customer owned.
Update FMZ file	Assuming the above parameter is checked, these same transactions should be updated to the FMZ file. We recommend that you check yes for this option.
Do you wish to treat this customer as an FMS customer?	This is used to tell the system if you want to designate this customer as being a Print Management customer, formerly known as Forms Management (FMS).
Format code for reorder notices	If you want to use reorder notices with this customer, enter in a valid reorder notice format code to use.
Customer always gets lowest QBG price?	If using quantity break pricing, should this customer receive the best price, regardless of the quantity ordered?
Reduce on-hand by committed qty?	On reorder notices, an on-hand quantity is displayed. Checking this box will reduce the on-hand amount by any open orders.
Enter Default FMS Method for Locations	If the customer has been designated as a Print Management customer, you will need to specify if they are "issue based" or "counted".

For Print Management customers, continue to Print Management Settings

For non-Print Management customers, continue to Customer Default Data 2

Back to Customer Setup

PRINT MANAGEMENT CUSTOMER SETTINGS

DB Distributor > Accounts Receivable > Setup > Customers > Customer Default Data (A/R S1 #10)

When setting up a customer as FMS on the Customer Default Data screen, when you press the next button you will be brought here.

The Print Management settings for the customer can be divided into the following four categories. Click on the links to see the settings for each section.

- Processing Controls (GUI - Tab 1, CHUI - Screen I)
- Reporting Controls (GUI - Tab 2, CHUI - Screen II)
- Reorder Controls (GUI - Tab 2, CHUI - Screen II)
- Item Master Setup Defaults (GUI - Tab 3, CHUI - Screen III)

After setting up these Print Management settings for the customer, you will continue to the Customer Default Data 2 screen.

⏩ PM CUSTOMER – PROCESSING CONTROLS

The processing controls allow you to setup how this customer, and their items, will function within the Print Management module.

Field	Description
Last Completed FMS Year/Period	Available options: 01 to 13, This parameter identifies the period in which PM reporting was last completed. Once set, this parameter will be maintained by the Print Management system and will be incremented following the start of a PM Cycle for a customer. For new PM customers this parameter should be set to the period prior to the period in which the customer will first be included in PM cycle processing. For example, if the first period in which this customer will be included in the PM cycle is '06', then the correct setting for this parameter would be '05'.
Num of Periods to retain Dist. Detail Hist	Available options: 01 to 99. Recommended setting: 3. This parameter allows you to identify the number of periods you wish to save distribution detail for this customer. The main consideration in setting this parameter is the storage capacity of your computer. The more period distribution detail is maintained, the greater the storage requirements will be. Since the distribution detail file contains a record of every activity affecting a form, this file will be fairly large. This parameter may be changed at a later date with the only effect being the selection of distribution detail data to be cleared during period-end processing.
Num of Prior Years Usage Hist to retain	Available options: 01 to 99. This parameter allows you to identify the number of years of usage history to retain for this customer. It is recommended that you retain at least one year of usage history so that you will have the option of generating reorder notice usage graphs from a prior year's period. DB Distributor is able to store usage history in a space-conserving format. As a result, each year of usage history requires very little disk space. This parameter may be changed at a later date with the only effect being the selection of distribution detail data to be cleared during period-end processing.
FMS Cycle	You may group customers to be processed by assigning them the same PM cycle code. If you specify when beginning cycle processing to process by PM cycle, DB Distributor will select those customers whose PM cycle match the cycle that is entered in this parameter.
Should Stock Items be excluded from setup as FMS Items	If this is set to "Y", any stock items added to the items masterfile would have the FMS flag set to "N".
Does Cust have multiple ship-to's	Y or N. Tells the system if this customer has more than one ship-to location.
Default Ship-to	This parameter is used by DB Distributor to default prompting for a customer's location within the Print Management system and customer's ship-to location setup/inquiry. A valid ship-to location must be used.
Default Warehouse	Default warehouse for this customer in your system.
Cost Code format	Should the Cost Code format include the Cost Center, Department, or both? None can also be selected.
Store the Dept section of the cost code in Item Master	If the Cost Code includes the Department section, you can choose is the Department field should be viewable in the Custom Item Setup panel.
Track usage of KIT components	For your KIT items, should the component items have usage statistics kept for them?

Continue to Reporting Controls

Back to PM Customer Setup

PM CUSTOMER - REPORTING CONTROLS

Field	Description
Customer Group Code	If this customer is to be part of a customer group, enter a customer group code.
Should Dist Owned Inventory be reported	Y or N. This determines if distributor owned inventory is reported as part of the on hand amount for PM reports. DB Distributor recognizes the issues that distributors face when deciding whether or not to report form availability. In some situations, a distributor may not want to show large on-hand quantities that resulted from a quantity buy as this may give some customers the feeling that order turnaround will not be an issue with such adequate supplies. Other distributors may face customers that may feel inhibited in ordering a form if large quantities do not seem to be available on an on-going basis. This parameter controls whether or not form quantities from distributor owned inventory should be added to customer owned inventories on PM reports.
Does customer use FMS% Pricing	If the customer charges their using locations a different price than you charge to them, set this to "Y".
FMS Markup	Entered as a percentage. This would be a standard FMS markup for your customer to charge their locations.
Standard Inventory Valuation Method	Is the inventory value based on sell price, FMS sell price, or a bundled sell price?
Reduce On-hand by Committed on Reports	If set to "Y", the on-hand amount will be reduced by any committed quantity on the reports listed.

Continue to Reorder Controls

Back to PM Customer Setup

PM CUSTOMER - REORDER CONTROLS

Field	Description
Primary Customer Contact Code	This should be set as your primary contact with this customer for matters related to Print Management.
Reorder Notice Format	This must be set to one of your valid reorder notice formats in order for reorder notices to be printed.
Subtract committed on RON	Should committed items be subtracted from the on-hand amount when printing reorder notices?
Graph Type for RON	Should the graph on the reorder notice display the current year's usage, or the usage of the previous 12 months.
Reorder Notice Message	If needed, you can enter in a standard message to display on reorder notices.

Continue to PM Item Master Defaults

Back to PM Customer Setup

⏩ PM CUSTOMER - ITEM MASTER DEFAULTS

The item master defaults will be used as defaults on new items that are setup for this customer and are marked as FMS items.

Field	Description
FMS Flag	Y or N. Should new items setup for this customer default to being a PM item?
Restocking Status	Should this be based upon a min/max, or based upon a fixed quantity?
Reorder Point in Days	Default reorder point in days supply to be set on the main Custom Item Setup.
Standard Supply Warehouse	Standard warehouse that their items would be pulled from.
Resupply Minimum in Days	Minimum days of supply on-hand before restocking is needed.
Restocking Number of Days	Number of days supply to be ordered when restocking.
Resupply Minimum Quantity	Minimum quantity on-hand before restocking is needed.
Resupply Restocking Quantity	Quantity to be ordered when restocking.

Back to

Continue to

⏩ CUSTOMER DEFAULT DATA 2

Field	Description
Minimum Percentage markup for all lines	If desired, enter in a minimum percentage to have lines marked up.
Require entry of "RC number" in Order Entry	Set this to "Y" to make the "Remote Cost" field in Order Entry a mandatory field.
Require entry of "Ordered by" in Order Entry	Set this to "Y" to make the "Ordered by" field in Order Entry a mandatory field.
Foreign Currency Code	If this customer needs to be invoiced in another currency, enter the foreign currency code here.
CC Plus, Alt terms code if invalid credit card	If a credit card is declined, enter in the terms code that should be used as a backup.
Job card override in Invoice Printing	If you are using electronic forms for printing, and you need special instructions for this customer's invoices, you can list the instructions here. When printing invoices, you will need to make sure that you allow the job card override.
Picking Priority	If this customer's items need to be shipped out in a timely manner, you can assign a picking priority to make sure that their items are picked and shipped sooner than that of other customers.
Send inventory quantities to external system via XML	To have this customer's inventory balances sent to Four51 via XML, set this to "yes".

If no whse specified in incoming XML order, default whse to use	If an order comes in from an outside system that does not specify a warehouse, you can specify a default warehouse for regular orders and purchase orders.
Retain sell price during BO Fill	Should the sell price be kept during the backorder fill report?
Require entry of "Contract Number" in Order Entry	Set this to "Y" to make the "Contract Number" field in Order Entry a mandatory field.
Merchant Account	If this customer has a standard merchant account, enter it here.

Continue to

Back to or

CUSTOMER DEFAULT DATA 3

Field	Description
Freight markup table for invoice	You previously were able to enter in a default freight markup table for the customer. You also have the option of using these 3 fields to specify that different freight markups can be applied based upon the 3 invoice types.
Foreign currency to print on invoice	If using a foreign currency code, select a foreign currency code description to be printed on the invoice.
Overruns not allowed	Ignore this field. Custom for one company.
Sample rebate balance	Ignore this field. Custom for one company.
Tax items received into Customer Owned Goods at time of release	For Bill as Shipped orders, should the customer pay the tax at the time the goods are put into the warehouse, or should they receive a "tax only" invoice at the time of the items release.
Product Code	If you would like to set a default salesperson by a specific product code for this customer, enter in a product code here. If line 001 on the order has this product code, then the salesperson entered in the following field will replace the salesperson that is defaulted on the order header.
Salesperson	If you entered a product code into the previous field, enter in the salesperson that should be used as a default for that order.
Substitute digits of warehouse code for packing list printing only ##	This method can be used to group all packing lists for this customer.
Immediate print speed bill invoices	Designate if they should be printed, prompted for printing, or not immediately printed.
Update credit card orders to summary bill	Designate if orders paid by credit card should be updated to the summary bill.
Eliminate posting of sell in lot record for dist owned during PO Recv	If you post a product catalog in eCommerce and you want the invoiced price that is displayed to be the actual invoice price, you may want to remove any lot of pricing that would automatically result from PO receiving for this customer. This should be set to "yes" for eCommerce customers using a credit card terms code.
Print lot value for customer owned items in	This field usually prints the line selling extension. Designate here if you would like to substitute the lot value for customer owned goods.

field 46 on
packing list

Continue to Print Management Fiscal Year

Back to Customer Default Data 2 or Customer Setup

PM FISCAL YEAR

DB Distributor > Accounts Receivable > Setup > Customers > Print Management Fiscal Year (A/R S1 #12)

Use the Print Management Fiscal Year setup option to setup your customers Fiscal Year to be associated with their Print Management settings.

Follow these steps to complete this panel:

1. Enter a year to view/modify.

2. Enter the number of accounting periods that they use.

3. Enter in the date that the previous Fiscal Year ended.

4. If the period end dates are not automatically populated, you can manually enter them.

Note: In DB Distributor, the Fiscal Year is referred to as the Fiscal Year "ending in". So if the Fiscal Year runs from April to March, then, for example, Fiscal Year 2008 would be from April 2007 to March 2008.

Back to Customer Setup

SHIP-TO LOCATIONS

DB Distributor > Print Management > Setup > Customer Location (F/M S2) or
DB Distributor > Accounts Receivable > Setup > Customers > Ship to Location Setup (A/R S1 #11)

Use the Ship-to Locations screen to add shipping locations for both PM and Non-PM Customers.

After entering a customer code, enter in an existing location code to modify, or enter in a new location code to add a new record. Enter in a description for the location, and then you will need to enter in information for the following areas:

- Address Information
- Items Management Information
- Additional Defaults

Back to Customer Setup

SHIP-TO LOCATION - ADDRESS INFORMATION

The address information area is used for adding the standard address information for this location code.

Follow these steps to complete this panel:

1. Enter in a name if there is a specific name associated with this location.

2. Enter in the physical address information.

3. Enter in the phone and fax information.

4. Optionally, enter in an Attention and Greeting for this location.

Continue to Ship-to Location - Items Management Information

Back to Ship-to Location Setup

SHIP-TO LOCATION - ITEMS MANAGEMENT

The items management area is used to add information about how Print Management items should be treated that are shipped to this location.

Follow these steps to complete this panel:

1. Enter if this location code has an alternate location code used by the customer.

1. For PM customers, identify if this location is issue-based or counted.

2. For counted locations, mark if there are multiple count stops.

3. Enter a TOPS account if there is one associated with this customer location.

4. If using the Restocking Gateway, enter a Count Entry ID.

5. In the Location Options field, enter an "A" if new entries are not counted, "B" if stock items are not counted, and "R" or "W" for auto-replenishment.

6. Optionally, enter in a Cost Center and/or Receiving Department code.

Continue to Ship-to Location - Additional Defaults

Back to Ship-to Location Setup

SHIP-TO LOCATION - ADDITIONAL DEFAULTS

The additional codes portion of the ship-to location setup will let you setup options similar to those from the customer default data.

Follow these steps to complete this panel:

1. If needed, enter a sales tax code and set the tax exempt status. Orders shipping to this location will use this taxing method as opposed to the main customer defaults.

2. If needed, enter a default supply warehouse.

3. If needed, enter the secure codes to allow all buyers at this location to see certain secure items.

4. If needed, enter a default FOB, How to Ship, and/or Ship Via code to use in place of those in the customer defaults.

5. Mark if this location should be excluded from Web.*ec*, or if Web.*ec* maximums should be ignored for this location.

Back to Ship-to Location Setup

CUSTOMER CREDIT CARD INFO

DB Distributor > Accounts Receivable > Setup > Customers > Credit Card Information Setup (A/R S1 #19)

The credit card information panel is used to store your customer's credit card data.

Follow these steps to complete the panel:
1. Enter in the credit card type.
2. Enter in the sequence number. Multiple sequences to be used if multiple cards of the same type.
2. Designate if there is an agreement on file.
3. Enter the credit card number.
4. Enter the expiration date of the card.
5. Enter the name as displayed on the card.
6. Press **Save**.

Back to Customer Setup

SALESPERSON SETUP

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Salesperson (ARS T4)

The Salesperson Setup panel is used to setup new salespersons, and it is also used for displaying and/or changing information on existing salespersons.

Follow these steps to complete this panel:
1. Type in a new salesperson code to add a new salesperson, type in an existing code to modify an existing salesperson record, or you can use the query button to see a listing of all salespersons.

You will then have the following options:

- Salesperson Constant Data - used for setting up the salesperson default information.
- Statistical Data Inquiry - used for showing (by year and period) sales, profit, commission, number of invoices, quotas, bookings, booked profit, adjusted accumulated GP, and GP without GP adjustments. The available statistics types will be determined by your main AR parameter settings.
- Detailed Statistical Data - for the data types of sales, gross profit, and number of invoices, you can see them broken down by division, product code, and/or order type.
- Delete/Reactivate - used for deleting a salesperson or reactivating a salesperson that has been set to inactive.

SALESPERSON CONSTANT DATA

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Salesperson > Salesperson Constant Data (ARS T4 #1)

The Salesperson Constant Data panel is used for setting up all of the default salesperson information. The panel is divided into the **Address** tab and the **Codes** tab, which contains their remaining default data.

Follow these steps to complete the **Address** tab:

1. Enter in the salesperson name, followed by the address information. *Note*: The zip code will be entered before the city and state. As zip codes are entered on the system, their corresponding city and state information will be captured. Entering a known zip code will cause the city and state to be automatically populated during future use.

2. Enter in the phone and fax information.

3. The lookup field will default to the first ten characters of the salesperson name, and is used when using the query feature to lookup salespersons.

4. If needed, enter in an abbreviation, and/or greeting for this salesperson. This would typically be their first name, and can be printed on their associated PO's and Customer Invoices.

Follow these steps to complete the **Codes** tab:

1. The vendor status (active/inactive) will be displayed, but is not modifiable.

2. The date setup field will be defaulted when setting up a new salesperson code.

3. Enter in a default commission code to use for this salesperson. This is the commission code that will be used on their invoices, unless it is overwritten by a commission code that has been attached to a specific customer or product code.

4. If you use the declining commission by invoice ageing feature, you would enter the column number (from the A/R Parameters) to use for reducing this salesperson's commission.

5. If the salesperson is setup in your AP module, enter in their corresponding vendor code.

6. Optionally, enter in a home division. This field is used for Purchase Order Printing. If you enter a Home Division on the PO printing selection screen, only those salespeople that match will print.

7. Optionally, enter in up to 9 mailing label codes for this salesperson.

8. When finished, press **Save**.

Back to Salesperson Setup

AR DIVISIONS

DB Distributor > Accounts Receivable > Setup > System > System Setup > Divisions (ARS S3)

The AR Division setup panel is used for setting up divisions for your customers. If you are operating out of multiple branch offices or if you have more than one business within your company, you would typically be setup with multiple divisions. One result of having divisions will be the addition of a two-digit prefix to your customer code that specifies the division. Another result will be that your General Ledger Control Accounts will vary depending upon the division. DB Distributor would look at the two-digit division code that is a part of the customer and will find the correct set of general ledger control accounts to post to during the billing process.

Follow these steps to complete the panel:

1. Enter in a 2-digit division code, or use the lookup to view/edit existing division codes.

2. Enter in a description for the division.

3. Press **Save**.

AR GL INTERFACE

DB Distributor > Accounts Receivable > Setup > System > System Setup > G/L Interface (ARS S5)

This panel is divided into two tabs. An *A/R* tab and a *Sales* tab. The *A/R* tab is used to establish the control accounts necessary for summary posting to the DB Distributor General Ledger. These are accounts which are summary posted to during the customer invoicing process. The *Sales* tab is no longer used. It was originally used to establish your specific sales, cost of sales, and inventory accounts that should be posted to during the customer invoicing process. Sales Distribution Codes have since replaced the accounts on this tab. The Sales Distribution Codes provide a more detailed method for posting your sales to the general ledger.

Note: If you have multiple divisions, you will need to make entries for each division. If you do not have divisions, the panel will display and require the account numbers for the company only (division 00). If you elected in your AR parameters to interface your general ledger by customer category, you will need to make entries for each customer category.

Follow these steps to complete the panel:

1. Enter the general ledger accounts in each field. *Note*: If you pay sales tax based upon invoicing as opposed to cash receipts, you can enter the same account for both accrued sales tax and sales tax payable. Similarly, if you pay commissions based upon invoicing as opposed to cash receipts, you can enter the same account for both accrued commissions and commissions payable.

2. Press **Save**.

SALES DISTRIBUTION GL INTERFACE

DB Distributor > Accounts Receivable > Setup > System > System Setup > G/L Interface (ARS S6)

When setting up your Product Codes, you will specify a Default Sales Distribution Code. These Sales Distribution Codes are setup on this panel. They tell your products what specific GL accounts should be written to during the AR Invoicing process.

Follow these steps to complete the panel:

1. Enter the Sales Distribution Code that you want to add or modify. You can also use the query button to view existing Sales Distribution Codes.

2. Enter a description for the code.

3. Enter in, or use to query button to lookup and select, a GL account to use for your Sales account.

4. Enter an account for Cost of Sales.

5. Enter an account for Inventory.

6. Enter an account for Return of Sales (usually the same as Sales).

7. Enter an account for Return of Cost of Sales (usually the same as Cost of Sales).

8. Enter an account for Return of Inventory (usually the same as Inventory).

9. Enter an account for Inventory Adjustments.

10. If desired, enter an account for Work in Progress. Click here for an explanation of WIP.

11. If desired, enter an account for Inventory in Progress.

12. If you have the KIT module, enter in an account for Kit Production. This account will be written to for costs associated with Special Charges that are included as part of a Kit.

13. Press **Save**.

WORK IN PROGRESS

Having a Work in Progress account allows you to track your unbilled costs. By simply entering an account into the Work in Progress field on the Sales Distribution G/L Interface panel, you will activate the Work in Progress feature of DB Distributor. This feature is automatically used when going through the Receiving and Invoicing process of an order. It is not automatically used when manually entering in invoices.

After PO Receiving, during AP Invoice Entry, instead of posting to your Cost of Sales (or Inventory) account, the system will make a posting to the Work in Progress (or Inventory in Progress) account. Essentially, your costs are writing to a temporary account, until the order is billed out through AR Invoicing. At the time that your AR Invoice is entered, the WIP posting will be reversed and your Cost of Sales account will be posted to.

Return to Sales Dist. Interface

BANK ACCOUNTS

DB Distributor > Accounts Receivable > Setup > System > System Setup > Bank Accounts (ARS S2)

The Bank Account Setup panel is used for setting up your bank accounts to be used with your AP Check Entry, and your AR Cash Receipts. *Note*: the Bank Account setup stores the functional information about the account, while the Institution Code file stores the address and contact information about your physical bank.

Follow these steps to complete the panel:
1. Enter a bank code, or use the lookup to view any existing bank codes. *Note*: In the AP Parameters, you will specify a standard bank code for use with the AP system. Most commonly, you will setup a bank code of "A", which is designated as your operating account.

2. Enter a description for the bank code.

3. Enter an institution code. This specifies the physical bank tied to this account.

4. Enter a form code. This is used for writing checks with this account. This would typically be set to "A". If you have multiple bank accounts, you might need to setup multiple check formats. This will prompt the operator at the time of check printing to load the correct form into the printer.

5. Enter the bank account number associated with this account.

6. Enter in the last statement date reconciled along with the ending statement balance. This is for use with the Bank Reconciliation module.

7. Enter in a general ledger account to post to for receipt of cash, and enter in a general ledger account for any adjustments, as far as bank charges or service fees.

8. If printing checks from this account, enter in the last check number used, or one less than you would like for the system to begin printing at during the next Check Printing. You also have an option of entering the highest check number on hand, for the system to calculate the number of checks remaining.

9. The remaining fields are optional and relate to Bank Reconciliation. Designate if you would like to use an alternate bank code for bank rec. Designate if you would like to create summary bank rec records where you have one record per check run. Designate if you would like to create a text file of payment data.

10. Press **Save**.

MERCHANT ACCOUNTS

DB Distributor > Accounts Receivable > Setup > System > System Setup > Merchant Accounts (ARU T4)

The Merchant Account setup panel is used for setting up a valid list of Merchant Accounts related to your credit card processing.

Follow these steps to complete the panel:

1. Enter in a merchant account name, or use the lookup to view/edit existing merchant codes.
2. Select the merchant account type. (VeriSign, Net1, etc.)
3. Enter in a description, Account User ID, and Password for the merchant.
4. The remaining fields will vary based upon the account type you selected in Step 2. Fill out these remaining fields, as needed.
5. Press **Save**.

CUSTOMER CATEGORIES

DB Distributor > Accounts Receivable > Setup > System > System Setup > Customer Category (ARS S4)

The Customer Category Setup screen is used for setting up your customer categories. Customer Categories are used for grouping your customers for reporting purposes. The customer category can also be used to define where general ledger postings should be made during the AR Invoicing process. Although not commonly used for this latter purpose, it is discussed in the AR GL Interface setup.

Follow these steps to complete the panel:

1. Enter in a new category code, or use the lookup to view/edit existing categories. *Note*: the length of the customer category code is parameter controlled.
2. Enter in a description for the category code.
3. Press **Save**.

AR TERMS CODES

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Terms Codes (ARS T1)

When entering Customer Invoices the system will automatically calculate invoice due dates, discount due dates and discount amounts. This program is used to describe the method for performing these calculations.

Follow these steps to complete the panel:

1. Enter in a terms code, or use the lookup to view existing codes.

2. Enter in a description for the terms code.

3. If needed, enter an Exception Code. This will cause any orders being entered using this terms code, to be marked as an "exception" order.

4. Enter the following information about the Due Date:

Field	Description
Due Date Type	You can choose if the invoice is due in a set Period of Time in Days, This Month, or Next Month
Number of Days Until Due	If the Due Date Type is a Period of Time in Days, enter the Number of days until due.
Due Day	If the Due Date Type is This Month or Next Month, enter the day of the month the invoice is due. Enter an "E" for the end of the month.
Cutoff Day	Terms such as Net 10th & 25th mean that the invoice is due either the 10th or the 25th of the month. But how do you know which? The cut-off day is used to determine this. Let's assume the invoice is due on the 25th provided it is dated before the 15th of the month, and otherwise is due the 10th of the following month. In this case, the cut-off day is 15 and the due day previously entered should have been 25.
Second Due Day	Enter the day of the month or "E" for the Second due day to use if the invoice date is past the cut-off day. If the second due day is less than the due day, then the invoice will be due on this day in the following month. Using the previous example, the second due day would be 10. The Due Day previously entered would have been 25. Since 10 is less than 25, the system will assume 10th of next month.

5. If a discount is allowed, enter the following information about the Discount Due Date:

Field	Description
Discount Due Date Type	You can choose if the discount due date is in a set Period of Time in Days, This Month, or Next Month
Number of Days Until Due	If the Discount Due Date Type is a Period of Time in Days, enter the Number of days until due in order to receive the discount.
Due Day	If the Discount Due Date Type is This Month or Next Month, enter the day of the month the invoice is due to receive the discount. Enter an "E" for the end of the month.
Cutoff Day	Similar to the cutoff day for the due date, enter a cutoff day to use for the discount due date.
Second Due Day	Enter the day of the month or "E" for the Second due day to use if the invoice date is past the cut-off day.
Percent Discount Allowed	Enter the percentage discount to apply.

6. If you are going to split the invoice up into multiple equal payments, you can enter in the number of payments that the invoice should be split into.

7. If you entered in that there are multiple payments, choose if they should be divided by days or months.

8. Based upon your previous answer, enter in the number of days/months to separate the payments.

9. Optionally, if using the Credit Card module, you can designate this terms code as being a terms code for users paying by credit card.

10. If this is a credit card terms code, you can assign a GL account for your AR posting.

11. If this is a credit card terms code, you can select if you want to bypass printing an invoice.

12. Press **Save**.

COMMISSION CODES

The Commission Codes setup panel is used for setting up your methods for calculating commissions. The commission codes that are setup here will generally be applied to your salespersons. You also have the option of applying commission codes to customers and product codes.

Follow these steps to complete the panel:

1. Enter in a commission code, or use the lookup to view/edit existing commission codes.

2. Enter in a description for the commission code.

3. Choose one of the available commission methods.

4. Select if your commission type should be "by invoice" or "by line". By calculating by line, you can pay different commissions on different products or types of sales.

5. If available, enter in a minimum commission amount. If you enter an amount here, no commission will be reported unless it is equal to or greater than this amount.

6. Optionally, select a House Charge Type. This can be a Fixed Amount, Percent of Cost, or Percent of Sale. You can also select from any House Charge Codes you have setup. House charges are applied to the invoice cost and reduce the gross profit against which the commission is computed.

7. If a House Charge of Fixed Amount, % of Cost, or % of Sale was selected, enter in the House Charge percent or amount. For example, assuming a commission rate of 50% of the Gross Profit and a 5% of the Cost House Charge, the commission on a $100 invoice with a cost of $60 is $18.50 (100-($60+$60 x 5%) times 50%).

8. Optionally, if the commission type of "by line" was selected in step 4, you can select a Storage Charge. A storage charge is essentially a House Charge Code that is using the house method of "6 - Storage". These storage charge tables provide for house charges that are a function of how long an item being released has been in the warehouse.

9. Enter in your commission rate, or base rate if a "variable" commission method was selected in step 3.

10. If a "variable" commission method was selected in Step 3, you can now enter in your variable information into a table to determine what commission rate will be applied at the different levels of GP%. The additional rate field can be used to say that the commission rate should increase X percent for each 1 percent increase in GP.

11. Press **Save**.

COMMISSION METHODS

When setting up your commission codes, you will need to specify a commission method to be used for the calculation. The available commission methods are:

- Percentage of Sales

- Percentage of Gross Profit

- Variable % of Sales from a table of Gross Profit Percentages – this method passes the gross profit through a table and applies the percentage from the table to the sell amount.*

- Variable % of Gross Profit from a table of Gross Profit Percentages - this method passes the gross profit through a table and applies the percentage from the table to the gross profit.*

- Commission % Set to Gross Profit Percentage – This method looks at the gross profit percentage and applies that same percentage as the commission rate against the gross profit dollars. For example, if the GP percentage is 35%. The salesperson will be paid 35% of the GP dollars.

- Variable % of GP based upon a table of Y-T-D GP – This method looks at the salesperson's year to date gross profit and passes this to a table and then applies the percentage from the table to the gross profit.

- Custom - % of list or cost / 0.6) – This method applies a percentage to the sale provided the sale is made at list price. List price for custom and non-inventory items will be computed from cost to produce a 40% gross rate. Whenever the sale is discounted from list, the commission rate will be reduced by 1/2 of the percentage of the discount. An additional provision is that the commission paid is limited to 50% of the gross profit.

- Custom - Variable % of Sales from Table of discounted list. This program will first compute a list price based upon a table of costs for the item. (House charges are supported and will increase the costs.) Next, the percentage off of List price will be computed. This value will then be run through a table to get the commission rate.

*These methods will compute the gross profit of the invoice or line item before house charges in a table to obtain the associated commission percentage to apply to the gross profit after house charges.

Return to Commission Code Setup

HOUSE CHARGE CODES

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > House Charge Table (ARS T8)

The House Charge Code setup panel allows you to setup more detailed methods for applying house charges on your commission codes. The options that you setup here will become available options for the House Type Charge field on the Commission Code setup panel.

Follow these steps to complete the panel:

1. Enter in a house charge code, or use the lookup to view/edit existing house charge codes.
2. Enter in a description for the house charge code.
3. Select the House Method. This can be Cost, Number of Cartons, Number of Lines, Sales, GP/% of Sale, or Storage.
4. Use the Commission Chargeback field to select if the Chargeback should be used to reduce the commission, or to reduce the gross profit.
5. If setting the previous question to "Y", to reduce commission, you will have the option of selecting if the chargeback on the invoice total based upon the commission code in the header.
6. Optionally, enter in a minimum and/or maximum house charge to be applied.
7. If the "storage" method was selected in step 3, you can enter in an additional percent to be applied.
8. Enter in the base rate to be charged.
9. If needed, a table can be setup to determine the house percentage to be used. If the "Storage" method was selected in step 3, you will be setting up your table based upon number of days, instead of based upon percentage ranges.
10. Press **Save**.

SALESPERSON COMMISSION BY PRODUCT CODE

DB Distributor > Accounts Receivable > Setup > System > System Setup > Salesperson/Prod Code Comm (ARS SA)

There are many ways to determine what commission code should be used when an AR Invoice is entered into the system. Typically a salesperson will have a commission code assigned to them. This can be overridden by having a commission code assigned to a customer account, or having a commission code assigned to a product code. This panel gives you the ability to override these other options, and set for a

specific salesperson, that they should receive certain commission amounts based upon different product codes.

Follow these steps to complete the panel:

1. Enter in, or select from the lookup, a salesperson code.

2. Enter in, or select from the lookup, the product code that needs a specific commission code assigned to it.

3. Enter in, or select from the lookup, the commission code that should apply when the previously selected salesperson and product code is being processed in invoicing.

4. Press **Save**.

SALES TAX CODES

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Sales Tax Code (ARS T2)

When you set up your customers, you will be required to enter a valid sales tax code. Alternatively, Sales Tax Codes can be stored in the customer's ship-to location files and/or in your warehouse location records. This is the program you will use to define your valid codes.

The sales tax code, by default, is a length of ten, and is divided into three segments. The three segments represent State (2), County (4), and City/Local (4). The tax rates are cumulative, meaning that each segment builds upon the previous segment.

Example:

Marietta is a city within Cobb County within the state of Georgia. Georgia has a base tax rate of 5%. Cobb County has a county tax of 1.5%. Marietta has a local/city tax of 1%. For this sales tax rate to be correctly applied to a customer, the following tax codes would need to be setup.

GA - This represents the state tax code with a rate of 5.00.

GA-0033 - This represents the state tax and the county tax, assuming Cobb is county 33. The tax rate on this code would be entered as 1.50.

GA-0033-0001 - This represents the state tax, county tax, and city/local tax. The tax rate on this code would be entered as 1.00. So the 5% state, 1.5% county, and 1% city/local would have an effective tax rate of 7.5%.

If there is a customer in Cobb County that is not in the city of Marietta, they could simply use the tax code of GA-0033 for an effective rate of 6.5%.

Note: if the base tax rate is changed, all of the tax codes that have that base on them will automatically be updated. In our example, if the code of GA was changed from 5% to 6%, both the GA-0033 and GA-0033-0001 tax codes would have their total rate increased by that 1%.

Follow these steps to complete the panel:

1. Enter in the sales tax code.

2. Enter in a description for the sales tax code.

3. Enter in the sales tax rate for the specific segment of the sales tax code you are entering.

4. Optionally, enter in a maximum invoice amount on which sales tax is charged for this code. Otherwise, leave this amount zero.

5. Indicate whether or not freight is taxable in the taxing jurisdiction that you are setting up.

6. Optionally, if you need the tax amounts for this tax code to write to a specific general ledger account, you can specify the Sales Tax Payable and/or Accrued Sales Tax accounts.

7. Press **Save**.

VERATAX SALES TAX CODES

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Veratax Sales Tax Code (ARS T2)

If using the VERATAX Sales Tax service, you will use this screen to maintain your sales tax codes, as opposed to the standard Sales Tax Codes setup panel. Since the tax codes are downloaded, you will usually not have a need to enter this screen. However, if needed, you can use this panel to pull up tax codes and modify them.

PRODUCT CODES

DB Distributor > Order Processing > Setup > System > System Setup > Product Codes (OPS S3) or
DB Distributor > Accounts Receivable > Setup > System > Supporting Files> Product Codes (ARS T5)

Use the Product Codes panel to add broad product codes for categorizing item codes.

Follow these steps to complete this panel:

1. Enter the product code that you want to add or modify. You can also use the query button to view existing product codes.

2. Enter a description for the product code.

3. Assign a default sales distribution code to the product code. This determines which G/L accounts the items in this product code write to.

4. Assign the default tax method for this product code.

5. All other fields are optional.

CUSTOMER PRICE CATEGORIES

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Customer Price Category (ARS T6)

Customers can be assigned to specific Pricing Categories and Inventory Items can be assigned to a specific Item Class. DB Distributor provides a Pricing Table where you can establish pricing rules for customers and classes of items. This pricing table is setup in the Order Processing module. The pricing can be based upon the following calculation methods:

- Markup from Cost
- Markdown from List
- Desired Gross Profit
- Entry of a Selling Price

For those calculation methods where cost is a part of the formula, the cost can be Average cost, Last cost or Salesperson Cost.

Follow these steps to complete the panel:

1. Enter in a price category code, or use the lookup to view/edit existing category codes.

2. Enter in a description for this price category.

3. Press **Save**.

SHIP TO COPY

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Customer Ship-to Copy (ARS T7)

This utility allows you to copy ship-to codes from one customer to another.

Follow these steps to complete the panel:

1. Enter in the customer code that the ship-to's should be copied from.

2. Enter in the customer code that the ship-to's should be copied to.

3. Press **Proceed**.

4. Confirm that you want to copy the locations.

FOREIGN CURRENCY CODES

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Foreign Currency Code (ARS T9)

This screen allows you to create a Foreign Currency Code and an Exchange Rate, which will be used to translate your standard currency into the foreign currency during the Invoice Entry process.

Follow these steps to complete the panel:

1. Enter in a foreign currency code, or use the lookup to view/edit existing foreign currency codes.

2. Enter in a description for the foreign currency code.

3. Optionally, you can enter a three-character description to print on the invoice.

4. Enter in the exchange rate to be used when figuring the amount to be printed. This field should be updated on a regular basis. However, it can be manually overridden at the time of invoice entry.

5. Press **Save**.

CREDIT CARD SETUP

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Credit Card (ARS TA)

This panel is used to enter the various Credit Card Types that you accept.

Follow these steps to complete the panel:

1. Enter in a credit card type code, or use the lookup to view/edit existing credit card codes.
2. Enter in a description for the credit card code.
3. Enter in the finance charge rate associated with this credit card type.
4. Designate if this credit card type should be excluded from use with Web.ec.
5. Enter in the valid length(s) of the credit card numbers.
6. Optionally, for credit card validation, enter an algorithm code of "10".
7. Optionally, enter in up to 10 valid prefixes to accept for credit card numbers.
8. Press **Save**.

EMPLOYEE CODES

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Employee Codes (ARU T1)

DB Distributor offers a Credit Memo feature that tracks employees who initiate a credit memo. Use this panel to setup your employee codes.

Follow these steps to complete the panel:

1. Enter in an employee code, or use the lookup to view/edit existing employee codes.
2. Enter in the employee's name.
3. Press **Save**.

CREDIT REQUESTOR

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Credit Requestor (ARU T3)

Third parties may ask you to provide a credit reference for one of your customers. You can use this feature to automatically fax credit information by completing the Credit Requestor information.

Follow these steps to complete the panel:

1. Enter in a credit requestor code, or use the lookup to view/edit existing credit requestor codes.
2. Enter in the requestor name.
3. Enter in the contact name.
4. Enter in a fax number for the requestor.
5. Enter in an e-mail address for the requestor.
6. Press **Save**.

CREDIT MEMO REASON CODES

DB Distributor > Accounts Receivable > Setup > System > Supporting Files > Credit Memo Reason Code (ARU T2)

This screen allows you to create codes to describe the reasons that you are entering credit memos in the Invoice Entry program.

Follow these steps to complete the panel:

1. Enter in a credit memo reason code, or use the lookup to view/edit existing credit memo reason codes.

2. Enter in a description for the credit memo reason code.

3. Press **Save**.

USER DEFINED FIELDS

DB Distributor > Accounts Receivable > Setup > User Defined Fields (A/R S2)

This screen allows you to add additional fields to the Customer Setup, Vendor Setup, or Custom Item Setup screens. In each of those setup areas, you might find that there is additional information that you would like to store. The user defined fields lets you add those fields, and determine how much information they can store.

Follow these steps to complete the panel:

1. Select if you want to add a new field for Customer, Vendor, or Item. You can also use the query button to view a listing of user defined fields that have already been added.

2. Enter in a field number, or use the query to view a listing of fields that have been added, specific to the option you chose in step 1. You will typically just number your fields in order. These numbers will not display on the screen where the new field is displayed.

3. Enter in the length of data that can be entered into the field.

4. Enter in the length of how long you want your description of the field to be.

5. Enter in the description for the field.

6. Press **Save**.

AR INVOICE ENTRY

DB Distributor > Accounts Receivable > Invoicing > Invoice Entry (A/R I1)

AR Invoice Entry is used for entering your customer invoices into the DB Distributor system. There are two primary methods for entering invoices. Manual invoice entry involves going directly into AR Invoice Entry and entering in all the information about your invoice. Automatic invoice entry occurs when you are billing a specific order, and the majority of the invoice information will automatically fill itself in.

AR Invoice Entry is divided into the following panels:

Invoice Entry Header - The header area is used for establishing the basic information about the invoice.

Order / Invoice Interface - For invoices that are billing an order from Order Processing, you will be able to see the order lines that are ready to be billed.

Invoice Lines Entry - This area is used for adding/deleting/modifying invoice lines.

Invoice Summary Screen - This area gives you a summary of the invoice, including taxes, freight, totals, due date, etc.

General Ledger Distribution - This area will show the general ledger postings that have been defaulted based upon your sales distribution codes. These can be adjusted if needed.

After your invoices have been entered, they will then need to be printed and then updated. If you have invoices that are being paid using Credit Card Processing, you will need to process these invoices before the printing step.

AR INVOICE ENTRY - HEADER

DB Distributor > Accounts Receivable > Invoicing > Invoice Entry (A/R I1)

Follow these steps to complete this panel:

1. Verify that the correct Fiscal Year and Accounting Period are selected.

2. Enter in an invoice number, use the **Assign Next** button to assign a new invoice number, or you can use the lookup button to view invoices within your batch. *Note*: the lookup is period specific. Meaning that if you are entering invoices into multiple periods, the lookup might not be showing all invoices that are open in your batch.

3. To bill an open order, enter in the order number, or select it from the lookup. Clicking on the **Req Entry** button, will allow you to setup a billable release on the fly, and then return to this screen to invoice it.

4. If an order was entered in step 3, the customer code and remaining information on the screen will be filled out. If you are manually creating an invoice, you will need to enter in a customer code, at which point their default information will be displayed. *Note*: if the customer is on credit hold, or is over their credit limit, a message will be displayed and you will be given to option to review their credit/open invoices, and you will have to press the **Continue** button to enter the invoice.

5. If needed, enter in a specific ship-to code that the invoice is for. *Note*: the invoice will still be sent to the customer's billing address.

6. The invoice type will default to "invoice". You also have the option of setting it to "debit memo" or "credit memo".

7. Verify that the correct commission code, terms code, sales tax code, and salesperson code(s) are being used.

8. Verify that the correct invoice date is being used. This will determine the invoice due date.

9. Verify the correct shipping information is being used.

10. Verify that the Summary Bill flag is set correctly. *Note*: This should default based upon the customer and order type that is being billed. However, it can be changed to add/remove individual invoices to/from the summary bill file.

11. Click **Next** to proceed to the Order Interface (if billing an order), or Lines Entry (if manually creating an invoice).

For a more detailed explanation of all fields, click here.

▶ INVOICE ENTRY HEADER FIELDS

Field	Description
Fiscal Year	The Fiscal Year the invoice will be updated to. Should default based upon your AR parameters.
Accounting Period	The Accounting Period the invoice will be updated to. Should default based upon your AR parameters.
Invoice Number	You can manually type in an invoice number to be used, click the **Assign Next** button to have the system automatically assign the next invoice number (based upon your AR parameters), or you can use the lookup to select an existing invoice. *Note*: Since the invoices are entered by period, the lookup will only show invoices that have been entered into the batch for the specified period.
Order Number	You can use the lookup to select an order number to create an invoice for. You can use the **Req Entry** button to setup a billable release to immediately bill. You can leave this blank to manually setup an invoice. If you are coming here after PO Receiving, the order number will default to the order that you just received.
Customer	Enter in the customer code that the invoice is for, or select it from the lookup. If an order number was entered, the customer from that order will be displayed.
Ship-to Code	The primary ship-to code for the customer where the order was shipped.
Ship-to Address Lines	The address, city, state, and zip code information for the ship-to code.
Type	This will default to "invoice". You can also select "credit memo" or "debit memo". If "credit memo" is selected, an additional panel will display where you can list the reason for the credit memo being issued. This is for credit memo tracking.
Commission	This is the default commission code to be used for the invoice. If paying commissions by line, the commission code listed on the individual lines can override this.
Terms	The terms code to be applied to this invoice. This will determine the due date and if a discount is to be offered to the customer.
Sales Tax	This is the default tax code to be applied to the order. The tax code and tax status can also be viewed on the individual lines of the invoice.
Salesperson(s)	This will show all of the salespersons that are available to receive a commission on this invoice, and what percentage of the commission they will receive.
Invoice Date	The date of the invoice used for calculating the invoice due date.
Customer PO	The Customer PO related to this invoice. This will print on the invoice.
Ship Date	The date the items were shipped to the customer. This will print on the invoice.
Ship Via	The method of how the items were shipped. This will print on the invoice.
Summary Bill	Shows if this invoice will be added to the Summary Bill file.
Currency Desc	If a foreign currency code is to be used on the invoice, it will be displayed here, along with the exchange rate to be used.
Trading Partner	Trading partner?

Return to Invoice Entry Header

AR INVOICE ENTRY - ORDER INTERFACE

DB Distributor > Accounts Receivable > Invoicing > Invoice Entry (A/R I1)

The Order Interface screen is used to show all of the lines on the order that you are trying to bill. It will show the quantity to be billed, the sell price, if there is a backorder, and if there is special shipping. If a quantity or price change is needed, we recommend that you use the **Order Lines** button to call up the Order Entry program, and modify the actual order line. This will ensure that your Order History and Invoice History will match properly. Also pay attention to the *Bill Now* column. This will show lines that are ready to be billed. Lines that were on a Purchase Order to a vendor will not be designated to bill until they have gone through PO Receiving, and have been marked as "complete".

If all of the lines to bill appear correct, you can click **Bill Complete** to go straight to the Invoice Summary Screen, or click **Next** to review the Invoice Lines.

AR INVOICE ENTRY - LINES ENTRY

DB Distributor > Accounts Receivable > Invoicing > Invoice Entry (A/R I1)

If invoicing an open order, this panel will show all of the lines from the order, any auto requisition charges that are being applied, and any additional message lines that might be added from special shipping instructions. The **Add Line** button can be used to add any additional *Special Charges* or *Message Lines*. Additionally, you can double-click on any of the lines to verify the tax status, commission code being applied, and if the line is set to print on the invoice.

If you are manually creating an invoice, you will need to use the **Add Line** button to begin adding your lines. The lines will be added in a similar fashion to Order Entry. You will need to select a line type, item code, quantity, and sell and cost information.

From this panel you also have the option to delete invoice lines, or delete the entire invoice. The delete button will change based upon if you are actively within an invoice line.

Click **Next** to continue to the Invoice Summary.

For a more detailed explanation of all fields, click here.

INVOICE ENTRY LINES FIELDS

Field	Description
Line Type	Choose if the line is a Custom Item, Inventory (stock), Customer Inventory, Non-stock, Special Charge, or a Message Line.
Location	If an inventory item is on this line, this will show the warehouse it is coming from.
Item Code	The item code for the invoice line. *Note*: Not used on "non-stock" and "message" lines.
Description	Description of the item.
Product Code	Product code that the item belongs to.
Unit	Unit of measure the item is being billed per.
Qty per UM	Qty of eaches within the Unit of measure.

Ordered	Quantity of the item that was ordered.
Shipped	Quantity of the item that was shipped.
Price	Price per the unit of measure.
Price Extension	Total sell value for the line.
Cost	Cost per the unit of measure.
Cost Extension	Total cost value for the line.
Commission Code	Commission code that is being used for the invoice line.
Sales Dist Code	Sales distribution code that is being used for the invoice line.
Order Type	Shows if this is new, repeat, or other.
GP Adj	Shows if there is a gross profit adjustment on the invoice line.
Comm Amt	Shows the commission amount for the line.
Sales Tax	Shows the sales tax code that is being applied to this line.
Taxable	Shows if the tax status is taxable, non-taxable, or taxed at half rate.

Return to Invoice Entry Lines

AR INVOICE ENTRY - SUMMARY SCREEN

DB Distributor > Accounts Receivable > Invoicing > Invoice Entry (A/R I1)

The Invoice Summary Screen is used to verify the details of your invoice. On this panel you will want to make sure that your net sale, tax amounts, freight amount, and invoice total are correct. You can also review you cost, gross profit, and commission information to verify the numbers are acceptable.

If anything on this panel appears incorrect, you can use the **Back** button to return to the Invoice Lines section to make corrections. If everything looks correct, you can use the **Next** button to continue to the GL Distribution.

AR INVOICE ENTRY - GL DISTRIBUTION

DB Distributor > Accounts Receivable > Invoicing > Invoice Entry (A/R I1)

The GL Distribution screen is used to make your postings to the general ledger for the invoice that has just been entered. Typically, the amounts on this screen will automatically be made, based upon the instructions that are setup in your Sales Distribution Codes. You can adjust the postings if needed. When the postings are in balance, click the **Finish** button. This will return you to the Invoice Header area, where you can add additional invoice, or exit from Invoice Entry.

When you are finished creating your invoices, continue to Invoice Printing.

CREDIT CARD PROCESSING

DB Distributor > Accounts Receivable > Invoicing > Credit Card Processing (A/R IC)

The Credit Card Processing screen is used to process those invoices that have been assigned to a credit card terms code. This needs to be done before the invoice printing.

Complete the following steps to process you credit card invoices:

1. Review your **Output Options**.

2. Press the **Process Batch** button. This will cause a report to be printed that shows the invoices that were processed, and their status.

Continue to [Invoice Printing](#)

💿 INVOICE PRINTING

DB Distributor > Accounts Receivable > Invoicing > Invoice Printing (A/R I2)

The Invoice Printing program is used to print out your Customer Invoices that have been entered through [AR Invoice Entry](#). This step must be completed before proceeding to the [Sales Journal and Update](#).

Complete the following steps to print your Customer Invoices:

1. Select if you want to have your invoices print out by Invoice Number, Salesperson, Customer Lookup, or Customer Code.

2. Optionally, you can enter in a range, based upon your selection in step 1, to narrow the invoices that will print.

3. Optionally, you can enter in up to 4 message lines to print on the invoices.

4. Optionally, you can enter in an alternate selection code for the invoice printing and/or packing list printing.

5. Select if you want only unprinted invoices to be printed.

6. Optionally, enter in the maximum number of invoice lines to be printed.

7. Select if you want to use the Job Card Override. This will allow the special printing instructions that might be setup on your customers.

8. Click **Output Options** to review the printer configuration, making changes as necessary.

9. Click **Print Report** to print the invoices.

10. After the invoices have printed, you will be asked to confirm that the invoices printed correctly.

Continue to [Sales Journal and Update](#)

💿 SALES JOURNAL AND UPDATE

DB Distributor > Accounts Receivable > Invoicing > Sales Journal and Update (A/R I3)

The Sales Journal and Update is used to update the invoices that have been put into the system during the PO Receiving Process, or manually entered through AR Invoice Entry.

Complete the following steps to update your AR Invoices:

1. Select if you want to skip the printing of the Detail Sales Journal. Selecting this option will cause you to print only a Summary Sales Journal.

2. Click **Output Options** to review the printer configuration, making changes as necessary.

3. Click **View Report** or **Print Report**.

4. Review the Sales Journal. If your invoices all appear correct, you can proceed to **Update** your batch. If you see any mistakes, you will want to **Exit** the update, and return to [AR Invoice Entry](#) to select

and modify any invoices with errors. After correcting the invoices, you will need to [reprint](#) them, and then return here to update the invoices. When the Sales Journal is updated, the invoices will be posted to their corresponding customers, and the general ledger daily transactions file will be posted to. These general ledger postings will need to be verified and updated through the G/L Detail Transaction Register.

CASH RECEIPTS ENTRY

DB Distributor > Accounts Receivable > Cash Receipts > Entry (A/R C1)

Cash Receipts Entry is used for entering in your receipts of cash.

Cash Receipts is divided into a **Header** area, where you enter in information about your deposit, and an **Entry** area where you will apply the cash to the customers.

Follow these steps to complete the **Header**:

1. Select the fiscal year and accounting period for the cash receipts to post to.
2. Select the bank code that the cash should be posted to.
3. Enter in a deposit number, or use the lookup to view deposits you may already have in your batch. Generally you will be entering a "1" here.
4. Enter in the deposit date.
5. Enter in a discount past due date. This is the date that will be used for deciding if a discount should be allowed or not.
6. Enter in the deposit amount. This is the amount of all the checks you are about to enter. *Note*: Entering the deposit amount will set the "Distribute Balance" field. As you enter in, and apply checks, the distribute balance will decrease. You will be unable to update your cash receipts until this amount comes to zero.
7. Click the Next button to continue to the Entry area.

CASH RECEIPTS ENTRY

DB Distributor > Accounts Receivable > Cash Receipts > Entry (A/R C1)

Follow these steps to complete the Entry portion of Cash Receipts:

1. Enter in the customer which needs the cash applied. You can also use the *Invoice Lookup* button to find your customer by invoice number.
2. Enter in a check reference. This is typically the customers check number. If you are doing a zero cash receipt, to apply a credit to an invoice, or will be applying money that is on account, you can use a reference like CREDIT or ONACCT.
3. Enter in the check date.
4. Enter in the check amount.
5. You now have six options to choose from. Click on the following options for further instructions:
   - Invoice Entry - This allows you to select specific invoices to pay, and handle any special situations with those invoices.
   - Pre-Pay Invoice - This allows you to setup a pre-paid (credit) invoice for an open order of the customer. This is for the situation of a deposit or prepay.
   - Auto Distribute - This allows you to pay off the customers oldest invoices, or to select a summary bill reference to be paid. The system will pay off invoices within the range that you select, until the amount to distribute from the check reaches zero.
   - Distribute to GL - This allows you to post cash directly to your general ledger, as opposed to an invoice.

- Put On Account - If you are unsure which invoices should be paid, or there is additional money left over after paying off invoices, you can choose to put the money on account. It can be used in the future by selecting the Use On Account option.
- Use On Account - If the customer has an "on account" balance, you can use this option to bring their available funds into the amount to be distributed. This can be used when doing a "zero cash receipt", or it can also be used in addition to money being brought in with a check.

Once all of the cash for a customer has been distributed, you will be returned to the Customer field. Repeat steps 1 through 5 for all customers that you are receiving cash for. Once you have entered all the checks and your Distribute Balance is at zero, you can press the **Exit** button. This will return you to the Header area where you will hit the **Exit** button again to return to the menu.

Note: if you press the **Exit** button while there is an amount left to distribute for a customer, you will be forced to either delete the check, or distribute the remaining amount. If you press the Exit button while there is money left to distribute for the deposit, you will be notified that the deposit has not been fully applied, but you will be given the option to exit and return later to finish the deposit.

Note: the **Delete** button on this panel will delete the check reference that is currently being entered. To delete a deposit, you must use the **Delete** button in the Header area.

CASH RECEIPTS FOR INVOICES

DB Distributor > Accounts Receivable > Cash Receipts > Entry (A/R C1)

You will be brought to this panel to select individual invoices to pay off through cash receipts. The available amount to be distributed will be listed in the upper right corner. This amount will decrease as you payoff invoices, or will increase if you select credit memos.

Follow these steps to complete the panel:
1. Enter in the invoice number to apply cash to, or select the open invoice from the lookup. *Note*: The lookup will also show if there is currently any "cash in progress" on an open invoice. This represents any money that has been applied to an invoice through cash receipts, but has not yet been updated.
2. Once an invoice has been selected, all of its basic information will be displayed. You will then need to select from one of the following options:
   - Normal - This will pay off the entire invoice, as long as there is enough available in the distribute balance. It will take any available discount if there is one.
   - W/O Freight - this is used to write off the freight. This option would be used if the customer short paid the invoice by the freight amount, and you do not intend to collect it at a later date.
   - Leave Freight Open - This option will pay off the balance of the invoice, excluding the amount of the freight. This option would be used if the customer short paid the invoice by the freight amount, but you intend to collect the freight.
   - Leave Tax Open - This option will pay off the balance of the invoice, excluding the amount of the tax. This option would be used if a customer short paid the invoice by the tax amount, and you will be collecting it later. *Note*: Write off tax is no longer an option. A "tax only" credit memo will need to be issued through Invoice Entry if a customer needs to be credited for tax. This is covered in the How To section. This will make sure that all of the tax files are updated, and your taxes are reported properly.
   - Use Distribution Amount - This option will take the amount from the distribute balance field and apply it to the invoice. Whatever amount on the invoice is not paid will be left open.
   - Allow Discount - This option is like the Normal option, but will allow a discount to be taken, even if it is past due.
   - No Discount - This option is like the Normal option, but it will not allow a discount, even if it is being paid within the discount period.

- Manual - This option is used for all other situations. It will open up the fields at the bottom of the panel for you to manually apply the cash as needed. *Note*: If you enter different amounts in the Total Applied and Cash Posted fields, and the difference is not accounted for by the Discount Allowed or Freight Allowed, you will be prompted to make a GL entry.

When the distribute balance reaches zero, you will automatically be returned to the Entry area. You can also use the **Exit** button to return to the Entry area before the distribute balance reaches zero. This is usually used when you have a remaining amount to be put on account.

CASH RECEIPTS - PREPAID INVOICE

DB Distributor > Accounts Receivable > Cash Receipts > Entry (A/R C1)

You will be brought to this panel if you selected to enter a pre-paid invoice during cash receipts.

Follow these steps to complete the panel:

1. Enter in the order number to apply cash to, or select the open order from the lookup.

2. You will then need to select from one of the following options:

   - Use Distribution Amount - This option will take the amount from the distribute balance field and apply it to the invoice. This will become the amount of the "credit" invoice.

   - Manual - This option can be used to manually enter an amount that you need setup for the prepaid invoice. It will open up the fields at the bottom of the panel for you to manually apply the cash as needed. *Note*: If you enter different amounts in the Total Applied and Cash Posted fields, and the difference is not accounted for by the Discount Allowed or Freight Allowed, you will be prompted to make a GL entry.

If you used the Distribution Amount option, you will click the **OK** button and be returned to the Entry area. If you used the Manual option, and still have an amount to distribute, you will be left on this screen. You can enter in additional prepayments, or you can click the **Cancel** button to return to the Entry area.

CASH RECEIPTS - AUTO DISTRIBUTE

DB Distributor > Accounts Receivable > Cash Receipts > Entry (A/R C1)

You will be brought to this panel if you select the Auto Distribute option during cash receipts.

Follow these steps to complete the panel:

1. If you wish to pay off all invoices related to a Summary Bill, enter in the Summary Bill reference number, or select it from the lookup.

2. If not paying a summary bill, you have the option of adding credit memos that the system might find while paying off the oldest invoices.

3. You will then click the **Proceed** button. This will bring up a listing of all invoices that can be paid off, and the details of how it is being paid (discount, no discount, etc.).

4. Press **Exit** to return to the Entry area.

Note: If you do not want to accept the auto selection that occurred in step 3, you will need exit from this screen, and then call up the check reference and delete the check. You can then re-enter it and manually select invoices for payment.

CASH RECEIPTS AUDIT REPORT AND UPDATE

DB Distributor > Accounts Receivable > Cash Receipts > Journal/Update (A/R C3)

Use the Cash Receipts Journal and Update to view a report of the cash receipts that were entered. Follow these steps to complete the panel:

1. Choose your batch from the batch query. The Cash Receipts Journal and Update Panel is displayed.
2. Review your **Output Options.**
3. Click **Print Report**.
4. If the journal report is correct, you can choose to **Update** the data. If the report has errors, you should **Exit** and return to Cash Receipts Entry to make any corrections.

ACCOUNTS RECEIVABLE REPORTS

Use the Accounts Receivable Reports to view all of the different activity that is occurring with your customers and salespeople.

OPEN INVOICES

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Open Invoices (ARR R1)

The Open Invoice report is used to receive a listing of your open AR invoices. There are many different ways to run this report. See below for details.

Follow these steps to run this report:

1. Select if you want this report to run by Customer, Salesperson, Customer Category, Ship-to Code, or by Summary Bill.
2. Optionally, enter a range to narrow your search. Your options to narrow by will depend upon your selection from step 1.
3. Enter in a date to use for ageing the invoices.
4. Select the Fiscal Year and Accounting Period to use for running the report.
5. Select if you want the invoices to be aged by Invoice Date or Due Date.
6. Select from one of the following report types:

    - Customer Summary - one summarized lines per customer.
    - Invoice Summary - one line per invoice.
    - Transaction Detail - shows all invoices and all posted transactions.
    - Report Summary - one summarized line per division.

7. Select which invoices you want to have reported. This is based upon your ageing categories.
8. Select if you want to see invoices that have a zero balance. This would include invoices that have been paid off in the current period, but have not yet been moved to invoice history.
9. Select if you want the ageing to update back to the *customer master record*.
10. Select if you want invoices paid by credit card to show in the report.
11. Select if you want to print the customer name and address information on the report.
12. Review the Output Options.
13. Click **Print Report**.

CUSTOMER TRANSACTION HISTORY

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Customer Transaction History (ARR R2)

The Customer Transaction History report lists invoices that are now in the history file with an option also to list all transactions posted to those invoices.

Follow these steps to run this report:

1. This report will print by customer an invoice.

2. Optionally, enter a range of customers and/or invoice numbers to narrow your search.

3. Select if you want to print transaction detail. This option prints all cash receipts, adjustments and credits against the invoice.

4. Optionally, you can also set ranges of invoice dollars and/or gross profit dollars to limit the range of invoices to be printed.

5. Review the Output Options.

6. Click **Print Report**.

▶ SALES TAX PAYABLE

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Sales Tax Payable (ARR R3)

The Sales Tax Payable report is used to list, by taxing jurisdiction, the invoices which were billed during an accounting period. This report prints each invoice billed by sales tax code, and shows the taxable sale, non-taxable sale, and sales tax billed. It will be used by your accounting department to complete state sales tax reports.

Follow these steps to run this report:

1. This report will run by sales tax code.

2. Enter in a Fiscal Year and Accounting Period to run the report for.

3. Optionally, enter a range of sales tax codes to narrow your search. *Note*: if using Veratax, you will have the option of entering State Codes, County Names, and City Names, instead of sales tax codes.

4. Optionally, enter a range of invoice numbers to narrow your search.

5. Select if you want to have a recap print at the end of the report.

6. Review the Output Options.

7. Click **Print Report**.

Note: Following the printing, you will have the option to clear the sales tax records printed. If you confirm this option, the data will be permanently deleted. Some users choose to keep their sales tax payable files as opposed to clearing.

▶ VERATAX SALES TAX PAYABLE

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Veratax Sales Tax Payable (ARR R3)

The Veratax Sales Tax Payable report is used to list, by taxing jurisdiction, the invoices which were billed during an accounting period. This report prints each invoice billed by sales tax code, and shows the taxable sale, non-taxable sale, and sales tax billed. It will be used by your accounting department to complete state sales tax reports.

Follow these steps to run this report:

1. This report will run by sales tax code.

2. Enter in a Fiscal Year and Accounting Period to run the report for.

3. Optionally, enter a range of sales tax codes to narrow your search. *Note*: if using Veratax, you will have the option of entering State Codes, County Names, and City Names, instead of sales tax codes.

4. Optionally, enter a range of invoice numbers to narrow your search.

5. Select if you want to have a recap print at the end of the report.

6. Review the Output Options.

7. Click **Print Report**.

Note: Following the printing, you will have the option to clear the sales tax records printed. If you confirm this option, the data will be permanently deleted. Some users choose to keep their sales tax payable files as opposed to clearing.

CUSTOMER STATEMENT PRINTING

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Customer Statement Printing (ARR R5)

Statement Printing is used to print statements for your customers, based upon the criteria that you specify. This would normally be done as part of the period end process.

Follow these steps to run this report:

1. The statements will print by customer.

2. Optionally, enter a range of customers to narrow your search.

3. Select if transaction detail should be printed, or just the invoice balance.

4. Select if invoices with a zero balance should be printed.

5. Select if customers with a zero balance should have a statement printed.

6. Select if customers with a credit balance should have a statement printed.

7. If you want only statements over a particular dollar amount to print, enter the dollar amount.

8. Enter a date to print as the statement date.

9. If you want only invoices with a particular terms code to print, enter the terms code.

10. If you want only invoices that have aged into a particular category, select the ageing category.

11. Optionally, enter in up to 2 comment lines to have print on the statements.

12. Review the Output Options.

13. Click **Print Report**.

DUN LETTER PRINTING

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Dun Letter Printing (ARR R6)

The DUN Letter Printing is used to notify your customers that they are past due. You can vary the wording that is printed on the letter based upon how far past due they are.

Follow these steps to run this report:

1. The letters will print by customer.

2. Optionally, enter a range of customers to narrow your search.

3. Enter in the date to be printed on the letter.

4. Select if you would prefer to print the past due balance, as opposed to the total open balance.

5. For each ageing category that you wish to print letters for, enter in a DUN letter type code. The available codes range from A to Z. The codes are setup in the Standard Text Letter setup screen of Contact Management (T/M S7). The codes start off as friendly reminders, and eventually turn into messages threatening legal action.

6. Review the Output Options.

7. Click **Print Report**.

Note: The program will print only one letter for an eligible customer; that being the one associated with the oldest balance. The name, address and greeting will come from the customer's credit contact. The first section of the predefined letter will print followed by the customer's accounts receivable balance, then the second section of the predefined letter.

TRIAL BALANCE

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Trial Balance (ARR R7)

The Trial Balance report shows the Accounts Receivable Subsidiary Ledger. Each customer invoice is listed showing its balance at the beginning of the current accounting period, any adjustments resulting from invoicing, and payments processed through cash receipts and the ending accounts receivable balance. This report verifies the Accounts Receivable General Ledger Account.

Follow these steps to run this report:

1. This report will run by customer.

2. Optionally, enter a range of customers to narrow your search.

3. Select the Fiscal Year and Accounting Period to run the report for.

4. Select if you want credit card invoices to be included.

5. Review the Output Options.

6. Click **Print Report**.

CASH FORECASTING

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Cash Forecasting (ARR R8)

The Cash Forecasting report is used to predict future cash receipts.

Follow these steps to run this report:

1. This report will print by customer and invoice.

2. Optionally, enter a range of customers and/or invoice numbers to narrow your search.

3. Enter in up to 4 future dates for predicting cash flow.

4. Select if you want the calculations to be based upon the invoice due dates, or based upon your customers actual paying habits that are recorded in the *Credit Analysis* area of Customer Setup.

5. Review the Output Options.

6. Click **Print Report**.

CUSTOMER REFERENCE REPORT

DB Distributor > Accounts Receivable > Reports > Customer > Reference (ARR L1)

The Customer Reference report is used to print a listing of your customers. One column will print the customers in order by customer code, and another column will print the customers in order by lookup code. This can be used by customers that keep their customers coded alphabetically.

Follow these steps to run this report:

1. This report will run by customer.
2. Optionally, enter a range of customers to narrow your search.
3. Review the Output Options.
4. Click **Print Report**.

CUSTOMER DETAIL LISTING

DB Distributor > Accounts Receivable > Reports > Customer > Detail Listing (ARR L2)

The Customer Detail Listing report is used to verify that information about your customers was setup properly. It will print the static data from the Customer Masterfile.

Follow these steps to run this report:

1. Select if you want this report to print by customer or by salesperson.
2. Optionally, enter a range of customers or salespersons to narrow your search.
3. Review the Output Options.
4. Click **Print Report**.

CUSTOMER SUMMARY BILL REPORT

DB Distributor > Accounts Receivable > Reports > Customer > Summary Bill
or
DB Distributor > Print Management > Reports > Items > Customer Summary Bill (FMR RG)

Use the Customer Summary Bill Report to attach your "pending" summary bill invoices to a summary bill number within the Accounts Receivable module. This report will also print a Summary Bill that can be sent to your customer. Optionally, a Detail Shipments by Location report can also be printed to show all shipments to each location during a specified period. Split shipments will have freight prorated across the shipping locations based upon a percentage of value.

Note: For your customers that have invoice types designated as "Summary Bill", their invoices will be designated as "summary bill pending" until this report is run and updated in order to attach the "pending" invoices to a summary bill number.

Follow these steps to run this report:

1. This report will print by customer.

2. Optionally, enter a range of customers if you want to narrow your report.

3. Optionally, enter a range of invoice dates to select specific invoices, or leave blank to select all available pending summary bill invoices.

4. Select if you would like to print the Summary Bill Only, Detail Shipments by Location Only, or both.

5. Enter a summary bill reference number or allow the system to automatically assign one. (If auto assigned by the system, it will pull the next available invoice number from your A/R system parameters.)

6. Select if you would like to include invoices from Sales Orders, Releases, Billable Releases, or a combination of these order types.

7. Select if you would like to print an invoice cover sheet.

8. Optionally, if printing an invoice cover sheet, enter up to 3 message lines to print on the cover sheet.

9. Select if you would like to enter a page break each time the location changes if printing the Detail Shipments by Location.

10. Select if you would like for the Customer's PO number to replace your Order Number on the summary bill.

11. Optionally, enter a due date if you would like to have all of the selected invoices changed to a specific due date.

12. Review the **Output Options**.

13. Click **Print Report**.

14. If the report is correct, you will choose to update the data. This will clear the information from the Summary Bill (FMY) file. If the information is incorrect, you can choose to not update the data and re-run the report.

CUSTOMER NAME & ADDRESS LISTING

DB Distributor > Accounts Receivable > Reports > Customer > Name and Address (ARR L4)

The Customer Name and Address report is used to verify that customer address, phone, and fax information was setup correctly.

Follow these steps to run this report:

1. Select if you want to run this report by customer or salesperson.

2. Optionally, enter a range of customers or salespersons to narrow your search.

3. Select if you would like for their ship-to addresses to be printed as well.

4. Review the Output Options.

5. Click **Print Report**.

CUSTOMER SALES COMPARISON

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Sales Analysis > Customer > Sales Comparison (ARA R1)

The Customer Sales Comparison report can be used to review the trend in customer sales between the reported period of the current year and the prior year as well as year-to-date sales for the current versus the prior year.

Follow these steps to run this report:

1. Select if you want to run this report by customer, salesperson, salesperson and customer category, customer category, or second salesperson.

2. Optionally, enter a range to narrow your search. Your options to narrow by will depend upon your selection from step 1.

3. Select the Fiscal Year and Accounting Period to run the report for.

4. Optionally, select a data column of the report to sort by.

5. Optionally, enter in a minimum value to print. All amounts less than this will be excluded from the report.

6. Review the Output Options.

7. Click **Print Report**.

▣ CUSTOMER SALES TREND

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Sales Analysis > Customer > Sales Trend (ARA R3)

The Customer Sales Trend report is designed to show sales trends for customers over the last thirteen periods.

Follow these steps to run this report:

1. Select if you want to run this report by customer, salesperson, salesperson and customer category, customer category, or second salesperson.

2. Optionally, enter a range to narrow your search. Your options to narrow by will depend upon your selection from step 1.

3. Select the Fiscal Year and Accounting Period to run the report for.

4. Optionally, select a data column of the report to sort by.

5. Optionally, enter in a minimum value to print. All amounts less than this will be excluded from the report.

6. Review the Output Options.

7. Click **Print Report**.

▣ CUSTOMER GP ANALYSIS

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Sales Analysis > Customer > GP Analysis (ARA R2)

The Customer Gross Profit Analysis report is designed to provide you with the information you need to determine the profitability of your customers. It will provide information for the selected period and year-to-date.

Follow these steps to run this report:

1. Select if you want to run this report by customer, salesperson, salesperson and customer category, customer category, or second salesperson.

2. Optionally, enter a range to narrow your search. Your options to narrow by will depend upon your selection from step 1.

3. Select the Fiscal Year and Accounting Period to run the report for.

4. Optionally, select a data column of the report to sort by.

5. Optionally, enter in a minimum value to print. All amounts less than this will be excluded from the report.

6. Review the Output Options.

7. Click **Print Report**.

CUSTOMER GP COMPARISON

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Sales Analysis > Customer > GP Comparison (ARA G1)

The Customer Gross Profit Comparison is used to view the profitability of your customers, side by side, in either dollars or as a percentage of increase or decrease to the previous year.

Follow these steps to run this report:

1. Select if you want to run this report by customer, salesperson, salesperson and customer category, customer category, or second salesperson.

2. Optionally, enter a range to narrow your search. Your options to narrow by will depend upon your selection from step 1.

3. Select the Fiscal Year and Accounting Period to run the report for.

4. Optionally, select a data column of the report to sort by.

5. Optionally, enter in a minimum value to print. All amounts less than this will be excluded from the report.

6. Review the Output Options.

7. Click **Print Report**.

SALESPERSON SALES COMPARISON

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Sales Analysis > Salesperson > Sales Comparison (ARA R4)

The Salesperson Sales Comparison report is used to review the trend for salesperson sales between the reported period of the current year and the prior year as well as year-to-date sales for the current versus the prior year.

Follow these steps to run this report:

1. This report will run by salesperson.

2. Optionally, enter a range of order types and/or salespersons to narrow your search.

3. Select the Fiscal Year and Accounting Period to run the report for.

4. Optionally, select a data column of the report to sort by.

5. Optionally, enter in a minimum value to print. All amounts less than this will be excluded from the report.

6. Review the Output Options.

7. Click **Print Report**.

⏩ SALESPERSON SALES TREND

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Sales Analysis > Salesperson > Sales Trend (ARA R6)

The Salesperson Sales Trend report is designed to show sales trends for salespersons over the last thirteen periods.

Follow these steps to run this report:

1. This report will run by salesperson.
2. Optionally, enter a range of order types and/or salespersons to narrow your search.
3. Select the Fiscal Year and Accounting Period to run the report for.
4. Optionally, select a data column of the report to sort by.
5. Optionally, enter in a minimum value to print. All amounts less than this will be excluded from the report.
6. Review the Output Options.
7. Click **Print Report**.

⏩ SALESPERSON GP ANALYSIS

DB Distributor > Accounts Receivable > Reports > Accounts Receivable > Sales Analysis > Salesperson > GP Analysis (ARA R5)

The Salesperson Gross Profit Analysis report is designed to provide you with the information you need to determine the profitability of your salespersons. It will provide information for the selected period and year-to-date.

Follow these steps to run this report:

1. This report will run by salesperson.
2. Optionally, enter a range of order types and/or salespersons to narrow your search.
3. Select the Fiscal Year and Accounting Period to run the report for.
4. Optionally, select a data column of the report to sort by.
5. Optionally, enter in a minimum value to print. All amounts less than this will be excluded from the report.
6. Review the Output Options.
7. Click **Print Report**.

⏩ COMMISSION BOOKING REPORT

DB Distributor > Accounts Receivable > Reports > Commission > Booking (ARR C1)

The Commissions Booking report will list each invoice by salesperson in the accounting period in which it was billed. This provides each salesperson a list of all the invoices on which he is receiving sales credit and/or commissions. If commissions are paid on billing then the report represents the amount due each salesperson for the period being reported.

Follow these steps to run this report:

1. This report will run by salesperson.

2. Optionally, enter a range of Fiscal Years, Accounting Periods, Salespersons, Customers, and/or Invoice Numbers to narrow your search.

3. Select if you want to run the report by Commission of Net Sales or Commission of GP.

4. Optionally, select if you want to limit the data being reported by eliminating a section of columns.

5. Review the Output Options.

6. Click **Print Report**.

Note: Following the printing of the report you will be given the option of clearing the data that was printed. Clearing the data will have it permanently deleted.

COMMISSION PENDING REPORT

DB Distributor > Accounts Receivable > Reports > Commission > Pending (ARR C2)

The Commission Pending report is used to show commissions that have created by the Invoice Entry process, but are not yet payable, as the invoices have not been paid through Cash Receipts. This report can be used by companies that pay commissions at the time of Cash Receipts, rather than at the time of Invoice Entry.

Follow these steps to run this report:

1. This report will run by salesperson, subtotaled by customer, showing all applicable invoices.

2. Optionally, enter a range of salespersons, customers, and or invoice numbers to narrow your search.

3. Select if zero commission invoices should be reported.

4. Select if you only want to see a salesperson summary, as opposed to seeing detail by customer.

5. Select a Fiscal Year and Accounting Period to run the report for.

6. Optionally, select if you want to assume a payment date, and if so, enter the assumed date.

7. Review the Output Options.

8. Click **Print Report**.

COMMISSION PAYABLE REPORT

DB Distributor > Accounts Receivable > Reports > Commission > Payable (ARR C3)

The Commission Payable report is used to display commissions that are ready to be paid. Depending upon the setup of your Accounts Receivable parameters, this can mean either commissions calculated strictly from Invoice Entry, or from Invoices that have been paid through Cash Receipts.

Follow these steps to run this report:

1. This report will run by salesperson.

2. Optionally, enter a range of Fiscal Years, Accounting Periods, Salespersons, Customers, and/or Invoice Numbers to narrow your search.

3. Select if you want to run the report by Commission of Net Sales or Commission of GP.

4. Select in invoice cost should be printed.

5. Select if zero commission invoices should be reported.

6. Select if you only want chargebacks to be reported.

7. Optionally, enter in a range of dates if you only want to see invoices that were paid within a given date range.

8. Review the Output Options.

9. Click **Print Report**.

Note: Following the printing of the report you will be given the option of clearing the data that was printed. Clearing the data will have it permanently deleted.

COMMISSION CHARGEBACK ENTRY

DB Distributor > Accounts Receivable > Reports > Commission > Chargeback Entry (ARR C4)

The Commission Chargeback Entry program is used for entering chargebacks to your salespersons. These chargebacks will be reported on your Commission reports.

Follow these steps to complete the panel:

1. Enter the Fiscal Year and Accounting Period that the chargeback should be applied to.

2. Enter in the salesperson that the chargeback should be applied to.

3. Enter in a chargeback number.

4. Enter in a chargeback date.

5. Enter in a description/reason for the chargeback.

6. Enter in the applicable commission code for the chargeback.

7. Enter in a GP adjustment. Use negative amounts to reduce gross profit.

8. If needed, enter in a commission adjustment.

9. Click **Print Report**.

MONTH END PROCESSING

The Period End Processing cycles the accounting period. It transfers paid invoices from the open invoice file to the invoice history file. Based upon the number of periods to retain invoice history, setup in your AR parameters, invoices will also be removed from the invoice history file. Inactive customers that have been marked for removal will also be deleted at this time.

Note: For all of the reports that you run at month end, we would recommend that you print them to PDF, and save a copy of them on your PC for your records. This will make for easier lookup in the future.

These are the recommended steps to perform your AR Month End Processing:

1. It is recommended that you make a backup of your system.

2. Update all of your invoices for the period, including any necessary credit memos.

3. Update all of you cash receipts for the period.

4. Print the Open Invoice Report. Make sure to use the "post aged balance to the customer master" option.

5. If required, perform the Finance Charge Calculation, Specific Finance Charge Posting, and Finance Charge Journal and Update.

6. Print the GL Detail Transaction Register and (after making sure it is balanced) update it.

7. Print the AR Trial Balance and verify that it is in balance with the AR general ledger account.

8. If Finance Charges were computed, reprint the Open Invoice Report.

9. Print Customer Statements.

10. Print the Sales Tax Report through the end of the accounting period.

11. Print the Commissions Booked, Accrued, and Payable reports through the end of the accounting period.

12. Perform your Period End Update.

FINANCE CHARGE CALCULATION

DB Distributor > Accounts Receivable > Period End > Finance Charge Application > Calculation (ARP F1)

The Finance Charge Calculation screen is used to determine which customers are eligible to have finance charges applied to them. *Note*: the State setup file is used to determine the rate at which finance charges will be applied. Also, the customer master record must be designated that finance charges can be calculated for them.

Follow these steps to complete the panel:

1. If you want to narrow this report by a range of customers, enter in customer codes to begin and end the report with.

2. If you want to narrow the range of invoices to be looked at, you can enter in a specific invoice number to start the search with.

3. Select which ageing category of invoices you would like finance charges to be applied to.

4. Enter in a dollar amount that finance charges must reach before they are valid. Any finance charges below this amount will not write to the finance charge file.

5. Select the fiscal year and accounting period that this report should run for.

6. Press **Calculate** to see which customers finance charges will be applied to.

Continue to Specific Finance Charge Entry to edit any invoices that have been selected for finance charges.

Optionally, continue to Invoice Printing to print invoices for the finance charges.

Continue to Finance Charge Update if you do not need to edit any of the finance charges.

SPECIFIC FINANCE CHARGE ENTRY

DB Distributor > Accounts Receivable > Period End > Finance Charge Application > Specific Posting (ARP F2)

The Specific Finance Charge Entry screen is used for editing any of the finance charges that were calculated by the Finance Charge Calculation program.

Follow these steps to complete the panel:

1. Select the fiscal year and accounting period to be edited.

2. Select the invoice number that needs to be edited.

3. Edit the finance charge amount, or press the **Delete** button to remove the finance charge.

4. If you have changed the finance charge amount, press the **Proceed** button to make the necessary GL entry.

5. Press **Save**.

Continue to Invoice Printing if you wish to print invoices for the finance charges, or continue to the Finance Charge Update.

FINANCE CHARGE JOURNAL AND UPDATE

DB Distributor > Accounts Receivable > Period End > Finance Charge Application > Journal and Update (ARP F4)

The Finance Charge Journal and Update is used to print a report of the finance charges that have been calculated, and update them to the customer accounts.

Follow these steps to complete the panel:

1. Review the **Output Options**.

2. Press **Print Report**.

3. If the report appears correct, you can **Update** the data. If the report is incorrect, you should **Exit** the update, and return to Specific Finance Charge Entry to make any adjustments.

PERIOD END UPDATE

DB Distributor > Accounts Receivable > Period End > Update > Period End (ARP U1)

When you enter into this screen, it will display the fiscal year and accounting period that is to be updated. You only need to click the **Proceed** button to run the period end update. Make sure you have followed this checklist before updating your period. Processing the period end will update the following:

1. Your default AR period will be moved to the next period.

2. Customers with no activity that have been set to inactive will be deleted.

3. Paid invoices will move from the Open Invoice file to the Invoice History file.

4. Invoice history records will be removed, based upon your AR parameter that controls how long invoice history is to be kept.

5. Additionally, if this is the year end processing, your customer and salesperson statistics will be removed, based upon your AR parameter that controls how long the statistics are to be kept.

ACCOUNTS RECEIVABLE - HOW TO...

This section provides instructions for addressing the following Accounts Receivable Special Situations:

Cash Receipts Related Topics:
- How to Use a Credit Invoice to Pay Another Invoice
- How to Use ONACCT Balance to Pay Another Invoice
- How to Post a Portion of an ONACCT Balance to the GL
- How to Enter Prepayments
- How to Return Cash from Insufficient Funds
- How to Write Off...
- How to Correct Cash put into the Wrong Period
- How to Correct a Payment made to the Wrong Invoice
- How to Move Cash from one Customer to Another

Invoice Entry Related Topics:
- How to Enter a Credit Memo
- How to Enter a Credit Memo for Tax Only
- How to Enter a Credit Memo for Cost Only
- How to Correct Invoices that were Updated to the Wrong Period

HOW TO USE A CREDIT INVOICE TO PAY ANOTHER INVOICE

You will use Cash Receipts Entry when using a credit invoice to pay off another invoice. This can be done as part of your daily receipts, or it can also be done as a zero dollar deposit. After going through the header area, complete the following steps:

1. Enter the customer that has the credit you want to use.
2. Assign any reference number.
3. The check amount will be zero (or your actual check amount if processing this with an actual payment).
4. Select the **Invoice Entry** option.
5. Enter in, or lookup, the credit invoice number.
6. Select the **Normal** option.
7. Click the **OK** button. This will cause the credit amount to move to the "distribute balance".
8. You can now use these funds to pay another invoice by simply calling up the invoice that needs to be paid off, and choosing the appropriate action.
9. You will then proceed to update your cash receipts to officially update the invoice status.

HOW TO USE THE ONACCT BALANCE TO PAY ANOTHER INVOICE

You will use Cash Receipts Entry when using an On Account balance to pay off invoices. This can be done as part of your daily receipts, or it can also be done as a zero dollar deposit. After going through the header area, complete the following steps:

1. Enter the customer that has the on account balance you want to use.
2. Assign any reference number.
3. The check amount will be zero (or your actual check amount if processing this with an actual payment).
4. Click the Use On Account button. This will put the on account balance into the "distribute balance".
5. Now that you have the amount to distribute, click the Invoice Entry option.
6. Enter in, or lookup, the invoice to be paid off.
7. Select the appropriate action to pay the invoice as needed.
8. Click the OK button.
9. You will then proceed to update your cash receipts to officially update the invoice status.

HOW TO POST A PORTION OF AN ONACCT BALANCE TO THE GL

You will use Cash Receipts Entry to perform this procedure. This will be done as a zero dollar deposit. After going through the header area, complete the following steps:

1. Enter the customer that has the on account balance.
2. Enter in any reference number.
3. For the check amount, enter in the amount that needs to be posted to the general ledger.
4. Click the **Distribute to GL** button.
5. In the new window that pops up, select the general ledger account that you want to post the funds to.
6. When you complete the posting, you will need to enter in the customer code again, and assign a new reference number.
7. You will then enter in the check amount as a negative amount equal to the amount that you posted to the general ledger.
8. Click the **Put on Account** button.
9. You will then proceed to update your cash receipts. The net effect will be a reduction in your on account balance for the customer, and a posting to the general ledger for the same amount.

HOW TO ENTER PREPAYMENTS

There are two primary methods for entering a customer's prepayment into Cash Receipts. The method you choose will usually depend upon if an order has been entered for the prepayment you are receiving.

Method 1 - Putting the Prepayment On Account

Follow these steps:

1. Enter in the deposit for the prepayment.
2. Select the appropriate customer.
3. Enter in the check reference.
4. Enter in the check amount.
5. Click the **Put on Account** button. This will place the funds on account.
6. When the invoice is later created, you can use the "Paying an Invoice with an On Account Balance" instructions to use the on account balance to pay off the invoice.

Method 2 - Entering the Prepayment to Post Against an Order

Follow these steps:

1. Enter in the deposit for the prepayment.
2. Select the appropriate customer.
3. Enter in the check reference.
4. Enter in the check amount.
5. Click the **Pre-Pay Invoice** button.
6. In the new window that pops up, enter in the order number to apply cash to, or select the open order from the lookup.
7. You will then need to select from one of the following options:
   - Use Distribution Amount - This option will take the amount from the distribute balance field and apply it to the invoice. This will become the amount of the "credit" invoice.
   - Manual - This option can be used to manually enter an amount that you need setup for the prepaid invoice. It will open up the fields at the bottom of the panel for you to manually apply the cash as needed. *Note*: If you enter different amounts in the Total Applied and Cash Posted fields, and the difference is not accounted for by the Discount Allowed or Freight Allowed, you will be prompted to make a GL entry.
8. You will then proceed to update your posting. This will create a credit invoice on the customer's account.

HOW TO RETURN CASH FROM INSUFFICIENT FUNDS

You will use Cash Receipts Entry when returning cash from a NSF returned check. Use the following steps:

1. Enter in a negative deposit.
2. Enter the customer that had issued the bad check.
3. Enter in a reference number.
4. Enter in a negative check amount.
5. Click the **Invoice Entry** option.
6. Enter the invoice number that had previously been paid off.
7. Select the option of **Manual**.
8. Enter in the negative amount into the Total Applied and Cash Posted fields. *Note*: if month end had already been processed, and the original invoice had already moved to history, you would need to return to step 5, and use the **Put On Account** option instead of posting it back to the original invoice.

Note: This procedure will put the open invoice amount back on the customers account. If you process commissions or sales tax at the time of cash receipts, you will need to make allowances for this.

HOW TO WRITE OFF…

This process is written as if you are writing off a bad debt. However, this same basic process can be used for any type of "write off". Writing off a bad debt is a process that occurs in Cash Receipts Entry. Use the following steps:

1. Enter in a zero deposit.
2. Select the customer that you need to write off a bad debt for.
3. Enter in a reference number.
4. Enter in a zero check amount.
5. Click the **Invoice Entry** button.
6. Select the invoice that needs to be written off.
7. Select the **Manual** option.
8. Enter into the Total Applied field the amount that needs to be written off.
9. Enter a zero into the Cash Applied field.
10. Press the **OK** button. You will be notified that the total applied is out of balance.
11. Press OK.
12. Click the **G/L Adjustment** button.
13. In the new window that pops up, select the general ledger account that the write off should apply to.
14. Press OK.
15. You will then update your cash receipts to complete the transaction.

HOW TO CORRECT CASH PUT INTO THE WRONG PERIOD

The best way to take care of this problem is prevention. Always check your *Cash Receipts Journal* before updating to make sure that your cash has been put into the correct accounting period. However, there are two methods to correct this situation after it has occurred. You can simply make a General Ledger Journal Entry to move the net posting to the correct period, or you can Reverse the Deposit and Re-enter it. Our recommended method is to reverse the deposit and re-enter it.

Follow these steps:

1. In Cash Receipts, enter a negative deposit into the period that the original deposit was made.
2. Enter in a customer code that needs cash removed.
3. Enter in a check reference.
4. Enter in a negative check amount.
5. Click the **Invoice Entry** button. *Note*: this assumes you have not yet closed the period. If you have closed the period, you will need to put the negative amount **On Account**, or use the **Pre-Pay Invoice** option to setup a credit invoice.
6. Enter in the invoice number that needs the cash taken off of it.
7. Use the *Manual* option to place a negative amount into the *Total Applied* and *Cash Posted* fields.

8. Repeat steps 2 through 7 for all customers that need to have deposits reversed.

9. You will now need to update this negative receipt in order to restore the original customer balances.

10. After the update is complete, you will return to Cash Receipts, and create a deposit into the correct accounting period.

11. Depending upon the method you used in step 5 to undo the original receipt of cash, you will need to act accordingly here. If you used the **Invoice Entry** or **Pre-Pay Invoice** options, you will want to now use the **Invoice Entry** option to pay off the invoices. If you put the negative amount **On Account**, you will now need to put the positive amount **On Account** to balance it back out.

12. Once your deposit has been distributed, you will need to update it.

Note: This procedure will return the open invoice amounts and allow you to then pay them off in the correct period. This method will keep your AR Trial in balance with your general ledger. However, if you pay sales tax or commissions at the time of cash receipts, you will need to make allowances for this. These entries would have posted from the "pending" file to the "payable" file at the time of the original posting. If you use the method of just making a general ledger journal entry to move the receipts from the incorrect period to the correct period, your GL balance and AR Trial balance will be out of balance by this deposit amount until you get to the period of the incorrect posting.

HOW TO CORRECT A PAYMENT MADE TO THE WRONG INVOICE

If you have a situation where you applied cash to the wrong invoice, this is the process you will need to use to correct it. In Cash Receipts Entry, you will need to complete the following steps:

1. In the header area, you will need to enter a negative deposit for the amount that was incorrectly applied originally.

2. In the entry area, enter in the customer that needs to be corrected.

3. Enter in a reference number.

4. Enter a negative check amount.

5. Click the **Invoice Entry** button.

6. Enter in the invoice number that was incorrectly paid off.

7. Choose the option of **Manual**.

8. Enter the negative amount into the *Total Applied* and *Cash Posted* fields. This will put this amount back as an open amount on the invoice.

9. You will then need to update this transaction.

At this point, your net effect will be zero. You had paid off the wrong invoice, and now you have put the balance back on that invoice. From here, you can proceed to pay off the correct invoice through Cash Receipts.

HOW TO MOVE CASH FROM ONE CUSTOMER TO ANOTHER

If you have a situation where you applied cash to the wrong customer, this is the process you will need to use to correct it. In Cash Receipts Entry, you will need to complete the following steps:

1. In the header area, you will need to enter a zero dollar deposit.

2. In the entry area, enter in the customer that the cash was wrongly applied to.

3. Enter in a reference number.

4. Enter a negative check amount.

5. If the amount was originally placed *On Account*, you will want to click the **Use On Account** button, which will balance out the entry. If the amount had been setup as a credit invoice, you will need to click the **Invoice Entry** button. You can then select the invoice that this amount should be applied to.

6. You will then need to return to the entry area and enter the customer that the cash needs to be applied to.

7. Enter in a reference number.

8. Enter in a positive check amount.

9. You can then apply the cash to the customer as needed.

10. You will then need to update these transactions.

▶ HOW TO ENTER A CREDIT MEMO

This process is for issuing a complete credit to your customer. You will want to have the *File Copy* of the invoice that was originally issued, or a copy of the *Detail Sales Journal*. Once you enter into AR Invoice Entry, complete the following steps:

1. In the header area, you will need to assign a new invoice number. The order number will be left blank.

2. Enter in the customer code, and ship-to, if needed, that the credit should be entered for.

3. In the "type" field, you can designate that this invoice is a "credit memo". Doing so will bring up an additional panel where you can list the original order number and invoice that the credit is being issued for. You can also list notes as to why the credit is being issued. This information is written to a file for ODBC access.

4. In the lines area, you will need to add all of the lines exactly as they appear on the *Detail Sales Journal*, or from the *File Copy* of the original invoice. The only difference is that you will enter a negative quantity ordered on each line.

5. Continue to the summary area to verify your invoice total. It should be a negative amount that is equal to the amount of the original invoice.

6. You will then need to update the invoice like normal to have your credit created. To apply the credit invoice to your original invoice in Cash Receipts, you can follow these instructions.

Note: If this is a credit where the goods are going back to the original vendor, and you are expecting to receive a credit invoice from the vendor, you can use an alternate method. This would involve creating a new order, which matches the original order, with the exception of having negative quantities ordered. You can then take this "credit" order through the PO Receiving and Invoicing process to generate your credit AP invoice, and your credit invoice to the customer.

▶ HOW TO ENTER A CREDIT MEMO FOR TAX ONLY

This procedure is to be used if you had entered an invoice where sales tax had been issued to the wrong tax code, or a tax exempt customer was mistakenly billed for tax. Once you enter into AR Invoice Entry, complete the following steps:

1. In the header area, you will need to assign a new invoice number.

2. The order number will be left blank, or you can reference the original order.

3. Enter in the customer code, and ship-to, if needed, that the adjustment should be entered for.

4. In the lines area, you will need to add a line as either a special charge or a non-stock item. *Note*: We would recommend using a special charge of TAX ADJ.

5. Enter the unit of measure as an EACH of 1.

6. For the quantity ordered, enter in a negative 1.

7. Enter into the sell extension field the entire sell amount that the tax should be credited back for.

8. Enter in the sales tax code that should receive the credit back.

9. Press the **Save** button. This will save your line that is crediting back the original tax code.

10. Press the **Add Line** button to add a second line.

11. Select the line type of non-stock item or special charge.

12. Enter the unit of measure as an EACH of 1.

13. For the quantity ordered, enter in a positive 1.

14. Enter into the sell extension field the entire sell amount that should be posting to the correct taxing jurisdiction.

15. Enter in the sales tax code that should have been posted to originally.

16. Press the **Save** button. This will save your line that is putting the tax into the correct jurisdiction.

17. Continue to the summary area to verify your total adjustment information.

18. You will then need to update the invoice like normal to have your adjustments take effect. This will make two postings to your Sales Tax Payable report as well. *Note*: If this creates a credit invoice, you can use this procedure to post the credit invoice to the original invoice through Cash Receipts.

Note: If there is a difference in the tax rate between the tax codes that you are using, the net effect will be an invoice created for the difference in tax. For example, let's say you originally had created an invoice that charged the customer $50 in tax, but that customer is really tax exempt. Line 1 on this invoice will create a $50 tax credit to the sales tax code that had been wrongfully charged. Line 2 will then use a tax exempt code that will generate $0 in taxes. Since your sell on the lines will cancel each other out, you will be left with a credit invoice of $50, just for the tax.

▶ HOW TO ENTER A CREDIT MEMO FOR COST ONLY

This procedure is to be used for adding a *cost only* line to increase or decrease the cost of an invoice that has already been updated. This procedure should be used if you are paying commissions at the time of cash receipts, and you are using a straight gross profit percentage. Once you enter into AR Invoice Entry, complete the following steps:

1. In the header area, you will need to assign an invoice number. *Note*: If the invoice is still open, you will want to use the same invoice number. If the invoice has moved to history, you will need to assign a new invoice number.

2. The order number will be left blank.

3. Enter in the customer code, and ship-to, if needed, that the adjustment should be entered for.

4. In the lines area, you will need to add a line as a special charge. *Note*: We would recommend using a special charge of COST ONLY or COST ADJ.

5. Set the product code to be the same as the original item that is having the cost adjusted.

6. Enter the unit of measure as an EACH of 1.

7. For the quantity ordered, enter in a 1. Use a negative 1 if you need to make a cost decrease.

8. Leave the sell price at zero.

9. Enter into the cost field the amount that you need adjusted.

10. Press the **Save** button.

11. You will be warned that your sell is at zero, and that your sell is less than your cost. For both of these warnings, click the **No** button, indicating you do not want to modify the line.

12. Continue to the summary area to verify your total adjustment information.

13. There should not be any general ledger postings at this time, as a vendor invoice will make the correct posting on the AP side.

14. You will then need to update the invoice like normal to have your adjustments take effect.

How to Correct Invoices that were Updated to the Wrong Period

The best way to take care of this problem is prevention. Always check your *Sales Journal* before updating to make sure that your invoices have been put into the correct accounting period. However, there are two methods to correct this situation after it has occurred. You can simply make a General Ledger Journal Entry to move the net posting to the correct period, or you can enter credit memos in the incorrect period, and re-enter the invoices in the correct period. Our recommended method is to credit out the original invoices and re-enter them.

Follow these steps:

1. For all of the invoices that were updated to the incorrect period, enter in a credit memo into the incorrect period. These specific instructions can be found here.
2. Manually re-enter all of the invoices into the correct period.
3. Update the invoices.

Note: Using this method will keep your general ledger in balance, as well as your sales tax and commission information.

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