



Microsoft Dynamics® GP  
**Receivables Management**

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# Introduction

You can use Receivables Management to set up, enter, and maintain customer records, salesperson and sales territory information, national accounts, and transactions. When necessary, you can enter beginning balances for open item and balance forward customers and set up customer classes.

You also can use Receivables Management to complete the following tasks:

- Create, modify, and post payment schedules
- Post transactions individually or in batches
- Allocate transaction amounts to posting accounts
- Enter, modify, and split commissions for your salespeople
- Enter transactions for payments received from customers
- Import bank lockbox transactions automatically

If you use Bank Reconciliation, cash transactions and payments posted in Receivables Management automatically update Bank Reconciliation.

If you use Multicurrency Management, you can view functional and originating information.

This introduction is divided into the following sections:

- [\*What's in this manual\*](#)
- [\*Symbols and conventions\*](#)
- [\*Resources available from the Help menu\*](#)
- [\*Send us your documentation comments\*](#)

## What's in this manual

This manual is designed to give you an understanding of how to use the features of Receivables Management, and how it integrates with the Microsoft Dynamics® GP system.

To make best use of Receivables Management, you should be familiar with systemwide features described in the System User's Guide, the System Setup Guide, and the System Administrator's Guide.

Some features described in the documentation are optional and can be purchased through your Microsoft Dynamics GP partner.

To view information about the release of Microsoft Dynamics GP that you're using and which modules or features you are registered to use, choose Help >> About Microsoft Dynamics GP.




The manual is divided into the following parts:

- [\*\*Part 1, Setup and cards\*\*](#), introduces Receivables Management and gives detailed setup instructions.
- [\*\*Part 2, Transaction entry\*\*](#), provides information about working with transactions and batches, and describes the types of transactions available in Receivable Management.

- [Part 3, Transaction activity](#), includes information about working with transactions that are entered in your system, such as posting and applying them, or creating refund checks.
- [Part 4, Inquiries and reports](#), explains how to use inquiries and reports to analyze your receivables activity.
- [Part 5, Utilities and routines](#), describes procedures that you can use to verify your account balances or remove history, and also explains procedures you complete on a periodic basis, such as month- or year-end closing.

## Symbols and conventions

For definitions of unfamiliar terms, see the glossary in the manual or refer to the glossary in Help.

Symbol	Description
	The light bulb symbol indicates helpful tips, shortcuts and suggestions.
	The warning symbol indicates situations you should be especially aware of when completing tasks.
	The multicurrency symbol points out features or procedures that apply if you're using Multicurrency Management.

This manual uses the following conventions to refer to sections, navigation and other information.

Convention	Description
<i>Creating a batch</i>	Italicized type indicates the name of a section or procedure.
File >> Print or <b>File &gt; Print</b>	The (>>) or (>) symbol indicates a sequence of actions, such as selecting items from a menu or toolbar, or pressing buttons in a window. This example directs you to go to the File menu and choose Print.
TAB or ENTER	All capital letters indicate a key or a key sequence.

## Resources available from the Help menu

The Microsoft Dynamics GP Help menu gives you access to user assistance resources on your computer, as well as on the Web.

### Contents

Opens the Help file for the active Microsoft Dynamics GP component, and displays the main “contents” topic. To browse a more detailed table of contents, click the Contents tab above the Help navigation pane. Items in the contents topic and tab are arranged by module. If the contents for the active component includes an “Additional Help files” topic, click the links to view separate Help files that describe additional components.

To find information in Help by using the index or full-text search, click the appropriate tab above the navigation pane, and type the keyword to find.

To save the link to a topic in the Help, select a topic and then select the Favorites tab. Click Add.

### **Index**

Opens the Help file for the active Microsoft Dynamics GP component, with the Index tab active. To find information about a window that's not currently displayed, type the name of the window, and click Display.

### **About this window**

Displays overview information about the current window. To view related topics and descriptions of the fields, buttons, and menus for the window, choose the appropriate link in the topic. You also can press F1 to display Help about the current window.

### **Lookup**

Opens a lookup window, if a window that you are viewing has a lookup window. For example, if the Checkbook Maintenance window is open, you can choose this item to open the Checkbooks lookup window.

### **Show Required Fields**

Highlights fields that are required to have entries. Required fields must contain information before you can save the record and close the window. You can change the font color and style used to highlight required fields. On the Microsoft Dynamics GP menu, choose User Preferences, and then choose Display.

### **Printable Manuals**

Displays a list of manuals in Adobe Acrobat .pdf format, which you can print or view.

### **What's New**

Provides information about enhancements that were added to Microsoft Dynamics GP since the last major release.

### **Documentationa and resources on the web**

Opens a Web page that provides links to a variety of Web-based user assistance resources. Access to some items requires registration for a paid support plan.

### **Customer Feedback Options**

Provides information about how you can join the Customer Experience Improvement Program to improve the quality, reliability, and performance of Microsoft® software and services.

## **Send us your documentation comments**

We welcome comments regarding the usefulness of the Microsoft Dynamics GP documentation. If you have specific suggestions or find any errors in this manual, send your comments by e-mail to the following address: [bizdoc@microsoft.com](mailto:bizdoc@microsoft.com).

To send comments about specific topics from within Help, click the Documentation Feedback link, which is located at the bottom of each Help topic.

*Note: By offering any suggestions to Microsoft, you give Microsoft full permission to use them freely.*



# Part 1: Setup and cards

This part of the documentation describes what you need to do to set up Receivables Management. These tasks generally need to be completed only once, but you can refer to these instructions at other times to modify or view existing entries. This information includes the following topics:

- [Chapter 1, "Receivables Management setup,"](#) provides a setup checklist for you to follow and describes how to set up your Receivables Management preferences and default entries.
- [Chapter 2, "Sales territories and salespeople,"](#) provides information about setting up sales territory and salesperson cards.
- [Chapter 3, "Customer classes,"](#) describes how to set up customer classes.
- [Chapter 4, "Customer cards,"](#) describes how to set up customer cards.
- [Chapter 5, "Customer maintenance,"](#) describes how to modify and delete customer cards, and inactivate them or place them on hold.
- [Chapter 6, "Open item balances,"](#) describes how to enter beginning balances for open item customers.
- [Chapter 7, "Balance forward balances,"](#) describes how to enter beginning balances for balance forward customers.
- [Chapter 8, "Customer history,"](#) provides information about entering customer history records.
- [Chapter 9, "National accounts,"](#) describes how to set up national accounts.

# Chapter 1: Receivables Management setup

When you set up Receivables Management, you can open each setup window and enter information, or you can use the Setup Checklist window (Administration >> Setup >> Setup Checklist) to guide you through the setup process. See your System Setup Guide (Help >> Contents >> select Setting up the System) for more information about the Setup Checklist window.

This information is divided into the following sections:

- [Before you set up Receivables Management](#)
- [Setup routine overview](#)
- [Aging periods](#)
- [Passwords](#)
- [Apply preferences](#)
- [Additional receivables options](#)
- [Default entries](#)
- [E-mail statements](#)
- [Setting up receivables preferences and default entries](#)
- [Receivables Management options](#)
- [Setting up Receivables Management options](#)

## Before you set up Receivables Management

Before you begin setting up Receivables Management, be sure to complete the System Manager and General Ledger setup procedures. See the System Setup or General Ledger documentation for more information about completing these procedures.



If you're using Multicurrency Management, you also must set up the following information before you begin:

- Currencies
- Exchange rates
- Exchange tables
- Multicurrency access



*If you plan to print multicurrency versions of your posting journals, mark Include Multicurrency Info in the Posting Setup window.*

## Setup routine overview

One way to get started with Receivables Management is to follow the setup routine provided with the system. As you select each step in the setup routine list, the appropriate window used to complete that procedure opens. Enter the necessary information using the window, referring to the help whenever necessary.

The following table lists the setup routine with the procedure to use to set up each component of your Receivables Management module:

<b>Routine</b>	<b>See for more information</b>
Receivables Management	<a href="#">Setting up receivables preferences and default entries</a> on page 13
Sales territories	<a href="#">Adding a sales territory card</a> on page 17
Salespeople	<a href="#">Adding a salesperson card</a> on page 19
Customer classes	<a href="#">Adding a customer class</a> on page 25
Customers	<a href="#">Adding a customer card</a> on page 31
Beginning balances	<a href="#">Entering open item beginning balances</a> on page 50 and <a href="#">Balance forward beginning balances</a> on page 54
Customer summaries	<a href="#">Entering customer summary information</a> on page 59

National accounts are not included in the setup routine. See [Chapter 9, “National accounts,”](#) for more information.

## Aging periods

Use the Receivables Management Setup window to select the aging periods to use, and how to age documents. Aging is the process of determining the age of your accounts.

You can age customer cards by document date or due date. For example, assume you have an invoice dated January 15, with a due date of February 15, and you age documents on the end of the month (February 28). If you age by document date, this invoice would be 44 days old; if you age by due date, this invoice would be 13 days past due.

You can use up to seven aging periods for open item customers. If you age by document date, you’re required to have at least one aging period. If you age by due date, you’re required to have at least two aging periods. The starting date always will be one day later than the end of the previous period. The entry in the To field for the last period must be 999. The system defines aging periods for balance forward customers, who can use two periods: current and non-current.

Information for the current period and the following three aging periods you define will appear on Aged Trial Balance reports. If you use more than four aging periods including the current period, add them to the Aged Trial Balance reports using the Report Writer.

## Passwords

You can set up passwords in the Receivables Management Setup window to limit the users who can perform certain activities in Receivables Management. For example, you might want to enable only selected users to waive a customer’s finance charge.

Passwords limit a user’s ability to complete the following tasks:

- Enter transactions that exceed a customer’s credit limit
- Override a customer hold, which restricts you from entering transactions for customers
- Write off amounts that exceed the maximum amount you set for a customer
- Waive finance charges you set for a customer



## Apply preferences

You can apply customer payments, returns, and credit memos manually or automatically. Using the Receivables Management Setup window, mark whether to apply automatically by due date or by document number.

If you apply automatically by due date, you apply payments first to documents with the oldest due date. If you apply automatically by document number, you apply payments first to documents with the lowest number in this order: sales/invoices, debit memos, finance charges, and services/repairs.

For example, assume you have two documents: 1001, with a due date of January 30; and 1002, with a due date of January 15. If you apply by due date, payment is automatically applied first to document number 1002. If you apply by document number, payment is automatically applied first to document number 1001.

If you're using national accounts, you can apply to specific customers or to the entire national account, depending on the options you select in the Apply Sales Documents window or Cash Receipts Entry window. See [Chapter 9, "National accounts,"](#) for more information.

## Additional receivables options

Using the Receivables Management Setup window, you can select additional receivables options that affect how Receivables Management tracks discounts, prints reports and documents, assesses finance charges, and pays commissions.

### Track Discounts Available in GL

Mark this option to track discounts, which are posted to the account you assign to Terms Discounts Available using the Customer Maintenance window. If you're not tracking discounts, the discounts available are posted to the Accounts Receivable account, not to a separate account. The difference between these tracking methods is illustrated in the following table, using an invoice for \$100 with a \$2 discount available:

Tracking discounts	Not tracking discounts
\$98 Accounts Receivable debit	\$100 Accounts Receivable debit
\$2 Sales Discounts Available debit	
\$100 Sales credit	\$100 Sales credit

The following table illustrates the difference between tracking methods when a payment is recorded for the \$100 invoice with a \$2 discount available:

Tracking discounts	Not tracking discounts
\$98 Cash debit	\$98 Cash debit
\$2 Sales Discounts Taken debit	\$2 Sales Discounts Taken debit
\$98 Accounts Receivable credit	\$100 Accounts Receivable credit
\$2 Sales Discounts Available credit	

### **Print Historical Aged Trial Balance**

Mark this option to be able to print the Historical Aged Trial Balance. When this option is marked, transaction history is kept regardless of your entry for this history option for individual customers in the Customer Maintenance window.

### **Delete Unposted Printed Documents**

Mark this option to be able to delete an unposted printed document from the Receivables Transaction Entry window or the Receivables Batch Entry window.

### **Compound Finance Charge**

Mark this option to assess finance charges on finance charge documents. This option isn't allowed in some jurisdictions, so we recommend that you contact your accountant for further information before marking this option.

If you mark this option, unapplied finance charges will be included in the balances to be assessed a finance charge. If you don't mark this option, unapplied finance charges will not be included in the balances to be assessed a finance charge.

### **Pay Commissions After Invoice**

Mark this option to pay commissions to salespeople only after invoices are paid. If you don't mark this option, you can pay commissions once the invoice has been posted.

### **Reprint Statements**

Mark this option to be able to reprint customer statements at any time. For example, suppose a customer misplaced a statement and, to get payment approved, needs to have a record of the statement. You could select the statement to be reprinted with the same information as the original, but marked as a reprinted statement.

Statement data will be saved each time you print statements, so each statement will be available for reprinting. See [Reprinting or removing statements](#) on page 205 for more information.

### **Print Tax Details on Documents**

Mark this option to include summary tax information on all documents printed from the Sales Transaction Entry and Sales Transaction Entry Zoom windows.

### **Print Dual Currencies**

If you're using Multicurrency Management, and you mark Print Tax Details on Documents in the Receivables Management Setup window, you can mark this option to print summary tax information in both the originating and functional currencies on sales documents that include tax details. The documents will display the following information:

- The exchange rate used for the transaction
- The net value of goods and services at each taxation rate in both currencies
- The amount of tax at each taxation rate in both currencies

### **Auto-apply to Finance Charges First**

Mark this option to automatically apply credit documents to finance charge documents first. When you auto-apply a credit document in the Apply Sales Documents or Cash Receipts Entry windows, Receivables Management will apply

credit documents first to any unapplied finance charge documents using the Apply by option you mark in the Receivables Management Setup window.

**Example**

You recorded the following transactions for a customer:

Document	Date	Amount
Invoice 1	01/25/03	\$100.00
Finance Charge 1	02/20/03	\$5.00
Invoice 2	03/10/03	\$50.00
Finance Charge 2	03/20/03	\$7.50

On March 25, 2003, you receive a payment from your customer for \$125.00, and you auto-apply the payment in the Apply Sales Documents window. If you marked Auto Apply to Finance Charges First, the payment would be auto-applied as described in the following table:

Document	Amount
Finance Charge 1	\$5.00
Finance Charge 2	\$7.50
Invoice 1	\$100.00
Invoice 2	\$12.50

If you didn't mark Auto Apply to Finance Charges First, the payment would be auto-applied as described in the following table:

Document	Amount
Invoice 1	\$100.00
Invoice 2	\$25.00

If you're using national accounts and you mark Auto Apply to Finance Charges First, Receivables Management will search the national account for any unapplied finance charge documents. The unapplied credit document will be auto-applied to the finance charge documents in the national account using the Apply by setting you marked in the Receivables Management Setup window. Unapplied credit documents are applied first to the finance charge documents of the entire national account or specific customers, depending on whether you mark National Account or Specific Customer in the Apply Sales Documents window.

**Age Unapplied Credit Amounts**

If you mark this option, the Receivables Management aging process will age unapplied credit amounts based on the document date in relation to the aging date, and how you set up your aging periods in Receivables Management. If you age documents by due date and you mark this option, the due date for credit documents will be the same as the document date.

Aging unapplied credit amounts does not affect how portions of credit documents are aged with the debit documents they're fully or partially settled against.

## Default entries

You can enter a default entry for an NSF charge, checkbook ID, price level, and document format. These entries appear during transaction entry; you can change them, if necessary.

**NSF Charge** Enter a default service charge amount for checks marked as having non-sufficient funds (NSF). You can change the NSF charge on a per-customer basis using the Receivables Posted Transaction Maintenance window.

**Checkbook ID** Enter the ID for the checkbook to be displayed as the default entry throughout this module. If you're using Bank Reconciliation and you select a checkbook that is marked as inactive using the Checkbook Maintenance window, the checkbook isn't verified at this time.

**Price Level** Enter a price level to be used as the price level for all items on a sales document, if one hasn't already been assigned to a customer or prospect. We recommend you enter the price level you use most often; you can override the price level during transaction entry. If you use a particular price level for most customers, enter that price level here. Then, for customers you sell items to at other price levels, enter each customer's price level using the Customer Class Setup or Customer Maintenance windows.

This information doesn't apply if you're using extended pricing. For more information about extending pricing, refer to the Inventory Control and Sales Order Processing documentation.

**Document Format** Select Blank Paper, User-Defined 1, or User-Defined 2. The document format you select is the default format for documents you print using the Receivables Transaction Entry and Receivables Transaction Inquiry Zoom windows.

**Default Summary View** Select a summary view to appear as the default summary view in the Customer Summary and Customer Yearly Summary Inquiry windows. If you select Amounts Since Last Close, the selected customer's current summary information will be displayed. If you select Fiscal Year, the selected customer's summary information for the fiscal year will be displayed. If you select Calendar Year, the selected customer's summary information for the calendar year will be displayed.

## E-mail statements

In addition to printing customer statements, you also can set up e-mail statements to be sent on a per-customer basis. If you are using a MAPI (Microsoft's Messaging Application Programming Interface) compliant e-mail service, you can send the e-mail statement in Portable Document Format (PDF) to any number of specified customer e-mail addresses. You must install Adobe Distiller or PDFWriter to send customer statements by e-mail.

In the Receivables Management Setup window, you can enter an e-mail address where the e-mail statements status report should be sent. This report includes a list of the e-mail statements that were sent successfully, and information about any errors that might have occurred during the sending process. You won't be able to enter the address if you have marked Customer Statement in the Sales E-mail Setup window.



*You can enter only one e-mail address in the Status Recipient field.*

If you didn't specify an e-mail address in the Receivables Management Setup window or if sending the status report by e-mail failed, Receivables Management will print the status report to the default printer and leave the status report file in the folder that you specified or in the default folder which will be \CompanyID\Microsoft Dyanmics\GP\UserID\StmtStatus.

## Setting up receivables preferences and default entries

Use the Receivables Management Setup window to set up the aging periods to use, and how to age and apply documents. You also can set up passwords to restrict certain activities, default entries to save time when entering data, and additional receivables options.

### To set up receivables preferences and default entries:

1. Open the Receivables Management Setup window.  
(Sales >> Setup >> Receivables)

2. Specify the aging periods to use and how to age documents. See [Aging periods](#) on page 8 for more information.
3. Enter passwords to restrict user access to certain sales activities. If you leave any of the password fields blank, no password will be required for those activities. See [Passwords](#) on page 8 for more information.



*To use the credit limit override approval workflow in Sales Order Processing, don't enter a password for the Exceed Credit Limit field.*

4. Specify whether to apply credit memos, returns, and payments by due date or document number when you automatically apply. See [Apply preferences](#) on page 9 for more information.
5. Mark any additional receivables options. See [Additional receivables options](#) on page 9 for more information.
6. Enter default information for an NSF charge, checkbook ID, price level, document format, and default summary view. See [Default entries](#) on page 12 for more information.

7. Enter an e-mail statements status report recipient address. This field is not available if you have marked Customer Statement in the Sales E-Mail Setup window or have selected Exchange as the email server type in the System Preferences window..
8. Choose Options to set up additional Receivables Management options and default entries, such as document descriptions, codes, numbers, and user-defined fields. See [Setting up Receivables Management options](#) on page 15 for more information.
9. Choose File >> Print to verify your entries with a Receivables Setup List.
10. Choose OK to save your entries and close the Receivables Management Setup window.

## Receivables Management options

Use the Receivables Setup Options window to set up options and default entries, including document descriptions, codes, numbers, and user-defined fields. This information appears throughout Receivables Management windows; the transaction description is displayed on reports, and the transaction code appears when there isn't space for the entire transaction description on reports or in windows. Document numbers track individual transactions.

### Transaction numbers

When defining default document numbers using this window, you must use separate numbers for all document types rather than using only one document number to increment for all transactions, because each type of document increments separately using a separate number.

While document numbers don't have to be alphanumeric, an alphanumeric system gives you more flexibility in locating and identifying documents. The lookup window for document numbers doesn't display a document code, so you can't identify whether the transaction is a sale or a warranty by the number if you don't use alphanumeric document numbers.

When setting up an alphanumeric system, be sure each document number ends with a series of digits rather than letters. If you enter Invoice numbers that end in alphabetic characters, such as 8050AC, the system is unable to increment to the next number and you'll receive an alert message when entering transactions, stating that the default document number is invalid.

The number of documents you can generate depends on the number of ending digits you assign when setting up your document numbers. It is important to have as many zeros as possible to the left of the number you enter to ensure it increments correctly, and that enough possible numbers exist for all your entries. For example, if you enter Sales001, once you reach Sales999, there will be no further number to increment.

### Default tax schedule IDs

The sales, freight, and miscellaneous tax schedule IDs you enter appear as default entries in the Receivables Tax Schedule Entry window. You can change these tax schedule IDs for individual transactions using the Receivables Tax Schedule Entry window.

When you enter transactions, each schedule is compared to the tax schedule that appears in the Receivables Transaction Entry window. Tax details that appear in both tax schedules are used to calculate the tax on the sales amount.

**User-defined fields**

Receivables Management includes user-defined field names for tracking additional information about each customer and for sorting methods on reports.

For example, if you keep track of your customer type, such as retail, you can enter Customer Type in the Customer Master User-Defined 1 field. In the Customer Maintenance window, you will see Customer Type as the label for the field that was Customer Master User-Defined 1. You also will see Customer Type as a sorting method on most customer reports. There are also two user defined fields specifically for customer address information.

**Sales history includes**

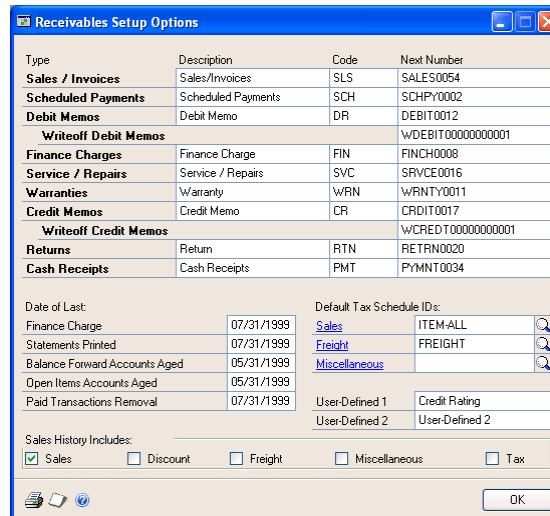
Mark whether to post sales amounts, trade discount amounts, amounts charged for freight, miscellaneous charges, and tax amounts to sales history. For example, if you use the Miscellaneous field in the Receivables Transaction Entry window to enter processing fees, you can have those amounts added to the sales amounts to keep a record of these accounts. The total of the sale plus the processing fee is displayed when you view historical amounts using the Customer Summary window.

**Setting up Receivables Management options**

Use the Receivables Setup Options window to set up options to appear throughout Receivables Management. You can enter a description for each document type, assign a code, and set up the next document number for the transaction type.

**To set up Receivables Management options:**

1. Open the Receivables Setup Options window.  
(Sales >> Setup >> Receivables >> Options button)



2. Specify default transaction descriptions, codes, and next numbers.
3. Enter the most recent dates specific sales activities were completed on. This information is updated automatically as these activities occur.

Enter default tax schedules to be used for sales transactions when a customer doesn't have a tax schedule assigned, and for taxes charged on freight and other miscellaneous charges. See the System Setup documentation (Help >> Printable Manuals) for more information about setting up tax schedules.

4. Enter user-defined field names for tracking additional information about each customer and customer address and to sort information on reports. The Customer Master fields appear in the Customer Maintenance window, and the User-Defined 1 field is a sorting method on several customer reports. The Customer Address fields appear in the Customer Address Maintenance window.
5. Mark whether to track sales amounts, trade discounts amounts, amounts charged for freight, miscellaneous charges, and tax amounts in history.
6. Choose OK to save your entries and close the Receivables Setup Options window.



## Chapter 2: Sales territories and salespeople

Sales territories are divisions a company's products are sold in. You can track history, sales, and commissions in each territory. You can set up sales territory cards according to geographical areas or customer types. For example, you could set up government, commercial, and residential "territories."

Use salespeople cards to track commissions for calendar and fiscal years, and to keep historical information for each salesperson your company employs or does business with.

This information is divided into the following sections:

- [\*Adding a sales territory card\*](#)
- [\*Modifying or deleting a sales territory card\*](#)
- [\*Adding a salesperson card\*](#)
- [\*Modifying a salesperson card\*](#)
- [\*Deleting a salesperson card\*](#)

### Adding a sales territory card

Use the Sales Territory Maintenance window to enter sales territory information. When you set up your salespeople, you'll assign them to sales territories. You can assign customer classes and customer cards to territories, as well.

You must set up at least one sales territory for your salespeople before you can post commissions, even if you don't use sales territories.

You also can enter beginning territory sales amounts. These amounts are updated automatically as you post transactions. Transactions for the customer update commission amounts for the sales territory assigned to the customer card. The territory you assigned to the salesperson can be different from the territory you assigned to the customer card.

#### To add a sales territory card:

1. In the navigation pane, choose the Sales button, and then choose the Salespeople list.

- In the New group, choose Sales Territory to open the Sales Territory Maintenance window.

	Year-to-Date	Last Year
Total Commissions	\$0.00	\$0.00
Commissioned Sales	\$0.00	\$0.00
Non-Commissioned Sales	\$0.00	\$0.00
Cost of Sales	\$0.00	\$0.00

- Enter an ID and a description for the territory.



*To ensure that reports are printed in the correct order, be sure each territory ID has the same number of characters. The characters are sorted from left to right and numbers take priority over letters.*

- Enter the territory's country/region.
- Enter or select the territory manager.
- Enter year-to-date and last year's commissions and sales amounts, based on the customers in the territory, to create history information. These fields are updated automatically as you post transactions.
- Mark whether to keep calendar-year history, fiscal-year history, or both.
  - If you mark Calendar Year, the sales and commission amounts for individual calendar months are recorded for reporting purposes.
  - If you mark Fiscal Year, the sales and commission amounts for individual fiscal periods are recorded for reporting purposes.

To view or edit detailed historical commission and sales information for a single territory, choose History to open the Sales Territory History window. This information is updated as you post transactions.

To add periods to include, choose Add Period in the Sales Territory History window to open the Sales Period and Month Maintenance window. Close the window when you finish.

- Choose OK to close the Sales Territory History window; choose Save to save the sales territory card.
- When you finish entering your sales territory cards, choose File >> Print to verify your entries with a Sales Territory List.

## Modifying or deleting a sales territory card

Use the Sales Territory Maintenance window to modify or delete sales territory information. You can't delete cards for sales territories with posted amounts or amounts in history.

### To modify or delete a sales territory card:

1. In the navigation pane, choose the Sales button, and then choose the Salespeople list.
2. Mark the salesperson whose sales territory you want to modify or delete.
3. In the Modify group, choose Edit Sales Territory to open the Sales Territory Maintenance window.
4. Select one of the following options.
  - To make changes to the sales territory card, enter the new information.
  - To delete to the sales territory card, choose Delete.
5. Choose Save. Choose File >> Print to print a Sales Territory List to review your changes.

## Adding a salesperson card

Use the Salesperson Maintenance window to enter salesperson information.

You can assign a salesperson to each customer card. Transactions for the customer update the commission amounts for the salesperson.

### To add a salesperson card:

1. In the navigation pane, choose the Sales button, and then choose the Salespeople list.

- In the New group, choose Salesperson to open the Salesperson Maintenance window.

	Year-to-Date	Last Year
Total Commissions	\$0.00	\$0.00
Commissioned Sales	\$0.00	\$0.00
Non-Commissioned Sales	\$0.00	\$0.00
Cost of Sales	\$0.00	\$0.00

- Enter a salesperson ID and name. If this salesperson is an employee, enter the employee ID; the employee record information appears. The salesperson ID doesn't have to be the same as the employee ID.



*To ensure that reports are printed in the correct order, be sure that each salesperson ID has the same number of characters. The characters are sorted from left to right and numbers take priority over letters.*

- Enter or select a territory ID. You must enter a territory ID before you can post commissions. Even if you don't use territories, set up one sales territory to assign to all salespeople.
- Enter or select a vendor ID if this salesperson is an independent contractor and not an employee.
- Enter address information for the salesperson.
- Enter the commission percentage this salesperson earns. Then, mark whether to calculate the salesperson's commissions as a percentage of the sale amount or the invoice total. If you mark to calculate the invoice total, the commissions are calculated as a percentage of the invoice total, including the sale amount, freight, taxes, and miscellaneous charges.
- Enter year-to-date and last-year commission and sales amounts to create history information. These fields are updated automatically as you post transactions.
- Mark whether to keep calendar-year and fiscal-year history.
  - If you mark Calendar Year, sales and commission amounts for individual calendar months are recorded for reporting purposes.
  - If you mark Fiscal Year, sales and commission amounts for individual fiscal periods are recorded for reporting purposes.

To view or edit historical commission and sales information for a single salesperson, choose History to open the Salesperson History window. This information is updated as you post transactions.

To add periods to include, choose Add Period in the Salesperson History window to open the Sales Month and Period Maintenance window. Close the window when you finish.

10. Choose OK to close the Salesperson History window, and choose Save to save the salesperson card.

When you finish entering your salespeople cards, choose File >> Print to verify your entries with a Salesperson List.

## Modifying a salesperson card

Use the Salesperson Maintenance window to modify salesperson information.

### To modify a salesperson card:

1. In the navigation pane, choose the Sales button, and then choose the Salespeople list.
2. Mark the salesperson card to change.
3. In the Modify group, choose Edit to open the Salesperson Maintenance window.
4. To make changes to the salesperson card, enter the new information.
5. Choose Save to save the salesperson card. Choose File >> Print to print a Salesperson List and view the changes you entered.

## Deleting a salesperson card

Cards can't be deleted for salespeople for whom posted commission amounts or amounts in history exist. See [Marking commission amounts as paid](#) on page 209 for more information about removing posted commissions.

### To delete a salesperson card:

1. In the navigation pane, choose the Sales button, and then choose the Salespeople list.
2. Mark a salesperson to delete.
3. Delete the salesperson.



## Chapter 3: Customer classes

Use customer classes to organize customers who have similar characteristics. For example, you could group your customers by credit limit, location, or business size.

Customer classes provide default entries and options that organize customer cards and save time when entering data, and grouping and sorting methods on reports. You also can make changes to groups of customers quickly by changing the class and “rolling down” the change to all the customers in the class.

This information is divided into the following sections:

- [\*Open item and balance forward balances\*](#)
- [\*History options\*](#)
- [\*Credit and transaction options\*](#)
- [\*Adding a customer class\*](#)
- [\*Entering customer class Intrastat statistics\*](#)
- [\*Setting up customer class default posting accounts\*](#)

### Open item and balance forward balances

You can select between open item and balance forward balance types for customer accounts in Receivables Management. The following table outlines the differences between the two types:

	<b>Open item</b>	<b>Balance forward</b>
<b>Definition</b>	Individual transaction information is saved and detailed on customer statements until the transaction is removed through paid transaction removal.	Transaction information is retained only for the current period and is then consolidated into an account total that is brought forward at the beginning of each subsequent period.
<b>Number of aging periods</b>	You can use up to seven aging periods.	There are only two aging periods: current and noncurrent.
<b>Finance charges</b>	Accounts are aged before assessing finance charges because open item accounts are aged by individual transaction dates.	Accounts are consolidated after finance charges are assessed and customer statements have been printed because balance forward accounts don't retain individual transaction information.
<b>Aging</b>	You can age open item accounts at any time of the month by initiating the aging process.	Balance forward consolidation occurs during the paid transaction removal procedure.
<b>Cash receipts/posted transactions</b>	You can apply payments to specific invoices. You can waive finance charges, assess charges for non-sufficient funds (NSF) checks, and void transactions until you complete the paid transaction removal procedure.	Payments are applied automatically to the noncurrent balance. You can waive finance charges, assess charges for non-sufficient funds (NSF) checks, and void transactions until you consolidate the accounts during the paid transaction removal procedure.
<b>Multicurrency transactions</b>	You can enter multicurrency transactions for open item customers.	Multicurrency transactions cannot be entered for balance forward customers.

See [Chapter 6, “Open item balances,”](#) and [Chapter 7, “Balance forward balances,”](#) for more information about balance types.

## History options

There are several history options available in Receivables Management. The following table outlines each one:

History type	What's kept	Benefits of keeping
Calendar Year	Sales and commission amounts for individual calendar months	You can print reports for monthly and yearly customer activity.
Fiscal Year	Sales and commission amounts for individual fiscal periods	You can print reports for customer activity in each fiscal period.
Transaction	Detailed information about sales transactions	You can print history reports and the Historical Aged Trial Balance report. (If you marked Print Historical Aged Trial Balance in the Receivables Management Setup window, transaction history will be kept regardless of whether you mark this option.)
Distribution	Detailed information about the posting account distributions for each transaction	You can print the Distribution History Report. (If you marked reprint posting journals in the Audit Trail Codes Setup window, distribution history will be kept regardless of whether you mark this option.)

## Credit and transaction options

You can use the Customer Class Setup window (Sales >> Setup >> Customer Class) to specify credit and transaction entry options for customer classes, including the following options:

**Finance charges** Mark whether finance charges are used by customers in this class, and if the charges are a percentage of the balance due or a flat amount. To send customer statements monthly and assess charges on a monthly basis based on annual percentage, divide your yearly charge by 12 and enter that amount. The finance charge amounts you enter here are assessed each time you use the Assess Finance Charges window, typically on a monthly basis. For this reason, you should enter the amount or percentage to be charged monthly. For example, if customers in this class are required to pay an annual percentage rate (APR) of 18%, enter 1.5% ( $18 / 12 = 1.5$ ).

**Payment terms** Payment terms include discounts that you offer your customers if they pay by a certain date. For example, the terms 2%-10/Net 30 offer a 2% discount to customers who pay within 10 days after the date of the purchase; otherwise the bill must be paid in full within 30 days. The terms Net 15 require that payment be made within 15 days of purchase, with no discount being offered. Other common terms are COD and prepayment.

**Discount grace period** The discount grace period is a grace period for payment terms that use discounts. When using discount date grace periods, if the document date plus the discount grace period is the same as or after the payment terms discount date, the discount date and the due date move to the next month. For example, assume that January 6 is an invoice date, the terms are \$2.50 7/Net 12,



and the discount grace period is 2 days. A discount of \$2.50 is available to customers if they pay on January 7; otherwise, the entire bill is due January 12. Because the invoice date plus the discount due date grace period is greater than or equal to the discount date, the discount date moves to February 7 and the due date moves to February 12.

**Due date grace period** The due date grace period is a grace period for payment terms that use due dates. For example, assume that May 25 is an invoice date. The terms are EOM for the invoice and the bill is due on the last day of the month. If you enter a grace period of 5 and the invoice date falls within five days of the end of the month, the invoice isn't due until the end of the following month.

## Adding a customer class

Use the Customer Class Setup window to enter new customer classes. In addition, you can make changes to groups of customers quickly by changing the class and rolling down the change to all the customers in the class. See [Modifying or deleting a customer class](#) on page 46 for more information about rolling down changes to a customer class.

### To add a customer class:

1. Open the Customer Class Setup window.  
(Sales >> Setup >> Customer Class)

2. Enter an ID and description for the class.

We recommend that you enter the class with the most common entries first and mark this class as your default class. If you mark Default, the information you set up for this class appears as the default information for every subsequent class you create. You can mark only one class as the default customer class.

3. Set up the credit options to apply to customers in this class, such as balance type, finance charge, minimum payment, credit limit, and writeoff.



If customers in this class will use multicurrency transactions, you must select Open Item as the balance type. Multicurrency transactions cannot be entered for balance forward customers, and balance forward customers can't be part of a national account.

If customers in this class will be part of a national account, you must select Open Item as the balance type.

4. Mark Revalue Customer to include the transactions for the customers in this class when you're revaluing the Sales series using the Multicurrency Revaluation window.

Mark whether to post the revaluation results to each transaction's Accounts Receivable account and Terms Discounts Available account, or to a Sales offset account.

5. Select a default order fulfillment shortage option for this customer. You can choose None, Back Order Remaining, or Cancel Remaining. If you select None, you will have to allocate any shortages manually. See the Sales Order Processing documentation for more information.

6. Enter default transaction entries options for customers in this class, such as trade discount, payment terms, and salesperson and territory IDs.



7. If customers in this class will use multicurrency transactions, enter or select an existing currency as the default currency for the class. We recommend you enter a currency ID other than your functional currency only for those classes of customers who typically use a foreign currency.

If you already set up a customer class and you change the currency ID, you can roll down the currency ID to the customers in this class; the new currency ID will be assigned to all customers you assign to the class in the future.

8. Enter or select an existing rate type for the class. When you enter transactions, you automatically can select the appropriate exchange rate table based on the currency ID and rate type you've entered. See the Multicurrency Management documentation for more information about currencies and rate types.



*If you don't assign a rate type to a customer, the default rate type you've entered for the Sales Series using the Multicurrency Setup window appears on the transaction instead. Therefore, be sure you've entered a Sales series default rate type.*

9. Mark the types of history to keep. See [History options](#) on page 24 for more information.
10. Select a priority for the customer—1 is the highest priority and None is the lowest priority. When you allocate items in the Sales Automatic Order Allocation window, you can choose to allocate items by customer priority.
11. Select a statement cycle for printing customer statements for this class. If you don't send statements to most members in this class, select No Statement.

To assign default posting accounts to the class, choose Accounts to open the Customer Class Accounts Setup window.

If you don't set up accounts for the customer, the accounts from the class are used. If there aren't any for the class, the accounts in the Posting Accounts Setup window are used. See [Setting up customer class default posting accounts](#) on page 28 for more information.

- Choose OK to close the window and return to the Customer Class Setup window, and choose Save to save your entries.

When you finish entering your customer class cards, choose File >> Print to verify your entries with a Classes Setup List

## Entering customer class Intrastat statistics

Use the Customer Class Intrastat Setup window to enter default Intrastat information for a customer class. You can roll down the changes you make using this window to all customer cards in the class.

If you set up Intrastat information for customer classes, you won't need to enter Intrastat information for individual customer cards in that class. However, you can change the information for a particular customer card using the Customer Intrastat Setup window.



*You can enter Intrastat statistics only if you have marked to enable Intrastat tracking using the Company Setup Options window.*

See the System Setup documentation (Help >> Printable Manuals) for information about setting up Intrastat codes.

### To enter customer class Intrastat statistics:

- Open the Customer Class Intrastat Setup window.  
(Sales >> Setup >> Customer Class >> Select a customer class >> Intrastat button)

- Enter or select country, transport mode, transaction nature, incoterms, procedure/regime, port, region, and tax commodity codes for the customer class.
- Choose OK to close the Customer Class Intrastat Setup window.
- In the Customer Class Setup window, choose Save to save the information.



*Deleting the customer class also deletes Intrastat information.*

## Setting up customer class default posting accounts

You can set up a unique set of default posting accounts for each class. When you set up your customer cards, you can use these accounts or change them as needed on a per-customer basis.

If you're using Receivables Management with both Invoicing and Inventory, some Invoicing transactions are posted to Receivables Management posting accounts, and some to Inventory posting accounts. For example, Invoicing distributions for inventory amounts or markdowns always are posted to equivalent Inventory posting accounts. You can post other distribution amounts only to Receivables Management accounts. Credit card sales recorded in Invoicing always are posted to the Accounts Receivables posting account you set up for the customer in Receivables Management. In addition, you can post trade discounts, terms discounts taken, and freight and miscellaneous charges only to equivalent Receivables Management posting accounts.

You can post other types of distributions either to Inventory or Receivables Management posting accounts, depending on the selections you made using the Invoicing Setup window. If you selected Item in the Posting Accounts From field, Inventory posting accounts are used. If you selected Customer in the Posting Accounts From field, Receivables Management posting accounts are used. See the Invoicing documentation for more information.

### To set up customer class default posting accounts:

1. Open the Customer Class Accounts Setup window.  
(Sales >> Setup >> Customer Class >> Accounts button)

Account	Description
1000-1000-0000-1200-0000	ACCOUNTS RECEIVABLE
1000-1000-0400-4100-0000	SALES - MISC.
1000-1000-0400-4500-0000	COGS-MISC.
1000-1000-0400-1300-0000	INVENTORY-MISC.
1000-1000-0000-5113-0000	Prnt. Terms Disc. Expenses
1000-1000-0000-1200-0005	Discounts Available
1000-1000-0000-5220-0000	FINANCE CHARGE INCOME
1000-1000-0000-5112-0000	WRITEOFF EXPENSE
- - - - -	- - - - -
1000-1000-0200-4150-0000	SALES RETURN-CABINETS

2. If you didn't specify a class ID using the previous window, enter or select a class ID and enter a description.
3. Enter or select a checkbook ID.
4. Mark whether to use the Cash account from the checkbook you selected using the Receivables Management Setup window or from the customer card.



*If you're using Bank Reconciliation, we recommend that you use the Cash account from the checkbook so you can easily reconcile the checkbook balance to the Cash account in General Ledger.*

5. Enter or select the posting accounts. These accounts appear as default entries for setting up customer cards.
6. Choose OK to close the window.
7. In the Customer Class Setup window, choose Save to save the information.



## Chapter 4: Customer cards

The foundation of the Receivables Management module is your collection of customer cards. This information is used to track the status of customers and to print reports. It is important to keep this information up to date to reflect your company's current activity.



*You might be able to import your customer records from your current system directly into Receivables Management. Importing your customer data saves you a considerable amount of time. Contact your reseller for more information.*

This information is divided into the following sections:

- [Before you add customer cards](#)
- [Adding a customer card](#)
- [Setting up customer default posting accounts](#)
- [Entering customer address information](#)
- [Entering customer Intrastat statistics](#)
- [Finance charge and credit limit options](#)
- [Setting up customer credit, payment, and history options](#)
- [Setting up e-mail options for a customer](#)
- [Setting up e-mail options for a group of customers](#)

### Before you add customer cards

Before you begin entering your first customer cards, consider how to arrange your current and future customer cards. You might want to assign specified groups of IDs to different types of customers. You also might want to assign them to different customer classes. Once you decide on the most appropriate identification system, be sure all the IDs have the same number of characters, and are set up consistently, for the best results when printing reports and using other windows.

### Adding a customer card

Use the Customer Maintenance window to add customer cards to your Receivables Management system.

#### To add a customer card:

1. In the navigation pane, choose the Sales button, and then choose the Customers list.

- In the New group, choose Customer to open the Customer Maintenance window.

- Enter a customer ID and name information. The short name, such as the company's initials, can be used in circumstances when the customer name is too long. Short names may appear on reports and can be used as a sorting option for reports. The statement name is the name that is printed on statements.
- Assign the customer to a class. Once you enter a class ID, several default entries appear in this window, in the Customer Maintenance Options window and in the Customer Account Maintenance window. These can be changed on a per-customer basis.
- Select a priority for the customer—1 is the highest priority and None is the lowest priority. When you allocate items in the Sales Automatic Order Allocation window, you can choose to allocate items by customer priority.
- Enter address information. An address ID is required if you enter any address information in this window. Internet address information can be entered by choosing the Internet button. To send documents such as invoices, sales quotes, and customer statements in e-mail, use the Internet Information window to enter To, Cc, and Bcc e-mail addresses. See the System Setup documentation (Help >> Printable Manuals) for more information.

Additional addresses can be added by choosing Address to open the Customer Address Maintenance window. See [Entering customer address information](#) on page 35 for more information.

- Enter telephone and fax numbers.
- Mark Ship Complete Documents if the customer doesn't accept partial shipments of Sales Order Processing documents. Partial line item quantities won't be transferred in Sales Order Processing if the customer doesn't accept partial shipments. Refer to the Sales Order Processing documentation for more information about quantity transfers.



9. Enter the UPS zone, shipping method and tax schedule ID used most often for this customer.

Because taxes are calculated at the point of exchange of goods or services, the shipping method is used for tax calculations on transactions.

- If you select a shipping method of Delivery, the tax schedule assigned to the customer card is used to calculate the tax amount on transactions.
  - If you select a shipping method of Pickup, the tax schedule assigned to your company in the Company Setup window is used to calculate the tax amount.
10. Enter or select address IDs for shipments, bills, and statements for this customer, if the customer has different addresses for multiple purposes. See [Entering customer address information](#) on page 35 for more information.
  11. Enter or select a salesperson ID and territory ID.
  12. Enter user-defined information and any comments you want to appear on the Customer Setup List and in the Customer Inquiry window.
  13. Enter the trade discount, payment terms and price level information.  
  
You won't be able to enter a price level if you're using extended pricing.
  14. Choose Accounts to view or edit the posting accounts assigned to this customer. For more information, see [Setting up customer default posting accounts](#) on page 33.
  15. Choose Options to view or enter additional credit, payment and history options for this customer. For more information, see [Setting up customer credit, payment, and history options](#) on page 37.
  16. Choose the Attachment Management icon to attach documents to the customer record, if applicable.
  17. In the Customer Maintenance window, choose Save to save the information you've entered.

When you have entered all your customer cards, verify your entries with a Customer Setup List and a Customer Addresses List.

## Setting up customer default posting accounts

Use the Customer Account Maintenance window to change the accounts for an individual customer.

Each customer can use different posting accounts if necessary. When you enter transactions, amounts are distributed to the accounts you assign to the customer using this window. If you entered a Class ID for this customer, the posting accounts you entered using the Customer Class Accounts Setup window appear here as default entries. If there aren't any set up for the class, the accounts in the Posting Accounts Setup window are used. Regardless of how you set up posting accounts, you can change distributions during transaction entry.

If you're using Receivables Management with both Invoicing and Inventory, some invoicing transactions are posted to Receivables Management posting accounts and some to Inventory posting accounts. For example, Invoicing distributions for inventory amounts or markdowns always are posted to equivalent Inventory posting accounts. You can post other distribution amounts only to Receivables Management accounts. For example, credit card sales recorded in Invoicing always are posted to the accounts receivable posting account you set up for the customer in Receivables Management. In addition, trade discounts, terms discounts taken, and freight and miscellaneous charges can be posted only to the equivalent Receivables Management posting accounts.

You can post other types of distributions either to Inventory or Receivables Management posting accounts, depending on the selections you made using the Invoicing Setup window. If you selected Item in the Posting Accounts From field, Inventory posting accounts are used. If you select Customer in the Posting Accounts From field, Receivables Management posting accounts are used. See the Invoicing documentation for more information.

### To set up customer default posting accounts:

1. Open the Customer Account Maintenance window.  
(Sales >> Cards >> Customer >> Select a customer ID >> Accounts)

	Account	Description
Cash	1000-1000-0100-1100-0001	Cash in bank
Accounts Receivable	1000-1000-0200-1200-0000	Accounts Receivable-Int.
Sales	1000-1000-0500-4100-0000	SALES-APPLIANCES
Cost of Sales	1000-1000-0500-4500-0000	COGS-APPLIANCES
Inventory	1000-1000-0500-1300-0000	INVENTORY-APPLIANCES
Terms Discounts Taken	1000-1000-0200-5113-0000	Pmt. Terms Disc. Expense-Int.
Terms Discounts Available	1000-1000-0200-1200-0005	Discounts Available-Int.
Finance Charges	1000-1000-0100-5220-0000	FINANCE CHARGE INCOME-FURN.
Writeoffs	1000-1000-0000-5112-0000	WRITEOFF EXPENSE
Overpayment Writeoffs	- - - -	
Sales Order Returns	- - - -	

2. Mark whether to use the Cash account from the checkbook you selected using the Receivables Management Setup window, or from the customer card.



*If you're using Bank Reconciliation, we recommend that you use the Cash account from the checkbook so that you can easily reconcile the checkbook balance to the Cash account in General Ledger.*

3. Enter or select the default posting accounts for this customer.
4. Choose OK to close the Customer Account Maintenance window.
5. In the Customer Maintenance window, choose Save to save the information.

## Entering customer address information

If your customer has more than one address, such as shipping, billing, and statement addresses, you can enter additional addresses using the Customer Address Maintenance window.

You also can enter site, salesperson, territory, and additional user-defined information for each address. If salespeople are assigned to specific locations, such as states, it's possible that one customer might have different salespeople for different locations.

### To enter customer address information:

1. Open the Customer Address Maintenance window.  
(Sales >> Cards >> Addresses)

2. Enter or select a customer ID.
3. Enter an address ID and the new address information. To enter Internet address information, choose the Internet button to open the Internet Information window. To send documents such as invoices and sales quotes in e-mail, use the Internet Information window to enter To, Cc, and Bcc e-mail addresses. See the System Setup documentation (Help >> Printable Manuals) for more information.
4. Enter a shipping method and tax schedule ID for the address ID that's currently displayed. If you select a shipping method that requires delivery, the default tax schedule assigned to the customer address will be displayed during transaction entry. If the method requires the customer to pick up goods, the schedule ID assigned to the site that the customer will pick up the goods from will be displayed.

When you're entering a sales transaction, the shipping method you entered for the customer in the Customer Address Maintenance window appears as the default entry.

To enter Intrastat information, choose the Intrastat button. See [Entering customer Intrastat statistics](#) on page 36 for more information.

5. Enter or select a site ID to assign to the customer address or accept the default entry.

If you're entering a sales transaction, the site ID you select will appear as the default entry in the Sales Order Processing window.

If you're entering an invoicing transaction, the site ID you select will appear as the default entry in the Invoice Entry window.

6. Enter or select a salesperson ID and territory ID to assign to the customer address. Default commission amounts and default commission distribution amounts will be calculated based on the salesperson ID selected. You must select a sales territory to calculate commission amounts.
7. Enter user-defined information for this customer.
8. Enter an address name. The address name can be used for a more descriptive name for the address ID and will appear on printed documents. Select which phone or fax number to print on sales documents, or Do Not Print, if you are not required to print that information. This information will appear as a default in the Sales Ship-To Address Entry window.
9. In the Customer Address Maintenance window, choose Save to save the information.

## Entering customer Intrastat statistics

Use the Customer Intrastat Setup window to enter a customer's tax registration number. If Intrastat information was entered for the customer class, that information appears in this window. You can use the Customer Intrastat Setup window to change Intrastat information for an individual customer, or to enter Intrastat information if none was entered for a customer class.



*You can enter Intrastat statistics only if you marked to enable Intrastat tracking using the Company Setup Options window.*

### To enter customer Intrastat statistics:

1. Open the Customer Intrastat Setup window.  
(Sales >> Cards >> Addresses >> Select a customer ID >> Intrastat button)

2. Enter a tax registration number.

3. Enter or select country, transport mode, transaction nature, incoterms, procedure/regime, port, region, and tax commodity codes for the customer class. See the System Setup documentation (Help >> Printable Manuals) for information about setting up these codes.
4. Choose OK to close the Customer Intrastat Setup window.
5. In the Customer Address Maintenance window, choose Save to save the information.



*Deleting the customer address also deletes Intrastat information.*

## Finance charge and credit limit options

You can use the Customer Maintenance Options window (Sales >> Cards >> Customer >> Select a customer ID >> Options) to specify credit and transaction options for customers, such as the following options:

**Finance charges** Mark whether to assess finance charges for this customer. The finance charge amounts you enter here are assessed each time you use the Assess Finance Charges window, typically on a monthly basis. For this reason, you should enter the amount or percentage charged monthly. For example, if the customer is required to pay an annual percentage rate (APR) of 18%, enter 1.5% ( $18 / 12 = 1.5$ ).

**Credit limits** Customers can have no credit, unlimited credit, or a specified amount of credit. You can't define separate credit limits for different aging periods using this window. However, you can use the Display Credit Limit Warning window to specify that an alert message be displayed when the customer's balance exceeds a particular sum, either in total or during a specific aging period. For example, you might use the Display Credit Limit Warning window to specify that a message be displayed if the customer's balance exceeds \$5000 for the periods of 61-90 days and beyond, even if the customer's credit limit is \$6000. To open the Display Credit Limit Warning window, choose the expansion button on this field.

## Setting up customer credit, payment, and history options

Use the Customer E-Mail Options window to select which documents you want to send to the customer, message ID, and document format. You can either send documents as attachments or embed documents in the message body. If you send documents as attachments, you can select to send multiple attachments to the customer and set the maximum file size of the document.

If you entered a class ID for this customer, the options you entered using the Customer Class Setup window appear as default options in the Customer Maintenance Options window.

## To set up customer credit, payment, and history options:

1. Open the Customer Maintenance Options window.  
(Sales >> Cards >> Customer >> Select a customer ID >> Options)

2. Set up the credit options to apply to the customer, such as balance type, finance charge, minimum payment, credit limit, and writeoff.



If the customer uses multicurrency transactions, you must select Open Item as the balance type. Multicurrency transactions can't be entered for balance forward customers, and balance forward customers can't be part of a national account.

If the customer is part of a national account, you must select Open Item as the balance type.

3. Mark Revalue Customer to include the customer's posted transactions when you're revaluing the Sales series using the Multicurrency Revaluation window.

Mark whether to post the revaluation results to each transaction's Accounts Receivable and Terms Discounts Available accounts, or to a Sales offset account.

4. Select a default order fulfillment shortage option for this customer. You can choose None, Back Order Remaining, or Cancel Remaining. If you select None, you will have to allocate any shortages manually. See the Sales Order Processing documentation for more information.
5. Enter payment information for this customer, including credit card and bank information.
6. Enter tax exemption numbers and the customer's tax registration number. If your company is required to collect Value-Added Tax (VAT) from the customer, enter the customer's VAT registration number in the Tax Registration field.



7. If the customer uses multicurrency transactions, enter or select the default currency and an existing rate type for the customer. When you enter transactions, you automatically can select the appropriate exchange rate table based on the currency ID and rate type you've entered.

We recommend that you enter a currency ID other than your functional currency only for those customers who typically use a foreign currency. See the Multicurrency Management documentation for more information about currencies and rate types.



*If a rate type isn't assigned to a customer on a multicurrency transaction, the default rate type you've entered for the Sales Series using the Multicurrency Setup window appears instead. Therefore, be sure you've entered a Sales series default rate type.*

8. Select a statement cycle for printing statements for this customer. If you don't send statements to the customer, select No Statement.
9. Mark the types of history to keep.
10. Mark whether to be able to send e-mail customer statements to this customer, and enter at least one valid e-mail address where the customer statements should be sent. Choose To, Cc, or Bcc to open your e-mail address book. You won't be able to enter the address if you have marked Customer Statement in the Sales E-mail Setup window or are using Exchange as your email server type in the System Preferences window.

You must have Adobe Distiller or PDFWriter installed on your computer to e-mail statements. Any MAPI-compliant e-mail service is supported.

11. Choose OK to close the Customer Maintenance Options window. In the Customer Maintenance window, choose Save to save the information.

## Setting up e-mail options for a customer

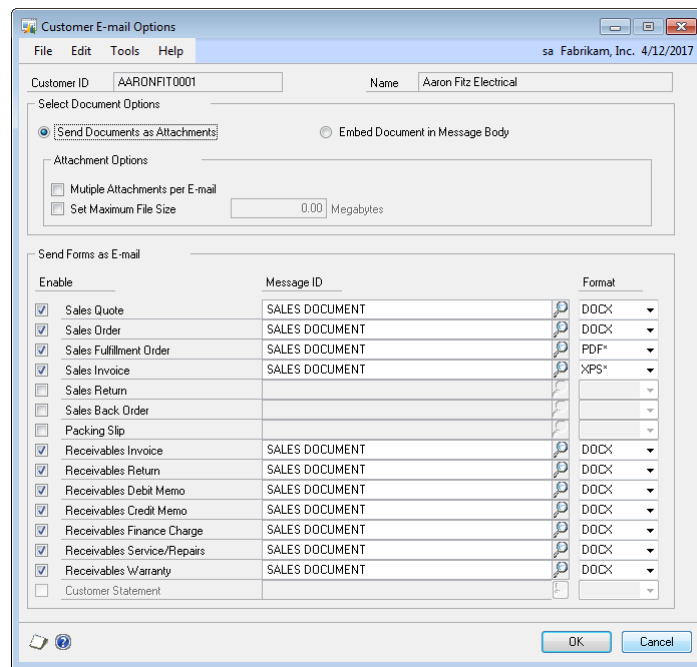
Use the Customer E-Mail Options window to select which documents you want to send to the customer. You also can specify message IDs and the document format to use for the customer. A message ID is a predefined message that you can assign to a document that you want to send in e-mail. For example, you can send a holiday greeting message to a customer.

You can either send documents as attachments or embed documents in the message body. If you send documents as attachments, you can select to send multiple attachments to the customer and set the maximum file size of the document.

The options available in this window depend on the selections you made in the Company Setup window and the Sales E-mail Setup window. See your System Setup Guide (Help >> Contents >> select Setting up the System) for more information.

## To set up e-mail options for a customer:

1. Open the Customer E-mail Options window.  
(Sales >> Cards >> Customer >> Select a customer ID >> E-mail)



2. Select to send documents as attachments or embed documents in the message body. The options available depend on the selections in the Company E-mail Setup window.
3. If you are sending documents as attachments, you can mark to send multiple attachments for documents of the same document type with the same subject, message body, address to send replies to, To, Cc, and Bcc address in one e-mail.
4. If you are sending documents as attachments, you can mark to set a maximum file size limit for attached documents sent to the customers, and then enter the file size. If this field is unmarked, there isn't a size limit.
5. Mark the documents you want to send in e-mail. You can select a default message ID for each document and select the format that you want to send the document in.
  - If a document is unmarked, it can't be sent in e-mail. The documents available to send depend on the documents selected in the Sales E-Mail Setup window.
  - If you didn't select a message ID for the document type in the Sales E-mail Setup window, this field is blank.
  - The file formats available to send attachments depend on the formats you selected in the Company E-mail Setup window.



Before you can send documents as DOCX, PDF, or XPS attachments, the Word template for the document must be enabled in the Template Configuration Manager window. Standard reports (reports generated by the Report Writer engine) are sent when you send documents as HTML attachments.

6. Choose OK to update the selected customer with the options you entered.

## Setting up e-mail options for a group of customers

Use the Mass Customer E-Mail Settings window to assign e-mail settings to multiple customer records. You can select which documents you want to send to the customers. You also can specify message IDs and the document format to use for the vendor. A message ID is a predefined message that you can assign to a document that you want to send in e-mail. For example, you can send a promotional message to your customers when sending sales quotes in e-mail.

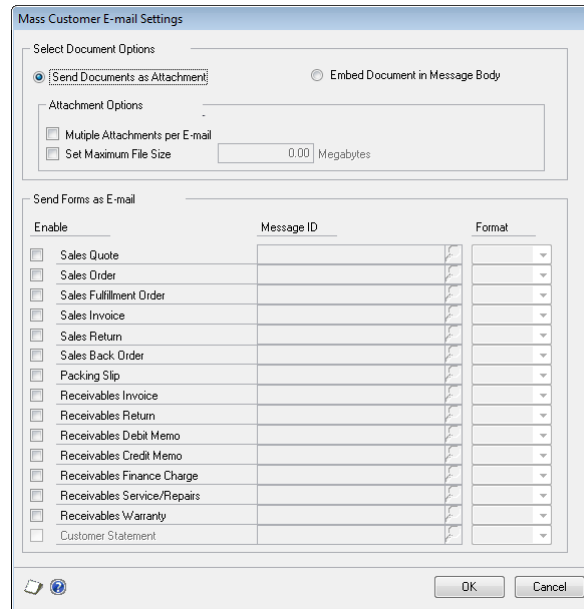
You can either send documents as attachments or embed documents in the message body. If you send documents as attachments, you can select to send multiple attachments to the customers and set the maximum file size of the document.

The options available in this window depend on the selections you made in the Company Setup window and the Sales E-mail Setup window. See your System Setup Guide (Help >> Contents >> select Setting up the System) for more information.

### To set up e-mail options for a group of customers:

1. In the navigation pane, choose the Sales button, and then choose the Customers list.
2. Mark the customers that you want to set up e-mail options for.

3. In the Modify group, click the overflow menu and then select E-mail Settings to open the Mass Customer E-mail Settings window.



4. Select to send documents as attachments or embed documents in the body of e-mail messages.
5. If you are attaching documents, you can select to attach multiple documents per e-mail and set a maximum file size for the documents.
6. Mark the documents you want to send in e-mail. You can select a default message ID for each document and then select the format that you want to send the document in.
  - If a document is unmarked, it can't be sent in e-mail. The documents available to send depend on the documents selected in the Sales E-Mail Setup window.
  - If you didn't select a message ID for the document type in the Sales E-mail Setup window, this field is blank.
  - The file formats available to send attachments depend on the formats you selected in the Company E-mail Setup window.

Before you can send documents as DOCX, PDF, or XPS attachments, the Word template for the document must be enabled in the Template Configuration Manager window. Standard reports (reports generated by the Report Writer engine) are sent when you send documents as HTML attachments.

7. Choose OK to save your entries and to close the Mass Customer E-mail Settings window.

# Chapter 5: Customer maintenance

After you enter information in Receivables Management, proper maintenance of these cards is essential to preserving the accuracy of your accounting information. This part of the documentation describes the maintenance tasks you might encounter when working with customer cards and classes.

This information is divided into the following sections:

- [Customer card statuses](#)
- [Placing or removing a customer hold](#)
- [Inactivating a customer card](#)
- [Modifying or deleting a customer address](#)
- [Modifying or deleting a customer card](#)
- [Modifying or deleting a customer class](#)
- [Deleting a group of customer cards](#)

## Customer card statuses

You can designate a customer card as inactive or on hold. Use these statuses to limit the data that users can enter or post. You also can use these statuses to place restrictions on deleting or modifying a customer card.

Status	Definition	What you can do
Hold	Used to temporarily prevent any further sales to a customer if, for example, the customer has an unpaid balance.	You can still record payments from the customer.
Inactive	Used as a permanent change to a customer's status reflecting the fact that you no longer do business with the customer.	No transactions of any kind can be entered.

## Placing or removing a customer hold

During the course of business, you want to place a customer hold, or remove that hold. For example, if a customer has an unpaid balance that exceeds his or her credit limit, you might not want to allow any other sales activity for the customer. If you receive the balance, you might then remove the hold. You can enter sales for a customer once you remove the hold.

The Hold option is ignored if the customer ID is the child customer of a national account and the Apply Hold/Inactive Status of Parent Across National Account option in the National Accounts Maintenance window is marked. See [Chapter 9, "National accounts,"](#) for more information.

### To place or remove a customer hold:

1. Open the Customer Maintenance window.  
(Sales >> Cards >> Customer)
2. Enter or select the customer to place on hold or remove from on hold.
3. Mark or unmark Hold.
4. Choose Save.

### **To place or remove a customer hold using the action pane:**

1. In the navigation pane, choose the Sales button, and then choose the Customers list.
2. Mark the customer or customers to place on hold or remove from on hold.
3. In the Modify group, choose Apply Hold or Remove Hold.

### **Inactivating a customer card**

Use the Customer Maintenance window to inactivate a customer card. Inactive customers are customers you no longer want to have a business relationship with, but the cards can't be deleted because historical information is being kept.

You can inactivate a customer card only if there are no outstanding invoices. If you can't inactivate a customer card, you should remove paid sales transactions for the customer. For more information, refer to [Removing paid transactions](#) on page 209.

You can't mark a customer ID inactive if it's the parent customer ID of a national account that contains children who have unposted or open transactions, and the Apply Hold/Inactive Status of Parent Across National Account option in the National Accounts Maintenance window is marked.

In addition, the Inactive option is ignored if the customer ID is the child customer of a national account and the Apply Hold/Inactive Status of Parent Across National Account option in the National Accounts Maintenance window is marked. See [Chapter 9, "National accounts,"](#) for more information.

#### **To inactivate a customer card:**

1. Open the Customer Maintenance window.  
(Sales >> Cards >> Customer)
2. Enter or select the customer card.

Mark Inactive. To reactivate a customer card, unmark the Inactive option.

3. Choose Save.

### **Modifying or deleting a customer address**

If you need to change or delete an address, you can use the Customer Address Maintenance window to do so. Deleting the customer address also deletes Intrastat information and Internet information associated with the address.

#### **To modify or delete a customer address:**

1. Open the Customer Address Maintenance window.  
(Sales >> Cards >> Addresses)
2. Enter or select the customer ID and address ID.

3. Select one of the following options:
  - To make changes to the address, enter the new information.
  - To delete the address, choose Delete.
4. Choose Save.

## Modifying or deleting a customer card

Use the Customer Maintenance window to make changes to a customer card, or to delete the card. You can't delete a customer card if it has a current balance, posted or unposted transactions, transactions in history, or if it part of a national account.

- If a customer is part of a national account, you can't delete the customer card until you remove the customer from the national account. Additional restrictions also apply to national account customers. See [Chapter 9, "National accounts,"](#) for more information.
- If the customer card you're deleting has a current balance, you can't delete it until the year-end closing process is completed. See [Calendar year-end closing overview](#) on page 213 for more information.
- If transaction history is being kept for the customer card you're deleting, you must remove history for that customer before deleting it. See [Chapter 28, "History removal,"](#) for more information. If you don't want to remove the history, you might inactivate the customer card.



*To find out whether customer cards have any balances or transactions in history, choose File >> Print in the Customer Mass Delete window to print a Customer Card Removal Edit List; or, print a Transaction Removal Report without removing historical information. The cards appear as deleted on the report, but they aren't actually deleted until you complete the process.*

### To modify or delete a customer card:

1. Open the Customer Maintenance window.  
(Sales >> Cards >> Customer)
2. Enter or select the ID for the customer card to change or delete.
  - To make changes to the customer card, enter the new information.
  - To delete the card, choose Delete.
3. Choose Save.
4. Choose File >> Print to print a Customer Setup List, so you can review your changes.

## Modifying or deleting a customer class

Use the Customer Class Setup window to modify an existing customer class to reflect changes, or delete a class you no longer use because it has become obsolete.

If you make changes to an existing customer class, you'll be asked whether to roll down the changes to all customer cards in the class. If you roll down changes, all customer cards in the class are updated to reflect the changes you've made. If you don't roll down the changes, only new customer cards you add will reflect the changes.



*If you change the balance type for a class, the change isn't rolled down to the customers assigned to the class. Once a balance type is selected for a customer, it can't be changed.*

When you delete a class, the customer cards assigned to the class aren't affected.

### To modify or delete a customer class:

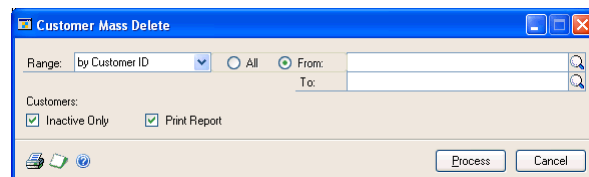
1. Open the Customer Class Setup window.  
(Sales >> Setup >> Customer Class)
2. Enter or select the ID for the class to change.
3. Choose one of the following options:
  - To change the class, enter the new information. A message will appear asking if you want to roll down the changes you made to all customers in this class.
  - To delete the class, choose Delete.
4. Choose Save.
5. Choose File >> Print to print a Classes Setup List, so you can review the changes you entered.

## Deleting a group of customer cards

Use the Customer Mass Delete window to delete a range of customer cards.

### To delete a group of customer cards:

1. Open the Customer Mass Delete window.  
(Sales >> Utilities >> Mass Delete)



2. Enter or select a range of customer cards to delete.
3. Mark Inactive Only to delete only inactive customer cards.

4. Mark Print Report to print a Customer Cards Removal Report.
5. Choose File >> Print or the printer icon to print a Customer Removal Edit List before removing any customer cards.
6. Choose Process to delete the selected customer cards. If you selected to print the report, the Customer Cards Removal Report is printed after processing is complete.

Any customer cards in the range that don't meet the criteria for deletion won't be deleted.





## Chapter 6: Open item balances

When setting up Receivables Management, you must enter the beginning or outstanding balances for your customers. This information describes how to enter balances for open item customers.

For open item customers, individual transaction information is saved and detailed on customer statements until the transaction is removed through paid transaction removal. See [Open item and balance forward balances](#) on page 23 for more information about balance types. See [Chapter 7, “Balance forward balances.”](#) for more information about entering balances for balance forward customers.

This information is divided into the following sections:

- [Before you enter beginning open item balances](#)
- [Changing the posting settings](#)
- [Entering open item beginning balances](#)
- [Resetting the posting settings](#)

### Before you enter beginning open item balances

You should keep several points in mind before you begin entering your beginning balance transactions, such as the following options:

**Posting date** When entering transactions for noncurrent balances, change the transaction date to a date that falls before the beginning of the current period. When you repeat the procedure for your current balances, use the actual transaction date.

**Salesperson ID** If you entered beginning salesperson commission information when you set up your salesperson cards, do not enter a salesperson ID when entering a beginning balance transaction. Otherwise, the commission and sales amounts will be posted twice, causing them to be overstated on the salesperson card.

**Trade discount** If you enter the balance in summary and the customer is eligible for a trade discount, a discount amount is displayed as a default entry. Change the amount to zero.

**Freight, miscellaneous, and tax** If you enter the balance in summary, no amounts should be entered for freight, miscellaneous charges, and taxes. If you enter the beginning balance in detail, include the trade discount, freight, miscellaneous charges, and taxes.

To correctly post your beginning balance transactions, you must complete the following procedures in order:

- [Changing the posting settings](#) on page 49
- [Entering open item beginning balances](#) on page 50
- [Resetting the posting settings](#) on page 52

### Changing the posting settings

Use the Posting Setup window to change your posting settings so your transactions don't post to General Ledger, if General Ledger is part of your system. This ensures

that the beginning balances transactions you're entering won't affect General Ledger account balances.

### To change the posting settings:

1. Open the Posting Setup window.  
(Administration >> Setup >> Posting >> Posting)

The screenshot shows the 'Posting Setup' dialog box. At the top, 'Series' is set to 'Sales' and 'Origin' is 'All'. There are two columns of checkboxes. The first column includes 'Post to General Ledger' (checked), 'Post Through General Ledger Files' (unchecked), 'Allow Transaction Posting' (checked), 'Include Multicurrency Info' (unchecked), 'Verify Number of Trx' (unchecked), and 'Verify Batch Amounts' (unchecked). The second column includes 'Create a Journal Entry Per:' with 'Transaction' selected and 'Batch' unselected, and 'Use Account Settings' (unchecked). Below this, 'Posting Date From:' has 'Batch' selected and 'Transaction' unselected. 'If Existing Batch:' has 'Append' unselected and 'Create New' selected. 'Require Batch Approval' is checked, with an empty 'Approval Password' field. There are 'Mark All' and 'Unmark All' buttons. At the bottom, there is a 'Reports' table with columns for 'Print', 'Report', 'Send To:', 'File', 'Type', and 'Append/Replace'. The table contains three rows: 'Revaluation Journal', 'Revaluation Register-Detail', and 'Revaluation Register-Summary', each with a checked 'Print' box and unchecked 'Report', 'Send To:', and 'File' boxes. At the very bottom are 'OK' and 'Save' buttons.

2. Select Sales as the series and Receivables Sales Entry as the origin.
3. Unmark Post to General Ledger. Repeat this for the origins of Receivables Apply Doc. and Receivables Cash Receipts.



*The accounts in General Ledger might be overstated if you don't unmark this posting option.*

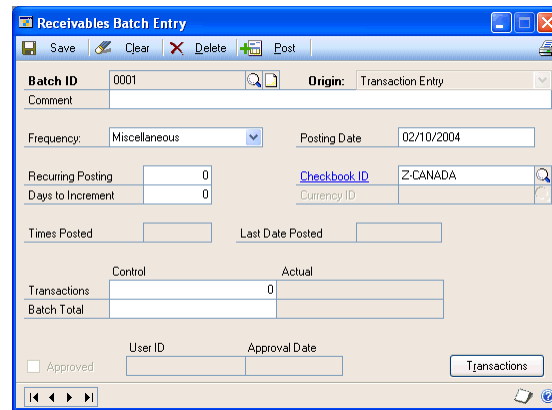
## Entering open item beginning balances

For open item customers you might find it easiest to enter your invoices by starting with the oldest and moving to the newest. However, because you'll enter the balances with the correct transaction date, the order you enter them in isn't critical. Before entering any transactions, you need to change the posting settings so the transactions won't post to General Ledger.

You can enter transactions in detail or summary form, depending on your company's record keeping methods. Detailed transactions include all information about the transaction, including discounts and tax amounts; summary transactions include only the transaction amount as a lump sum. Review [Before you enter beginning open item balances](#) on page 49 before entering your beginning balances.

**To enter open item beginning balances:**

1. Open the Receivables Batch Entry window.  
(Sales >> Transactions >> Receivables Batches)



2. Enter a batch ID, such as BBAL, and select Transaction Entry as the batch origin for transactions. See [Chapter 11, "Batches,"](#) for more information about batches.
3. Enter information to identify the batch, including comments, frequency, (which in this case would be single-use because you'll post beginning balances only once), and checkbook ID.
4. Enter a posting date if the batch should be posted using a date other than the default date that's displayed.
5. To enter transaction information after the batch is created, choose Transactions to open the Receivables Transaction Entry window.
6. Enter beginning balance transactions. The actual balances are created by entering transactions.

The following table outlines what you should enter depending on the information you keep for your customers:

If you plan to keep	What you'll enter
Transaction history in detail	Enter each transaction as it was when the transaction occurred.
Transaction history in summary	Enter summary information per month or aging period for each customer.
Beginning balances	Enter the beginning balance for each customer in the Sales field.

See [Chapter 12, "Transaction entry,"](#) for more information.

7. Choose Post to post your beginning balance transactions.
8. Print an Aged Trial Balance as a record of your beginning balances and as verification of your customer totals. See [Chapter 26, "Reports,"](#) for more information about printing reports.

## Resetting the posting settings

Use the Posting Setup window to reset the posting settings so that your Receivables Management transactions again post to General Ledger, if General Ledger is part of your system.

### To reset the posting settings:

1. Open the Posting Setup window.  
(Administration >> Setup >> Posting >> Posting)
2. Select Sales as the series and Receivables Sales Entry as the origin.
3. Mark Post to General Ledger. Repeat this for the origins of Receivables Apply Doc. and Receivables Cash Receipts.

# Chapter 7: Balance forward balances

When setting up Receivables Management, you must enter the beginning or outstanding balances for your customers. This information describes how to enter balances for balance forward customers.

For balance forward customers, transaction information is retained only for the current period, and is then consolidated into an account total that's brought forward at the beginning of each subsequent period. See [Open item and balance forward balances](#) on page 23 for more information about balance types. See [Chapter 6, "Open item balances,"](#) for information about entering balances for open item customers.

This information is divided into the following sections:

- [Before you enter beginning balance forward balances](#)
- [Balance forward beginning balances](#)
- [Changing the posting settings](#)
- [Entering balance forward transactions for noncurrent periods](#)
- [Consolidating period balances](#)
- [Entering transactions for current periods](#)
- [Resetting the posting settings](#)

## Before you enter beginning balance forward balances

You should keep several points in mind before you begin entering your beginning balance transactions, such as the following options:

**Posting date** When entering transactions for noncurrent balances, change the transaction date to a date that falls before the beginning of the current period. When you repeat the procedure for your current balances, use the actual transaction date.

**Salesperson ID** If you entered beginning salesperson commission information when you set up your salesperson cards, do not enter a salesperson ID when entering a beginning balance transaction. Otherwise, the commission and sales amounts will be posted twice, causing them to be overstated on the salesperson card.

**Trade discount** If you enter the balance in summary and the customer is eligible for a trade discount, a discount amount is displayed as a default entry. Change the amount to zero.

**Freight, miscellaneous, and tax** If you enter the balance in summary, no amounts should be entered for freight, miscellaneous charges, and taxes. If you enter the beginning balance in detail, include the trade discount, freight, miscellaneous charges, and taxes.

## Balance forward beginning balances

Since you must enter your beginning balances by aging period for balance forward customers, you might decide to compile your invoices by current and noncurrent aging periods. To do this, you must complete the following processes in order:

- [Changing the posting settings](#) on page 54
- [Entering balance forward transactions for noncurrent periods](#) on page 54
- [Consolidating period balances](#) on page 55
- [Entering transactions for current periods](#) on page 56
- [Resetting the posting settings](#) on page 57

When entering beginning balances for balance forward accounts, you might want to enter your noncurrent balance in summary, and your current balances in either summary or detail, depending on your company's record keeping methods. Detailed transactions include all information about the transaction, including discount and tax amounts; summary transactions include only the transaction amount as a lump sum. Because noncurrent accounts include only the sum of the customer's balance, detailed information is not necessary.



*When you post using the Receivables Transaction Entry or Receivables Batch Entry windows, all amounts, regardless of the posting date, appear in the current aging period you set up using the Receivables Management Setup window. When you consolidate period balances, all noncurrent amounts are moved to the second aging period you set up using the Receivables Management Setup window, regardless of the document date of the transaction being entered.*

## Changing the posting settings

Use the Posting Setup window to change the posting settings so transactions don't post to General Ledger. This ensures the beginning balance transactions you're entering in Receivables Management won't affect General Ledger account balances.

### To change the posting settings:

1. Open the Posting Setup window.  
(Administration >> Setup >> Posting >> Posting)
2. Select Sales as the series and Receivables Sales Entry as the origin.
3. Unmark Post to General Ledger, if General Ledger is part of your system. Repeat this for the origins of Receivables Apply Doc. and Receivables Cash Receipts.



*The accounts in General Ledger might be overstated if you don't unmark this posting option.*

## Entering balance forward transactions for noncurrent periods

Use the Receivables Batch Entry and Receivables Transaction Entry windows to enter and post transactions for noncurrent periods.

## To enter balance forward transactions for noncurrent periods:

1. Open the Receivables Batch Entry window.  
(Sales >> Transactions >> Receivables Batches)
2. Enter a batch ID, such as BBAL, and select Transaction Entry as the batch origin for transactions. See [Chapter 11, “Batches,”](#) for more information about batches.
3. Enter information to identify the batch, including comments, frequency, (which in this case would be single-use because you’ll post beginning balances only once), and checkbook ID.
4. Enter a posting date if the batch should be posted using a date other than the default date that’s displayed.
5. To enter transaction information, choose Transactions to open the Receivables Transaction Entry window.
6. Enter beginning balance transactions.

The following table outlines what you should enter depending on the information you keep for your customers:

If you plan to keep	What you’ll enter
Transaction history in detail (used only for the current periods)	Enter each transaction from the current period as a separate entry.
Transaction history in summary	Enter summary information per month or aging period for each customer.
Beginning balances	Enter the beginning balance for each customer in the Sales field.

See [Chapter 12, “Transaction entry,”](#) for more information.



*Because you keep detailed transaction history only for current periods for balance forward customers, don’t enter transactions for the current period until after you consolidate period balances.*

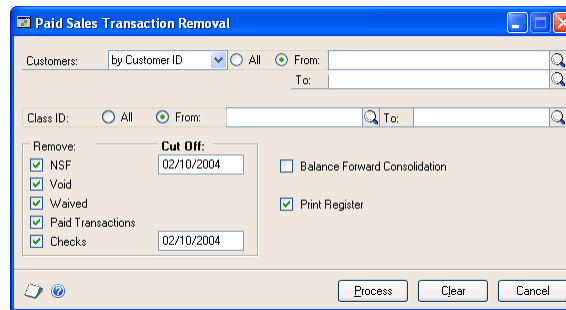
7. Choose Post to post the beginning balance transactions.
8. Print an Aged Trial Balance as a record of your beginning balances and as verification of your customer totals. See [Chapter 26, “Reports,”](#) for more information about printing reports.

## Consolidating period balances

Use the Paid Sales Transaction Removal window to consolidate period balances and move all fully applied documents to history.

### To consolidate period balances:

1. Open the Paid Sales Transaction Removal window.  
(Sales >> Routines >> Paid Transaction Removal)



2. Mark All for the range of customers or classes.
3. Mark Balance Forward Consolidation and unmark all other options in the window, because you won't be removing any transactions.
4. Choose Process to start the consolidation process.

## Entering transactions for current periods

Use the Receivables Batch Entry and Receivables Transaction Entry windows to enter and post transactions for current periods.

### To enter transactions for current periods:

1. Open the Receivables Batch Entry window.  
(Sales >> Transactions >> Receivables Batches)
2. Create another batch for your beginning balances. Enter a batch ID, such as BBAL, and select Transaction Entry as the batch origin for transactions. See [Chapter 11, "Batches,"](#) for more information about batches.
3. Enter information to identify the batch, including comments, frequency, (which in this case would be single-use because you'll post beginning balances only once), and checkbook ID.
4. Enter a posting date if the batch should be posted using a date other than the default date that's displayed.
5. To enter transaction information after the batch is created, choose Transactions to open the Receivables Transaction Entry window.



6. Enter beginning balance transactions.

The following table outlines what you should enter depending on the information you keep for your customers and records:

If you plan to keep	What you'll enter
Transaction history in detail (used only for the current periods)	Enter each transaction from the current period as a separate entry.
Transaction history in summary	Enter summary information per month or aging period for each customer.
Beginning balances	Enter the beginning balance for each customer in the Sales field.

See [Chapter 12, "Transaction entry."](#) for more information.

7. Choose Post to post the beginning balance transactions.
8. Print an Aged Trial Balance as a record of your beginning balances and to verify your customer totals. See [Chapter 26, "Reports."](#) for more information about printing reports.

## Resetting the posting settings

Use the Posting Setup window to reset the posting settings so transactions post to General Ledger.

### To reset the posting settings:

1. Open the Posting Setup window.  
(Administration >> Setup >> Posting >> Posting)
2. Select Sales as the series and Receivables Sales Entry as the origin.
3. Mark Post to General Ledger, if General Ledger is part of your system. Repeat this for the origins of Receivables Apply Doc. and Receivables Cash Receipts.



*Make a backup of your setup options and default entries, class and customer cards, and beginning balances. If there is a power fluctuation or some other problem, you can restore your beginning data. See the System Administrator's Guide (Help >> Contents >> select System Administration) for more information about making backups.*



## Chapter 8: Customer history

Entering customer history gives you the historical background you need to use reports and windows to compare amounts for previous years with the current year.

Whether history has been entered here or by entering transactions, the fields in these windows are updated as transactions are posted. Information is updated in the inquiry windows, as well. See [Chapter 24, “Customer inquiries,”](#) for more information about using inquiry windows.



*Be sure to enter beginning balances before entering customer history so those amounts aren't posted twice.*

This information is divided into the following sections:

- [Entering customer summary information](#)
- [Entering period summary history](#)
- [Entering finance charge summary history](#)
- [Entering credit summary history](#)

### Entering customer summary information

Use the Customer Summary window to view total receivables transaction amounts for a customer. You can select to view information for a specific fiscal year or calendar year, or a range of periods within a year. You also can view total amounts since you last closed the fiscal year for receivables transactions, and you can modify those amounts.

The information that is displayed in the Customer Summary window when you select Amounts Since Last Close in the Summary View list might not represent actual fiscal year totals if you close the fiscal year before or after the last day of the fiscal year. For example, the amounts in the Year to Date column might continue to increase as transactions are posted after the last day of the fiscal year; then when you close the fiscal year, the amounts in the Last Year column will include those transactions posted after the last day of the fiscal year that you closed.

Closing the fiscal year will not affect the information that is displayed in the Customer Summary window when you select Fiscal Year or Calendar Year in the Summary View list. The amounts displayed for those selections are dependent on the year and periods you enter to display.

**To enter customer summary information:**

1. Open the Customer Summary window.  
(Sales >> Cards >> Summary)

Period	Amount	Unposted
Current	\$1,177.00	Sales/Debits
Non - Current	\$0.00	Cash/Credits
		Other Sales
		Other Cash
Balance	\$1,177.00	On Order

	Year to Date	Last Year	Life to Date
Number of Sales Docs	0	0	2
No. of Paid Invoices	0	0	0
Sales	\$0.00	\$0.00	\$1,100.00
Cost	\$0.00	\$0.00	\$0.00
Cash Received	\$0.00	\$0.00	\$0.00
Returns	\$0.00	\$0.00	\$0.00
Writeoffs	\$0.00	\$0.00	\$0.00
Terms Discounts Taken	\$0.00	\$0.00	\$0.00
High Balance	\$0.00	\$0.00	\$0.00

2. Enter or select a customer ID.
3. Select Amounts Since Last Close as the summary view so you can edit or change summary information. You also can view fiscal-year and calendar-year information.

If you select either Fiscal Year or Calendar Year, enter a valid year, and enter or select period ranges within the year you entered. Then choose Calculate.

4. Enter year-to-date, last-year, and life-to-date amounts for sales, costs, and other balances, if necessary. These amounts are updated when transactions are posted.
5. To edit a customer's sales amounts and finance charges for a specific period, choose History to open the Customer Paid Summary window. See [Entering period summary history](#) on page 61 for more information.
6. To view or edit finance charge information for the current and previous years, choose Finance Charges to open the Customer Finance Charge Summary window. See [Entering finance charge summary history](#) on page 61 for more information.
7. To view or edit a customer's credit history, choose Credit Summary to open the Customer Credit Summary window. See [Entering credit summary history](#) on page 62 for more information.
8. Choose Save.

To print a Sales Analysis Report, which prints the information you're currently viewing in the Customer Summary window, choose File >> Print.

## Entering period summary history

Use the Customer Period Summary window to enter historical amounts per period—calendar or fiscal. You can keep both calendar and fiscal period history if your fiscal year is different from the calendar year.

### To enter period summary history:

1. Open the Customer Period Summary window.  
(Sales >> Cards >> Summary >> Select a customer ID >> History button)

2. Mark Calendar or Fiscal, depending on the type of history you're entering.
3. Enter a year.
4. Enter the number of the month or period.
5. Enter the appropriate sales, payment, and finance charge information for the month or period you selected.

If you posted beginning balances for this customer, balances might be displayed for some periods.

6. Choose Save.

## Entering finance charge summary history

Use the Customer Finance Charge Summary window to track current and previous finance charges for a customer. If you're required to print total calendar-year finance charge amounts on January statements, be sure to enter any year-to-date and last-year calendar finance charge amounts. Enter any other finance charge information to keep. These amounts are updated when transactions are posted.

### To enter finance charge summary history:

1. Open the Customer Finance Charge Summary window.  
(Sales >> Cards >> Summary >> Select a customer ID >> Finance Charges button)

Customer Finance Charge Summary

Customer ID: 1  
Name: Customer #1

Unpaid Charges: \$0.00  
Last Charge Amount: \$0.00

Calendar Finance Charges: 00/00/0000

	Current Year	Last Year	Next Year
Amount			

Fiscal Finance Charges: 00/00/0000

	Year-to-Date	Last Year	Life-to-Date
Number			
Amount			
Waived			

OK

2. Enter the Last Charge Amount.
3. Enter the Calendar Finance Charges for the current calendar year, last year, and next year.
4. Enter the Fiscal Finance Charges for the current fiscal year, last fiscal year, and life to date.
5. Choose OK to save the information in the Customer Finance Charge Summary window, and redisplay the Customer Summary window.
6. Choose Save in the Customer Summary window to save changes to the card.

### Entering credit summary history

Use the Customer Credit Summary window to enter information about the average number of days your customers take to pay invoices, and to enter any NSF (non-sufficient funds) payments they have made and their last transactions. This information is updated when transactions are posted, and is useful for evaluating whether to change a customer's credit limit, payment terms, or available discount.

**To enter credit summary history:**

1. Open the Customer Credit Summary window.  
(Sales >> Cards >> Summary >> Select a customer ID >> Credit Summary button)

Customer ID: 1  
Name: Customer #1

Average Days to Pay:  
Year-to-Date: 0  
Life-to-Date:   
Discounts Available:   
NSF

Number	Amount	Last Check Date
<a href="#">Year-to-Date</a>		
<a href="#">Life-to-Date</a>		

	Date	Amount
Last Invoice	02/01/2008	\$1,070.00
Last Payment	05/15/2008	\$100.00
First Invoice	11/30/2008	

OK

2. Enter the Average Days to Pay for the current year to date and life to date.

After a customer has paid his or her first invoice, the average days to pay (ADTP) is calculated based on the number of invoices a customer has, the time taken to pay the first invoice, and the time taken to pay the most recent invoice. The formula for calculating the average days to pay is:

$$\text{ADTP} = (\text{Current ADTP}) \times (\text{Number of Invoices}) + (\text{Number of Days Taken to Pay Most Recent Invoice}) / (\text{Number of Invoices} + 1)$$

The time it took to pay the first invoice would provide the initial value for the Current ADTP. Any later invoices paid by this customer will provide the values for the number of invoices and the number of days taken to pay the most recent invoice. The ADTP calculated on the customer's initial invoices then becomes the "Current ADTP." You can use this value when you recalculate the ADTP for later invoices.

3. Enter the information for any NSF (non-sufficient funds) payments from the customer for the current year to date and life to date.
4. Enter the last transaction information.
5. Choose OK to save the information in the Customer Credit Summary window and redisplay the Customer Summary window.
6. Choose Save in the Customer Summary window to save the card.





# Chapter 9: National accounts

You can create national accounts after you've added customer cards and completed other module setup activities.

This information is divided into the following sections:

- [\*National accounts overview\*](#)
- [\*National accounts options\*](#)
- [\*Adding a national account\*](#)
- [\*Deleting a national account\*](#)

## National accounts overview

A national account is a combination of related customers that make up a single organization. The parent customer is the controlling organization of the national account. This parent customer has child customers and is usually the customer that distributes payments on behalf of the child accounts.

A national account provides the ability to restrict payments for child customers, apply credit checking, place holds, and assess finance charges at a consolidated national account level. You also can pay the parent customer of a national account when creating a refund check for the child customer, depending on the options you select when you set up the national account using the National Accounts Maintenance window. Reports and inquiries throughout Receivables Management can provide consolidated information about the activity of a national account or provide details for an individual customer.

To become a member of a national account, a customer must meet the following criteria:

- The customer must be an open item customer.
- The customer can be part of only one national account, as a parent or as a child.

## National accounts options

Using the National Accounts Maintenance window, you can select options for a national account. These options provide the ability to enter cash receipts for child customers, apply credit checking, apply holds, and assess finance charges.

**Allow Receipts Entry for Children of the National Account** If marked, you can enter cash receipts for child customers of a national account. If unmarked, you can't enter cash receipts for child customers of a national account. You can always enter cash receipts for parent customers, however.

**Base Credit Check on Consolidated National Account** If marked, credit checks will be based on the Parent Customer ID's credit limits, and the current balance will be the sum of the parent and all the child accounts. If unmarked, credit checks will be completed on either the parent or child, depending on the customer a transaction is being entered for. Regardless of whether the option is marked, credit checking is completed as described for other customers, but the credit limit and current balance might be different from what you're expecting, if they were based on the consolidated national account. When you set up credit limits for national

account customers, you should decide whether to use this option and set credit limits accordingly.

**Apply Hold/Inactive Status of Parent Across National Account** If marked, the hold and inactive rules for the parent will be enforced for all child accounts. You won't be able to mark the parent customer ID in the national account inactive, if any child customers have unposted or open transactions. In addition, if this option is marked, changing the active status of a child customer has no effect on the parent. If unmarked, the hold and inactive rules for each customer will be enforced individually.

**Base Finance Charge on Consolidated National Account** If marked, finance charges will be assessed against the parent using consolidated balances from all customers associated with the national account. If unmarked, finance charges will be assessed against each customer individually.

**Default Parent's Vendor for Children's Refund Checks** If marked, the vendor assigned to the parent customer of a national account will be the recipient when you create a refund check for a child customer. This option will be available only if Refund Checks is registered.

## Adding a national account

Use the National Accounts Maintenance window to add new national accounts to your Receivables Management system and to add additional child customers to an existing national account.

### To add a national account:

1. Open the National Accounts Maintenance window.  
(Sales >> Cards >> National Accounts)

2. Enter or select a parent customer ID.
3. Mark options for the national account.
4. Add child customers. To add a range of customers, choose Select Children to open the Select Children window.

5. Print a National Accounts List (optional) for your records using File >> Print. Save the national account. If any child customers can't be added to the national account--that is, if the customer isn't an open item customer or belongs to another national account--the National Accounts Exception Report will be printed.
6. Choose Save to save the information and close the window.

## Deleting a national account

Use the National Accounts Maintenance window to delete a national account.

You can delete national accounts only if no apply information exists between the parent customer and any of its children. Before you delete a national account you must pay off the documents, move the transactions to history using the Paid Sales Transaction Removal window and remove history using the Remove Receivables Distribution History window. See [Removing transaction history](#) on page 189 and [Removing distribution history](#) on page 190 for more information.



*Deleting a national account doesn't remove the customers from your system; it only removes the national account designation.*

### To delete a national account:

1. Open the National Accounts Maintenance window.  
(Sales >> Cards >> National Accounts)
2. Enter or select a parent customer ID.
3. Select one of the following options:
  - To delete the entire national account, choose Delete. If any child customers can't be deleted--that is, if apply information exists between the parent customer and any of its children--the National Accounts Exception Report will be printed.
  - To delete a specific child customer from the scrolling window, select the child customer and choose Edit >> Delete Row.

If you have deleted specific child customers, and wish to have a new record of the account, print a National Accounts List (optional). Save the national account; if any child customers can't be deleted, the National Accounts Exception Report will be printed.





# Part 2: Transaction entry

This part of the documentation includes information about creating batches and entering various types of transactions, distributions, commissions, and cash receipts. This information includes the following topics:

- [Chapter 10, “Multicurrency transactions,”](#) explains the effects of using Multicurrency Management with Receivables Management.
- [Chapter 11, “Batches,”](#) explains how to use batches to group receivables documents.
- [Chapter 12, “Transaction entry,”](#) describes how to enter and print various types of transactions.
- [Chapter 13, “Scheduled payments,”](#) describes how to create, edit, and post payment schedules.
- [Chapter 14, “Taxes,”](#) explains taxes in Receivables Management.
- [Chapter 15, “Transaction distributions,”](#) describes how to allocate transaction amounts to posting accounts.
- [Chapter 16, “Commissions,”](#) explains how you can enter, edit, and split commissions for your salespeople.
- [Chapter 17, “Cash receipts,”](#) describes how to record payments received from customers.
- [Chapter 18, “Lockbox processing,”](#) explains how to import bank and payment processing center lockbox transactions automatically.

# Chapter 10: Multicurrency transactions

If you're using Multicurrency Management with Receivables Management, you can select the currency to enter on transactions.

This information is divided into the following sections:

- [\*Exchange rate and document date\*](#)
- [\*Multicurrency account distributions\*](#)

## Exchange rate and document date

If a transaction's currency ID is not in the functional currency, a rate type and associated exchange rate table are assigned to the transaction. The rate type you assigned to the selected customer is used; if one isn't assigned, the default rate type for the Sales series specified using the Multicurrency Setup window is used. You also can choose the currency expansion button to open the Exchange Rate Entry window to view or modify the default exchange rate.

The document date assigned to a transaction determines the exchange rate that is used, based on the currency ID and associated rate type entered for the transaction. Each time you change the document date on a multicurrency transaction, the system searches for a valid exchange rate. If a valid rate doesn't exist, you can enter an exchange rate using the Exchange Rate Entry window. If you entered a General Ledger posting date that's different from the document date, the exchange rate expiration date must be after the posting date.

## Multicurrency account distributions

For multicurrency transactions, distribution amounts are displayed in both the functional and originating currencies. However, you can change only the originating amounts.

When you're entering a multicurrency transaction, the originating debit and credit amounts must balance. If the functional equivalents don't balance, the difference is posted to a Rounding Difference account, and a distribution type of Round identifies the distribution amount in the Receivables Transaction Distribution Entry window.

**Example**

You entered an invoice in the euro currency, with a sale amount of 28,755.42 EUR, a trade discount of 586.84 EUR, and a discount available of 1544.33 EUR. The exchange rate is 1.0922. The distributions would be calculated as is described in the following table:

<b>Account</b>	<b>Euro debit</b>	<b>Euro credit</b>	<b>US dollars debit</b>	<b>US dollars credit</b>
Accounts Receivable	28,755.42 EUR		\$31,406.67	
Trade Discounts	586.84 EUR		\$640.95	
Discounts Available	1544.33 EUR		\$1686.72	
Sales		30,886.59 EUR		\$33,734.33
Totals	30,886.59 EUR	30,886.59 EUR	\$33,734.34	\$33,734.33
Rounding Difference				\$0.01
Totals	30,886.59 EUR	30,886.59 EUR	\$33,734.34	\$33,734.34



# Chapter 11: Batches

Use batches to group similar transactions during data entry and review them before posting at a later time. You can create both recurring and single-use batches. For example, you might create a recurring batch for all transactions you enter monthly. You can post the transactions at the appropriate time without having to reenter them.

Receivables batches have either Transaction Entry or Cash Receipts as their origin. Since batches can use only one origin, you can have batches with the same name, but different origins.

See [Chapter 12, “Transaction entry,”](#) for more information about entering transactions with the Transaction Entry origin. See [Chapter 17, “Cash receipts,”](#) for more information about entering transactions with the Cash Receipt origin.

You can enter only sales/invoices, debit memos, finance charges, service/repairs, and cash receipts in recurring batches. You must enter credit memos, returns, and warranties in single-use batches or post them individually.

This information is divided into the following sections:

- [Receivables batch approval workflow](#)
- [Creating a batch](#)
- [Modifying a batch](#)
- [Deleting a batch](#)

## Receivables batch approval workflow

If your company uses the Workflow feature among its business controls, batches might have to be approved before posting. The rules for approving batches can be defined to fit your organization’s needs. Multiple approvers might be required, or approval might not be required for batches with few transactions or small currency amounts. When a batch is ready to be approved, approvers can be notified and the batches can be approved, using Microsoft Outlook®, Microsoft Dynamics GP, or SharePoint®. After a batch is approved, it can be posted. For more information about Workflow, see the System Setup Guide (Help >> Printable Manuals >> select System >> select System Setup Guide) or the Workflow Administrator’s Guide (Help >> Printable Manuals >> select System >> select Workflow Administrator’s Guide).

Before you can use the batch approval workflow for Receivables Management, you must turn off the Require Batch Approval feature in Microsoft Dynamics GP. To do so, open the Posting Setup window (Administration >> Setup >> Posting >> Posting) and select the Sales series. Unmark the Require Batch Approval option for the Receivables Sales Entry and Receivables Cash Receipts origins.

## Creating a batch

Use the Receivables Batch Entry window to create a batch. Each transaction in a batch must have the same origin. Entering and posting transactions in batches lets you group similar transactions during data entry, and review them before posting at a later time.

**To create a batch:**

1. In the navigation pane, choose the Sales button, and then choose the Receivables Batches list.
2. In the New group, choose Batch to open the Receivables Batch Entry window.
3. Enter a batch ID, such as a combination of your initials and the date, to identify the batch.
4. Select a batch origin.
5. Enter a batch comment, such as a brief description of the transactions that will be entered in the batch.
6. If you chose Transaction Entry as your origin, select a frequency.
7. Enter a posting date. The default posting date is the user date, but you can change it if the batch should be posted on a different date. (This field is available only if Batch is selected in the Posting Date From field using the Posting Setup window.)

The posting date you enter here is the date the General Ledger files are updated. Your Receivables Management records are updated according to the date entered using the Receivables Transaction Entry or Cash Receipts Entry windows.

8. Select the checkbook ID to be affected by the transactions in this batch.
9. Enter any requirements for posting the batch, such as batch totals.
10. Save the batch or submit it for approval, if you are using Workflow.

When you've entered all the transactions for this batch, choose File >> Print to verify your entries with an edit list.

**Modifying a batch**

Use the Receivables Batch Entry window to correct an unposted batch. If the Require Batch Approval option in the Posting Setup window has been marked, transactions in batches must be verified by an administrator or someone who has been granted access to verify the transactions. If you approved a batch for posting, you can't edit it unless you unmark Approved in the Receivables Batch Entry window.

If you are using Workflow and the batch is pending approval, only the users that can approve batches can edit the batch. If you edit an approved batch or a batch that doesn't need approval, you must resubmit the batch to Workflow.

See [Correcting or deleting an unposted transaction](#) on page 162 for more information about correcting a transaction in a batch.

**To modify a batch:**

1. Open the Receivables Batch Entry window.  
(Sales >> Transactions >> Receivables Batches)
2. Enter or select a batch ID.
3. To correct the batch, replace the incorrect information with correct information.
4. Save your changes or resubmit the batch for approval, if you are using Workflow.

**To modify a batch using the action pane:**

1. In the navigation pane, choose the Sales button, and then choose the Receivables Batches list.
2. Mark a batch to modify.
3. in the Modify group, choose Edit to open the Receivables Batch Entry window.
4. To correct the batch, replace the incorrect information with correct information.
5. Save your changes or resubmit the batch for approval, if you are using Workflow.

**Deleting a batch**

Deleting a batch removes all transactions in the batch, as well. Recurring batches are deleted after the batch has been posted the number of times you specify in the Recurring Posting field of the Receivables Batch Entry window.

If the Require Batch Approval option in the Posting Setup window has been marked, transactions in batches must be verified by an administrator or someone who has been granted access to verify the transactions. If you approved a batch for posting, you can't delete it unless you unmark Approved in the Receivables Batch Entry window.

If you are using Workflow, you can't delete a batch that is pending approval.

**To delete a batch:**

1. Open the Receivables Batch Entry window.  
(Sales >> Transactions >> Receivables Batches)
2. Enter or select a batch ID.
3. To delete the batch, choose Delete.

**To delete a batch using the action pane:**

1. In the navigation pane, choose the Sales button, and then choose the Receivables Batches list.
2. Mark a batch or batches to delete.
3. Delete the batch.



## Chapter 12: Transaction entry

You can use the Receivables Transaction Entry window to enter sales/invoice, debit memo, finance charge, service/repair, warranty, credit memo, and return transactions. Posting journals are printed when transactions are posted only if you chose to print the appropriate posting journals using the Posting Setup window.

Cash receipts are recorded using the Cash Receipts Entry window. See [Chapter 17, "Cash receipts,"](#) for more information.



To include multicurrency information on the edit list or posting journal, open the Posting Setup window, select Sales in the Series field, select Transaction Entry in the Origin field, and mark Include Multicurrency Info.

This information is divided into the following sections:

- [Document date versus posting date](#)
- [Transaction entry document printing options](#)
- [Sending documents in e-mail from transaction entry](#)
- [National accounts customer transactions in Receivables Management](#)
- [Tax information printing options](#)
- [Entering a sales/invoice transaction](#)
- [Entering a debit memo](#)
- [Entering a finance charge](#)
- [Entering a service/repair transaction](#)
- [Entering a warranty transaction](#)
- [Entering a credit memo](#)
- [Entering a return receipt](#)
- [Updating a customer's e-mail information for a receivables transaction](#)
- [Entering Intrastat trade statistics](#)

### Document date versus posting date

The document date is the date shown in the Receivables Transaction Entry window. This is the date your Receivables Management records are updated.

The posting date is the date your General Ledger files are updated. The posting date either is assigned for the batch or you can enter it by choosing the expansion button in the Document Date field of the Receivables Transaction Entry window.

### Transaction entry document printing options

You can print the document displayed in the Receivables Transaction Entry window by choosing Print. The document is printed in the document format you selected using the Receivables Management Setup window. Change the document format by choosing another format from the Options menu. You can select Blank Paper, User-Defined 1, or User-Defined 2 as the document format. You also can print an alignment form from the Options menu.



The document is printed in the originating currency. You can't change the view between functional and originating currency in the Receivables Transaction Entry window.

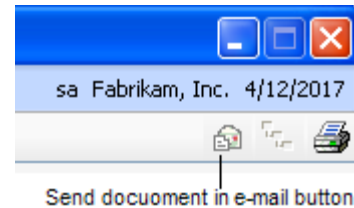
## Sending documents in e-mail from transaction entry

You can send the document displayed in the Receivables Transaction Entry window by choosing the Send document in e-mail button. The document is sent in the document format you selected using the Customer E-mail Options window. You can't send a document in e-mail if you chose User-Defined 1 or User-Defined 2 as the document format from the Options menu.

You can send documents in e-mail if the following conditions are met.

- The document type must be available for the customer to send in e-mail.
- The customer also must have a To, Cc, or Bcc address to receive documents in e-mail.

Whenever you see the Send document in e-mail button near the printer icon in the upper right area in the window, you can choose the button (shown below) to send the document in e-mail.



## National accounts customer transactions in Receivables Management

A national account provides the ability to restrict payments for child customers, apply credit checking, place holds, and assess finance charges at a consolidated national account level. You also can pay the vendor assigned to the parent customer of a national account when creating a refund check for the child customer, depending on the options you select when you set up the national account using the National Accounts Maintenance window.

If you have problems entering transactions for national account customers, check the status of the options in the National Accounts Maintenance window. See [Chapter 9, "National accounts,"](#) for more information.

## Tax information printing options

To print tax details on documents, mark Print Tax Details on Documents in the Receivables Management Setup window, and Print on Documents in the Tax Detail Maintenance window.

Depending on the document type you're entering, you can print a tax invoice or an adjustment note when you enter transactions. If tax is included with the document amounts, tax details are printed on the tax invoice or the adjustment note. To print a tax invoice or an adjustment note instead of the standard document, choose Options >> Print Tax Invoice or Print Adjustment Note. You can print these documents more than once.

To print documents that include taxes in the document amounts, choose Options >> Print Amounts Inclusive of Tax. When you choose this option, depending on the document you're entering, the sales, debit, warranty, finance charges, freight, and miscellaneous amounts include the tax associated with those amounts. The tax amount entered in the Tax field will be zero. If you don't select this option, tax amounts won't be included in the document amounts.

The Print Amounts Inclusive of Tax, Print Tax Invoice, and Print Adjustment Note menu options are available only if you marked Enable GST for Australia/New Zealand in the Company Setup Options window.

## Entering a sales/invoice transaction

Use the Receivables Transaction Entry window to record sales made to your customers. You can track cost and sale amounts, commissions, and freight, miscellaneous, and tax charges.

### To enter a sales/invoice transaction:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
2. In the New group or its overflow menu, choose Sales/Invoices to open the Receivables Transaction Entry window.
3. Sales/Invoices displays as the document type. The default document number is taken from the Receivables Setup Options window.

Enter a description that helps identify the sale/invoice. The description appears as the reference in the General Ledger Transaction Entry window, if you're posting to General Ledger with detail.

4. Enter or select a batch ID, and enter a document date. See [Document date versus posting date](#) on page 77 for more information.

If you are using Workflow and assign the transaction to an approved batch or a batch that doesn't need approval, you must resubmit the batch for approval. If you select a batch that is pending approval and you can't approve batches, you won't be able to enter transaction information.



In multicurrency transactions, the document date determines the exchange rate that is used, based on the currency ID and associated rate type that's entered for the transaction. See [Exchange rate and document date](#) on page 71 for more information.

5. Enter or select a customer ID and the customer's address ID. Default information entered on the customer cards appears.
6. Choose the Customer E-mail Detail Entry expansion button to open the Receivables E-mail Detail Entry window to update a customer's e-mail information for a transaction. See [Updating a customer's e-mail information for a receivables transaction](#) on page 89 for more information.

The document type to send in e-mail must be available for the customer before you can open the Receivables E-mail Detail Entry window.

7. Enter or select a salesperson ID and sales territory ID. This information is used when calculating commission amounts.
8. Enter or select a currency ID. See [Chapter 10, "Multicurrency transactions,"](#) for more information about how the currency ID affects the transaction.
9. Enter or select payment terms, a shipping method, and a tax schedule ID for the transaction. See [How taxes are calculated](#) on page 101 for more information.
10. Enter the transaction amounts: cost, sales, trade discount, freight, miscellaneous, and tax.

The trade discount is calculated if you entered a trade discount for the customer; you can change this amount. The tax for the sale is calculated automatically. If you change the tax amount, a window opens and you can edit the details for the new tax amount.

11. If the customer makes a payment at the time of the sale, enter the cash, check, or credit card payment amount. Another window opens and you can enter detailed information about the payment.

If the customer has payment terms that include a discount and a payment was made at the time of the sale, the discount amount appears in the Terms Disc Taken field.

12. To make changes to commission calculations, choose Commissions to open the Commissions Entry window. See [Editing a commission amount](#) on page 108 for more information.
13. To view or make changes to account distributions, choose Distribution to open the Sales Transaction Distribution Entry window.

Amounts are distributed to the accounts set up for the customer card. See [Modifying transaction distributions](#) on page 104 for more information.

Choose OK to return to the Receivables Transaction Entry window.

14. Print the document, send the document in e-mail, or both.

See [Transaction entry document printing options](#) on page 77 for more information.

15. Save or post the transaction.

## Entering a debit memo

Use the Receivables Transaction Entry window to record an increase to a customer's account for charges other than sales, such as consultation fees, special handling charges, or service contracts.

### To enter a debit memo:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
2. In the New group or its overflow menu, choose Debit Memo to open the Receivables Transaction Entry window.



3. Debit Memo displays as the document type. The default number is taken from the Receivables Setup Options window.

Enter a description that helps identify the debit memo. The description appears as the reference in the General Ledger Transaction Entry window, if you're posting to General Ledger with detail.

4. Enter or select a batch ID, and enter a document date.

If you are using Workflow and assign the transaction to an approved batch or a batch that doesn't need approval, you must resubmit the batch for approval. If you select a batch that is pending approval and you can't approve batches, you won't be able to enter transaction information.



In multicurrency transactions, the document date determines the exchange rate that is used, based on the currency ID and associated rate type that's entered for the transaction. See [Exchange rate and document date](#) on page 71 for more information.

5. Enter or select a customer ID and the customer's address ID. Default information entered on the customer cards appears.
6. Choose the Customer E-mail Detail Entry expansion button to open the Receivables E-mail Detail Entry window to update a customer's e-mail information for the transaction. See [Updating a customer's e-mail information for a receivables transaction](#) on page 89 for more information.

The document type to send in e-mail must be available for the customer before you can open the Receivables E-mail Detail Entry window.

7. Enter or select a currency ID. See [Chapter 10, "Multicurrency transactions,"](#) for more information about how the currency ID affects the transaction.
8. Enter the cost amount and the debit memo amount.
9. Enter or select payment terms for the transaction.
10. To make changes to commission calculations, choose Commissions to open the Commissions Entry window. See [Editing a commission amount](#) on page 108 for more information.

11. To make changes to account distributions, choose Distribution to open the Sales Transaction Distribution Entry window.

Amounts are distributed to the accounts set up for the customer. See [Modifying transaction distributions](#) on page 104 for more information.

Choose OK to return to the Receivables Transaction Entry window.

12. Print the document, send the document in e-mail, or both.

See [Transaction entry document printing options](#) on page 77 for more information.

13. Save or post the transaction.

## Entering a finance charge

Use the Receivables Transaction Entry window to enter finance charges to charge in addition to, or instead of, the usual monthly finance charge that's assessed to the customer's account.

### To enter a finance charge:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
2. In the New group or its overflow menu, choose Finance Charge to open the Receivables Transaction Entry window.
3. Finance Charge displays as the document type. The default number is taken from the Receivables Setup Options window.

Enter a description that helps identify the finance charge. The description appears as the reference in the General Ledger Transaction Entry window, if you're posting to General Ledger with detail.

4. Enter or select a batch ID, and enter a document date.

If you are using Workflow and assign the transaction to an approved batch or a batch that doesn't need approval, you must resubmit the batch for approval. If you select a batch that is pending approval and you can't approve batches, you won't be able to enter transaction information.



In multicurrency transactions, the document date determines the exchange rate that is used, based on the currency ID and associated rate type that's entered for the transaction. See [Exchange rate and document date](#) on page 71 for more information.

5. Enter or select a customer ID and the customer's address ID. Default information entered on the customer card appears.
6. Choose the Customer E-mail Detail Entry expansion button to open the Receivables E-mail Detail Entry window to update a customer's e-mail information for the transaction. See [Updating a customer's e-mail information for a receivables transaction](#) on page 89 for more information.

The document type to send in e-mail must be available for the customer before you can open the Receivables E-mail Detail Entry window.

7. Enter or select a currency ID. See [Chapter 10, "Multicurrency transactions,"](#) for more information about how the currency ID affects the transaction.
8. Enter the finance charge amount.
9. If the customer makes a payment at the time of transaction entry, enter the payment amount in the Cash, Check, or Credit Card fields. Another window opens and you can enter detailed information about the payment.
10. To make changes to account distributions, choose Distribution to open the Sales Transaction Distribution Entry window.

Amounts are distributed to the accounts set up for the customer. See [Modifying transaction distributions](#) on page 104 for more information.

Choose OK to return to the Receivables Transaction Entry window.

11. Print the document, send the document in e-mail, or both.

See [Transaction entry document printing options](#) on page 77 for more information.

12. Save or post the transaction.

## Entering a service/repair transaction

Use the Receivables Transaction Entry window to enter charges for a service or repair that's not covered by warranty.

### To enter a service/repair transaction:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
2. In the New group or its overflow menu, choose Service/Repairs to open the Receivables Transaction Entry window.
3. Service/Repairs displays as the document type. The default number is taken from the Receivables Setup Options window.

Enter a description that helps identify the service/repair transaction. The description appears as the reference in the General Ledger Transaction Entry window, if you're posting to General Ledger with detail.

4. Enter or select a batch ID, and enter a document date.

If you are using Workflow and assign the transaction to an approved batch or a batch that doesn't need approval, you must resubmit the batch for approval. If you select a batch that is pending approval and you can't approve batches, you won't be able to enter transaction information.



In multicurrency transactions, the document date determines the exchange rate that is used, based on the currency ID and associated rate type that's entered for the transaction. See [Exchange rate and document date](#) on page 71 for more information.

5. Enter or select a customer ID and the customer's address ID. Default information entered on the customer card appears.
6. Choose the Customer E-mail Detail Entry expansion button to open the Receivables E-mail Detail Entry window to update a customer's e-mail information for the transaction. See [Updating a customer's e-mail information for a receivables transaction](#) on page 89 for more information.

The document type to send in e-mail must be available for the customer before you can open the Receivables E-mail Detail Entry window.

7. Enter or select a salesperson ID and sales territory ID. This information is used when calculating commission amounts.

8. Enter or select a currency ID. See [Chapter 10, “Multicurrency transactions,”](#) for more information about how the currency ID affects the transaction.
9. Enter or select payment terms, a shipping method, and a tax schedule ID for the transaction. See [How taxes are calculated](#) on page 101 for more information.
10. Enter the transaction amounts: cost, sales, trade discount, freight, miscellaneous, and tax.

The trade discount is calculated if you entered a trade discount for the customer; you can change this amount. The tax for the service/repair is calculated automatically. If you change the tax amount, a window opens and you can edit the details for the new tax amount.

11. If the customer makes a payment at the time of the sale of the service/repair, enter the cash, check, or credit card payment amount. Another window opens and you can enter detailed information about the payment.

If the customer has payment terms that include a discount and a payment was made at the time of the sale of the service/repair, the discount amount appears in the Terms Disc Taken field.

12. To make changes to commission calculations, choose Commissions to open the Commissions Entry window. See [Editing a commission amount](#) on page 108 for more information.
13. To make changes to account distributions, choose Distribution to open the Sales Transaction Distribution Entry window. Amounts are distributed to the accounts set up for the customer. See [Modifying transaction distributions](#) on page 104 for more information.

Choose OK to return to the Receivables Transaction Entry window.

14. Print the document, send the document in e-mail, or both.

See [Transaction entry document printing options](#) on page 77 for more information.

15. Save or post the transaction.

## Entering a warranty transaction

Use the Receivables Transaction Entry window to record a service or repair that’s covered by a warranty, and that won’t affect the customer’s balance. This record can then be used either as a basis to bill the manufacturer offering the warranty, or to record the expense incurred by your company in offering the warranty.

You can enter warranty transactions individually or in single-use batches, but you can’t enter them in recurring batches.

### To enter a warranty transaction:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
2. In the New group or its overflow menu, choose Warranty to open the Receivables Transaction Entry window.

3. Warranty displays as the document type. The default number is taken from the Receivables Setup Options window.

Enter a description that helps identify the warranty transaction. The description appears as the reference in the General Ledger Transaction Entry window, if you're posting to General Ledger with detail.

4. Enter or select a batch ID, and enter a document date.

If you are using Workflow and assign the transaction to an approved batch or a batch that doesn't need approval, you must resubmit the batch for approval. If you select a batch that is pending approval and you can't approve batches, you won't be able to enter transaction information.



In multicurrency transactions, the document date determines the exchange rate that is used, based on the currency ID and associated rate type that's entered for the transaction. See [Exchange rate and document date](#) on page 71 for more information.

5. Enter or select a customer ID and the customer's address ID. Default information entered on the customer card appears.
6. Choose the Customer E-mail Detail Entry expansion button to open the Receivables E-mail Detail Entry window to update a customer's e-mail information for the transaction. See [Updating a customer's e-mail information for a receivables transaction](#) on page 89 for more information.

The document type to send in e-mail must be available for the customer before you can open the Receivables E-mail Detail Entry window.

7. Enter or select a currency ID. See [Chapter 10, "Multicurrency transactions,"](#) for more information about how the currency ID affects the transaction.
8. Enter your cost amount and the warranty amount. The On Account field remains at zero, because this transaction doesn't affect the customer's balance.
9. To make changes to account distributions, choose Distribution to open the Sales Transaction Distribution Entry window. Amounts are distributed to the accounts set up for the customer. See [Modifying transaction distributions](#) on page 104 for more information.

Choose OK to return to the Receivables Transaction Entry window.

10. Print the document, send the document in e-mail, or both.

See [Transaction entry document printing options](#) on page 77 for more information.

11. Save or post the transaction.

## Entering a credit memo

Use the Receivables Transaction Entry window to record a decrease in a customer's account balance, such as a one-time incentive, or a deduction on a freight charge for goods that didn't arrive when scheduled. You can apply a credit memo to sales/invoice, debit memo, finance charge, and service/repair transactions.

You can enter credit memo transactions individually or in single-use batches, but you can't enter them in recurring batches.

### To enter a credit memo:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
2. In the New group or its overflow menu, choose Credit Memo to open the Receivables Transaction Entry window.
3. Credit Memo displays as the document type. The default number is taken from the Receivables Setup Options window.

Enter a description that helps identify the credit memo. The description appears as the reference in the General Ledger Transaction Entry window, if you're posting to General Ledger with detail.

4. Enter or select a batch ID, and enter a document date.

If you are using Workflow and assign the transaction to an approved batch or a batch that doesn't need approval, you must resubmit the batch for approval. If you select a batch that is pending approval and you can't approve batches, you won't be able to enter transaction information.



In multicurrency transactions, the document date determines the exchange rate that is used, based on the currency ID and associated rate type that's entered for the transaction. See [Exchange rate and document date](#) on page 71 for more information.

5. Enter or select a customer ID and the customer's address ID. Default information entered on the customer card appears.
6. Choose the Customer E-mail Detail Entry expansion button to open the Receivables E-mail Detail Entry window to update a customer's e-mail information for the transaction. See [Updating a customer's e-mail information for a receivables transaction](#) on page 89 for more information.

The document type to send in e-mail must be available for the customer before you can open the Receivables E-mail Detail Entry window.

7. Enter or select a currency ID. See [Chapter 10, "Multicurrency transactions,"](#) for more information about how the currency ID affects the transaction.
8. Enter your cost amount and the credit memo amount. Enter any freight or miscellaneous charges, as necessary.
9. Apply the credit memo. Choose Apply to open the Apply Sales Documents window, then choose one of the following apply options:
  - To automatically apply the credit memo, choose Auto Apply. The credit memo is applied to as many documents as the amount of the credit memo allows. The order documents are applied in is specified using the Receivables Management Setup window.
  - To apply the credit memo to specific documents, mark each transaction to apply the credit memo to and choose OK. You can divide the credit memo

among several documents by marking it and changing the amount in the Apply Amount field.



If you're entering a multicurrency transaction, you can't apply a credit memo. You must post these documents before you can apply them.

See [Chapter 20, "Applying,"](#) for more information about applying transactions.

- To make changes to account distributions, choose Distribution to open the Sales Transaction Distribution Entry window.

Amounts for credit memos are reversed. Amounts are distributed to the accounts set up for the customer. See [Modifying transaction distributions](#) on page 104 for more information.

Choose OK to return to the Receivables Transaction Entry window.

- Print the document, send the document in e-mail, or both.

See [Transaction entry document printing options](#) on page 77 for more information.

- Save or post the transaction.

## Entering a return receipt

Use the Receivables Transaction Entry window to record the return of a product that decreases the balance of a customer's account. You also can record a refund of the sale on a return.

You can enter return transactions individually or in single-use batches, but you can't enter them in recurring batches.

### To enter a return receipt:

- In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
- In the New group or its overflow menu, choose Return to open the Receivables Transaction Entry window.
- Return displays as the document type. The default number is taken from the Receivables Setup Options window.

Enter a description that helps identify the return. The description appears as the reference in the General Ledger Transaction Entry window, if you're posting to General Ledger with detail.

- Enter or select a batch ID, and enter a document date.

If you are using Workflow and assign the transaction to an approved batch or a batch that doesn't need approval, you must resubmit the batch for approval. If you select a batch that is pending approval and you can't approve batches, you won't be able to enter transaction information.



In multicurrency transactions, the document date determines the exchange rate that is used, based on the currency ID and associated rate type that's entered for

the transaction. See [Exchange rate and document date](#) on page 71 for more information.

5. Enter or select a customer ID and the customer's address ID. Default information entered on the customer card appears.
6. Choose the Customer E-mail Detail Entry expansion button to open the Receivables E-mail Detail Entry window to update a customer's e-mail information for the transaction. See [Updating a customer's e-mail information for a receivables transaction](#) on page 89 for more information.

The document type to send in e-mail must be available for the customer before you can open the Receivables E-mail Detail Entry window.

7. Enter or select a salesperson ID and sales territory ID. This information is used when reversing commission amounts. If you don't want to reverse the commissions on the return, don't enter a salesperson ID.
8. Enter or select a currency ID. See [Chapter 10, "Multicurrency transactions,"](#) for more information about how the currency ID affects the transaction.
9. Enter or select a shipping method and tax schedule ID. See [How taxes are calculated](#) on page 101 for more information.
10. Enter your cost amount and the return amount, and enter any freight or miscellaneous charges, if necessary. The tax for the return is calculated.

If you're returning cash to the customer, enter the amount in the Cash field. The Receivables Cash Entry window opens and you can enter detailed information.

If you're not returning cash, leave these fields blank. The amount is recorded on account.

To make changes to commission calculations, choose Commissions to open the Commissions Entry window. See [Entering commission information](#) on page 107 for more information.

11. Apply the return. Choose Apply to open the Apply Sales Documents window, then choose one of the following apply options:
  - To automatically apply the return, choose Auto Apply. The return is applied to as many documents as the amount of the return allows. The order documents are applied in is specified using the Receivables Management Setup window.
  - To apply the return to specific documents, mark each transaction to apply the return to and choose OK. You can divide the return among several documents by marking them and changing the amount in the Apply Amount field.



If you're entering a multicurrency transaction, you can't apply a return. You must post these documents before you can apply them.

See [Chapter 20, "Applying,"](#) for more information about applying transactions.



12. To make changes to account distributions, choose Distribution to open the Sales Transaction Distribution Entry window.

See [Modifying transaction distributions](#) on page 104 for more information.

Choose OK to return to the Receivables Transaction Entry window.

13. Print the document, send the document in e-mail, or both.

Choose Print. See [Transaction entry document printing options](#) on page 77 for more information.

14. Save or post the transaction.

## Updating a customer's e-mail information for a receivables transaction

Use the Receivables E-mail Detail Entry window to update a customer's e-mail information for a transaction. The changes you enter in this window will affect only the current transaction. To make permanent changes to the customer record for e-mail settings, use the Customer E-mail Options window.

You can change the subject, message ID, and message if the Allow Update of E-mail at Entry option in the Sales E-mail Setup window is marked. You can update the reply to address if the Changing 'Reply to' Address option in the Sales E-mail Setup window is marked.

### To update customer's e-mail information for a receivables transaction:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
2. In the New group or its overflow menu, choose a document type to open the Receivables Transaction Entry window.
3. Enter or select a customer ID.

- Choose the E-mail Detail Entry expansion button to open the Receivables E-mail Detail Entry window.

- Enter a To, Cc, or Bcc address to send the transaction in e-mail. You must enter at least one e-mail address to send transactions in e-mail.

The e-mail addresses displayed in the window are assigned to the address you entered on the transaction. You can update the To, Cc, and Bcc e-mail addresses, if applicable.

- Enter or select a message ID if you want to use a predefined message.
- Enter a subject line for the message. If you don't enter a subject for the message, the document number of the transaction you are sending is used.
- Edit the message that will appear in the e-mail when sending the transaction.
- Update the address that a customer can use to send a reply e-mail.
- Choose OK to save your changes.

Choose Default to restore the default e-mail settings entered for the customer in the Customer E-mail Options window.

## Entering Intrastat trade statistics

Intrastat is the system for collecting statistics on the trade of goods between European Union (EU) countries/regions. Intrastat statistics are required for all items either bought from EU vendors or sold to EU customers, and must be provided on a monthly basis. Requirements for Intrastat are similar in all EU countries/regions. The government uses these statistics as an economic indicator.

Use the Receivables Intrastat Entry window to enter the information required to create the Intrastat Trade Report, which you submit to your government, and the EU Sales List, which displays cumulative goods value totals by each vendor or customer tax registration number. You can enter Intrastat statistics for each line

item. To print the Intrastat Trade Report, use the Company Taxes Reports window or the Company Tax Report Options window.

If Intrastat information was entered for the customer’s primary address ID, that information appears in this window. You can change Intrastat information for an individual transaction.



*You can enter Intrastat statistics only if you marked to enable Intrastat tracking using the Company Setup Options window.*

**To enter Intrastat trade statistics:**

1. Open the Receivables Transaction Entry window.  
(Sales >> Transactions >> Transaction Entry)
2. Enter the transaction, including the customer ID and the goods value. Be sure the EU Transaction option is marked. If the country code that was assigned to the customer’s shipping address is designated an EU country/region, this option is marked automatically.
3. Choose Intrastat to open the Receivables Intrastat Entry window.

4. Enter an item number in the Item field.
5. Enter Intrastat information or change the default entries, if necessary.

The Country of Origin field will contain a default entry if this information was specified in the item information. If it was not specified, this field will be blank.

6. In the Net Unit Mass field, enter the weight of the goods in kilograms.

If the transaction originated in Invoicing or Sales Order Processing, the item’s shipping weight—from the Item Maintenance window—is displayed. You can change this information.

7. Enter the quantity of the goods being sold.

The Line Mass field displays the total mass per item and is calculated when you press TAB on the Quantity field. The line mass total is equal to the amount in the Unit Mass field multiplied by the amount in the Quantity field.

Enter a supplementary units amount, if applicable. The supplementary units amount is simply a second quantity. Supplementary unit amounts are required by the EU Combined Nomenclature for certain goods.

8. In the Traders Reference field, enter a reference code, such as an invoice or dispatch number, or any other information that identifies the transaction.
9. Choose Save to save the record. Close the window to return to the Receivables Transaction Entry window.

# Chapter 13: Scheduled payments

Customers who make large purchases, or who make purchases that are delivered over time, might want to spread payments out over time. This chapter describes options for setting up payment schedules.



*Scheduled payments are available only for businesses in North America.*

This information is divided into the following sections:

- [Scheduled payments overview](#)
- [Scheduled payments distributions](#)
- [Creating payment schedules](#)
- [Viewing amortization schedules](#)
- [Posting Receivables scheduled payments](#)
- [Deleting unposted payment schedules](#)
- [Editing posted payment schedules](#)
- [Voiding posted payment schedules](#)

## Scheduled payments overview

You can choose the interest rate, payment frequency, and other information when you create a payment schedule, and you can create a payment schedule using any posted document. Payment schedules are created from documents. Payment schedules may vary based on the customer or the kind of goods or services that are being purchased. You can edit any information on unposted payment schedules, as well as the interest and number of payments for posted payment schedules.

You can create scheduled payments for customers who want to spread payments out over time. You'll use the Receivables Scheduled Payments Entry window to create a scheduled payment from a posted sales/invoice, debit memo, or service/repair document. You can choose the interest rate, payment frequency, and other information when you create a scheduled payment. When you post a scheduled payment, a credit memo is created for the remaining amount on the original document. The credit memo is applied automatically to the original document and a series of scheduled invoices, installments of the scheduled payment, are created to replace the original document.

Next, you'll use the Post Receivables Scheduled Payments window to post each individual scheduled payment transaction. For example, if you created a scheduled payment for monthly payments for a customer, each month you would post an individual scheduled invoice to reflect the amount that is owed by the customer.

When the customer sends a payment, you'll enter a cash receipt using the Cash Receipts Entry window. You can apply the cash receipt to the scheduled payment as you enter the cash receipt or after posting the cash receipt. The customer may add a principal payment, which is an extra amount to apply toward the principal balance.

If a principal payment amount is included in the cash receipt, you can apply that amount to the remaining principal balance on the scheduled payment. The scheduled payment will be re-amortized after posting the payment. For more information about applying a principal payment, see [Applying a principal payment to a scheduled payment](#) on page 135.

You can use the Receivables Amortization Schedule window to view a payment schedule’s amortization schedule. Amortization is the process of repayment with periodic payments of both principal and interest calculated to pay off the loan at the end of a fixed period of time.

### Scheduled payments distributions

When you create payment schedules, you select specific accounts to distribute the interest and principal portions between. The following chart shows what accounts to use and how they are debited and credited.

Account	Debit	Credit
Accounts Receivable posting account	Debited with the scheduled payment amount, including principal and interest, when an individual payment is posted using the Post Receivables Scheduled Payments window. Debited with a principal payment amount when the principal payment is posted using the Cash Receipts Entry window or the Apply Sales Documents window.	Credited with the total schedule amount, not including interest, when the payment schedule is posted using the Receivables Scheduled Payments Entry window.
Receivables Offset posting account	Debited with the total schedule amount, not including interest, when the payment schedule is posted using the Receivables Scheduled Payments Entry window.	Credited with the scheduled payment amount, not including interest, when an individual payment is posted using the Post Receivables Scheduled Payments window. Credited with a principal payment amount when the principal payment is posted using the Cash Receipts Entry window or the Apply Sales Documents window.
Interest Income posting account	This account is not debited when you post a payment schedule.	Credited with the interest portion of the scheduled payment amount when an individual payment is posted using the Post Receivables Scheduled Payments window.

For example, if you use the Receivables Scheduled Payments Entry window (Sales >> Transactions >> Scheduled Payments) to enter a scheduled payment with a schedule amount of \$2,400.00 using 10% simple interest and 12 monthly payments, the amount due each month is \$220.00.

When you post the payment schedule, your accounts will be updated using the following debits and credits.

Account	Debit	Credit
Accounts Receivable		\$2,400.00
Receivables Offset	\$2,400.00	

When you use the Post Receivables Scheduled Payments window (Sales >> Routines >> Post Scheduled Payments) to post one of the 12 individual payments for \$220.00, your accounts will be updated using the following debits and credits.

Account	Debit	Credit
Accounts Receivable	\$220.00	
Receivables Offset		\$200.00
Interest Income		\$20.00

When you receive payment from the customer for \$220.00 and use the Cash Receipts Entry window (Sales >> Transactions >> Cash Receipts) to enter the cash receipt, your accounts will be updated using the following debits and credits.

Account	Debit	Credit
Accounts Receivable		\$220
Cash	\$220	

If the customer added an extra \$50.00 to the \$220.00 payment to apply towards the remaining principal balance on the scheduled payment, your accounts will be updated using the following debits and credits.

Account	Debit	Credit
Accounts Receivable		\$270
Cash	\$270	
Accounts Receivable	\$50	
Receivables Offset		\$50

## Creating payment schedules

Use the Receivables Scheduled Payments Entry window to enter payment schedules. When you are creating a payment schedule, the information from the original invoice will appear in several fields in the window.

### To create a payment schedule:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transaction list.

- In the New group or its overflow menu, choose Scheduled Payments to open the Receivables Scheduled Payments Entry window.

- Enter a schedule number and description.
- Select the original document number. Default entries will appear in multiple fields in this window after you have selected an invoice or a debit memo.
- Verify the date in the Schedule Document Date field. The default entry comes from the original invoice and is the General Ledger posting date.
- Enter the schedule amount. The default entry in this field is the total schedule amount, and it is equal to the amount remaining on the original invoice.
- Mark either compound or simple interest. Enter the rate in the Schedule Interest Rate field. For zero-interest loans, enter 0%.



*Simple interest is calculated from the first payment rather than the schedule date. If a payment schedule is created from an existing invoice, the interest is calculated from the date of the original invoice.*

- Enter the number of payments for the payment schedule.
- Enter or select the payment frequency. This field is used to define how often payments will be made.
- Select the dates, and verify and enter the accounts for the payment schedule. The default entries are from the original document.
- Choose the Calculate button to create an amortization schedule.
- Choose Save to save the payment schedule or Post to post it.

If you post the transaction, the Receivables Scheduled Payments Posting Journal, Receivables Posting Journal, Distribution Breakdown Register - Detail, and Distribution Breakdown Register - Summary will print when you close the window.



## Viewing amortization schedules

Amortization schedules are created when you choose the Calculate button in the Receivables Scheduled Payments Entry window. You can view any unposted invoice within a payment schedule in the Receivables Amortization Schedule window. Posted invoices within a payment schedule can be viewed only by printing the Receivables Amortization Schedule Report.

### To view an amortization schedule:

1. Open the Receivables Scheduled Payments Entry window.  
(Sales >> Transactions >> Scheduled Payments)
2. Enter or select a schedule number.
3. Choose Amortization to open the Receivables Amortization Schedule window.

Payment	Due Date	Payment Amount	Principal	Interest	Principal Balance

If there is no interest, you can edit the Due Date and Payment Amount fields by entering the appropriate information in those fields.

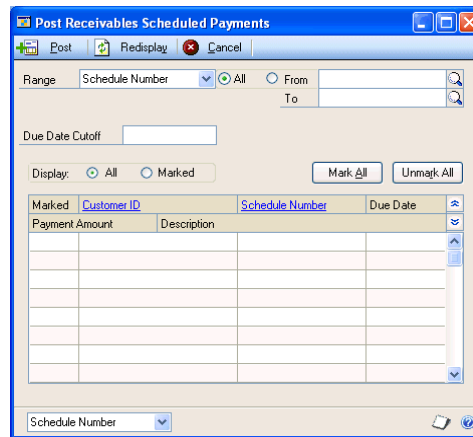
4. Choose OK to save the changes.

## Posting Receivables scheduled payments

Use the Post Receivables Scheduled Payments window to post payments. You can post payments individually or many at one time.

**To post a Receivables scheduled payment:**

1. Open the Post Receivables Scheduled Payments window.  
(Sales >> Routines >> Post Scheduled Payments)



2. Select Customer ID or Schedule Number.
3. Mark All to view all scheduled payments or enter range restrictions to post a subset of the available schedule.
4. You can enter a date in the Due Date Cutoff field to restrict the scheduled payments displayed in the scrolling window to those entered prior to the cut off date.
5. Choose Display All or Marked. Choosing Marked will limit those payments to ones that were marked, and choosing All will show both marked and unmarked payments within the selected range.
6. Select Schedule Number or Customer ID from the Sort by dropdown list.
7. Mark the documents individually if you want to post only specific payments. If you want to post all the payments, you can choose the Mark All option.
8. Choose Post to post the marked payments.
9. Close the window. If you chose to post the marked payments, the Receivables Posting Journal, Distribution Breakdown Register - Detailed, and Distribution Breakdown Register - Summary will print.

**Deleting unposted payment schedules**

Use the Receivables Scheduled Payments Entry window to delete unposted payment schedules. Posted schedules can't be deleted.

**To delete an unposted payment schedule:**

1. Open the Receivables Scheduled Payments Entry window.  
(Sales >> Transactions >> Scheduled Payments)
2. Select a payment schedule.

3. Choose Delete.
4. A message will ask you to confirm the removal of the payment schedule you're deleting; choose Yes.

## Editing posted payment schedules

You only edit the individual due dates and payment amounts if there is no interest applied to a payment schedule.

### To edit a posted payment schedule:

1. Open the Receivables Scheduled Payments Entry window.  
(Sales >> Transactions >> Scheduled Payments)
2. Select or enter a schedule number.
3. Enter the interest rate and payment amounts for a posted payment schedule with interest. If there is no interest, you can also edit the due date and payment amount.
4. Choose OK to save the changes.

## Voiding posted payment schedules

Posted payment schedules are permanent. If you want to void a payment schedule, you must post all of the invoices and void each invoice individually. If there are many payments, you can choose to change the number of payments to one, and then you can void a single invoice.

### To void a posted payment schedule:

1. Open the Receivables Scheduled Payments Entry window.  
(Sales >> Transactions >> Scheduled Payments)
2. Select or enter a schedule number.
3. Enter 1 as the number of payments.
4. Choose Post to create an open invoice that can be voided.
5. Void each invoice.

Refer to [Chapter 23, "Transaction maintenance,"](#) for further information on voiding posted transactions.

6. After you have posted and voided all the individual invoices, you can void the payment schedule.



## Chapter 14: Taxes

Use the Receivables Tax Entry window to add, change, delete, or view tax amounts calculated on a transaction. Taxes for sales/invoices, service/repairs, and returns documents are calculated based on tax schedules and shipping information. See the System Setup documentation (Help >> Printable Manuals) for more information about setting up tax schedules and how taxes are calculated.

This information is divided into the following sections:

- [\*How taxes are calculated\*](#)
- [\*How to prevent taxes from being calculated\*](#)
- [\*Distributing tax amounts to details\*](#)

### How taxes are calculated

The shipping method assigned to a transaction affects how taxes for a transaction are calculated, if your system is set up to use the shipping method in tax calculations. Taxes are calculated using the tax rates at the point of exchange. If the shipping method chosen requires you to deliver the merchandise to the customer, the tax schedule assigned to the customer is used. The tax schedule specified using the Receivables Setup Options window is then compared with the tax schedule in the Receivables Transaction Entry window. Taxes are calculated for any sales tax details found in both schedules.

If the shipping method requires the customer to pick up the merchandise from you, the tax schedule assigned to your company is used. The tax schedule specified using Receivables Setup Options window is then compared with the tax schedule in the Receivables Transaction Entry window. Taxes are calculated for any sales tax details that are found in both schedules.

### How to prevent taxes from being calculated

To avoid calculating taxes on a particular transaction, clear the Tax Schedule ID field in the Receivables Transaction Entry window. If you already calculated tax amounts for a transaction, these amounts are cleared if you clear the Tax Schedule ID field. The tax schedule is cleared only for that transaction.

To avoid calculating taxes on all transactions for a particular customer or customer class, delete the tax schedule from the customer card using the Customer Maintenance window, or from the customer class card using the Customer Class Maintenance window.

### Distributing tax amounts to details

Use the Receivables Tax Entry window to enter tax information for the document you selected in the Receivables Transaction Entry window. A tax amount is calculated and distributed when you enter a transaction using the Receivables Transaction Entry window. This tax amount is then distributed to the posting account assigned to the tax detail. However, you can edit the tax amount and the distributions. You don't have to distribute the tax amount to tax details.

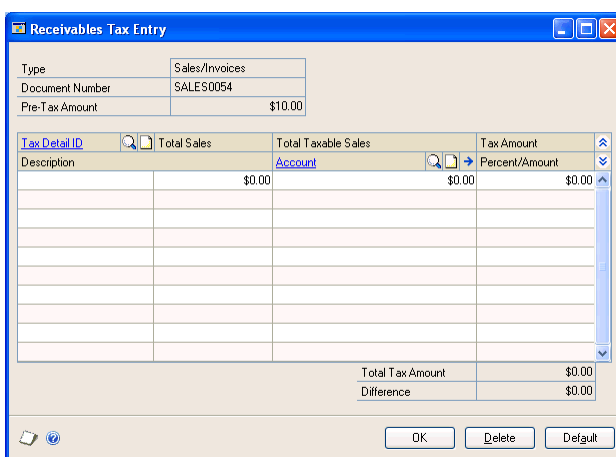
Tax details in common between the customer tax schedule and the default tax schedule for the transaction are used to calculate tax. Only the first common tax detail is calculated. The default entry for all other details is zero. Because the details

sort in alphanumeric order, you should name them so they sort in the order you want.

Sometimes a sale includes items that are exempt from input or output tax. You still must assign a tax detail to exempt items. If necessary, you can use the Tax Detail Maintenance window to set up appropriate details for tax-exempt transactions. See the System Setup documentation (Help >> Printable Manuals) for more information about setting up tax details.

**To distribute tax amounts to details:**

1. Open the Receivables Transaction Entry window.  
(Sales >> Transactions >> Transaction Entry)
2. Enter or select a transaction.
3. Enter a tax amount in the Tax field and choose the Tax expansion button to open the Receivables Tax Entry window.



4. Enter or select a tax detail ID.
5. View or change the total sales, the total taxable sales, and the tax calculated on the sales.
6. Enter or select a posting account for the tax. The tax amount for the detail is posted to the account.

To delete a tax detail, select the row containing the detail to delete and choose Edit >> Delete Row. To delete all the tax distributions, choose Delete.

7. Continue entering tax details until your tax is fully distributed.



To distribute taxes to multiple accounts, change the default amount in the scrolling window and enter another tax detail and tax amount in the next available line.

8. Choose OK to save your entries. Continue entering the transaction.

# Chapter 15: Transaction distributions

Use the Sales Transaction Distribution Entry window to allocate transaction amounts to posting accounts. Transaction amounts are distributed to the posting accounts you assigned using the Customer Account Maintenance window when setting up customer cards. If you didn't assign the accounts when setting up customer cards, the accounts you assigned using the Posting Accounts Setup window are used instead.

This information is divided into the following sections:

- [\*Separate payment distributions\*](#)
- [\*Trade discount and sales distribution mergers\*](#)
- [\*Modifying transaction distributions\*](#)
- [\*Unit account distributions\*](#)

## Separate payment distributions

If you marked the Separate Payment Distributions option in the Company Setup Options window, document and payment distributions entered on the same transaction will be separated as if the document and payment were entered as separate transactions. You can enter multiple distributions with the same distribution type and account using the distribution entry window. This option applies to sales/invoices, debit memos, finance charges, services/repairs, and returns. You also can use the Cash Receipts Distribution Entry window to distribute to more than one Cash account. Use the Sales Transaction Distribution Entry window to distribute amounts among several Sales accounts.

### Example

You entered a sales transaction of \$100.00 with a cash payment of \$20.00. If you marked the Separate Payment Distributions option, the transaction would be distributed as in the following table:

Account	Debit	Credit
Account A SALES		\$100
Account B CASH	\$20	
Account C RECV	\$100	
Account C RECV		\$20

If you didn't mark the Separate Payment Distributions option, distributions of the same type and with the same account number are combined.

Account	Debit	Credit
Account A SALES		\$100
Account B CASH	\$20	
Account C RECV	\$80	

## Trade discount and sales distribution mergers

If you marked Merge Trade Discount and Markdown Distributions in Sales in the Company Setup Options window, the trade discount distributions are merged with the sales distribution for all document types in Receivables Management.

### Example

You entered a sales transaction of \$100.00 with a trade discount of \$15.00. If you marked Merge Trade Discount and Markdown Distributions in Sales, the trade discount distributions are merged as in the following table:

Account	Debit	Credit
Account A SALES		\$85
Account C RECV	\$85	

If you didn't mark Merge Trade Discount and Markdown Distributions in Sales, the trade discount distributions are separated from the sales distribution, as in the following table:

Account	Debit	Credit
Account A SALES		\$100
Account B TRADE	\$15	
Account C RECV	\$85	

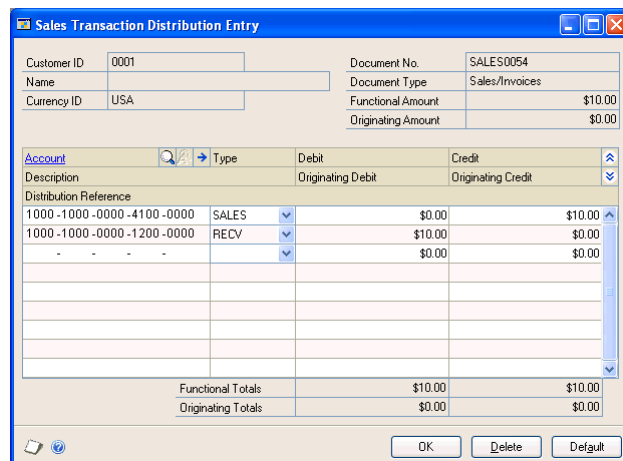
## Modifying transaction distributions

Transaction amounts are distributed to the posting accounts you assigned using the Customer Account Maintenance window. If you need to modify how a transaction is distributed, use the Sales Transaction Distribution Entry window.

If you marked the Calculate Tax Rebates option in the Company Setup Options window and a terms discount or writeoff is taken, additional distributions are generated for tax rebates for each tax associated with the sale.

### To modify transaction distributions:

1. Open the Receivables Transaction Entry window.  
(Sales >> Transactions >> Transaction Entry)
2. Select a document type.
3. Enter or select the document to modify distributions for.
4. Choose Distribution to open the Sales Transaction Distribution Entry window.





5. The scrolling window displays the distributions that were entered based on the posting accounts assigned to the customer card. You can change the debit or credit amounts for any of the accounts.
6. To add a distribution account, delete a distribution account, or restore the default distributions, choose the following options:
  - To add a distribution account, choose Edit >> Insert Row, or place the pointer in the next available row in the scrolling window. Enter or select the account to add. Select the distribution type and enter the distribution amount.
  - To delete a distribution account, select the account and choose Edit >> Delete Row.
  - To use the original distributions, choose Default.
7. Choose OK to save your changes. The Receivables Transaction Entry window is redisplayed.

## Unit account distributions

Distribute amounts to unit accounts to record non-financial sales information. For example, to track square footage, you can distribute amounts to unit accounts by selecting Unit as the distribution type, and entering a debit or credit amount. If you enter a credit amount, the balance of the unit account is decreased; if you enter a debit amount, the balance of the unit account is increased. The amounts distributed to unit accounts aren't reflected in the distribution totals.



# Chapter 16: Commissions

A commission is an amount, usually a percentage of the sale amount or invoice total, paid to the salesperson making a sale. You can enter, edit, and split commissions for salespeople using the Commissions Entry window.

This information is divided into the following sections:

- [How commissions are calculated](#)
- [Entering commission information](#)
- [Editing a commission amount](#)
- [Splitting a commission amount](#)

## How commissions are calculated

Using the Commissions Entry window, you can calculate commissions either on the sales amount or on the total invoice.

- If you mark Sales, commissions are calculated as a percentage of the sale amount.
- If you mark Total Invoice, commissions are calculated as a percentage of the invoice total, including the sale amount, freight, taxes, and miscellaneous charges.

### Example

You have a sales amount of \$85.00, with a freight charge of \$10.00 and a tax of \$5.00, for an invoice total of \$100.00. The commission percentage is 10%.

- Marking Sales would result in a commission amount of \$8.50 ( $\$85.00 \times 10\%$ ).
- Marking Total Invoice would result in a commission amount of \$10.00 ( $\$100.00 \times 10\%$ ).

## Entering commission information

Use the Commissions Entry window to enter commission information for sales/invoice transactions. You don't have to fully distribute a sale to individual salespeople; you can distribute any amount up to 100% of the sale. See [Marking commission amounts as paid](#) on page 209 for more information about transferring commissions.



*If only one salesperson is assigned to the transaction, you might not need to make any entries using this window. The commission is calculated using the information you entered for the salesperson card.*

**To enter commission information:**

1. Open the Commissions Entry window.  
(Sales >> Transactions >> Transaction Entry >> Commissions button)

2. Mark whether the commission should apply to the sales amount or the invoice total.
3. Enter or select the salesperson ID, and enter the commission amounts and percentages for each salesperson.
4. Choose OK to save the information.

**Editing a commission amount**

Use the Commissions Entry window to change commissions by percentage and amount. Commissions for salespeople are calculated based on the commission setup information entered using the Salesperson Maintenance window.

**To edit a commission amount:**

1. Open the Commissions Entry window.  
(Sales >> Transactions >> Transaction Entry >> Commissions button)
2. Make any changes to the information.



*To remove a commission distribution, select the line and choose Edit >> Delete Row.*

3. Choose OK to save the information.

**Splitting a commission amount**

Use the Commissions Entry window to split commissions among multiple salespeople.

**To split a commission amount:**

1. Open the Commissions Entry window.  
(Sales >> Transactions >> Transaction Entry >> Commissions button)
2. Expand the scrolling window by choosing the Show button.

3. Change the percent of sale amount for the first salesperson listed to the appropriate percentage split.
4. In the next available line, enter or select an additional salesperson. If you're splitting the commission between two salespeople, the appropriate percent of sale appears. If you're splitting the commission among three or more salespeople, enter the appropriate percentage in the Percent of Sale field. The commission amount is calculated.



*To remove a commission distribution, select the line and choose Edit >> Delete Row.*

5. Choose OK to save the information.



# Chapter 17: Cash receipts

You can use the Cash Receipts Entry window to record payments received from customers. After you enter a cash receipt, you can apply it to documents in Receivables Management.

This information is divided into the following sections:

- [Cash receipts overview](#)
- [Document date versus posting date](#)
- [Entering a cash receipt](#)

## Cash receipts overview

A cash receipt records the receipt of money from your customers for transactions on account. To accurately update the customer's account, you must apply the payment to the appropriate document. Do this either by auto-applying or by applying to specific documents. See [Chapter 20, "Applying,"](#) for more information.

You can enter cash receipts individually or in batches. Information about creating and correcting batches, and printing edit lists for cash receipts entered in a batch, is described in [Chapter 11, "Batches."](#)

If you're using Bank Reconciliation and you enter and post cash, check, and credit card amounts using the Cash Receipts Entry window, the transactions appear as receipts in the Bank Deposit Entry window. You can assign them to a deposit using that window.

If you have national accounts, you must mark Allow Receipts Entry for Children of the National Account in the National Accounts Maintenance window, or you can't enter cash receipts for child customers of a national account. See [Chapter 9, "National accounts,"](#) for more information.

## Document date versus posting date

The document date—the date that's shown in the Transaction Entry window—is the date your Receivables Management records are updated.

The posting date is the date your General Ledger files are updated. The posting date is assigned to the batch; you also can choose the Document Date expansion button in the Cash Receipts Entry window to enter one.

## Entering a cash receipt

Use the Cash Receipts Entry window to record payments received from your customers. You can apply payments to specific documents.

If the customer added an extra amount in the payment to apply towards the principal on the scheduled payment, you can apply the principal payment when entering the cash receipt. The scheduled payment will be re-amortized after posting the cash receipt. For more information about scheduled payments, see [Chapter 13, “Scheduled payments.”](#)

### To enter a cash receipt:

1. Open the Cash Receipts Entry window.  
(Transactions >> Sales >> Cash Receipts)

2. Enter or select a batch ID and a document date.

If you are using Workflow and assign a cash receipt to an approved batch or a batch that doesn't need approval, you must resubmit the batch for approval. If you assign a batch that is pending approval to a cash receipt and you can't approve batches, you won't be able to enter cash receipt information.



In multicurrency transactions, the document date determines the exchange rate that is used, based on the currency ID and associated rate type that's entered for the transaction. See [Exchange rate and document date](#) on page 71 for more information.

3. Enter or select a customer ID. The currency ID assigned to the customer card appears.

If you're using national accounts, you can restrict payments for child customers and apply holds at a consolidated national level, depending on the options you select using the National Accounts Maintenance window.

If you encounter problems entering a customer ID for national accounts customers, check the status of the options in the National Accounts Maintenance window. See [Chapter 9, “National accounts.”](#) for more information.



*You also can locate the customer ID by entering or selecting the document number the payment will be applied to in the Locate Customer By Document field.*



4. Select the payment type and enter the amount of the payment. If you entered an originating currency ID, you also should enter amounts for the transaction in the originating currency.
  - You can enter a negative cash receipt for the purpose of decreasing a deposit. The negative amount flows through the system in the same way as a positive cash receipt, but is shown as a deposit with a negative amount.
  - If the payment type is Check, enter or select the Checkbook you'll deposit the check into. Then, enter the check number from the check received.
  - If the payment type is Cash, enter or select the Checkbook ID you'll deposit the cash into.
  - If the payment type is Credit Card, enter or select the Credit Card ID and the customer's credit card number.
5. If the customer is the parent customer of a national account, mark whether to apply to the specific customer displayed in the window or to the entire national account.

If you marked Auto Apply to Finance Charges First in the Receivables Management Setup window, the option you mark in this field determines whether unapplied credit documents will be applied first to the finance charges documents for the entire national account or to those of the specific customer.

6. Apply the cash receipt using one of two methods.
  - To automatically apply the cash receipt, choose Auto Apply. The cash receipt is applied to as many documents as the amount of the cash receipt allows. The order documents are applied in is specified using the Receivables Management Setup window. This feature functions identically with positive or negative receipts.

If you marked Auto Apply to Finance Charges First in the Receivables Management Setup window, the unapplied credit document amount will be applied first to finance charge documents. See [Additional receivables options](#) on page 9 for more information.

If you automatically apply the cash receipt that has an additional amount to apply towards the principal of a scheduled payment, the principal payment won't be applied. You must use the Apply Sales Documents window to apply the principal payment.

- To apply the cash receipt to specific documents, choose Apply to open the Apply Sales Documents window, and mark each transaction to apply the cash receipt to. Choose OK. You also can divide the cash receipt among several documents by marking them and changing the amount in the Apply Amount field.

If a cash receipt is applied to a scheduled invoice that has an unapplied amount, a message will appear, asking whether you want to apply the unapplied amount to the principal of the scheduled payment. Choose Yes and the Principal Payments window opens, where you can view the principal payment that will be applied to the remaining principal balance

on a scheduled payment. Choose OK in the Principal Payments window to close the window and to return to the Cash Receipts Entry window.

See [Chapter 20, "Applying,"](#) for more information about applying transactions.

7. To make changes to account distributions, choose Distribution to open the Cash Receipts Distribution Entry window. See [Modifying transaction distributions](#) on page 104 for more information about distributions.
8. Save or post the transaction.

# Chapter 18: Lockbox processing

If you're using Lockbox Processing and you have lockboxes set up at any bank or payment processing center, you can automatically import cash receipts transaction files from your banks or payment processing centers, so you don't have to enter each of the transactions individually. You must set up import specifications for each bank or payment center that you import lockbox files from. You can specify information such as apply methods for each of these lockbox files.

When importing a cash receipt transaction from a payment processing center and the transaction is applied to multiple customers, separate transactions using the same document number are created in Lockbox Processing for those customers. Each individual transaction indicates the amount that the customer paid, and the invoices that the cash receipt transaction is applied against.

This information is divided into the following sections:

- [Lockbox apply methods](#)
- [Lockbox file mapping](#)
- [Setting up lockboxes](#)
- [Importing lockbox transactions](#)
- [Viewing customer bank information](#)
- [Viewing lockbox import activities](#)

## Lockbox apply methods

When you set up lockbox files for importing using the Lockbox Maintenance window, you can select one of the following cash receipts apply methods for each lockbox file you set up:

- None
- Document Number
- Invoice Number
- Due Date/Oldest Document
- Due Date/Oldest Invoice
- Document Date
- Specific Invoices

The apply method you select determines how the imported cash receipts transactions will be applied to the documents that make up a customer's balance. The following examples of the apply methods show how the following set of transactions would be applied using each method:

Document type	Document number	Document date	Due date	Amount
Finance charge	FIN90221	June 30, 2004	July 31, 2004	\$12.43
Sales invoice	SLS10186	May 28, 2004	June 30, 2004	\$25.00
Debit memo	DR10021-1	April 3, 2004	April 30, 2004	\$35.00
Sales invoice	SLS10021	April 2, 2004	April 30, 2004	\$100.00
Service charge	SVC20602	May 15, 2004	May 31, 2004	\$215.00
Sales invoice	SLS10236	June 15, 2004	June 30, 2004	\$225.00
Service charge	SVC20407	April 15, 2004	April 30, 2004	\$230.00

**None**

When you select None as the apply method, the payment transactions you import are not applied until you apply them manually.

**Document Number**

When you apply the cash receipts by document number, payments first are applied to the document with the lowest document number, regardless of the document type, as displayed in the following table:

Document type	Document number	Document date	Due date	Amount
Sales invoice	SLS10021	April 2, 2004	April 30, 2004	\$100.00
Debit memo	DR10021-1	April 3, 2004	April 30, 2004	\$35.00
Sales invoice	SLS10186	May 28, 2004	June 30, 2004	\$25.00
Sales invoice	SLS10236	June 15, 2004	June 30, 2004	\$225.00
Service charge	SVC20407	April 15, 2004	April 30, 2004	\$230.00
Service charge	SVC20602	May 15, 2004	May 31, 2004	\$215.00
Finance charge	FIN90221	June 30, 2004	July 31, 2004	\$12.43

**Invoice Number**

When you apply the transaction by invoice number, payments first are applied to all invoices, starting with the lowest document number. Payments then are applied to documents in the following document type order, lowest document number first: debit memos, finance charges, and services/repairs. Using this apply method, payments would be applied to the documents in the following order:

Document type	Document number	Document date	Due date	Amount
Sales invoice	SLS10021	April 2, 2004	April 30, 2004	\$100.00
Sales invoice	SLS10186	May 28, 2004	June 30, 2004	\$25.00
Sales invoice	SLS10236	June 15, 2004	June 30, 2004	\$225.00
Debit memo	DR10021-1	April 3, 2004	April 30, 2004	\$35.00
Finance charge	FIN90221	June 30, 2004	July 31, 2004	\$12.43
Service charge	SVC20407	April 15, 2004	April 30, 2004	\$230.00
Service charge	SVC20602	May 15, 2004	May 31, 2004	\$215.00

**Due Date/Oldest Document**

When you apply using the Due Date/Oldest Document method, payments first are applied to the document with the oldest due date. If more than one document has the same due date, payments first are applied to the document with the lowest document number, as shown in the following table:

Document type	Document number	Document date	Due date	Amount
Sales invoice	SLS10021	April 2, 2004	April 30, 2004	\$100.00
Debit memo	DR10021-1	April 3, 2004	April 30, 2004	\$35.00
Service charge	SVC20407	April 15, 2004	April 30, 2004	\$230.00
Service charge	SVC20602	May 15, 2004	May 31, 2004	\$215.00
Sales invoice	SLS10186	May 28, 2004	June 30, 2004	\$25.00
Sales invoice	SLS10236	June 15, 2004	June 30, 2004	\$225.00
Finance charge	FIN90221	June 30, 2004	July 31, 2004	\$12.43

## Due Date/Oldest Invoice

When you apply using the Due Date/Oldest Invoice method, payments first are applied to invoices, starting with the oldest due date. Payments then are applied to documents in the following document type order, oldest due date first: debit memos, finance charges, and services/repairs. If more than one document of a certain document type has the same due date, payments first are applied to the document with the lowest document number.

Document type	Document number	Document date	Due date	Amount
Sales invoice	SLS10021	April 2, 2004	April 30, 2004	\$100.00
Sales invoice	SLS10186	May 28, 2004	June 30, 2004	\$25.00
Sales invoice	SLS10236	June 15, 2004	June 30, 2004	\$225.00
Debit memo	DR10021-1	April 3, 2004	April 30, 2004	\$35.00
Finance charge	FIN90221	June 30, 2004	July 31, 2004	\$12.43
Service charge	SVC20407	April 15, 2004	April 30, 2004	\$230.00
Service charge	SVC20602	May 15, 2004	May 31, 2004	\$215.00

## Document Date

When you apply payments by document date, payments first are applied to the document with the oldest document date. If more than one document has the same document date, payments first are applied to the document with the lowest document number.

Document type	Document number	Document date	Due date	Amount
Sales invoice	SLS10021	April 2, 2004	April 30, 2004	\$100.00
Debit memo	DR10021-1	April 3, 2004	April 30, 2004	\$35.00
Service charge	SVC20407	April 15, 2004	April 30, 2004	\$230.00
Service charge	SVC20602	May 15, 2004	May 31, 2004	\$215.00
Sales invoice	SLS10186	May 28, 2004	June 30, 2004	\$25.00
Sales invoice	SLS10236	June 15, 2004	June 30, 2004	\$225.00
Finance charge	FIN90221	June 30, 2004	July 31, 2004	\$12.43

## Specific Invoices

When you apply payments using the Specific Invoices apply method, payments are applied only to the invoices you specify.

When you use this method as your primary apply method, the alternate apply method you select will be used if any payment amounts are left to be applied when the invoices you specified have been paid in full.

## Lockbox file mapping

You can set up mapping specifications for bank and payment processing center lockbox files using the Lockbox Maintenance window.

Depending on the type of file you receive from your bank or payment processing center, you should select whether the file uses single lines or multiple lines. If the file contains information for one check displayed on more than one line, you should select Multiple Line as the file format type. If you're working with multiple-line files, you must specify which lines in the file are the header rows, and which are the detail rows.



*If your bank or payment processing center follows standard Automated Clearinghouse (ACH) format rules, the header rows are marked with a 6 and the detail rows are marked with a 4.*

Using the Omit Start Import Records and Omit End Import Records fields, you can omit any lines of information that don't include transactions, so those lines won't be imported. For example, if your bank includes a three-line header of bank information in each lockbox file, you might omit the first three lines of the file.

When you map fields from the lockbox file, you're actually specifying which Microsoft Dynamics GP fields they correspond to. You can map to the following fields:

- Bank Account Number
- Bank Routing Number
- Check Amount
- Check Number
- Checkbook Bank Acct No
- Customer ID
- Customer Name
- Deposit Date (MM/DD/YY)
- Deposit Date - Day
- Deposit Date - Month
- Deposit Date - Year
- Invoice Apply Amt
- Invoice Number
- None
- Row Type Indicator
- Transaction Description

When you first receive your lockbox file, your bank or payment processing center usually includes an export definition list, which explains what each of the fields in the lockbox file represents. If you're using single-line import files, the only field you're required to map from the lockbox file is the Check Number field.

If you're using multiple-line files, the header row must include the Check Number and Check Amount fields. If you map the Invoice Number field, you also must map the Invoice Apply Amount and Customer ID fields in both the header and detail rows.



*If the same lockbox import file includes payments for two checkbooks, be sure to set up the checkbooks' bank accounts. Each of the checkbooks' bank accounts will be compared to the bank account number in the lockbox file, and only the matching records will be imported.*

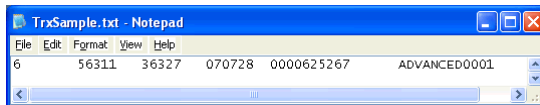
The mapping process varies with the file format you select. If the lockbox file you're importing is a text file, you must map the fields by specifying the field length. If the lockbox file is either tab-delimited or comma-delimited, you still must map the different fields, but you don't have to set up the field lengths, because Microsoft Dynamics GP reads either the tabs or the commas as the field separators.

When you begin mapping your fields, you can use the View row field to select which row of the lockbox file to view. The information from that row in the file appears next to the View row field. If you're importing a text file, the row information is displayed below a numerical spacing indicator. If you're importing a tab-delimited or comma-delimited file, you also can select which field to display.

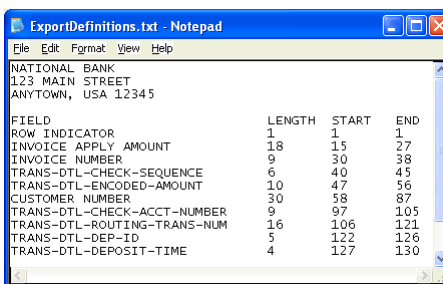
Use the Maps To window to select the Microsoft Dynamics GP fields that the fields in the lockbox file should be mapped to. If you're importing a text file, you can use the bank's or the payment processing center's export definition list to find the start and end points of each field.

**Example**

Your bank sent a lockbox file that included the following transaction:



The bank also sent an export definition list, which included the following information:



In this example, you would map the fields as follows:

Lockbox file field	Microsoft Dynamics GP field
ROW INDICATOR	Row Indicator
INVOICE APPLY AMOUNT	Invoice Apply Amt
INVOICE NUMBER	Invoice Number
TRANS-DTL-CHECK-SEQUENCE	Check Number
TRANS-DTL-ENCODED-AMOUNT	Check Amount
CUSTOMER NUMBER	Customer ID
TRANS-DTL-CHECK-ACCT-NUMBER	Bank Account Number
TRANS-DTL-ROUTING-TRANS-NUM	Bank Routing Number
TRANS-DTL-DEP-ID	None
TRANS-DTL-DEPOSIT-TIME	None

**Setting up lockboxes**

Use the Lockbox Maintenance window to set up properties for any number of bank or payment processing center lockbox files. You also can use this window to map the fields from your lockbox file to the fields in Microsoft Dynamics GP.

**To set up lockboxes:**

1. Open the Lockbox Maintenance window.  
(Sales >> Cards >> Lockbox)

2. Enter or select a lockbox ID for the lockbox profile you're creating, and enter a description.
3. Enter or select the checkbook ID for the checkbook that the cash receipts should be deposited into. The currency ID and the bank account number associated with that checkbook also appear.
4. Enter or browse to the default location of the bank or the payment processing center lockbox files, and enter or select the name of the lockbox file you're setting up import properties for.
5. Select whether the lockbox file is a text, tab-delimited, or comma-delimited file.
6. Select the number of decimal places that the bank or the payment processing center uses with the amounts in the file.  
  
For example, if the bank displays \$2,500.00 as 250000, you would select zero decimal places. If the bank displays that amount as 2500.00, you would select 2 decimal places.
7. Select a lockbox apply method. See [Lockbox apply methods](#) on page 115 for more information.
8. Select whether the lockbox is in multiple-line or single-line format. If you select Multiple-line, enter the header and detail row indicators. You also can enter which lines in the file to omit, if any.
9. Map the lockbox file fields to Microsoft Dynamics GP fields. See [Lockbox file mapping](#) on page 117 for more information.
10. Choose Save to save your changes.

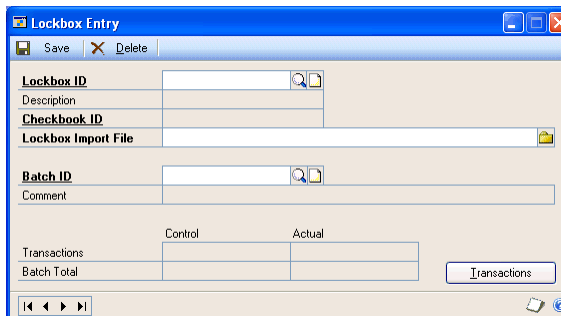


## Importing lockbox transactions

Use the Lockbox Entry window to import cash receipts transactions from bank lockbox files or from payment processing center lockbox files.

### To import lockbox transactions:

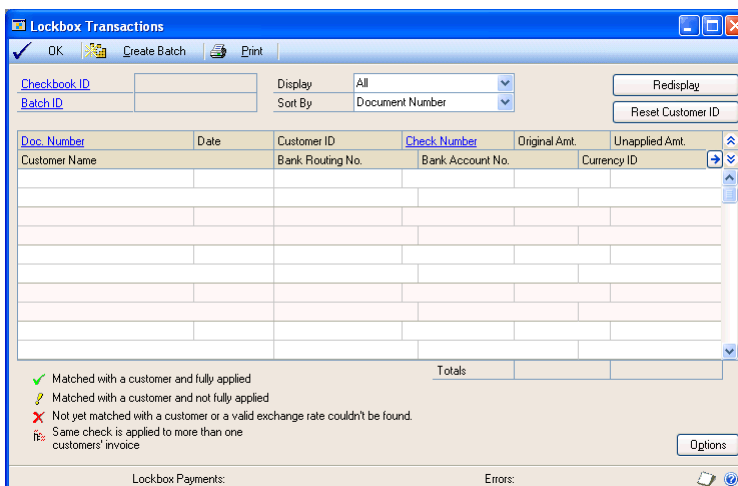
1. Open the Lockbox Entry window.  
(Sales >> Transactions >> Lockbox Entry)



2. Enter or select a lockbox ID for a lockbox profile you created using the Lockbox Maintenance window.
3. Enter or select a batch ID for the batch to enter the cash receipts transactions in. When the batch is created, it has a status of Receiving. You can't edit or post any of the transactions in the batch at this time.
4. Choose Transactions to import the transactions from the lockbox file into Microsoft Dynamics GP.

If you're using national accounts and you import a payment for a child customer account, the payment will be applied to the child account if receipts for child customers is enabled for the national account. If receipts for child customers isn't enabled for the national account, the payment will be applied to the parent customer's account.

The Lockbox Transactions window opens.



The imported transactions are displayed, and are marked with one of the following indicators:

- Transactions marked with a check mark have been fully applied.
- Transactions marked with an exclamation point haven't been fully applied.
- Transactions marked with an X haven't been matched with a customer card or a valid exchange rate couldn't be found.
- Transactions marked with buttons to expand or collapse them are national accounts transactions.

To view additional details about any transactions in the Lockbox Transactions window, choose the Check Number link to open the Lockbox Transaction Details window, where you can view information about specific invoices imported from the lockbox file.

To assign or reassign a customer ID to a transaction, choose Reset Customer ID to open the Edit Lockbox Customer window. You can use this window to select the correct customer ID for a transaction using either customer or document information.

Multiple customer IDs can have the same document number. When importing a cash receipt transaction from a payment processing center and the transaction is applied to multiple customers, separate transactions using the same document number are created in Lockbox Processing for those customers. Each individual transaction indicates the amount that the customer paid, and the invoices that the cash receipt transaction is applied against.

5. In the Lockbox Transactions window, choose Options to open the Lockbox Transaction Options window, where you can mark the following options:

**Auto open Apply Sales Documents window** Mark this option if you want the Apply Sales Documents window to open when you select a transaction.

**Auto Apply Invoices** Mark this option to auto-apply a cash receipt to an invoice when you select a transaction.

Choose OK to close the window when you finish, and return to the Lockbox Transactions window.

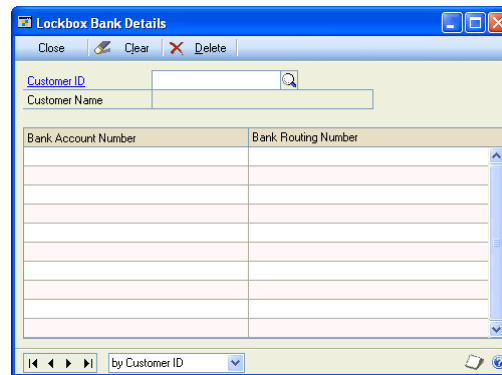
6. To print the Lockbox Apply Batch Report, choose Print.
7. Choose Create Batch to approve the batch of cash receipts and close the window. You then can edit and post these transactions.

## Viewing customer bank information

Use the Lockbox Bank Details window to view or change bank account and routing numbers for your customers. This information automatically is set up using the applied transaction information after you import and approve a batch of lockbox cash receipts transactions.

**To view customer bank information:**

1. Open the Lockbox Bank Details window.  
(Sales >> Cards >> Lockbox Bank Details)



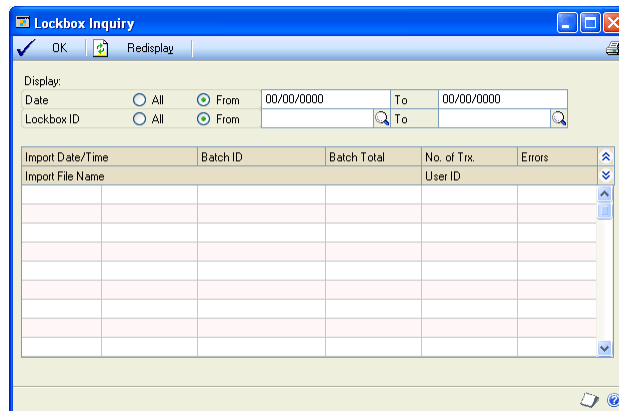
2. Enter or select a customer ID. You can edit the information that's displayed in the scrolling window.
3. Choose Close to save your changes and close the window.

**Viewing lockbox import activities**

Use the Lockbox Inquiry window to view details about your importing activities, and information about the transactions you've imported.

**To view lockbox import activities:**

1. Open the Lockbox Inquiry window.  
(Sales >> Inquiry >> Lockbox)



2. Select a range of information to display, and choose Redisplay.
3. To print the Lockbox Inquiry Report, choose File >> Print.
4. Choose OK to close the window.





# Part 3: Transaction activity

This part of the documentation includes information to work with your transactions once you've entered them, such as posting and applying transactions, or creating refund checks for your customers.

The following topics are discussed:

- [Chapter 19, "Posting,"](#) describes the posting methods available in Receivables Management.
- [Chapter 20, "Applying,"](#) explains how to apply transactions after they have been saved or posted.
- [Chapter 21, "Customer/vendor consolidations,"](#) includes information on creating customer/vendor relationships and consolidations documents.
- [Chapter 22, "Refund checks,"](#) explains how to calculate customer credit balances, and print refund checks using Payables Management.
- [Chapter 23, "Transaction maintenance,"](#) includes procedures for correcting, deleting, and voiding transactions.

# Chapter 19: Posting

Posting is the process of transferring transactions to permanent records. You can change or delete transactions until they're posted.

Posting reports will be printed when you post transactions, either individually or in batches. For more information about posting reports for Receivables Management, refer to [Receivables Management standard report summary](#) on page 183.

For more information about setting up posting, see the System Setup Guide (Help >> Contents >> select Setting up the System).

This information is divided into the following sections:

- [Receivables Management posting](#)
- [Transaction-level posting](#)
- [Posting a batch](#)

## Receivables Management posting

In Receivables Management, posting updates the balances displayed in the Customer summary windows, so you can view up-to-date information for your customers; distribution accounts, if General Ledger is part of your system; commission information; and tax detail records. Your checkbook also is updated when you post, if you're using Bank Reconciliation. Transactions are considered open until they're fully applied and paid by the customer. Then they're transferred to history.

If you're saving or posting transactions for customers who are part of a national account, you can complete credit checking at an individual customer level or across the national account. If you can't save or post a transaction, check the status of the Base Credit Check on Consolidated National Account option in the National Accounts Maintenance window. See [Chapter 9, "National accounts,"](#) for more information.

## Transaction-level posting

When you use transaction-level posting, you can enter and post transactions individually without ever having to create a batch. Receivables information always is up to date immediately when you post using this method, because transactions must be posted or deleted immediately. They can't be saved or posted later.

Transaction-level posting is optional, and you can select it using the Posting Setup window when you set up your Microsoft Dynamics GP system. If your system hasn't been set up to use individual transaction entry, you'll be asked to create a batch when you attempt to post transactions. Also, you can post individually a transaction that was previously entered in a batch. To do so, select the transaction from the batch, clear the Batch ID field, and post the transaction.

If you're posting sales transactions, you can post them using the Receivables Transaction Entry or Cash Receipts Entry windows. All transactions posted individually in a single data entry session have the same audit trail code.

If you're posting by transaction date, the posting and document dates are the same. If you change the posting date using the Receivables Date Entry window, the document date isn't be affected.

You can't post to a year that hasn't been set up using the Fiscal Periods Setup window. Also, if the year has been set up but the Sales period is closed, you can't post transactions. The posting journal indicates both the transactions that were and were not posted. Transactions are posted to General Ledger, even if a financial series period has been closed. However, transactions aren't posted through General Ledger.

Depending on the way your system is set up, the Transaction Posting or Cash Receipts Posting journals might be printed when the transaction-level posting process is complete. In addition, the Distribution Breakdown Register might be printed for posted transactions or cash receipts. You can print the Distribution Breakdown Register in detail or summary form. These journals are printed only if you selected to print them using the Posting Setup window.

## Posting a batch

Batch posting is a posting that allows transactions to be saved in batches and that can be posted whenever convenient. If you are using Workflow, the batch must be approved before you can post the batch. You can post batches that don't need approval.

### To post a batch:

1. Print an edit list and review the transactions in the batch. To print an edit list from the Receivables Batch Entry window, choose File >> Print with the appropriate batch ID displayed.

If you need to make corrections, do so at this time. If the Require Batch Approval option in the Posting Setup window has been marked, a batch can't be edited unless you unmark Approved.

2. Make a backup of your company's data. See the System Administrator's Guide (Help >> Contents >> select System Administration) for more information about making backups.
3. Open the Receivables Batch Entry window.  
(Sales >> Transactions >> Receivables Batches)
4. Enter or select the batch ID and origin for the batch to post.
5. Approve the batch for posting if required.
6. Choose Post. Your Receivables Management records will be updated to reflect the information from the transactions. Your General Ledger accounts will be updated, depending on your posting setup selections.
  - If you're set up to post to General Ledger in the Posting Setup window, the batch appears in the Financial Series Posting and Master Posting windows; you can edit the transactions using the General Ledger Transactions Entry window before posting them in General Ledger. Your accounts are updated when you post the transactions in General Ledger.



- If you post through General Ledger, your accounts are updated at once and you don't need to post the batch again in General Ledger.



*If you entered batch total requirements or batch approval requirements in Receivables Management and posted a batch through General Ledger, the batch is posted through regardless of the batch requirement or approval requirements selected in General Ledger.*

One or more posting journals might be printed, depending on the options selected using the Posting Setup window. A Report Destination window might appear for each posting journal that was selected to print, depending on how they were set up.

### To post a batch using the action pane:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Batches list.
2. Mark a batch or batches.
3. In the Reports group, choose Reports and then select Print Edit List to print an edit list and review the transactions in the batch.

If you need to make corrections, do so at this time. For more information about correcting unposted transactions, see [Chapter 23, "Transaction maintenance."](#)

4. Make a backup of your company's data. See the System Administrator's Guide (Help >> Contents >> select System Administration) for more information about making backups.
5. From the Receivables Batches list, mark the batch or batches you want to post.
6. Choose to post the batch. Your Receivables Management records will be updated to reflect the information from the transactions. Your General Ledger accounts will be updated, depending on your posting setup selections.
  - If you're set up to post to General Ledger in the Posting Setup window, the batch appears in the Financial Series Posting and Master Posting windows; you can edit the transactions using the General Ledger Transactions Entry window before posting them in General Ledger. Your accounts are updated when you post the transactions in General Ledger.
  - If you post through General Ledger, your accounts are updated at once and you don't need to post the batch again in General Ledger.



*If you entered batch total requirements or batch approval requirements in Receivables Management and posted a batch through General Ledger, the batch is posted through regardless of the batch requirement or approval requirements selected in General Ledger.*

One or more posting journals might be printed, depending on the options selected using the Posting Setup window.



# Chapter 20: Applying

Applying is the process of assigning a specific credit transaction, such as a credit memo, return, or payment, to a sales document or other debit document. There are three methods of applying in Receivables Management: auto-applying, applying a transaction to specific documents, and applying a specific amount.

In Receivables Management, you can apply credit memos, returns, and payments as they're being entered, or after they are posted. Once these transactions are fully applied, they remain in the open tables and have a status of Open. You can move all fully applied documents to history using paid transaction removal. See [Removing paid transactions](#) on page 209 for more information about moving transactions to history.



If you're using Multicurrency Management, you can apply posted multicurrency credit memos and returns, as well as posted or unposted payments to documents in Receivables Management.

This information is divided into the following sections:

- [Auto-applying overview](#)
- [Auto-applying documents](#)
- [Applying a transaction to specific documents](#)
- [Applying a specific amount](#)
- [Applying a principal payment to a scheduled payment](#)
- [Multicurrency applying](#)
- [Realized gains and losses](#)
- [How currency amounts are displayed in the scrolling window](#)
- [Unapplying documents](#)
- [Tracking GST discounts](#)
- [Tracking withholding writeoffs](#)

## Auto-applying overview

Auto-applying applies a transaction to as many documents as the amount being applied allows.



Posted multicurrency transactions and cash receipts can be applied to documents in the same currency or to documents in the functional currency; unposted originating currency cash receipts must be applied to transactions in the same currency. Also, a realized gain or loss might be calculated during the apply process. See [Realized gains and losses](#) on page 136 for more information.

If you marked the Calculate Tax Rebates option in the Company Setup Options window, a tax rebate is calculated when a payment, credit memo, or return is applied to a sales document and a discount or writeoff is taken.

If you're using national accounts, applying cash receipts to child records follows currency business rules—that is, cash received is updated for the customer the receipt is entered for. You can apply negative cash receipts to a parent document in a national account. You can apply payments, credits, and returns from a parent to a child document within the same national account. These document types are applied according to the Apply by Due Date or Apply by Document Date setup option. The following information applies to national accounts users:

- The Writeoff, Discount Available, Accounts Receivables, and Discount Taken fields are taken from the apply-to document.
- If the accounts do not exist with the document, they are taken from the child customer record when applying a parent customer cash receipt to a child document.
- If the account doesn't exist on the child customer record, the account from the Posting Accounts Setup window for the Sales series is used.

## Auto-applying documents

Use the Apply Sales Documents window to automatically apply a transaction, which applies the transaction to as many documents as the amount being applied allows.

### To auto-apply documents:

1. Open the Apply Sales Documents window.  
(Sales >> Transactions >> Apply Sales Documents)

2. Enter or select a customer ID.
3. Select the document type, and enter or select the document number to apply.
4. Enter an apply date and an apply posting date. These dates must be later than the sales revaluation date or you can't apply documents.
5. If you're using national accounts, indicate whether to view and apply transactions for the national account, or for a specific customer within the national account.

If you marked Auto Apply to Finance Charges First in the Receivables Management Setup window, the option you mark in this field determines whether unapplied credit documents are auto-applied first to the finance charge documents of the entire national account, or to those of a specific customer.

6. Choose Auto Apply to apply the credit memo, return, or payment to as many documents as the amount being applied allows.

The transaction is applied to documents having the oldest due date or document number, depending on the option that is marked in the Receivables Management Setup window.

If you marked Auto Apply to Finance Charges First in the Receivables Management window, unapplied credit documents are auto-applied first to finance charge documents. See [Additional receivables options](#) on page 9 for more information.

7. To print an Apply Document List to verify that the transaction was applied to documents correctly, choose File >> Print.
8. Choose OK to close the window.

If you entered any Terms Taken or Writeoff amounts, a Receivables Apply Document Journal might be printed when you close the window, depending on the options you selected using the Posting Setup window. Those amounts are posted to General Ledger on the apply posting date.

## Applying a transaction to specific documents

Use the Apply Sales Documents window to apply a transaction to specific sales documents. You can mark any number of documents until the credit memo, return, or payment is fully applied.



Posted multicurrency transactions and cash receipts can be applied to documents in the same currency or to documents in the functional currency; unposted originating currency cash receipts must be applied to transactions in the same currency. Also, a realized gain or loss might be calculated during the apply process. See [Realized gains and losses](#) on page 136 for more information.

If you're using national accounts and the customer ID you're applying from is the parent customer of a national account, you can apply amounts to only a specific member of the national account, or to the entire national account, depending on options you select. See [Chapter 9, "National accounts,"](#) for more information.

### To apply a transaction to specific documents:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
2. Mark a credit transaction to apply.
3. In the Manage group, choose Apply Sales Documents to open the Apply Sales Documents window.

4. Enter an apply date and an apply posting date. These dates must be later than the sales revaluation date or you can't apply documents.
5. If you're using national accounts, indicate whether to view and apply to transactions for the national account or for a specific customer within the national account.
6. Mark the check box next to each document to apply this transaction to.
  - If the transaction is fully applied, all available discounts are taken.
  - To apply only a part of a transaction, enter the amount to apply in the Apply Amount field. You also can enter amounts in the Discount Taken and Writeoff Amount fields.
7. To print an Apply Document List to verify that the transaction was applied to documents correctly, choose File >> Print.
8. Choose OK to close the window.

If you entered any Terms Taken or Writeoff amounts, a Receivables Apply Document Journal might be printed when you close the window, depending on the options you selected using the Posting Setup window. Those amounts are posted to General Ledger on the apply posting date.

## Applying a specific amount

Use the Apply Sales Documents window to apply a specific amount to a sales document. You can apply part of a transaction to one document and part to another document. You also can apply only part of a transaction.



Posted multicurrency transactions and cash receipts can be applied to documents in the same currency or to documents in the functional currency; unposted originating currency cash receipts must be applied to transactions in the same currency. Also, a realized gain or loss might be calculated during the apply process. See [Realized gains and losses](#) on page 136 for more information.

If you're using national accounts and the customer ID you're applying from is the parent customer of a national account, you can apply amounts to only a specific member of the national account, or to the entire national account, depending on options you select. See [Chapter 9, "National accounts,"](#) for more information.

### To apply a specific amount:

1. Open the Apply Sales Documents window.  
(Sales >> Transactions >> Apply Sales Documents)
2. Enter or select a customer ID.
3. Select the document type and enter or select the document number to apply.
4. Enter an apply date and an apply posting date. These dates must be later than the sales revaluation date or you can't apply documents.

5. If you're using national accounts, indicate whether to view and apply to transactions for the national account, or for a specific customer within the national account.
6. Enter the amount to apply in the Apply Amount field.

You can enter a negative amount for a document only when applying a negative cash receipt. You can apply negative cash receipts to the same documents as a positive cash receipt. When applying negative amounts, the Amount Remaining and Unapplied Amount fields increase.

If you enter an apply posting date and apply amounts, then you change the apply posting date and apply amounts again, the amounts will have different posting dates. For example, if you enter January 15 as the General Ledger apply posting date and you partially apply a transaction, the applied amounts are posted using the January 15 date. If you apply the rest of the transaction on January 20, those amounts are posted as of the January 20 apply posting date.

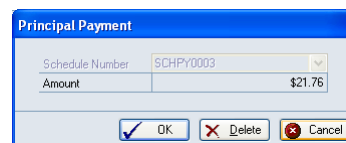
7. To print an Apply Document List to verify that the transaction was applied to documents correctly, choose File >> Print.
8. Choose OK to close the window.

If you entered any Terms Taken or Writeoff amounts, a Receivables Apply Document Journal might be printed when you close the window, depending on the options you selected using the Posting Setup window. Those amounts are posted to General Ledger on the apply posting date.

## Applying a principal payment to a scheduled payment

You can apply a cash receipt to a scheduled payment as you enter the cash receipt or after posting the cash receipt. If a principal payment, an extra amount to apply toward the principal balance, is included in the cash receipt, you can apply that amount to the remaining principal balance on the scheduled payment. For more information about scheduled payments, see [Chapter 13, "Scheduled payments."](#)

You can use the Apply Sales Documents window to apply a cash receipt with a principal payment to a scheduled invoice of a scheduled payment. After applying the cash receipt to a posted invoice of scheduled payment and choosing OK in the Apply Sales Documents window, a message will appear, asking whether you want to apply the unapplied amount to the principal. Choose Yes and the Principal Payments window opens.



In the Principal Payments window, you can view the principal payment that will be applied to the next scheduled payment. If multiple scheduled invoices from different scheduled payments are marked in the Apply Sales Documents window, the Schedule Number field will be blank and you can select which schedule to apply the principal payment to.

If the principal payment amount is greater than the remaining principal balance on a scheduled payment, only the amount remaining on the scheduled payment will be applied as a principal payment. The payment will have an unapplied amount and you can apply that amount to another document.

When the principal payment is posted, the principal payment is applied to the scheduled payment and the amortization schedule of the payment schedule is updated.

Principal payment information will be printed on the Cash Receipts Posting Journal, Receivables Distribution Breakdown Register and the Receivables Transaction Posting Journal reports. The principal payment document number printed on a report is the original scheduled payment document number with some additional information added as a suffix to identify each installment. For example, if the scheduled payment document number is SCHPY1002, the document number of the first posted principal payment will be SCHPY1002A01, the next document number will be SCHPY1002A02, and so on. If a customer sends more than 99 principal payments for SCHPY102, the 100th principal payment will have the document number of SCHPY1002B01 and so on.

## Multicurrency applying

Multicurrency credit memos and returns must be posted before you can apply them. You can apply posted cash receipts, credit memos and returns to transactions in either the functional currency or the same currency as the credit document. Unposted cash receipts can be applied, but only to a transaction of the same currency.

During the apply process, if the originating amounts for the debit and credit transactions are the same but the exchange rates are different, a realized gain or loss is calculated and posted when you close the Apply Sales Documents window. See [Realized gains and losses](#) on page 136 for more information. If the originating debit and credit apply amounts balance but the functional equivalents don't balance because of rounding differences, the difference is posted to the Rounding Difference account.

Using auto-apply, you can apply a transaction to as many documents as the amount being applied allows. Multicurrency credit memos, returns, or payments are applied to documents with the same currency ID, using the originating amounts of the transaction as the basis for the apply process. See [Auto-applying documents](#) on page 132 for more information.

If you're using Multicurrency Management, you can enter a writeoff amount when the apply-from and apply-to documents are in the same currency or in the functional currency.

## Realized gains and losses

In multicurrency transactions, if the originating currency amounts are equal but the functional currency amounts don't match because the sale and payment were entered using different exchange rates, a realized gain or loss is calculated and displayed in the Realized Gain/Loss column in the functional currency. That amount is posted to General Ledger when you close the window, and the Accounts Receivable account is used as the offset account.



### Example

Your company's functional currency is US dollars. You posted the following sale in October and the cash receipt in November, both in the euro currency, using a multiply rate calculation method, as is displayed in the following table:

Sale amount in originating currency	Exchange rate in October	Sale amount in functional currency
1000EURO	0.892962	\$892.96

Cash receipt amount in originating currency	Exchange rate in November	Cash receipt amount in functional currency
1000EURO	0.897344	\$897.34

When the cash receipt is applied to the sale, a realized gain of \$4.38 is calculated because the functional equivalent of the cash receipt (\$897.34) is \$4.38 greater than the functional equivalent of the sale (\$892.96).

You can apply multicurrency credit and debit transactions that have unrealized revaluation gains or losses. The unrealized gain or loss amount is settled with realized gain or loss amounts when applying posted transactions.

If apply transactions that have realized or unrealized revaluation gains or losses are partially applied and revalued again before fully settling the transactions, a revaluation occurs on the previous apply amount if the apply amount was changed. Updating the previous apply amount to the current revalued exchange rate occurs when applying posted transactions.

## How currency amounts are displayed in the scrolling window

The Apply From Currency ID field in the Apply Sales Documents window displays the currency ID of the credit transaction you're applying to another document. The currency ID displayed in this field determines how amounts are displayed in the scrolling window.

Apply-to currency ID	Scrolling window displays currency amounts in
Functional	Functional currency
Originating	Originating currency

The documents displayed in the scrolling window are documents in the functional currency, or that have the same currency ID as the apply-from currency ID.

## Unapplying documents

Unapplying a document reverses the entries that applied amounts to the document. You can use the Apply Sales Document window to unapply a document without deleting or voiding it. If you unapply a credit memo, return, or cash receipt, the current transaction amount for the debit document is increased by the applied amount.

When you void a credit document or when you assess a nonsufficient funds charge (NSF), you unapply amounts. When you assess an NSF charge, payment is unapplied, any distributions are reversed and customer balances are updated.

**To unapply a document:**

1. Open the Apply Sales Documents window.  
(Sales >> Transactions >> Apply Sales Documents)
2. Enter or select a customer ID.
3. Select a document type and enter or select the document number to unapply.
4. To unapply all the documents in the scrolling window, or just specific transactions or amounts, choose the following options:
  - Choose Unapply to unapply all the documents in the scrolling window.
  - Unmark a transaction to unapply specific transactions.
  - Delete the amount in the Apply Amount field to unapply specific amounts.
5. To print an Apply Document List to verify that the credit amount was applied correctly, choose File >> Print.
6. Choose OK to close the window.

If you entered any terms taken or writeoff amounts, a Receivables Apply Document Journal might be printed when you close the window, depending on the options you selected using the Posting Setup window.

**Tracking GST discounts**

Use the Additional Sales Tax and Writeoff Distributions window to enter unposted discounts distributed to Goods and Services Tax (GST, used in New Zealand).

**To track GST discounts:**

1. Open the Apply Sales Documents window.  
(Sales >> Transactions >> Apply Sales Documents)
2. Enter your information, such as customer ID, document type, and document number.
3. Enter an amount in the Terms Taken field.
4. Choose the Terms Taken link to open the Additional Sales Tax and Writeoff Distributions window.

5. Enter the tax detail used to calculate GST on this transaction.
6. Enter the GST taken amount or GST percentage. Depending on the one you enter, the other is calculated. The amount entered reduces the amount of tax collected and the sales amount in the Tax Detail Maintenance window.
7. Choose OK to close the window.

## Tracking withholding writeoffs

Use the Additional Sales Tax and Writeoff Distributions window to enter unposted writeoffs to withholding.

### To track withholding writeoffs:

1. Open the Apply Sales Documents window.  
(Sales >> Transactions >> Apply Sales Documents)
2. Enter or select a customer ID.
3. Select a document type and enter or select a document number.
4. Enter an amount in the Terms Taken field.
5. Choose the Terms Taken link to open the Additional Sales Tax and Writeoff Distributions window.
6. Enter the withholding amount that the customer remitted to the taxation office. That amount is written off of the customer's account.
7. Choose OK to close the window.



# Chapter 21: Customer/vendor consolidations

Over the course of a business relationship, some customers become vendors and some vendors become customers. You can use the customer/vendor consolidations feature to transfer information between Receivables Management and Payables Management, so you can create a customer card using information that's already in your system in a vendor card, and vice versa.

Using customer/vendor consolidations, you can consolidate balances in payables and receivables for a single company when you work with that company as both a customer and a vendor. You can assign relationships between existing customers and vendors and then apply open debit and credit documents against each other to consolidate the current balances.

This information is divided into the following sections:

- [Setting up customer/vendor consolidations](#)
- [Creating customer/vendor relationships](#)
- [Auto-creating customers or vendors](#)
- [Consolidating customer and vendor documents](#)
- [Using the cross-module link](#)

## Setting up customer/vendor consolidations

Use the Customer/Vendor Consolidation Setup window to create default entries for customer/vendor consolidations. You can set up default entries for a suspense account, payables description prefix, next payables document number, and receivables description prefix.

### To set up customer/vendor consolidations:

1. Open the Customer/Vendor Consolidation Setup window.  
(Administration >> Setup >> Company >> Customer/Vendor Setup)

The screenshot shows the 'Customer/Vendor Consolidation Setup' window. It has a title bar with standard window controls. The main area is divided into several sections. At the top is the 'Default Suspense Account' section with a text field for the account number and a 'Description' field. Below that is the 'Defaults' section, which contains three rows of fields: 'Payables Description Prefix' with the value 'BALTRANSFER', 'Payables Next Doc. Number' with the value 'CONS00000000000001', and 'Receivables Description Prefix' with the value 'BALTRANSFER'. The next section is 'Auto-create Customers/Vendors', which has a checked checkbox. Below that is the 'Vendors' section, containing 'Default Vendor Class ID' (value: 1), 'ID Option' (value: Vendor ID=Customer ID), and 'Next Default Vendor ID'. The final section is 'Customers', containing 'Default Customer Class ID' (value: blank), 'ID Option' (value: Customer ID=Vendor ID), and 'Next Default Customer ID'. At the bottom right are 'OK' and 'Cancel' buttons. At the bottom center is a 'Relationships' button.

2. Enter or select a posting or allocation account as the default suspense account. The Description field will contain the default entry from the Account Maintenance window.

3. Enter a payables description prefix. Both this prefix and the receivables document number will be combined during the consolidation process. This information will become the transaction description for all the payables consolidations transactions.
4. Enter a payables next document number or accept the default entry. If you enter the number, it must be a number that can be incremented. For example, you could not use 10008PM because it ends in a letter. You could use PM10008 because it ends in a number.
5. Enter a receivables description prefix. Both this prefix and the payables document number will be combined during the consolidation process. This information will become the transaction description for all the receivables consolidations transactions.
6. Verify that the Auto-create Customers/Vendors option is marked. If you mark this option, you can automatically create a new customer card from an existing vendor card or a new vendor card from an existing customer card. If this option isn't marked, you'll have to create new customer and vendor cards manually.
7. If you marked Auto-create Customers/Vendors, you can enter or select the default vendor class ID. This information is used to automatically add the default accounts when you use the auto-create capability to create new customer cards in the Customer/Vendor Relationships window.

The information that you enter in this field will replace any information that might have been entered in the same field in the Refund Checks Setup window.

8. Select one of these ID options from the drop-down list:
  - If you want the vendor IDs to match the customer IDs, select Vendor ID=Customer ID.
  - If you want the vendor IDs to be the next available vendor ID, select Vendor ID=Next Default Vendor ID. You also must enter a default vendor ID to use, which increments by one.

The information that you enter here will replace any information that might have been entered in the same field in the Refund Checks Setup window.

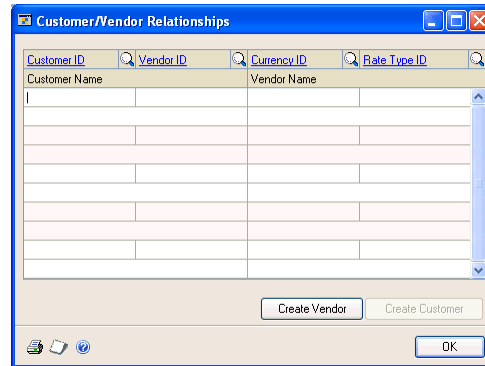
9. If you marked Auto-create Customers/Vendors, you can enter or select the default customer class ID. This information is used to automatically add the default accounts when you use the auto-create capability to create new vendor cards in the Customer/Vendor Relationships window.
10. Select one of these ID options from the drop-down list:
  - If you want the customer IDs to match the vendor IDs, select Customer ID=Vendor ID.
  - If you want the customer IDs to be the next available customer ID, select Customer ID=Next Default Customer ID. You also must enter a default customer ID to use, which increments by one.
11. Choose OK to save your changes and close the window.

## Creating customer/vendor relationships

Use the Customer/Vendor Relationships window to link a customer to a vendor or a vendor to a customer. These relationships will be used when you consolidate the balances of the customer and vendor.

### To create a customer/vendor relationship:

1. Open the Customer/Vendor Relationships window.  
(Sales >> Cards >> Customer/Vendor)



2. Enter or select a vendor and a customer. You can create more than one customer/vendor relationship at a time in this window by entering multiple customers and vendors.
3. Verify that the default currency IDs for both the customer and vendor are the same. If the default currency is not the functional currency, you must select a rate type.



If you have Multicurrency Management registered and have entered a default currency for the customer, the Currency field will display that currency. You can change the currency.

4. Choose OK to create and save the customer/vendor relationship and close the window.

## Auto-creating customers or vendors

Use the Customer/Vendor Relationships window to automatically create customer cards from existing vendor cards and vendor cards from existing customer cards. This process will create a new customer or vendor card without changing the existing card. You must have the Auto-create Customer/Vendors option marked in the Customer/Vendor Consolidation Setup window. For more information, refer to [Setting up customer/vendor consolidations](#) on page 141.

### To auto-create a customer or vendor:

1. Open the Customer/Vendor Relationships window.  
(Sales >> Cards >> Customer/Vendor)
2. Enter or select a customer or vendor. This procedure requires you to use an existing customer or an existing vendor, but you don't need to have both an existing customer and vendor.

3. Verify that the default currency ID is correct. If the currency isn't the functional currency, you must select a rate type.
4. Choose the Create Customer or the Create Vendor button to open the Customer Maintenance window or the Vendor Maintenance window. The default accounts come from the class ID that you entered in the Customer/Vendor Consolidation Setup window.
5. Make any changes that are needed to the vendor or customer information and choose save.
6. Choose OK to save the relationship and close the window.

## Consolidating customer and vendor documents

Use the Customer/Vendor Consolidations window to create consolidation documents to transfer the balance for a customer account to the related vendor account or from the vendor account to the related customer account.

### To consolidate customer and vendor documents:

1. Open the Customer/Vendor Consolidations window.  
(Sales >> Transactions >> Customer/Vendor Trx.)

2. Mark Customer to display the customer ID first or Vendor to display the vendor ID first.
3. Enter or select the customer or vendor ID. The related customer or vendor will appear in the window.
4. Verify the default currency ID that was set up in the Customer/Vendor Relationships window. You can enter or select the functional currency even if it isn't the default currency.

If you select the functional currency, you can view all the transactions including transactions entered in the alternate currency. For more information on setting up the default currency for the customer/vendor relationship, refer to [Creating customer/vendor relationships](#) on page 143.



5. Accept the default transfer date or enter a different date. If you enter the date, it must be in an open period in Receivables Transaction Entry and Payables Transaction Entry.



If you have Multicurrency Management registered, the sub-module revaluation must be greater than the last revaluation date for both the customer and vendor. For more information, refer to the Multicurrency Management documentation.

6. Mark the Transfer to Payables, Transfer to Receivables, or Consolidate Documents option. If you mark the transfer to Payables option, the Receivables documents will be displayed, and if you mark the Transfer to Receivables option, the Payables documents will be displayed. If you mark the Consolidate Documents option, both Payables and Receivables documents will be displayed.
7. If applicable, mark to display either the National Account or the Specific Customer view option. These options will be enabled if the customer ID is the parent of a national account.
8. Then, mark the documents you want to transfer or consolidate. You can view the customer and vendor transfer totals in the Customer Transfer Total and the Vendor Transfer Total fields to verify your document transfer.
9. If you choose Preview, the consolidation document information for both payables and receivables will be displayed in the Consolidation Transaction Preview window. The transactions that will be created will be displayed along with the net charges to the customer's or vendor's balance.
10. Choose Post. Posting will create the consolidation documents and consolidate the balances in payables and receivables.

## Using the cross-module link

You can link the selected receivables consolidation document to the corresponding payables consolidation document, and you can link the selected payables consolidation document to the corresponding receivables consolidation document. Using this capability you can quickly verify information about a specific transaction in both Payables Management and Receivables Management.

**To use the cross-module link:**

1. Open the Receivables Transaction Inquiry - Customer window.  
(Sales >> Inquiry >> Transaction by Customer)

2. Select a consolidation document. Consolidation documents will have the prefix that you assigned in the Customer/Vendor Consolidation Setup window.
3. Click the Document Number link to open a linked window.
4. Choose the Description expansion button to open the related window.

If the linked window you were viewing was in payables, then the related linked window would be for receivables. If the linked window you were viewing was in receivables, then the related linked window would be for payables.

# Chapter 22: Refund checks

If you're using Receivables Management, Payables Management, and Refund Checks, you can use the refund checks feature to create receivables debit memos for customers who have credit balances, and print refund checks for those customers using Payables Management.

This information is divided into the following sections:

- [\*Refund checks auto-apply process\*](#)
- [\*Setting up refund checks\*](#)
- [\*Mapping customer cards to vendor cards\*](#)
- [\*Refund checks and multiple currencies\*](#)
- [\*Refund checks and national accounts\*](#)
- [\*Creating refund checks\*](#)
- [\*Refund checks and EFT\*](#)

## Refund checks auto-apply process

When you're preparing to create refund checks, you can use the Create Refund Checks window to view which customers have credit balances. All posted documents are examined during this calculation process, and if a customer has a credit balance, all outstanding credit documents are auto-applied to outstanding debit documents. Any remaining credit amounts become refund check amounts. Creating refund checks for these customers applies the outstanding credits to the newly created debit documents. The customer accounts will have zero balances with no unapplied amounts remaining.

To create refund checks for a customer with a debit balance, you must use the sorting methods to display only that customer card in the Create Refund Checks scrolling window. In the Edit Refund Checks window, you can mark which credit documents to create the check for. Only the credit documents are applied in this case.

You can use the Edit Refund Checks window to change the refund check amount by unmarking the documents that you don't want to include in the customer's credit balance. Unmarked documents will not be applied during the refund checks posting process. To change the refund check apply amount, change the amount in the Apply Amount column.

When you create refund checks, the debit memo that's created in Receivables Management is auto-applied to the documents that constituted the customer's balance when the documents were selected. A miscellaneous charge document then is generated in Payables Management, and a payment is issued. The payment is auto-applied to the invoice, and the check will be ready to print and process in Payables Management.



Multicurrency transactions will be revalued during this process, and any realized gains or losses will be calculated.

## Setting up refund checks

Use the Refund Checks Setup window to specify your preferences and default entries for creating refund checks.

**To set up refund checks:**

1. Open the Refund Checks Setup window.  
(Sales >> Setup >> Refund Checks)

2. Enter or select a default suspense account number, which is an offset account for your Accounts Receivable and Accounts Payable amounts. The account you enter or select must be a posting account, and must be set up to use all the currencies in which you're writing checks.
3. Enter a voucher description prefix, which will be displayed as the transaction description for the payables invoices that are generated when you create refund checks.
4. Enter the next document number to be used for the payables invoices that are generated. This number increments by one.
5. Enter the debit memo description prefix, which will be displayed as the transaction description for the debit memos that are generated when you create refund checks.
6. If you're using Electronic Funds Transfer (EFT), mark whether to send payments using EFT. See [Refund checks and EFT](#) on page 154 for more information.
7. Mark whether you want the Print Payables Checks window to open when the create checks process is complete.
8. Mark whether to be able to automatically create a vendor card using customer information. If you mark this option, information from the customer card, such as address information, will be entered automatically on the vendor card when you create it.
9. Mark whether or not you want to create the vendor as a temporary vendor. If you choose this option, the Temporary option will be marked automatically when you create a vendor card from a customer card using the Customer/Vendor Relationships window.
10. Enter or select a vendor class to be used as the default vendor class for vendor cards that are created using customer card information when you create refund checks. The vendor class information, such as posting accounts and history options, will be entered on the vendor cards when you create them.

The information that you enter in this field will replace any information that might have been entered in the same field in the Customer/Vendor Consolidation Setup window.

11. Select one of the following vendor ID options:
  - If you want vendor IDs to match the customer IDs, select Vendor ID=Customer ID.
  - If you want vendor IDs to be the next available vendor ID, select Vendor ID=Next Default Vendor ID. You also must enter a default vendor ID to use, which increments by one.

The information that you enter here will replace any information that might have been entered in the same field in the Customer/Vendor Consolidation Setup window.

12. Choose OK to save your changes and close the window.

## Mapping customer cards to vendor cards

When you enter refund check information, a vendor card must be created for the customer before a refund check can be processed and printed for that customer.

If vendor cards already exist for customers in Payables Management, you can use the Customer/Vendor Relationships window to map existing customer IDs to existing vendor IDs. You also can use this window to add customer and vendor cards, and map the IDs at the same time.

If you're using national accounts, you have two options for mapping customer IDs to vendor IDs.

- You can map the customer ID for the parent customer to a vendor ID and you can mark the Default Parent's Vendor for Children's Refund Checks option for the national account in the National Account Maintenance window. When you create refund checks, all child customers for the national account will be mapped to the vendor ID for the parent customer.
- You can map the customer ID for the parent customer and each child customer to individual vendor IDs. You must unmark the Default Parent's Vendor for Children's Refund Checks option for the national account in the National Account Maintenance window to be sure each child customer remains mapped to a specific vendor ID.

### To map customer cards to vendor cards:

1. Open the Customer/Vendor Relationships window.  
(Sales >> Cards >> Customer/Vendor)
2. Enter or select the customer ID for the customer card you're mapping to a vendor card. If you enter a new customer ID, the Customer Maintenance window will open, where you can enter information for that customer.

3. Select one of the following vendor card options:
  - Choose Create Vendor to automatically create a vendor card for the customer. The Vendor Maintenance window will open and display the information that was copied from the customer card. The vendor ID is generated according to the option you selected in the Refund Checks Setup window.
  - Enter or select the customer's corresponding vendor ID. If you enter a new vendor ID, the Vendor Maintenance window will open, where you can enter information for the vendor card.
4. To print a Customer/Vendor List, choose the printer icon.
5. Choose OK to save your changes and close the window.

## Refund checks and multiple currencies

Any miscellaneous charge documents will be created using the originating currency when you create refund checks. Any payments will be created using the checkbook currency.

The Document Date field in the Create Refund Checks window is set to the check date and can't be changed when you create refund checks if the currency for the batch is not the same as the functional currency. The document date will be set to the user date if the currency for the batch is the same as the functional currency.

Balance forward customers are included in the calculation process when creating refund checks only if the batch uses the functional currency.

See [Creating refund checks](#) on page 151 for more information.

## Refund checks and national accounts

If you're using national accounts, the documents that will appear in the Edit Refund Checks window when you choose Insert in the Create Refund Checks window will depend on whether you select a parent or child customer to view documents for.

**Parent customer** Credit documents for the parent and all child customers of a national account will be listed. However, if a refund check already has been created for a child customer of the national account, then only the credit documents for the parent customer will be listed.

**Child customer** Only credit documents for the child customer will be listed.

If the child customer of a national account is listed in the Create Refund Checks window, the vendor ID that will be displayed for the customer depends on whether the parent and child customers of the national account have been assigned to vendor IDs, and whether the Default Parent's Vendor for Children's Refund Checks option is marked for the national account in the National Account Maintenance window. The following table lists the vendor ID that will be displayed.

Parent customer	Child customer	Default parent's vendor for children's refund checks option	Vendor ID displayed
Mapped to vendor ID	Mapped to vendor ID	Marked	Vendor ID for parent customer

Parent customer	Child customer	Default parent's vendor for children's refund checks option	Vendor ID displayed
Mapped to vendor ID	Not mapped to vendor ID	Marked	Vendor ID for parent customer
Mapped to vendor ID	Mapped to vendor ID	Not marked	Vendor ID for child customer
Mapped to vendor ID	Not mapped to vendor ID	Not marked	No vendor ID displayed
Not mapped to vendor ID	Mapped to vendor ID	Marked	No vendor ID displayed
Not mapped to vendor ID	Not mapped to vendor ID	Marked	No vendor ID displayed
Not mapped to vendor ID	Mapped to vendor ID	Not marked	Vendor ID for child customer
Not mapped to vendor ID	Not mapped to vendor ID	Not marked	No vendor ID displayed

If a vendor ID is associated with a parent customer, a P will appear after the vendor ID.

You can assign a child customer to a vendor ID by entering a vendor ID in the Vendor ID column in the Create Refund Checks window. If the vendor ID you entered hasn't been set up yet, the Vendor Maintenance window will open, where you can enter information for the vendor you're creating. You also can use the Customer/Vendor Relationships window to map child customers to vendor IDs. See [Mapping customer cards to vendor cards](#) on page 149 for more information.

## Creating refund checks

Use the Create Refund Checks window to calculate which customers should receive refund checks, and to send refund checks information to Payables Management.

When the minimum credit balance is calculated using the refund checks process, customers with credit balances less than the amount you enter in the Minimum Credit Balance Required field will be identified.

See [Refund checks auto-apply process](#) on page 147 for information about how the minimum credit balances are calculated and about creating a refund check for a customer with a credit balance.

You can create refund checks by selecting specific documents for a customer, or by selecting a range of credit balance customers.

If you choose to select specific documents, when you select the customer to create a refund for, the Edit Refund Checks window will open automatically displaying the documents and amounts you can mark or unmark to include in the refund check.

If you choose to select a range of credit balance customers, when you select the customers to create refunds for, those customers with a credit balance equal to or greater than the Minimum Credit Balance to Refund field will be listed in the Create Refund Checks scrolling window. You then can select a customer and choose the Check Amount link to open the Edit Refund Checks window, where you can mark or unmark the documents and amounts to include in the refund check to the customer.

**To create refund checks:**

1. Open the Create Refund Checks window.  
(Sales >> Transactions >> Refund Checks)

2. Enter or select a payables computer check batch ID to include the refund check payments in.
3. Accept the default entry or select a new entry for the document selection.
4. Mark either Create Refund for Specific Documents or Create Refund for Credit Balance Customers.
5. Select the customers to calculate balances for.

**Customer** Select the customer to calculate balances for if you marked the Create Refund for Specific Documents option.

**Customers** Select a range of customers to calculate balances for if you marked the Create Refund for Credit Balance Customers option.

6. Enter an amount in the Minimum Credit Balance Required field.



## 7. Choose Insert.

- If you marked the Create Refund Checks for Specific Documents option in step 4, the Edit Refund Checks window will open, where you can mark and unmark the credit documents to create refund checks for. Click OK to save your changes and close the Edit Refund Checks window. The customer and associated refund check amount will be displayed in the scrolling window in the Create Refund Checks window.
- If you marked the Create Refund Checks for Credit Balance Customers option in step 4, the customers that match the search and calculation criteria will be displayed in the scrolling window, along with the refund check amount. You can select a customer in the scrolling window and choose the Customer ID link to open the Edit Refund Checks window, where you can mark and unmark the credit documents to create refund checks for. Click OK to save your changes and close the Edit Refund Checks window. The customer and associated refund check amount will be displayed in the scrolling window in the Create Refund Checks window.

If a customer is on hold, a message will be displayed and you'll have the option to create a refund check for that customer. You must enter a password to override the hold if a password was entered in the Remove Customer Hold field in the Receivables Management Setup window.

8. If a customer ID that's displayed in the Create Refund Checks window isn't mapped to a vendor ID, you can create a new vendor to assign the customer to. Select the customer ID and choose Create Vendor. The Vendor Maintenance window will open, where you can enter information for the vendor you're creating.

If a customer ID that's displayed in the window is the child customer of a national account, you can enter a new vendor ID in the Vendor ID column and the Vendor Maintenance window will open.

You also can use the Customer/Vendor Relationships window to map child customers to vendor IDs. See [Mapping customer cards to vendor cards](#) on page 149 for more information.

9. If you don't want a refund check to be processed for a customer card that's displayed in the scrolling window, select the card and choose Remove. Any documents that were applied during the calculation process will be unapplied.
10. Select a card and choose the Check Amount link to open the Edit Refund Checks window, which displays the documents that are included in the customer's refund amount.
11. If the customer is the parent of a national account, mark National Account to display credit documents for the parent and all children of the selected national account. Mark Specific Customer and select the customer ID to display credit documents only for the selected parent or child customer of a national account. These options only will appear if National Accounts is registered. See [Refund checks and national accounts](#) on page 150 for more information.

12. To change the refund amount for a document, enter the new amount in the Refund Amount column.

To exclude a document from being included in the customer's refund amount, unmark the check box. Unmarked documents will not be applied during the refund checks apply and posting processes.

Choose OK to save your changes and close the window. The Create Refund Checks window will be redisplayed.

13. Choose Print to open the Refund Checks Print Options window and select from the following options.

**Customer/Vendor List** Mark All to print the list for all customers, including customers mapped to vendor IDs that are on hold or inactive. Mark Vendors with Errors Only to print the list for customers who haven't been mapped to vendor IDs, or that have vendor IDs that meet one of the following criteria.

- Vendor ID is on hold
- Vendor ID is inactive
- Invalid bank information has been entered for the vendor ID
- Vendor ID does not exist

**Refund Checks Edit List** Print the Refund Checks Edit List.

14. Choose Process to transfer the receivables balances to Payables Management. Depending on your setup options, posting journals might be printed.

A receivables debit document will be generated in Receivables Management for each customer and a payables miscellaneous charge document will be generated in Payables Management for each vendor.

The Print Payables Checks window will open, where you can print checks for each vendor if the Auto-open Print Payables Checks option is marked in the Refund Checks Setup window.

## Refund checks and EFT

This section only applies to the United States and Europe. If you're using EFT, you can create batches that include only EFT payments. If you mark Integrate with EFT in the Refund Checks Setup window, the system verifies that the checkbook assigned to the batch is set up properly to make electronic funds transfers.

The system also verifies that the vendor card is set up to use EFT. Any vendor cards that don't include valid EFT information will be designated as invalid in the scrolling window.

A vendor can be considered invalid for any of the following reasons:

- No card has been created for the vendor using the EFT Vendor Maintenance window.
- The vendor card created using the EFT Vendor Maintenance window is marked as invalid.
- The EFT vendor termination date has passed.
- An EFT vendor prenote has not been sent for the vendor.
- An EFT vendor prenote has been sent, but the Prenote Date + Prenote Grace Period Days hasn't been set up using the EFT Checkbook Maintenance window. The Prenote Grace Period Days is the number of calendar days to wait after a prenote has been generated for a new vendor before it's valid for actual transactions.

Only valid vendor cards are processed in the refund checks batch.



*When you integrate refund checks with EFT, the `PMEFT.dic` file must be installed on the workstation that is being used to process refund checks. Refer to the eBanking documentation for further information.*



# Chapter 23: Transaction maintenance

Once you begin entering information in Receivables Management, proper maintenance of these records is essential to preserving the accuracy of your accounting information.

This information is divided into the following sections:

- [Handling NSF checks](#)
- [Voiding and unrealized gains and losses](#)
- [Voiding a posted transaction](#)
- [Waiving a finance charge](#)
- [Editing discount date and reference information](#)
- [Correcting or deleting an unposted transaction](#)
- [Deleting an unposted printed transaction](#)
- [Correcting or deleting an unposted cash receipt](#)
- [Writing off outstanding credit or debit amounts](#)

## Handling NSF checks

You can process a payment as having non-sufficient funds (NSF), and to assess a charge for the check. The NSF charge is a service charge amount for checks having non-sufficient funds. You can assess NSF charges only for payments. The default NSF charge amount is entered in the Receivables Management Setup window.

If you process a payment as NSF, the system will unapply the payment, back out the distributions and increase the amount in the Receivables account and decrease the amount in the Cash account. Documents are not transferred to history, but you can mark to transfer them during the paid transaction removal process. You can't mark checks that have been removed from history as NSF.

If you're using Bank Reconciliation and process a check as NSF, payments are unapplied, any distributions are reversed, and customer balances are updated. Paid commissions are backed out with negative amounts, and are marked as unpaid. Bank Reconciliation amounts also are updated. See the Bank Reconciliation documentation for more information about how amounts are updated in Bank Reconciliation.



If you void a multicurrency document, any realized gains or losses that originally were posted also are reversed.

### To handle an NSF check:

1. Open the Receivables Posted Transaction Maintenance window.  
(Sales >> Transactions >> Posted Transactions)

Customer ID	28	Document Type	Sales/Invoices
Name		Number	
Original Amount	\$0.00	Currency ID	
Document Date	00/00/0000	Void Date	00/00/0000
Check Number		Posting Date	02/10/2004
		Due Date	00/00/0000

2. Enter or select a customer ID.
3. Select Payments as the document type, and enter or select the cash receipt number for the check that didn't clear.
4. Choose NSF to open the Auto Post NSF Debit Charge window.

Document Type	Debit Memo	Date	02/10/2004
Number	DEBIT0012		
NSF Charge	\$15.00		
Description	NSF Charge		

The payment is unapplied and distributions are reversed. Using the NSF Debit Charge window, you can change the default charge for the NSF check, and view the document number assigned to the debit memo that's created.



If you're using Multicurrency Management and you assess an NSF charge on a multicurrency cash receipt, any realized gains or losses that were posted when the cash receipt was applied also are reversed.

5. Choose OK. The Receivables Posted Transaction Maintenance window is redisplayed and cleared. You can handle additional NSF payments or close the window.

When you close the window, a Voided/Waived/NSF Transaction Posting Journal might be printed, depending on the options you selected using the Posting Setup window.

You can view NSF charges for the customer using the Customer Payment History Inquiry and Transaction Inquiry windows. The NSF charges also appear on the customer's statements until the charges are fully paid.

### To handle an NSF check using the action pane:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
2. Mark a payment that has non-sufficient funds.
3. In the Manage group, choose NSF.
4. Accept to use the document date as the void date or select to enter a date, and then enter the void date.
5. Enter a posting date or accept the default posting date.
6. Choose NSF.

The payment is unapplied and distributions are reversed. A debit memo is created for the service charge amount assessed.



If you're using Multicurrency Management and you assess an NSF charge on a multicurrency cash receipt, any realized gains or losses that were posted when the cash receipt was applied also are reversed.

A Voided/Waived/NSF Transaction Posting Journal might be printed, depending on the options you selected using the Posting Setup window.

You can view NSF charges for the customer using the Customer Payment History Inquiry and Transaction Inquiry windows. The NSF charges also appear on the customer's statements until the charges are fully paid.

## Voiding and unrealized gains and losses

When you void a transaction that had an unrealized revaluation gain or loss recognized as a realized gain or loss during settlement, the unrealized gain or loss amount is reinstated. The settled realized gain or loss is reversed. If the applied-to document's amount remaining had been revalued before voiding the credit document, the previous apply amount is revalued with the document's current exchange rate.

## Voiding a posted transaction

Use the Receivables Posted Transaction Maintenance window to void sales, debit memos, finance charges, service repairs, and warranty transactions. You can void these transactions as long as they have no amounts applied to them. You also can void payments such as cash receipts, credit memos, and returns if they have amounts applied. If you void a credit document, you unapply amounts. Documents are not transferred to history, but you can mark to transfer them during the paid transaction removal process.

If you need to correct a posted transaction, you might need to void the original transaction and reenter it. If you use this window to void a transaction that did not originate in Receivables Management, reversing entries will be made in Receivables Management and General Ledger only and inventory will not be adjusted.

When a document is voided, any commission or distribution amounts are reversed and customer balances are updated. If you're using Bank Reconciliation and you void a transaction with cash, check, or credit card amounts, Bank Reconciliation amounts are updated. The original receipt is voided if it exists; otherwise a negative cash receipt amount is posted to Bank Reconciliation. See the Bank Reconciliation documentation for more information about how amounts are updated in Bank Reconciliation.

If Calculate Tax Rebates is marked in the Company Setup Options window and you're voiding a payment with a discount or writeoff, any distributions for tax rebates also are voided. If you marked Allow Negative Debits and Credits in General Ledger in the Company Setup Options window, negative debit and credit distributions are posted to General Ledger when you void transactions. Use the Receivables Distribution Inquiry Zoom window to view them.



If a realized gain or loss is recognized as a result of euro conversion and you void the transaction, the conversion amounts are reversed.

### To void a posted transaction:

1. Open the Receivables Posted Transaction Maintenance window.  
(Sales >> Transactions >> Posted Transactions)
2. Enter or select a customer ID.

3. Select a document type and enter or select the document number to void.
4. Enter or accept the entry in the Void Date field.
5. Choose Void.

Distributions and tax amounts are reversed for the transaction, and any commissions are reversed. When you close the window, a Voided/Waived/NSF Transaction Posting Journal might be printed, depending on the options you selected using the Posting Setup window.

You can view the voided transaction using the Receivables Transaction Inquiry - Document window. Voided transactions are marked with an asterisk (\*).

## Waiving a finance charge

You can waive a posted finance charge transaction. Documents are not transferred to history when you waive finance charge transactions, but you can mark to transfer them during the paid transaction removal process.

### To waive a finance charge:

1. Open the Receivables Posted Transaction Maintenance window. (Sales >> Transactions >> Posted Transactions)
2. Enter or select a customer ID.
3. Select Finance Charge as the document type, and enter or select the finance charge transaction to waive.
4. Choose Waive. You might be prompted to enter a password, depending on the options you selected using the Receivables Management Setup window.

Distributions are reversed for the transaction, as are the finance charge amounts shown in the Year-to-Date and Life-to-Date fields in the Customer Finance Charge Summary window. The Finance Charges Waived field in the Customer Period Summary window is updated.

When you close the window, a Voided/Waived/NSF Transaction Posting Journal might be printed, depending on the options you selected using the Posting Setup window.

You can view the waived charges for the customer using the Period Sales Inquiry and Transaction Inquiry windows. Any waived finance charges appear on the customer's statements until the charges are transferred to history.

### To waive a finance charge using the action pane:

1. In the navigation pane, choose the Sales button, and then choose the Receivables Transactions list.
2. Mark a finance charge to waive.
3. In the Manage group, choose Waive Finance Charge.
4. Accept to use the document date as the void date or select to enter a date, and then enter the void date.



5. Enter a posting date or accept the default posting date.
6. Enter a password if a password is required for waiving finance charges.
7. Choose Waive.

Distributions are reversed for the transaction, as are the finance charge amounts shown in the Year-to-Date and Life-to-Date fields in the Customer Finance Charge Summary window. The Finance Charges Waived field in the Customer Period Summary window is updated.

When you close the window, a Voided/Waived/NSF Transaction Posting Journal might be printed, depending on the options you selected using the Posting Setup window.

You can view the waived charges for the customer using the Period Sales Inquiry and Transaction Inquiry windows. Any waived finance charges appear on the customer's statements until the charges are transferred to history.

## Editing discount date and reference information

Use the Edit Receivables Transaction window to change the discount date, due date, purchase order number, and transaction description for a posted transaction. You might want to change the discount date and due date if you give extended terms based on partial payments. You can't change the discount and due date for balance forward customers, or for returns, credits, and warranties. You also can't change the purchase order number for payments, which don't have discount dates or due dates.

### To edit discount date and reference information:

1. Open the Edit Receivables Transaction window.  
(Sales >> Transactions >> Edit Transaction Information)

2. Enter or select a customer ID.
3. Select the document type and enter or select the document number to edit.
4. Edit the date and reference information.
5. Choose Save.

## Correcting or deleting an unposted transaction

Use the Receivables Transaction Entry window to correct or delete a transaction. Correcting and deleting transactions is easiest before the transaction is posted.

Errors often are identified on transaction edit lists. If the error involves an unbalanced distribution, you'll receive an alert message that the transaction can't be posted because the debits and credits are unequal.



*You can't delete an unposted transaction if the Delete Unposted Printed Documents option is unmarked in the Receivables Management Setup window, and if the document has already been printed. See [Deleting an unposted printed transaction](#) on page 162 for more information.*

### To correct or delete an unposted transaction:

1. Open the Receivables Transaction Entry window.  
(Sales >> Transactions >> Transaction Entry)
2. Enter or select the information, including the document number associated with the erroneous transaction.
3. Select one of the following options:
  - To correct the transactions, make any corrections by replacing the incorrect information with correct information. Depending on your change, you might need to modify the distributions or commissions that were originally calculated. See [Modifying transaction distributions](#) on page 104 or [Editing a commission amount](#) on page 108 for more information.

To post the transaction, you must post the batch using the Receivables Batch Entry window. See [Receivables Management posting](#) on page 127 for more information.

  - To delete the transaction, choose Delete. Any applied amounts also are unapplied.
4. Choose Save. To view a corrected transaction, print an edit list by redisplaying the transaction and choosing File >> Print.

If you are using Workflow, you must resubmit the batch if you modify or delete any transactions in an approved batch. You also must resubmit the batch if you modify or delete any transactions from a batch with the status of No Approval Needed.

## Deleting an unposted printed transaction

You can't delete a transaction after it has been printed if the Delete Unposted Printed Document option in the Receivables Management Setup window is unmarked. You can use the following procedure if you have printed an unposted transaction and want to delete it. The procedure assumes that you have the Receivables Transaction Entry window open.

**To delete an unposted printed transaction:**

1. In the Receivables Transaction Entry window, assign the transaction to a batch and close the window.
2. Open the Receivables Management Setup window.  
(Sales >> Setup >> Receivables)
3. Mark the Delete Unposted Printed Document option and click OK.
4. Open the Receivables Transaction Entry window.
5. Enter or select the document number of the transaction that you want to delete.
6. Clear the Batch ID field.
7. Choose Delete.

**Correcting or deleting an unposted cash receipt**

Use the Cash Receipts Entry window to correct or delete an unposted cash receipt. Correcting and deleting cash receipts is easiest before the cash receipt is posted.

To void a posted cash receipt, see [Voiding a posted transaction](#) on page 159.

**To correct or delete an unposted cash receipt:**

1. Open the Cash Receipts Entry window.  
(Sales >> Transactions >> Cash Receipts)
2. Enter or select the receipt to correct.
3. Select one of the following options:
  - To correct the cash receipt, replace the incorrect information with correct information. Depending on your changes, you might need to modify the distributions or apply additional amounts. To change the amount of the cash receipt to an amount that's less than the amount already applied, you must unapply the original cash receipt, change the amount, and reapply.
  - To delete the cash receipt, choose Delete. Any applied amounts also are unapplied.
4. Choose Save. To view a corrected cash receipt, print an edit list by redisplaying the cash receipt and choosing File >> Print.

If you are using Workflow, you must resubmit the batch if you modify or delete any cash receipts in an approved batch. You also must resubmit the batch if you modify or delete any cash receipts from a batch with the status of No Approval Needed.

**Writing off outstanding credit or debit amounts**

Use the Write Off Documents window to write off outstanding document credit or debit balance amounts for one or more customers. You can specify a writeoff limit and cut-off date, and whether to create a credit or debit memo for each customer or document.

**To write off outstanding credit or debit amounts:**

1. Open the Write Off Documents window.  
(Sales >> Routines >> Write Off Documents)

2. In the Writeoff Type field, select Overpayments to write off customer document credit balances, or select Underpayments to write off customer document debit balances.
3. Select whether to create one credit or debit memo per customer or document.



If multiple currencies are used, memos will be created for each currency.

4. Enter the writeoff limit for documents to be included. Documents with an outstanding balance less than or equal to the writeoff limit you enter will be included.
5. Enter a cutoff date for documents to be included. Documents with a document date on or before the cutoff date you enter will be included.
6. Enter or select a range of customers by customer ID, name, class ID, or user-defined information. Only documents with a document date on or before the date specified in the Cut-off Date field and with an outstanding balance that is less than or equal to the limit amount specified in the Writeoff Limit field will be included in the range. If the parent customer of a national account is included in the range, the child customers for the national account also will be included.
7. Select whether to include the parent or child company of a national account as the customer on the debit or credit memos you're creating. These options only will appear if you're using national accounts.
8. You can choose Preview to open the Write Off Preview window, where you can view the customers to write off balances for, and where you can complete the following actions.
  - Mark or unmark customers to include in the writeoff process.
  - Choose the Writeoff Amount link to open the Write Off Details window, where you can view the documents to write off balances for.
9. You can choose File >> Print to print the Writeoff Documents Preview Report to view the documents and amounts that will be written off.
10. Choose Process to complete the writeoff process and close the window.

Debit or credit memos will be created and posted, based on the options selected. A batch of general ledger transactions will be created with the distributions from the debit or credit memos that were posted. The credit or debit memos automatically will be applied to the documents they are created for.



Debit or credit memos will be created using the originating currency of the documents they are created for. If you selected to have debit or credit memos write off multiple documents, an average exchange rate will be calculated for the documents they are created for.

Debit memos will not be posted if the Accounts Receivable or Overpayment Writeoffs posting accounts have been assigned to a multidimensional analysis group with total distribution percentages of less than 100 percent.

The Discounts/Writeoffs Journal might be printed, depending on your selections in the Posting Setup window.



*You can use the Sales Posting Journals window to reprint the Discounts/Writeoffs Journal to view information about underpayments that you've posted using the Write Off Documents window. However, you must reprint the Receivables Posting Journal to view information about overpayments that you've posted using the Write Off Documents window.*





# Part 4: Inquiries and reports

You can use inquiries and reports to analyze the information you've entered into the system. You can analyze customer activity and transaction information, and display the information either on the computer screen or on a report. This information includes the following topics:

- [Chapter 24, "Customer inquiries,"](#) explains how to view detailed or summarized information about your customers.
- [Chapter 25, "Transaction inquiries,"](#) explains how to view detailed, summarized, or multicurrency information about transactions you've entered.
- [Chapter 26, "Reports,"](#) describes how to use reports to analyze receivables activity and identify errors in transaction entry.



# Chapter 24: Customer inquiries

You can use the Receivables Management inquiry windows to view detailed or summarized information about your customers.

This information is divided into the following sections:

- [Multicurrency inquiries](#)
- [Reporting currency](#)
- [Viewing customer information](#)
- [Viewing customer transaction information](#)
- [Viewing customer period activity](#)
- [Viewing customer yearly activity](#)
- [Viewing customer payment information](#)
- [Viewing national account details](#)

## Multicurrency inquiries

You can view multicurrency amounts in the originating, functional, or reporting currency. Choose View >> Currency >> Functional, Originating, or Reporting while viewing a Receivables inquiry window. This option is saved on a per user, per window basis.

You also can use the currency list button in the windows that support changing the currency view. The View menu and currency list button are available in the following windows:

- Receivables Transaction Inquiry – Customer
- Receivables Transaction Inquiry – Document
- Receivables Transaction Inquiry Zoom
- Cash Receipts Inquiry Zoom

The first time you open these windows after registering Multicurrency Management, all the transactions are displayed in their originating currencies. If you change the currency view, the option you last used is the default view the next time you open that window.

## Reporting currency

A reporting currency is used to convert functional or originating currency amounts to another currency on inquiries and reports. For example, if the US dollar is the functional currency for your company, you can set up the euro as your reporting currency to view an inquiry window with currency amounts displayed in the euro currency.

During the reporting currency setup in Multicurrency Management, you must set up a reporting currency, and enter a default exchange rate and rate calculation method. Depending on how your system is set up, you might be able to override the default reporting currency exchange rate or rate calculation method on inquiries and reports.

To change the default reporting currency exchange rate, choose View >> Currency >> Modify Reporting Rate while using Receivables inquiry windows to open the Modify Reporting Rate window.

See the Multicurrency Management documentation for more information about the reporting currency.

## Viewing customer information

Use the Customer Inquiry window to view address, shipping, tax, and other sales information you entered for a customer card using the Customer Maintenance window.

### To view a customer's information:

1. Open the Customer Inquiry window.  
(Sales >> Inquiry >> Customer)

The screenshot shows the 'Customer Inquiry' window with the following fields:

- Customer ID** (with search icon)
- Parent Customer ID**
- Name**
- Balance Type**
- Class ID**
- Priority** (dropdown)
- Address ID:**
  - Primary** (dropdown)
  - Contact**
  - Address**
  - City**
  - State**
  - ZIP Code**
  - Country Code**
  - Country**
- Phone 1**
- Phone 2**
- Phone 3**
- Fax**
- UPS Zone**
- Shipping Method**
- Tax Schedule**
- Finance Charge**
- Minimum Pymt.**
- Credit Limit**
- Salesperson ID**
- Territory ID**
- Credit Rating**
- User-Defined 2**
- Tax Exempt 1**
- Tax Registration**
- Comment 1**
- Comment 2**
- Price Level**
- Currency ID**

At the bottom, there are navigation arrows and a dropdown menu set to 'by Customer ID'.

2. Enter or select a customer ID.

If the customer record has document attachments, choose the Attachment Management icon to open the Document Attachment Inquiry window.

## Viewing customer transaction information

Use the Receivables Transaction Inquiry - Customer window to view unposted, posted, and historical transactions for a specified customer card.

This window also displays any voided or waived transactions. You can view posted, unposted, and historical information separately.

### To view a customer's transaction information:

1. Open the Receivables Transaction Inquiry - Customer window.  
(Sales >> Inquiry >> Transaction by Customer)
2. Enter or select a customer.
3. Select a range of documents to limit the information displayed.
4. Mark one or more files to include information from.

- Mark Work to view unposted information.
- Mark Open to view posted information.
- Mark History to view historical information.

To print a report of the information displayed in the Receivables Transaction Inquiry – Customer window, choose File >> Print.

You also can open windows showing detailed information about a selected document from the Receivables Transaction Inquiry - Customer window.

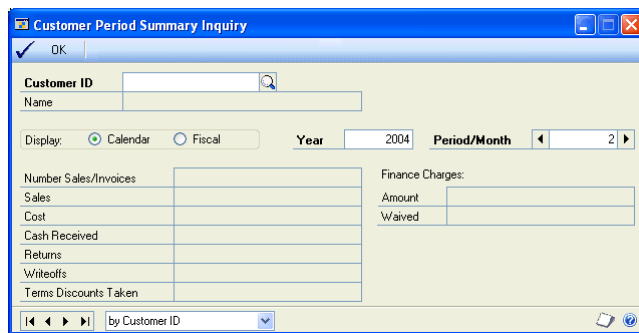
Action	Window that opens
Select a document and choose the Document Number link	Receivables Transaction Inquiry Zoom or Cash Receipts Inquiry Zoom, depending on the type of document you selected
Select a document and choose the Amount Remaining link	Applied From Credits or Applied To Debits, depending on the type of document you selected
Select a document and choose the Amount Remaining expansion button	Receivables Transaction Revaluation Zoom

### Viewing customer period activity

Use the Customer Period Summary Inquiry window to review an individual customer’s buying patterns over time. You can view period information by calendar month or fiscal period.

#### To view a customer’s period activity:

1. Open the Customer Period Summary Inquiry window.  
(Sales >> Inquiry >> Period Summary)



2. Enter or select a customer ID.
3. Mark the type of period to display—calendar or fiscal. You also can enter a year, and a specific period or month.

### Viewing customer yearly activity

Use the Customer Yearly Summary Inquiry window to compare a customer’s purchasing pattern for the current year, last year, and life to date. You can select one of the following summary views for the customer’s information:

**Amounts Since Last Close** Displays the selected customer’s current summary amounts.

The information that is displayed in the Customer Yearly Summary Inquiry window when you select Amounts Since Last Close in the Summary View list might not represent actual fiscal year totals if you close the fiscal year before or after the last day of the fiscal year. For example, the amounts in the Year to Date column might continue to increase as transactions are posted after the last day of the fiscal year; then when you close the fiscal year, the amounts in the Last Year column will include those transactions posted after the last day of the fiscal year that you closed.

**Fiscal Year** Displays the selected customer's summary amounts for the fiscal year you enter.

**Calendar Year** Displays the selected customer's summary amounts for the calendar year you enter.

Closing the fiscal year will not affect the information that is displayed in the Customer Yearly Summary Inquiry window when you select Fiscal Year or Calendar Year in the Summary View list. The amounts displayed for those selections are dependent on the year and periods you enter to display.

### To view a customer's yearly activity:

1. Open the Customer Yearly Summary Inquiry window.  
(Sales >> Inquiry >> Yearly Summary)

	Year-to-Date	Last Year	Life-to-Date
Number Sales/Invoices	0	0	0
Sales	\$0.00	\$0.00	\$0.00
Cost	\$0.00	\$0.00	\$0.00
Cash Received	\$0.00	\$0.00	\$0.00
Returns	\$0.00	\$0.00	\$0.00
Writeoffs	\$0.00	\$0.00	\$0.00
Terms Discounts Taken	\$0.00	\$0.00	\$0.00
High Balance	\$0.00	\$0.00	\$0.00

2. Enter or select a customer ID.
3. Select a summary view. If you select either Fiscal Year or Calendar Year, enter a year, and enter or select a period range. Then choose Calculate.

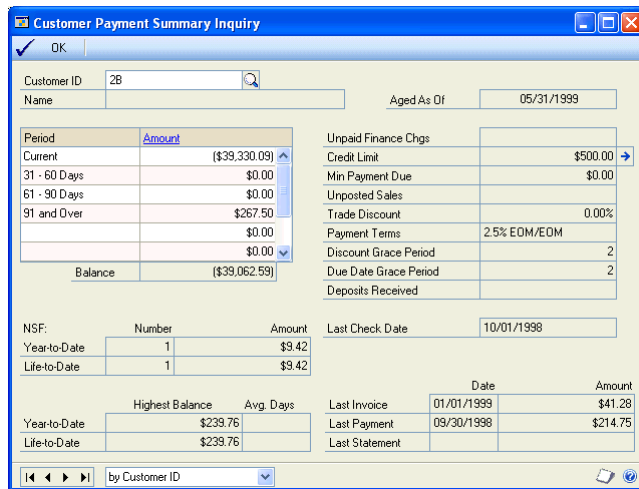
To print the Sales Analysis Report, which prints the information currently displayed in the Customer Yearly Summary Inquiry window, choose File >> Print.

## Viewing customer payment information

Use the Customer Payment Summary Inquiry window to view details of the payments a customer has made. You also can view credit limit, discount, payment terms, and NSF information.

**To view a customer’s payment information:**

1. Open the Customer Payment Summary Inquiry window.  
(Sales >> Inquiry >> Payment Summary)



2. Enter or select a customer ID.
3. To view the transactions that were entered for a customer during the selected aging period, select a period and choose the Amount link to open the Receivables Transaction Inquiry - Customer window.

**Viewing national account details**

Use the National Accounts Inquiry window to view details of a national account. You can view the entire national account or any customer card within the national account. See [Chapter 9, “National accounts,”](#) for more information.

**To view a national account’s details:**

1. Open the National Accounts Inquiry window.  
(Sales >> Inquiry >> National Accounts)
2. Enter or select a parent customer ID.

You also can open windows showing detailed information about a selected document from this window.

Action	Window that opens
Select a document and choose the Customer ID link	Customer Inquiry
Select a document and choose the Doc/Check Number link	Receivables Transaction Inquiry Zoom, Sales Transaction Inquiry Zoom, Invoice Inquiry, or Cash Receipts Inquiry, depending on the type of document you selected
Select a document and choose the Amt Rem link	Applied From Credits or Applied To Debits, depending on the type of document you selected
Select a document and choose the Amt Rem expansion button	Receivables Transaction Revaluation Zoom



# Chapter 25: Transaction inquiries

You can use the Receivables Management inquiry windows to view detailed, summarized, or multicurrency information about transactions you entered. Also, many of the inquiry windows in Receivables Management have links you can use to view transactions as they were originally entered.

This information is divided into the following sections:

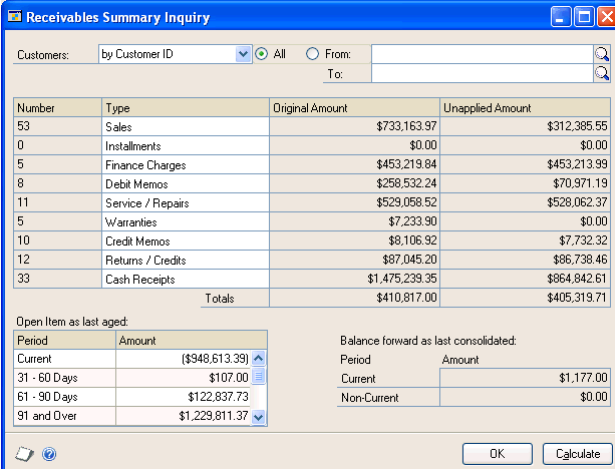
- [Viewing receivables summary information](#)
- [Viewing transaction detail information](#)
- [Viewing receivables documents](#)
- [Additional document inquiries](#)
- [Document printing options](#)
- [Sending documents in e-mail from transaction inquiry](#)

## Viewing receivables summary information

Use the Receivables Summary Inquiry window to view the total number of documents entered for each of the document types in Receivables Management, along with the total amount for each type. This inquiry might be useful for comparing the original amounts for document types with the unapplied amounts. You also can view a customer's balance in this window.

### To view receivables summary information:

1. Open the Receivables Summary Inquiry window.  
(Sales >> Inquiry >> Receivables Summary)



The screenshot shows the 'Receivables Summary Inquiry' window. At the top, there are search filters for 'Customers' (set to 'by Customer ID') and 'From'/'To' dates. Below this is a table with columns: Number, Type, Original Amount, and Unapplied Amount. The table lists various document types such as Sales, Installments, Finance Charges, Debit Memos, Service / Repairs, Warranties, Credit Memos, Returns / Credits, and Cash Receipts, along with their respective amounts. A 'Totals' row is at the bottom of the table. Below the table, there are sections for 'Open Item as last aged' and 'Balance forward as last consolidated', each with a table showing amounts for different periods.

Number	Type	Original Amount	Unapplied Amount
53	Sales	\$733,163.97	\$312,386.55
0	Installments	\$0.00	\$0.00
5	Finance Charges	\$453,219.84	\$453,213.99
8	Debit Memos	\$258,532.24	\$70,971.19
11	Service / Repairs	\$529,058.52	\$528,062.37
5	Warranties	\$7,233.90	\$0.00
10	Credit Memos	\$8,106.92	\$7,732.32
12	Returns / Credits	\$87,045.20	\$86,738.46
33	Cash Receipts	\$1,475,239.35	\$864,842.61
Totals		\$410,817.00	\$405,319.71

Period	Amount
Current	(\$948,613.39)
31 - 60 Days	\$107.00
61 - 90 Days	\$122,837.73
91 and Over	\$1,229,811.37

Period	Amount
Current	\$1,177.00
Non-Current	\$0.00

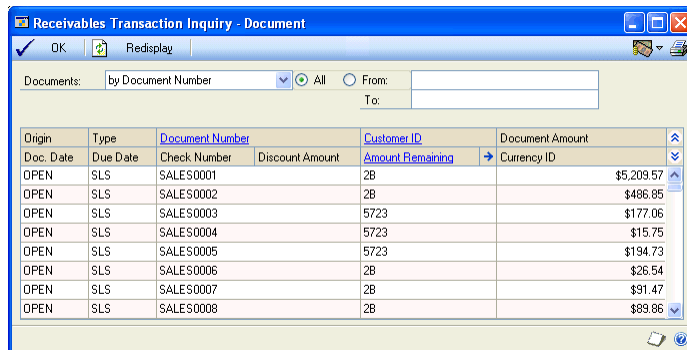
2. Select a range of customers and choose Calculate to display the correct information in the window.

## Viewing transaction detail information

Use the Receivables Transaction Inquiry - Document window to view unposted, posted, and historical transactions by document number or document date.

**To view transaction detail information:**

1. Open the Receivables Transaction Inquiry - Document window.  
(Sales >> Inquiry >> Transaction by Document)



2. Select a range of documents to limit the information displayed. You can view documents by number, date, or customer ID.
3. Choose Redisplay. Voided documents, NSF payments, and waived finance charges are indicated with an asterisk next to the document's origin in the scrolling window.

To print a report of the information displayed in this window, choose File >> Print.

You also can open windows showing detailed information about a selected document from this window. See [Viewing receivables documents](#) on page 176 for more information.

Action	Window that opens
Select a document and choose the Document Number link	Receivables Transaction Inquiry Zoom, Sales Transaction Inquiry Zoom, Invoice Inquiry, or Cash Receipts Inquiry Zoom, depending on the type of document you selected
Select a document and choose the Customer ID link	Customer Inquiry
Select a document and choose the Amount Remaining link	Applied To Debits or Applied From Credits, depending on the type of document you selected
Select a document and choose the Amount Remaining expansion button	Receivables Transaction Revaluation Zoom

**Viewing receivables documents**

You can use the various receivables inquiry windows to view information about documents you entered in Receivables Management.

Use links to view information as it was entered on the original document. For example, you can select a credit memo in the scrolling window and choose the Document Number link to open the Receivables Transaction Inquiry Zoom window.



**To view receivables documents:**

1. Open either the Receivables Transaction Inquiry – Customer or the Receivables Transaction Inquiry – Document window.  
(Sales >> Inquiry >> Transaction by Customer -or- Sales >> Inquiry >> Transaction by Document)
2. Select a transaction in the scrolling window and choose the Document Number link.

The corresponding window opens, and the transaction is displayed as it was originally entered.

- If you select a payment transaction, the Cash Receipts Inquiry Zoom window opens.
- If you select an invoice, the Sales Transaction Inquiry Zoom window, Receivables Transaction Inquiry Zoom window, or Invoice Inquiry window opens.
- If you select a sales, service/repair, warranty, or other type of transaction, the Receivables Transaction Inquiry Zoom window opens.

**Additional document inquiries**

You can open several other windows from the Receivables Transaction Inquiry - Customers and Receivables Transaction Inquiry - Documents windows after you select a document and choose various links. The following tables list this information.

**Cash Receipts Inquiry window**

You can open the following windows from the Cash Receipts Inquiry window:

Button	Window that opens
Date expansion button	Receivables Date Inquiry
Currency ID expansion button (if you selected a multicurrency transaction)	Exchange Rate Entry Zoom
Revaluation button	Receivables Transaction Revaluation Zoom
Apply button	Applied to Debits/Applied From Credits (depending on the document type)
Distribution button	Receivables Distribution Inquiry Zoom

**Invoice Inquiry window**

You can open the following windows from the Invoice Inquiry window:

Button	Window that opens
Customer ID expansion button	Invoice Customer Detail Inquiry
Date expansion button	Invoice Date Inquiry
Item Number expansion button	Invoice Item Detail Inquiry
Amount Received expansion button	Invoice Amount Received Inquiry or Invoice Payment Inquiry
Terms Discount Taken expansion button	Invoice Payment Terms Inquiry
Comment ID expansion button	Invoice Comment Inquiry
Freight expansion button	Invoice Tax Schedule Inquiry

Button	Window that opens
Miscellaneous expansion button	Invoice Tax Schedule Inquiry
Tax expansion button	Invoice Tax Detail Summary Entry or Invoice VAT Detail Summary Inquiry
Distributions button	Invoice Distribution Inquiry
Commissions button	Invoice Commissions Inquiry

### Sales Transaction Inquiry Zoom window

You can open the following windows from the Sales Transaction Inquiry Zoom window:

Button	Window that opens
Document Number expansion button	Sales Document Detail Inquiry Zoom
Customer ID expansion button	Sales Customer Detail Inquiry Zoom
Currency ID expansion button (if you selected a multicurrency transaction)	Exchange Rate Entry
Date expansion button	Sales Date Inquiry Zoom
Item Number expansion button	Sales Item Detail Inquiry Zoom
Amount Received expansion button	Sales Payment Inquiry Zoom
Terms Discount Taken expansion button	Sales Payment Terms Inquiry Zoom
Comment ID expansion button	Sales Comment Inquiry Zoom
Trade Discount expansion button	Sales Trade Discount Inquiry Zoom
Freight expansion button	Sales Tax Schedule Inquiry Zoom
Miscellaneous expansion button	Sales Tax Schedule Inquiry Zoom
Tax expansion button	Sales Tax Detail Inquiry Zoom or Sales VAT Detail Inquiry Zoom
Holds button	Sales Process Hold Trx Inquiry Zoom
User-Defined button	Sales User-Defined Fields Inquiry Zoom
Distributions button	Sales Distributions Inquiry Zoom
Commissions button	Sales Commissions Inquiry Zoom

### Receivables Transaction Inquiry Zoom window

You can open the following windows from the Receivables Transaction Inquiry Zoom window:

Action	Window that opens
Document Date expansion button	Receivables Date Inquiry
E-mail Detail Inquiry button	Receivables E-mail Detail Inquiry Zoom
Currency ID expansion button (if you selected a multicurrency transaction)	Exchange Rate Entry Zoom
Terms expansion button	Terms Zoom
Tax Schedule expansion button	Tax Schedules Zoom
Tax expansion button	Sales Tax Distributions Zoom or Receivables Tax Inquiry
Intrastat button	Receivables Intrastat Inquiry
Revaluation button	Receivables Transaction Revaluation Zoom
Apply button	Applied From Credits/Applied To Debits (depending on the document type)
Distribution button	Receivables Distributions Inquiry Zoom
Commission button	Receivables Commissions Inquiry Zoom

## Document printing options

To print the document displayed in the Receivables Transaction Inquiry Zoom window, choose Print. The document is printed in the document format you selected using the Receivables Management Setup window.

To change the document format, choose another format from the Options menu. You can select Blank Paper, User-Defined 1, or User-Defined 2 as the document format. You also can print an alignment form from the Options menu.



The document is printed in the currency displayed in the window. You can view and print the document in the originating, functional, or reporting currency.

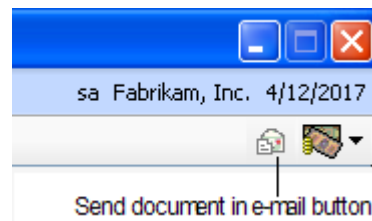
## Sending documents in e-mail from transaction inquiry

You can send the document displayed in the Receivables Transaction Inquiry Zoom window by choosing the Send document in e-mail button. The document is sent in the file format you selected using the Customer E-mail Options window. You can't send a document in e-mail if you chose User-Defined 1 or User-Defined 2 as the document format from the Options menu.

You can send documents in e-mail if the following conditions are met.

- The document type must be available for the customer to send in e-mail.
- The customer also must a To, Cc, or Bcc address to send documents in e-mail.

Whenever you see the Send document in e-mail button near the printer icon in the upper right in a window, you can choose the button (shown below) to send the document in e-mail.







# Part 5: Utilities and routines

You can help ensure the integrity of your Receivables Management data by reconciling your records. Once you've decided how much historical information is necessary, you can remove the information that's no longer needed. Be sure to back up your accounting data before performing any of these procedures, because they might remove data from your system.

This part of the documentation also includes procedures you complete at the end of a month or period and at the end of your calendar or fiscal year. This information includes the following topics:

- [Chapter 27, "Reconciling,"](#) describes reconciliation, the process of verifying that your accounting records are accurate.
- [Chapter 28, "History removal,"](#) explains the different types of historical information you can keep in Receivables Management, and describes how to remove historical information that is no longer needed.
- [Chapter 29, "Month-end closing,"](#) includes tasks usually completed at the end of the month or period, such as aging accounts and printing statements.
- [Chapter 30, "Year-end closing,"](#) includes tasks completed when you close fiscal or calendar years.

# Chapter 26: Reports

You can use Receivables Management reports to analyze receivables activity and identify errors in transaction entry. Use the information in this chapter to guide you through printing reports and working with report options.

For more information about creating and printing reports and the various reporting tools that you can use with Microsoft Dynamics GP, refer to your System User's Guide (Help >> Contents >> select Using The System).

Reports information is divided into the following sections:

- [Receivables Management standard report summary](#)
- [Specifying a Receivables Management report option](#)
- [Microsoft SQL Server® Reporting Services reports for Receivables Management](#)

## Receivables Management standard report summary

You can print several types of reports using Receivables Management. Some reports automatically are printed when you complete certain procedures; for example, posting journals can automatically be printed when you post transactions, depending on how your posting options are set up. You can print some reports during procedures; for example, you can print an edit list when entering transactions by choosing the Print button in the batch entry window. In order to print some reports, such as analysis or history reports, you must set up report options to specify sorting options and ranges of information to include on the report. For more information, refer to [Specifying a Receivables Management report option](#) on page 185.

The following table lists the report types available in Receivables Management and the reports that fall into those categories. Reports printed using Sales Order Processing or Invoicing are printed using many of the same windows. See the Sales Order Processing and Invoicing manuals for more information:

Report type	Report	Printing method
Setup reports	Customer Setup List Salesperson List Sales Territory List Customer Addresses List Class Setup List Receivables Setup List Quick Customer Setup List	Choose File >> Print in the setup windows or create report options using the Sales Setup Reports window.
Trial Balances	Aged Trial Balance† Aged Trial Balance with Options*† Aging report* Historical Aged Trial Balance*† Quick Aged Trial Balance†	Create report options using the Receivables Trial Balance Report Options window.
Analysis reports	Accounts Due Report† Receivables Transactions List† Receivables Sales Analysis Report† Period Sales Analysis Report† Unapplied Documents List†	Create report options using the Sales Analysis Report Options window.
* Indicates reports that can be printed with multicurrency information displayed. † Indicates reports that can be assigned to named printers. See "Printers" in the System Administrator's Guide for more information.		

<b>Report type</b>	<b>Report</b>	<b>Printing method</b>
Posting journals	Receivables Posting Journal*† Cash Receipts Posting Journal*† Receivables Voided/Waived/NSF Transaction Distribution Breakdown Register*† Finance Charge Detail Report Posting Journal* Receivables Apply Document Journal* Removed Transaction Register Transferred Commissions Posting Journal	Printed when you post Receivables transactions or create report options using the Sales Posting Journal Options window.
History reports	Account History Report by Transaction Transaction History Report* Distribution History Report	Create report options using the Sales History Report Options window.
Commissions reports	Commission Distribution List by Salesperson Salesperson Period Commissions Commission Distribution List by Sales Territory Sales Territory Period Commissions Salesperson Commission Summary Sales Territory Commission Summary	Create report options using the Sales Commissions Report Options window.
Utility reports	Account Distribution Removal Report Journal History Removal Report Removal Report Reconcile Purchasing Documents Report	Printed when you complete the procedure.
Routine reports	Tax Year End Closing Report Year-End Closing Report Removed Statements Report	Printed when you complete the procedure.
Inquiry reports	Transaction by Customer Inquiry Report Transaction by Document Inquiry Report	Choose File >> Print in the corresponding Inquiry window.
Edit lists	Cash Receipts Edit List Cust. Card Removal Edit List Transaction Edit List	Choose File >> Print in the window you use to complete the procedure.
Documents	Sales/Invoicest Debit Memost Finance Charges† Service/Repairs† Warrantiest Credit Memot Returnst	Choose Print in the Receivables Transaction Entry and Receivables Transaction Inquiry Zoom windows.
Statements	Statement forms*† Reprinted statements*†	Choose Print in the Print Receivables Statements or Reprint Statements window.
* Indicates reports that can be printed with multicurrency information displayed. † Indicates reports that can be assigned to named printers. See "Printers" in the System Administrator's Guide for more information.		



## Specifying a Receivables Management report option

Report options include specifications for sorting options and range restrictions for a particular report. To print several Receivables Management reports, you must first create a report option. Each report can have several different options, so you can easily print the information you need. For example, you can create report options for the Aged Trial Balance that show either detailed or summary information.



*A single report option can't be used by multiple reports. If you want identical options for several reports, you must create them separately.*

Use the Sales report options windows to create sorting, restriction, printing and email options for the reports that are included in Receivables Management.

### To specify a Receivables Management report option:

1. Open a Sales reports window. There are separate windows for each report type.  
(Sales >> Reports >> Setup)  
(Sales >> Reports >> Trial Balance)  
(Sales >> Reports >> Analysis)  
(Sales >> Reports >> Posting Journals)  
(Sales >> Reports >> History)  
(Sales >> Reports >> Commissions)
2. Select a report from the Reports list.
3. Choose New to open the report options window. Your selection in step 2 determines the report options window that appears.
4. Name the option and enter information to define the option. The name you choose for the option won't appear on the report. The selections available for defining report options vary, depending on the report type you've selected.
5. Enter range restrictions. The Ranges list shows the available options for each report. The available ranges vary depending on the type of report.



*You can enter only one restriction for each restriction type. For instance, you can insert one customer ID restriction (AARONFIT0001 to ADVANCED0001) and one sales territory ID restriction (TERRITORY 3 to TERRITORY 6).*

6. Choose Insert to insert the range in the Restrictions List. To remove an existing range from the list, select the range and choose Remove.
7. Choose Email Options to enter email options for the report option. Once the email options are set up, you'll be able to send the reports in an email message by choosing Email. You'll also be able to send this report option in an email from any list view where the report option is displayed.
8. Choose Destination to select a printing destination. Reports can be printed to the screen, to the printer, to a file, or to any combination of these options. If you select Ask Each Time, you can select printing options each time you print this report option.

For more information about printing reports, see the System Setup Guide (Help >> Contents >> select Setting up the System).

9. To print the report option from the report options window, choose Print before saving it. If you don't want to print the option now, choose Save and close the window. The report window will be redisplayed.

## Microsoft SQL Server® Reporting Services reports for Receivables Management

You can view Receivables Management Reporting Services reports from the Reporting Services Reports list. If you are using Reporting Services 2008, sales metrics for your home page also appear in the Reporting Services Reports list. You can access the Reporting Services Reports list from the navigation pane or from an area page in the Microsoft Dynamics GP application window. This report list appears if you specified the location of your Reporting Services reports using the Reporting Tools Setup window. See your System Setup Guide (Help >> Contents >> select Setting up the System) for more information.

The following Reporting Services reports are available for Receivables Management.

Accounts Due	Historical Aged Trial Balance
Aged Trial Balance - Detail	Receivables Sales Analysis

### To print a Receivables Management Reporting Services report:

1. In the navigation pane, choose the Sales button, and then choose the Reporting Services Reports list.
2. Mark the Receivables Management report that you want to print.
3. In the Actions group, choose View to open the Report Viewer.
4. In the Report Viewer, select the specifications for the report and choose View Report.
5. After viewing the report, select a format and print the report.

# Chapter 27: Reconciling

The reconciling process should be used if a system problem occurs and you need to be sure that your Receivables Management data is accurate. You might also find the reconciliation process useful if you discover inconsistencies in reports.

This information is divided into the following sections:

- [Types of information you can reconcile](#)
- [Reconciling receivables amounts](#)

## Types of information you can reconcile

Select the type of information to reconcile using the Reconcile Receivables Amounts window.

**Current Customer Information** If marked, the aging periods for each customer card are verified with the amounts recorded for the customer's transactions. Summary information about outstanding amounts, unpaid finance charges, and current balances is verified. If the amounts don't match, the system sets the balances as calculated. The Reconcile Customer Balances report displays only the customers whose balances were changed during the process.

**Outstanding Document Amounts** If marked, the transaction balances are verified with the amounts applied to them for each customer card in the range. If the calculated transaction balance does not equal the amount on the transaction, the system sets the balances as calculated. Each document that's changed is printed on the Outstanding Documents Reconciliation report.

**Batch Information** If marked, the system verifies the batch each transaction is assigned to, the number of transactions in the batch, and the batch total. If any of the system calculations don't match the original amounts, the batches are reconciled. Also, any batches that were missing are added. Any batches that are changed or added are printed on the Batch Reconciliation Report.

**Fiscal Year** If marked, the summary information for the selected fiscal year is verified with the detail transaction information. If the amounts don't match, the period summary amounts are adjusted based on the posted detail transactions.

**Calendar Year** If marked, the summary information for the selected calendar year is verified with the detail transaction information. If the amounts don't match, the period summary amounts are adjusted based on the posted detail transactions.

## Reconciling receivables amounts

Use the Reconcile Receivables Amounts window to compare the aging period amounts for each customer card with the amounts recorded for the customer's transactions, the outstanding document amounts, batch totals and amounts, fiscal-year summary information, and calendar-year summary information.



*Before reconciling, back up all your company's accounting data. See the System Administrator's Guide (Help >> Contents >> select System Administration) for more information about making backups.*

## To reconcile receivables amounts:

1. Open the Reconcile Receivables Amounts window.  
(Sales >> Utilities >> Reconcile)

2. Mark which information to reconcile. See [Types of information you can reconcile](#) on page 187 for more information.
3. Mark whether to reconcile the selected information, print a reconcile report, or both. You can print a reconcile report to verify your entries without reconciling.



*Age Finance Charges is only available when Current Customer Information is marked and Compound Finance Charge is not marked in the Receivables Management Setup window.*

4. Select a range of customer cards if you're reconciling current customer information, outstanding document amounts, fiscal year, or calendar year.
5. Enter a reconcile date if it is a current customer balance. If you marked to reconcile fiscal-year or calendar-year information, enter a valid year to reconcile.
6. Mark the account type to reconcile—all, open item, or balance forward if it is a current customer balance.
  - If you mark All, both open item and balance forward accounts are reconciled.
  - If you mark Open Item, the system checks that the balances for each aging period are correct. If they're incorrect, the aging period amounts are recalculated.
  - If you mark Balance Forward accounts, the system calculates the age of each document in the current aging period and verifies the balance of the current and non-current periods.
7. Select the statement cycles of the customer cards to include if it is a current customer balance. When you first open this window, all statement cycles are selected.
8. Choose Process to start the reconcile process.

# Chapter 28: History removal

History records provide useful information for audit and analysis purposes. If you're keeping one of the types of history available in Receivables Management, you can keep these records for an unlimited number of years.

When you remove historical records, the system removes records only for the range you specify. Normally, history is removed before the year-end closing process; however, at other times during the accounting cycle, you might find it necessary to remove ranges of history that are no longer useful.

This information is divided into the following sections:

- [\*History removal overview\*](#)
- [\*Removing transaction history\*](#)
- [\*Removing distribution history\*](#)
- [\*Removing period history\*](#)
- [\*Removing journal history\*](#)
- [\*Removing Intrastat history\*](#)
- [\*Removing tax history\*](#)

## History removal overview

When you removal history, you can set up restrictions to limit the historical records to be removed. Depending on the type of history you're removing, you can set up the following ranges:

- Audit trail codes
- Batch sources
- Batch IDs
- Customer classes
- Customer IDs
- Customer names
- Customer types
- Document numbers
- Document types
- Periods
- Posting dates.



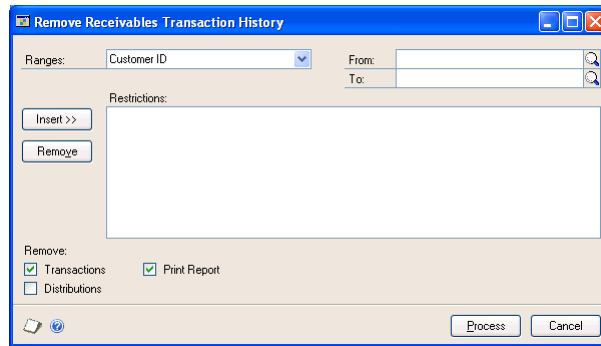
When you remove history, any corresponding multicurrency information is removed, as well.

## Removing transaction history

Use the Remove Receivables Transaction History window to remove transaction history. If you're keeping transaction history, detailed information has been kept for all transactions that were posted and paid during the year. If you remove transaction history, complete information might not be available to print Historical Aged Trial Balances or reprint posting journals.

**To remove transaction history:**

1. Back up your company's accounting data. See the System Administrator's Guide (Help >> Contents >> select System Administration) for more information about making backups.
2. Open the Remove Receivables Transaction History window. (Sales >> Utilities >> Remove Transaction History)



3. To limit the historical records to be removed, select a type of range and enter a range restriction.
4. Choose Insert; the range restriction is displayed in the Restrictions list. You can select another range type and insert another restriction.



*You can enter only one restriction for each restriction type. For example, if you enter a restriction specifying that history for customer records 100 through 300 should be removed, you can't enter another restriction for customer records 500 through 800. To remove multiple ranges of history, you must remove each range separately.*

5. Mark the type of records to remove—transactions, distributions, or both. If you mark Distributions, any distributions for the transaction history records you're removing also are removed.
6. Mark Print Report to print the Transaction History Report for the range of records you specified after history has been removed.

To print the Transaction History Report to verify the ranges you entered before you remove history, mark only Print Report and choose Process.

7. Choose Process to begin removing history.

Once history has been removed, you can't print the Transaction History Report for the ranges of information you removed.

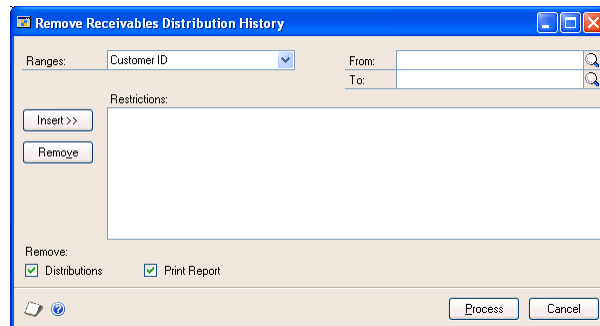
**Removing distribution history**

Use the Remove Receivables Distribution History window to remove distribution history. If you're keeping distribution history, a detailed record has been kept of how Receivables Management transactions have affected the balances of posting accounts. If you remove distribution history, you might not have all the information needed to reprint posting journals in the future.

If you're using General Ledger, those history records aren't affected when you remove distribution history in Receivables Management. This information is kept separately from transaction history for General Ledger, so you can keep distribution history for Receivables Management regardless of whether you use General Ledger.

### To remove distribution history:

1. Back up your company's accounting data. See the System Administrator's Guide (Help >> Contents >> select System Administration) for more information about making backups.
2. Open the Remove Receivables Distribution History window. (Sales >> Utilities >> Remove Distributions)



3. To limit the historical records to be removed, select a type of range and enter a range restriction.
4. Choose Insert; the range restriction is displayed in the Restrictions list. You can select another range type and insert another restriction.



*You can enter only one restriction for each restriction type. For example, if you enter a restriction specifying that history for customer records 100 through 300 should be removed, you can't enter another restriction for customer records 500 through 800. To remove multiple ranges of history, you must remove each range separately.*

5. Mark Distributions to remove distributions.
6. Mark Print Report to print the Transaction Distribution History Report for the range of records you specified after history has been removed.

To print the Transaction Distribution History Report to verify the ranges you entered before you remove history, mark only Print Report and choose Process.

7. Choose Process to begin removing history.

Once history has been removed, you can't print the Transaction Distribution History Report for the ranges of information you removed.

## Removing period history

Use the Remove Receivables Calendar/Fiscal History window to remove period history. If you're keeping calendar year history, customer sales, salesperson, and sales territory information has been recorded in a month-by-month format. If you're

keeping fiscal year history, the same information has been recorded according to the fiscal period format you specified using the Fiscal Period Setup window.

Comparative totals (year to date, last year, and life to date) aren't removed when you remove calendar/fiscal history. These totals are kept independently; they are updated when you close the year. This window clears the balances displayed in the Customer Period Summary window.

### To remove period history:

1. Back up your company's accounting data. See the System Administrator's Guide (Help >> Contents >> select System Administration) for more information about making backups.
2. Open the Remove Receivables Calendar/Fiscal History window. (Sales >> Utilities >> Remove Period History)

3. Mark whether to remove period history for customers, salespeople, or sales territories.
4. Mark whether to remove calendar or fiscal year history, and enter the year.
5. To limit the historical records to be removed, select a type of range and enter a range restriction.
6. Choose Insert; the range restriction is displayed in the Restrictions list. You can select another range type and insert another restriction.



*You can enter only one restriction for each restriction type. For example, if you enter a restriction specifying that history for customer records 100 through 300 should be removed, you can't enter another restriction for customer records 500 through 800. To remove multiple ranges of history, you must remove each range separately.*

7. Mark History to remove history.
8. Mark Print Report to print the History Removal Report for the range of records you specified after history has been removed.

To print the History Removal Report to verify the ranges you entered before you remove history, mark only Print Report and choose Process.

9. Choose Process to begin removing history.



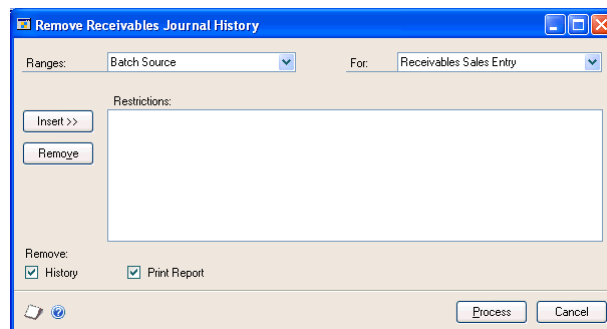
Once history has been removed, you can't print the History Removal Report for the ranges of information you removed.

## Removing journal history

Use the Remove Receivables Journal History window to remove journal history. If you're keeping journal history for customer records, you can reprint posting journals for Receivables Management transactions. Posting journals are valuable audit trail tools that include the audit trail codes assigned to transactions during the posting process. Using posting journals, you can trace any transaction to the point it was entered. If that information is no longer useful for transactions that have been moved to the history tables, you can remove that information.

### To remove journal history:

1. Back up your company's accounting data. See the System Administrator's Guide (Help >> Contents >> select System Administration) for more information about making backups.
2. Open the Remove Receivables Journal History window. (Sales >> Utilities >> Remove Journal History)



A message appears that reads, "Removing this information might affect your historical aged trial balance. Do you want to continue?" Choose Yes.

3. To limit the historical records to be removed, select a type of range and enter a range restriction.
4. Choose Insert; the range restriction is displayed in the Restrictions list. You can select another range type and insert another restriction.



*You can enter only one restriction for each restriction type. For example, if you enter a restriction specifying that history for batch IDs 100 through 300 should be removed, you can't enter another restriction for batch IDs 500 through 800. To remove multiple ranges of history, remove each range separately.*

5. Mark History to remove history.
6. Mark Print Report to print the Journal Removal Report for the range of records you specified after history has been removed.

To print the Journal Removal Report to verify the ranges you entered before you remove history, mark only Print Report and choose Process.

- Choose Process to begin removing history.

Once history has been removed, you can't reprint posting journals for the ranges of information you've removed.

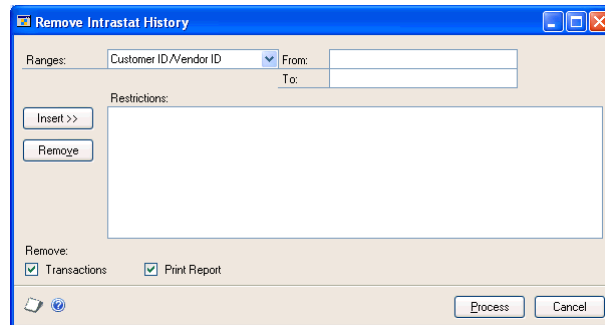
## Removing Intrastat history

Use the Remove Intrastat History window to remove Intrastat history records that are no longer necessary. Only the Intrastat records for the range you specify are removed.

Once history has been removed, you can't print the Intrastat removal reports for the ranges of information you removed.

### To remove Intrastat history:

- Back up your company's accounting data. See the System Administrator's Guide (Help >> Contents >> select System Administration) for more information about making backups.
- Open the Remove Intrastat History window.  
(Administration >> Utilities >> Company >> Remove Intrastat History)



- Select a range type for the historical information to remove. Define the beginning and end of the range, then choose Insert to display the range.



*You can enter and insert additional ranges. However, you can enter only one range for each range type. For example, if you enter a restriction specifying that history should be deleted for customer records COMPUTER0003 through GRAHAMAR0001, you can't enter another restriction for customer IDs CONTINEN0001 through EXECUTIV0001.*

- Mark Transactions to remove the transactions.

5. Mark Print Report to print the Intrastat removal reports for the range of customer records or vendor records you specified. Print these reports to retain a permanent record of your past Intrastat records after you clear history.

To print the Intrastat removal reports without removing history, mark only Print Report and choose Process.

6. Choose Process to begin removing history.

## Removing tax history

Use the Tax History Removal window to remove tax detail transactions. Only the tax history for the range you specify will be removed. Once tax history has been removed, the tax details in the range you've removed won't be printed on tax reports.



*Before removing history, back up your company's accounting data. For more information on making backups in Microsoft Dynamics GP, refer to the System Administrator's Guide (Help >> Contents >> select System Administration).*

### To remove tax history:

1. Open the Tax History Removal window.  
(Administration >> Utilities >> Company >> Remove Tax History)

2. Select whether you want to remove tax detail transactions and print the Tax History Removal Report, remove the tax detail transactions, or print the Tax History Removal Report.
3. Enter or select a range of tax history to remove or print a report of.
4. Choose Insert to insert the range.
5. Choose Process to remove tax history. If Print Tax History Removal Report was marked, the Tax History Removal Report will print.



# Chapter 29: Month-end closing

This information includes tasks that are usually completed at the end of the month or period. You can, however, complete these tasks whenever they're needed.

This information is divided into the following sections:

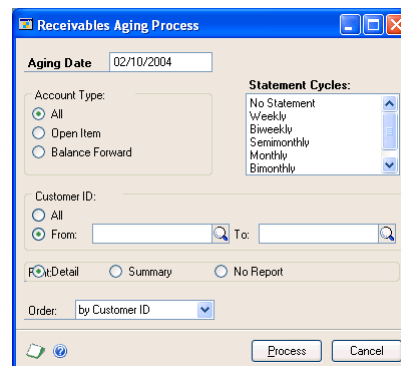
- [Aging customer accounts](#)
- [Finance charges overview](#)
- [Assessing finance charges](#)
- [Customer statements overview](#)
- [Setting up and printing statements](#)
- [Reprinting or removing statements](#)
- [E-mail statements overview](#)
- [Sending e-mail statements](#)
- [Marking commission amounts as paid](#)
- [Removing paid transactions](#)
- [Printing a VAT return](#)

## Aging customer accounts

You can calculate the number of days old or days past due each customer account is, and to move the customer balances to the correct aging periods. You should enter and post transactions and payments before aging to ensure up-to-date calculations. Unapplied credit amounts are aged if you marked Age Unapplied Credit Amounts in the Receivables Management Setup window.

### To age customer accounts:

1. Open the Receivables Aging Process window.  
(Sales >> Routines >> Aging)



2. Enter the date to be used for determining the age of a document. This date is compared to either the due date or document date, depending on the selection in the Receivables Management Setup window.

3. Mark the accounts to age—open item, balance forward, or all accounts.
  - When you mark All, open item and balance forward accounts both are aged.
  - When you age open item accounts, the system calculates the age of each document, and the documents are transferred to the correct aging period.
  - When you age balance forward accounts, the system calculates the age of each document in the current aging period, but doesn't actually move them to the noncurrent aging periods. Noncurrent balances for these accounts are consolidated after you remove paid transactions. See [Removing paid transactions](#) on page 209 for more information.
4. Select the statement cycle for the customer cards to be aged.



*To select more than one statement cycle, press CTRL as you make your selections.*

5. Select a range of customer accounts to age. Only customers assigned to the statement cycle you selected in step 4, and who are within the customer range, will be aged.
6. Mark Age Finance Charges if you want finance charges to be included in the aging process.



*Age Finance Charges is only available when Compound Finance Charge is not marked in the Receivables Management Setup window.*

7. Mark the type of report to print once the aging process is complete: detailed, summarized, or no report at all.
8. Select the order for information to appear on the report.
9. Choose Process to begin aging the accounts in the range. When the process is complete, the Aging report is printed.

### **To age customer accounts using the action pane:**

1. In the navigation pane, choose the Sales button, and then choose the Customers list.
2. Mark the customers that you want to age. The user date is used to age the customer account. Finance Charges are included in the aging process.
  - If the customer has an open item account, the system calculates the age of each document, and the documents are transferred to the correct aging period.
  - If a customer has a balance forward accounts, the system calculates the age of each document in the current aging period, but doesn't actually move them to the noncurrent aging periods. Noncurrent balances for these accounts are consolidated after you remove paid transactions. See [Removing paid transactions](#) on page 209 for more information.
3. In the Actions group, choose Aging to begin aging the customer selected. When the process is complete, the Aging report is printed.

## Finance charges overview

You can define your finance charges options in the Assess Finance Charges window. You can enter a range of customers or select which types of accounts to assess finance charges for.

You also can mark whether to include unapplied credits in aged balances, so you can assess finance charges only for customers who have positive balances. Because payments are sometimes received but not applied before you assess finance charges, customers who actually have no outstanding balance might be assessed a finance charge. Marking this option assesses a finance charge on just the outstanding balance, not the total balance.

When you mark Include Unapplied Credits in Aged Balances, Receivables Management will calculate the remaining balance as if the credit documents were applied to the oldest aging periods first—although no documents are actually applied at this time. The remaining balance will be assessed a finance charge.

When Receivables Management calculates the applied amounts and remaining balances for multicurrency transactions, the functional currency amount is used.



*The option to include unapplied credits in aged balances is not available if you're assessing finance charges for balance forward accounts, or for the current aging period.*

If you marked Compound Finance Charges in the Receivables Management Setup window, unapplied finance charges are included in the balance that's assessed a finance charge. If you don't mark this option, unapplied finance charges are not included in the balance.

### Example

On January 2, a customer purchased goods on account for a total of \$100.00. On February 5, after you age balances, you assess a 5% finance charge on the 31-60 days and older aging period. The customer's outstanding balances is now \$105.00, with the following aging period balances:

Aging period	Balance
Current	\$5.00
31-60 days	\$100.00

On February 20, you receive a \$105.00 payment from the customer, but the payment remains unapplied when you again age periods on March 5. The aging period balances are as follows:

Aging period	Balance
Current	(\$105.00)
31-60 days	\$5.00
61-90 days	\$100.00

Depending on whether you marked Compound Finance Charges in the Receivables Management Setup window and Include Unapplied Credits in Aged Balances in the Assess Finance Charges window, the following situations would occur:

- If you didn't mark either option, a \$5.00 finance charge would be assessed ( $\$100.00 \times 5\%$ ).
- If you marked only Compound Finance Charges, a \$5.25 finance charge would be assessed ( $\$100.00 \times 5\%$ ) + ( $\$5.00 \times 5\%$ ).
- If you marked only Include Unapplied Credits in Aged Balances, no finance charges would be assessed. Receivables Management will calculate the balances as if the \$105.00 payment were applied to the oldest aging period (61-90 days) until that balance was zero, and then to the 31-60-days aging period. After calculating the applied amounts, the balances of both aging periods would be zero. (Receivables Management goes through the apply process for the purpose of assessing finance charges but doesn't actually apply any amounts).
- If you marked both options, no finance charges would be assessed. Receivables Management would calculate the balances as if the \$105.00 would be pseudo-applied to the oldest aging period (61-90 days) and then to the 31-60-days aging period. Since the balance is zero for both periods, no finance charges are assessed. (Receivables Management goes through the apply process for the purpose of assessing finance charges but doesn't actually apply any amounts.)

## Assessing finance charges

Use the Assess Finance Charges window to assess finance charges for a group of customers. If you need to enter a finance charge for just one customer, you might want to use the Receivables Transaction Entry window and use the Finance Charge document type instead. See [Entering a finance charge](#) on page 82 for more information on individual finance charges.

### To assess finance charges:

1. Open the Assess Finance Charges window.  
(Sales >> Routines >> Finance Charge)

2. Select a range of customer cards to assess finance charges for.

If you're using national accounts and you marked Base Finance Charge on Consolidated National Account in the National Accounts Maintenance window, the parent customer must be in the customer ID range for finance charges to be assessed against the national account. The finance charge calculation method from the parent customer card will be used to calculate the finance charge and only the parent customer's summary records will be updated with the finance charge amounts.



3. Select a range of customer class IDs to further restrict the customer records that finance charges are assessed for. A customer record must fall within both the customer range and the class range to be assessed a charge.
4. Mark the account types to assess charges for—open item, balance forward, or all account types.
5. Mark whether to include unapplied credits in aged balances when you assess finance charges.

If you're using national accounts and you marked Base Finance Charge on Consolidated National Account in the National Accounts Maintenance window, finance charges will be assessed based on the consolidated national account. If you also mark Include Unapplied Credits in Aged Balances, receivables balances will be calculated as if unapplied credit amounts were applied to the national account aging period balances—oldest aging period first—and the remaining balance will be assessed a finance charge.

6. Enter the minimum balance that a customer must owe to be charged a finance charge. Any customer having a balance that is less than this amount won't be charged.
7. Enter the minimum amount that you can charge a customer. Any customer who would be assessed a finance charge that is less than this amount won't be charged.
8. Mark Print Register to print the Finance Charge Detail Report once the charges have been assessed.
9. In the Includes Balances and Older field, select the aging period of the balances to include; finance charges will be assessed on balances in that period and older. For example, if your company assesses finance charges only for unpaid balances older than 61 days, select 61 – 90 days as the period to include. Only those unpaid balances that are 61 days old and older are assessed a finance charge.
10. Choose Process to begin calculating finance charges, and to print the Finance Charge Detail Report.

Transactions are created for the finance charges in a batch named RM FIN CHG. You can edit these transactions using the Receivables Transaction Entry window.

11. Post the finance charge batch using the Receivables Batch Entry window. Once the batch is posted, the customer accounts reflect the finance charge.

### **To assess finance charges using the action pane:**

1. In the navigation pane, choose the Sales button, and then choose the Customers list.
2. Mark the customers that you want to assess finance charges to.
3. In the Actions group, choose Access Finance Charges.
4. Enter the minimum amount that you can charge a customer.

5. Enter the minimum balance that a customer must owe to be charged a finance charge. Any customer having a balance that is less than this amount won't be charged.
6. In the Includes Balances field, select the aging period of the balances to include; finance charges will be assessed on balances in that period and older. For example, if your company assesses finance charges only for unpaid balances older than 61 days, select 61 – 90 days as the period to include. Only those unpaid balances that are 61 days old and older are assessed a finance charge.
7. Choose Assess to begin calculating finance charges, and to print the Finance Charge Detail Report.

When you assess finance charges for open item customers, any unapplied credits in the aged balances are included so you assess finance charges only for customers with positive balances. Any unapplied credit documents are pseudo-applied to the oldest aging period balances first, and the remaining balance will be assessed a finance charge.

Transactions are created for the finance charges in a batch named RM FIN CHG. You can edit these transactions using the Receivables Transaction Entry window.

8. Post the finance charge batch using the Receivables Batch Entry window. Once the batch is posted, the customer accounts reflect the finance charge.

## Customer statements overview

Statements are used to show current customer activity, including aging period balance information, the total amounts due, and payments received. They often are sent to customers as bills. Use the Print Receivables Statements window to set up the information to display on customer statements. Refer to [Setting up and printing statements](#) on page 203 for information about printing statements.

When you set up and print customer statements, you can mark whether to reduce aging period balances by the amount of any unapplied credits. If you mark this option, the following conditions apply:

- The oldest aging period will be reduced first.
- The aging periods will not be reduced to less than zero.

You can mark this option only if you didn't mark Age Unapplied Credit Amounts in the Receivables Management Setup window.



Use the multicurrency versions of the Receivables Management customer statements to print statements in your customer's currency. If you conduct business with customers in multiple currencies, you can print statements that include a subtotal for each currency with activity by marking Include Multicurrency Info in the Posting Setup window.

If you're using national accounts, you can print consolidated statements or individual customer statements. If you mark Consolidated National Account and leave Individual Child Statements unmarked, only one statement will be printed for each national account. Parent and all child documents will be displayed on this single statement.

If you mark both Consolidated National Account and Individual Child Statements, one statement will be printed for each national account, and an additional statement will be printed for each child included on a consolidated statement.

## Setting up and printing statements

Use the Print Receivables Statements window to set up and print statements. You can set up different statements for different groups of customers. For example, you can set up statements that include information specific to each customer class, or for customers with different statement cycles.

Once you set up your statement selections, you don't need to reenter the same information each time. Instead, you can just select the appropriate statement ID, change the dates if necessary, and begin printing.

### To set up and print statements:

1. Open the Print Receivables Statements window.  
(Sales >> Routines >> Statements)

2. Enter or select a statement ID and enter a description. For example, if you want to print statements for your open item customers, you can enter Open Item as the statement ID.
3. Select a form to print your statements on—long, short, side, user-definable, blank paper, short continuous, side continuous, multicurrency long, or multicurrency blank.



The Multicurrency Long Form has a page break separating each currency's activity, if the customer has conducted business with you in multiple currencies. The Multicurrency Blank form contains a summary of current activity and each currency's outstanding balances.

4. In the Customers and Documents fields, select the order to print the customer statements in, and a method for listing documents for each customer on the statement.

Select printing specifications to indicate the customer groups that should receive statements. You also can indicate how applied payments should appear on statements.

5. Mark Alignment Form to print an alignment form to verify that the forms are positioned correctly in the printer. Mark Statements to print the actual statements.
6. Select a date to print on the statement. Select a date in the Summarized to field to summarize transactions before a particular date. Transactions on or before this date are summarized, and a total balance for those transactions is displayed. Transactions after this date are displayed in detail. Select a cutoff date to print statements for transactions through the specified date.
7. Enter or select the address ID for your company's address to appear on the statement.
8. Mark whether to reduce the oldest aging period amounts by unapplied credit amounts. This option is available only if you didn't mark Age Unapplied Credit Amounts in the Receivables Management Setup window. See [Customer statements overview](#) on page 202 for more information.
9. Mark the account types to include—all accounts, open item accounts, or balance forward accounts.

Mark the information to print on the statements—credit limits, payment terms, finance charges, and messages. If you're using national accounts, you also can include individual child statements.

10. Choose E-mail Options to open the E-mail Statements Options window, where you can mark whether to e-mail customer statements, and define e-mail statements options. See [Sending e-mail statements](#) on page 207 for more information.
11. To create a message, choose Messages to open the Sales Statement Message Entry window.

Description	Message
Finance Charges	Finance Charges For %1
All Statements Line 1	
All Statements Line 2	
All Statements Line 3	
Balance Brought Forward	
NSF Check Charge	
Credit Limit Exceeded	
Current	
31 - 60 Days	
61 - 90 Days	
91 and Over	

Using this window, you can enter your own message. Each of the situations in the description column can have its own message and is printed on any statement where that situation occurs. Choose OK to close the window when you finish.

12. Select a range of customers to print statements for and choose Insert; the range restriction is displayed in the Restrictions list.



*You can enter only one restriction for each restriction type. For example, if you enter a restriction specifying that only customer IDs 100 through 300 should be printed, you can't enter another restriction for customer IDs 500 through 800. To print multiple ranges of customer records, you must print each range separately.*

If you're printing statements for national account customers, the parent customer ID must be in the range selected for either consolidated or individual national account statements to print.

13. Choose Save to save the statement ID selections for future printing, or choose Print to immediately print the statements.

## Reprinting or removing statements

Use the Reprint Statements window to reprint or remove customer statements at any time, if you marked Reprint Statements in the Receivables Management Setup window.

For example, if a customer misplaces a statement, but they need the statement to receive approval for payment, you could send the customer a reprinted statement that includes the same information as the original. Reprinted statements are marked with "Reprint" in the header.

When you mark to reprint statements, statement data is saved each time you print statements, so that the information is available for reprinting. You also can remove the statements using the Reprint Statements window if you no longer want the statement to be available for reprinting.

If you're using national accounts and you select to reprint or remove a parent customer's statement, you cannot separate that statement into individual child customer statements.



*If you're using Multicurrency Management, and if you originally printed a multicurrency statement and you're now reprinting it in a non-multicurrency format, the amounts will be the same as they were on the original multicurrency statement. The amounts won't be converted to the functional currency.*

### To reprint or remove statements:

1. Open the Reprint Statements window.  
(Sales >> Routines >> Reprint Statements)
2. Select a sorting option and enter a range.
3. Enter a range of statements dates, or mark All. Choose Redisplay.
4. Select which form to print statements on, if you're printing statements.
5. Mark which statements in the scrolling window to reprint or remove.

6. Choose E-mail Options to open the E-mail Reprint Statements Options window, where you can select options for sending reprinted customer statements by e-mail. See [Sending e-mail statements](#) on page 207 for more information. Close the window when you finish.
7. Choose Print to reprint the selected statements, or Remove to remove the selected statements.

## E-mail statements overview

If you have set up your company to use the e-mail functionality for documents in Microsoft Dynamics GP, you can select the customer statement as a document to send in e-mail in the Sales E-mail Setup window. When you select to send a customer statement for a customer, you can specify a message ID and the document format to use for the customer. A message ID is a predefined message that you can assign to a document that you want to send in e-mail. For more information about setting up documents for e-mail, refer to your System User's Guide (Help >> Contents >> select Using The System).

If you are using MAPI as your mail service, you can decide to send customer statements in email by marking the Send E-mail Statements option in the Customer Maintenance Options window for each customer. You can send the e-mail statement in Portable Document Format (PDF) to any number of specified customer e-mail addresses. You also must install Adobe Distiller or PDFWriter to send customer statements by e-mail. By marking this option, you can use the E-mail Statements Options and E-mail Reprint Statements Options windows to define your options for sending statements by e-mail. If you are using Exchange as your mail service, the Send E-mail Statements option is not available.

### Customer Statement option in the Sales E-Mail Setup window

By using the email functionality in Microsoft Dynamics GP, you can send customer statements if the following conditions are met.

- The Customer Statement option is marked in the Sales E-Mail Setup window. By marking the Customer Statement option in the Sales E-Mail Setup window, you cannot use the E-mail Statements Options and E-mail Reprint Statements Options windows when sending statements in email.
- The Customer Statement option is marked for the customers that you want to send statements to. You can use the Customer E-Mail Options window or the Mass Customer E-Mail Settings window to set up email settings for customer records.
- At least one e-mail address, To, Cc, or Bcc, is assigned to the customer's statement address ID using the Internet Information window.
- The Print option is marked in the Print Receivables Statements window.
- The On Blank Paper option is selected as the form in the Print Receivables Statements window.

## Send E-mail Statements option in the Customer Maintenance Options window

If you marked to send e-mail statements to customers in the Customer Maintenance Options window, you can use the E-mail Statements Options and E-mail Reprint Statements Options windows to define your options for sending statements by e-mail. You also must set up at least one customer e-mail address in the Customer Maintenance Options window before you can send customer statements by e-mail. You also must have Adobe PDFWriter installed to be able to send statements by e-mail.

When you send customer statements by e-mail, they're created as PDF files using Adobe Distiller or PDFWriter, and they're attached to the message sent to the customer. These files are stored in a folder within the Windows temp folder.



*If the process of sending statements to customers by e-mail is interrupted, only the status report records in the database are cleaned up. You might need to manually delete the PDF files stored in the temp folder. The full path name of this folder typically will be \temp\CompanyID\Microsoft Dynamics\GP\UserID.*

The statements will be sent to the customer e-mail addresses you set up in the Customer Maintenance Options window, and the From address will be the e-mail address of the user who's logged in to the MAPI-compliant mail service. When the e-mail statement is sent, the PDF file will be removed from your hard disk. If, for some reason, the PDF file is not removed, it will be overwritten if you regenerate the statement.

After e-mail statements are sent, a status report will be sent to the e-mail address you specified in the Receivables Management Setup window. This report includes a list of the e-mail statements that were sent successfully and information about any errors that might have occurred during the process of sending the e-mail statements.

If you didn't specify an e-mail address in the Receivables Management Setup window or if sending the status report by e-mail failed, Receivables Management will print the status report to the default printer and leave the status report file in the folder that you specified or in the default folder which will be \CompanyID\Microsoft Dynamics\GP\UserID\StmntStatus.

## Sending e-mail statements

Use the Print Receivables Statements window or the Reprint Statements window to e-mail customer statements. If you have marked the Send E-mail Statements option in the Customer Maintenance Options window, you can set up your options in the E-mail Statements Options or E-mail Reprint Statements Options windows to send e-mail statements.

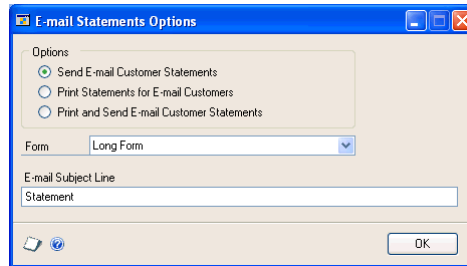
### To send e-mail statements using the Customer Statement option in the Sales E-Mail Setup window:

1. Open the Print Receivables Statements window or the Reprint Statements window.  
(Sales >> Routines >> Statements -or- Sales >> Routines >> Reprint Statements)

2. Enter statement information. See [Setting up and printing statements](#) on page 203 and [Reprinting or removing statements](#) on page 205 for more information.
  - Be sure that you select the On Blank Paper option as the form.
  - If you are reprinting statements, mark which statements in the scrolling window to resend in email.
3. Choose E-mail to send the statements.

**To send e-mail statements using the Send E-mail Statements option in the Customer Maintenance Options window:**

1. Open the Print Receivables Statements window or the Reprint Statements window.  
(Sales>> Routines >> Statements -or- Sales >> Routines >> Reprint Statements)
2. Enter statement information. See [Setting up and printing statements](#) on page 203 and [Reprinting or removing statements](#) on page 205 for more information.
3. Choose E-mail Options to open the E-mail Statements Options or E-mail Reprint Statements Options window.



4. Mark one of the following options:
  - If you mark Send E-mail Customer Statements, statements will be sent to the customers by e-mail within the selected range for whom you marked Send E-mail Statements in the Customer Maintenance Options window.
  - If you mark Print Statements for E-mail Customers, statements will be printed for the customers within the selected range for whom you marked Send E-mail Statements in the Customer Maintenance Options window. Statements will not be sent.
  - If you mark Print and Send E-mail Customer Statements, statements will be printed for and sent by e-mail to the customers within the selected range for whom you marked Send E-mail Statements in the Customer Maintenance Options window.
5. Select the form to use for the e-mail statements.
6. Enter an e-mail subject line, which will be used for all the e-mail statements sent during this printing statements process.
7. Choose OK to close the window.



- Choose Save in the Print Receivables Statements or Reprint Statements window to save your changes. Choose Print to print or send e-mail customer statements according to the options you specified.

## Marking commission amounts as paid

Use the Transfer Sales Commissions window to group all payable commissions and mark them as paid. You can then assign an audit trail control code to be used for reprinting posting journals.

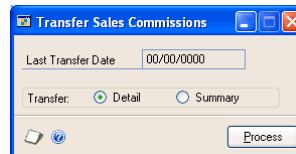
Depending on whether you marked Pay Commissions After Invoice Paid in the Receivables Management Setup window, commissions are payable either when the invoice is posted or when it has been paid in full.



*If you remove paid transactions before marking the commissions as paid, the commissions are saved until you mark them as paid. However, we recommend that you mark commissions as paid before removing paid transactions.*

### To mark commission amounts as paid:

- Open the Transfer Sales Commissions window.  
(Sales >> Routines >> Transfer Commission)



- Mark whether to transfer commissions in detail or in summary.
  - If you mark Detail, each commission distribution is recorded individually.
  - If you mark Summary, payable commissions for each salesperson are grouped together and only the summary amount is recorded.
- Choose Process.

A Transferred Commissions Posting Journal might be printed once commissions are processed, depending on the options you selected using the Posting Setup window.

The posting journal and the commission distributions records show that commissions have been paid. However, you must use the Transferred Commissions Posting Journal to create transactions in Payroll to pay the salespeople.

## Removing paid transactions

Use the Paid Sales Transaction Removal window to transfer paid transactions to history and to consolidate balance forward accounts.



*If you aren't keeping history, this procedure removes paid transactions from the system, and you can't print reports containing information about the transactions that are removed.*

**To remove paid transactions:**

1. Open the Paid Sales Transaction Removal window.  
(Sales >> Routines >> Paid Transaction Removal)
2. Select a range of customer records to remove paid transactions for.
3. Select a range of customer class IDs to further restrict the customer records to be affected. A customer record must fall within both the customer range and the class range to have transactions removed.
4. Mark the types of transactions to remove and enter a cutoff date. You can remove NSF checks, voided transactions, waived finance charges, paid transactions, and checks. The selected transactions that fall on or before the cutoff date will be removed.



*Checks have a separate cutoff date because those that are transferred to history or removed from the system can't be marked as NSF. Therefore, we recommend that you enter a cutoff date that is one month prior to the transaction cutoff date. That way you won't remove any potential NSF checks.*

5. Mark whether to consolidate balance forward customer accounts. If you mark this option, all documents for the customer are summarized and moved from the current aging period to the noncurrent aging period.
6. Mark Print Register to print a Removed Transaction Register. After the transactions are removed, the report is printed and all the removed transactions are displayed.
7. Choose Process to remove the selected transactions. The report is printed if you chose to print it.

**Printing a VAT return**

Use the VAT Return window to print VAT reports to submit to the government. You can print summary and detailed VAT information for a specified period.

You can save VAT report IDs and reprint reports at a later time.

**To print a VAT return:**

1. Open the VAT Return window.  
(Administration >> Routines >> Company >> VAT Return)

The screenshot shows the 'VAT Return' window with the following data:

VAT Report ID	
Description	
Start Date	00/00/0000
End Date	00/00/0000
VAT due in this period on sales and other outputs:	\$0.00
VAT due in this period on acquisitions from EU states:	\$0.00
Total VAT due:	\$0.00
VAT reclaimed in this period on purchases and other inputs:	\$0.00
Net VAT to be paid to Customs or reclaimed:	\$0.00
Total value of sales and all other outputs:	\$0.00
Total value of purchases and all other inputs:	\$0.00
Total value of all supplies of goods and related services, excluding any VAT, to other EU member states:	\$0.00
Total value of all acquisitions of goods and related services, excluding any VAT, from other EU member states:	\$0.00

2. Enter or select a report ID.
3. Enter a description.
4. Enter starting and ending dates for the report.  
  
Each VAT Report ID you create must have a unique starting date. You can't use the same starting date on more than one report ID.
5. Choose Calculate. VAT return information is displayed in the VAT Return window.
6. To save the report, choose Save. You must calculate VAT information before you can save the report ID. You also must save the report before you can print it.
7. To print the report, choose Print. The VAT Return Print Options window opens.
8. Mark the reports to print—summary, detail, tax detail, or exception.
9. Choose Print.



# Chapter 30: Year-end closing

This information includes tasks completed at the end of the year. These procedures transfer current-year balances to last year's balance, and clear out the current-year balances. There are two closing procedures for Receivables Management—fiscal year and calendar year. You must close both the calendar and fiscal year, even if you use only fiscal periods.

This information is divided into the following sections:

- [Calendar year-end closing overview](#)
- [Fiscal year-end closing overview](#)
- [Closing a calendar year](#)
- [Closing a fiscal year](#)
- [Closing a tax year](#)

## Calendar year-end closing overview

Closing the calendar year updates information that is displayed in the Customer Finance Charge Summary window. The Calendar Finance Charges field is updated to display the date you closed the calendar year. The Current Year field is updated to display total finance charges for the new calendar year. The Last Year column is updated to display totals for the year you closed.

You must enter and post transactions before those amounts are included in the year you're closing. You should close the calendar year after you print the final statements for the year you're closing.

Be sure to complete the following procedures in this order to close your company's calendar year.

**Post all transactions for the current year** Before closing the year, post all transactions for the calendar year. To enter future period transactions before closing the year, create a batch with new transactions, but don't post it until after the previous year has been closed.

**Make a backup** Make a backup of all data for your company's permanent records. This gives you a record of the company's financial position at the end of the year so you can restore it later, if necessary.

**Close the calendar year** Use the Receivables Year-End Closing window to close the calendar year or, if your calendar and fiscal years coincide, both years. See [Closing a calendar year](#) on page 215 for more information.

**Close the sales tax periods for the year (optional)** Use the Tax Year-End Closing window to close the sales tax periods and print the Tax Year-End Closing Report. Be sure to complete the year-end closing procedures for all sales and purchasing modules before closing the sales tax periods for the year. See [Closing a tax year](#) on page 216 for more information.

**Make a final backup** Make a final backup of all data for your company's records.



*Before you close the year, make a backup of all company data. If you have a current backup, you can restore information, if necessary.*

## Fiscal year-end closing overview

Closing the fiscal year updates information that is displayed in the Customer Summary window only when you select Amounts Since Last Close in the Summary View list. The amounts in the Year to Date column are updated to display totals for the new fiscal year. The amounts in the Last Year column are updated to display totals for the year you closed.

The information that is displayed in the Customer Summary window when you select Amounts Since Last Close in the Summary View list might not represent actual fiscal year totals if you close the fiscal year before or after the last day of the fiscal year. For example, the amounts in the Year to Date column might continue to increase as transactions are posted after the last day of the fiscal year; then when you close the fiscal year, the amounts in the Last Year column will include those transactions posted after the last day of the fiscal year that you closed.

Closing the fiscal year will not affect the information that is displayed in the Customer Summary window when you select Fiscal Year or Calendar Year in the Summary View list. The amounts displayed for those selections are dependent on the year and periods you enter to display.

Closing the fiscal year also updates information that is displayed in the Customer Finance Charge Summary window so that you can print finance charge totals on December and January statements for tax reporting purposes. The Fiscal Finance Charges field will be updated to display the date you closed the fiscal year. The amounts in the Year to Date column will be updated to display totals for the new fiscal year. The amounts in the Last Year column will display totals for the year you closed.

If it's the end of the fiscal year and you must enter transactions for the next year, we recommend that you create a batch for the transactions and wait to post them until after you close the year, to avoid posting the new year's transactions to the previous year.

Be sure to complete the following procedures in this order to close your company's calendar year.

**Post all transactions for the current year** Before closing the year, post all transactions for the fiscal year. To enter future period transactions before closing the year, create a batch with new transactions, but don't post it until after the previous year has been closed.

**Make a backup** Make a backup of all data for your company's permanent records. This gives you a record of the company's financial position at the end of the year so you can restore it later, if necessary.

**Close the fiscal year** Use the Receivables Year-End Closing window to close the fiscal year or, if your calendar and fiscal years coincide, both years. See [Closing a fiscal year](#) on page 215 for more information.

**Close the fiscal periods for the Sales series (optional)** Use the Fiscal Periods Setup window to close any fiscal periods that are still open for the year. This keeps transactions from accidentally being posted to the wrong period or year. If you later need to post transactions to a fiscal period you already closed, you must return to this window and reopen the period before you can post the transactions.

**Close the sales tax periods for the year (optional)** Use the Tax Year-End Closing window to close the sales tax periods and print the Tax Year-End Closing Report. Be sure to complete the year-end closing procedures for all sales and purchasing modules before closing the sales tax periods for the year. See [Closing a tax year](#) on page 216 for more information.

**Make a final backup** Make a final backup of all data for your company's records.



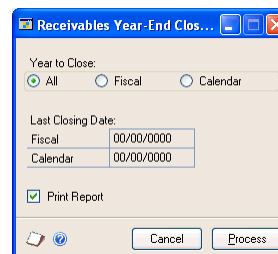
*Before you close the year, make a backup of all company data. If you have a current backup, you can restore information, if necessary.*

## Closing a calendar year

Use the Receivables Year-End Closing window to close the calendar year to update information that is displayed in the Customer Finance Charge Summary window. Before you close the year, make a backup of all company data. If you have a current backup, you can restore information, if necessary.

### To close a calendar year:

1. Open the Receivables Year-End Closing window.  
(Sales >> Routines >> Year-End Close)



2. Mark Calendar or, if the calendar year coincides with your fiscal year, mark All. If they don't coincide, close the fiscal year separately. See [Closing a fiscal year](#) on page 215 for more information about closing a fiscal year.
3. Mark Print Report to print the Year-End Closing Report when the closing process is complete. This report lists the records that have been closed. The Year-End Closing Report is part of the audit trail and should be saved with your company's permanent records.
4. Choose Process to begin the closing process.

## Closing a fiscal year

Use the Receivables Year-End Closing window to close the fiscal year to update information that is displayed in the Customer Summary window when you select Amounts Since Last Close in the Summary View list. Closing the fiscal year also will

update information that is displayed in the Customer Finance Charge Summary window.

The information that is displayed in the Customer Summary window when you select Amounts Since Last Close in the Summary View list might not represent actual fiscal year totals if you close the fiscal year before or after the last day of the fiscal year. For example, the amounts in the Year to Date column might continue to increase as transactions are posted after the last day of the fiscal year; then when you close the fiscal year, the amounts in the Last Year column will include those transactions posted after the last day of the fiscal year that you closed.

Closing the fiscal year will not affect the information that is displayed in the Customer Summary window when you select Fiscal Year or Calendar Year in the Summary View list. The amounts displayed for those selections are dependent on the year and periods you enter to display.

Before you close the year, make a backup of all company data. If you have a current backup, you can restore information, if necessary.

### **To close a fiscal year:**

1. Open the Receivables Year-End Closing window.  
(Sales >> Routines >> Year-End Close)
2. Mark Fiscal to close the fiscal year. If your calendar and fiscal years coincide, you can close them at the same time by marking All.
3. Mark Print Report to print the Year-End Closing Report when the closing process is complete. This report lists the records that have been closed. The Year-End Closing Report is part of the audit trail and should be saved with your company's permanent records.
4. Choose Process to begin the closing process.

You can close the fiscal periods for the Sales series using the Fiscal Periods Setup window. This prevents transactions from being posted to the periods you have closed. See the System Setup documentation (Help >> Printable Manuals) for more information.

## **Closing a tax year**

Use the Tax Year-End Closing window to prepare your tax records for a new year. When you close the tax year, the accumulated year-to-date tax totals in the Tax Detail Maintenance window are cleared and transferred to last year's tax totals. Separate year-to-date tax totals can then be recorded for the new year. Any tax amounts you enter after closing the tax year are added to the new year-to-date total.

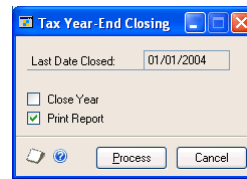
If you're keeping historical data, you can view tax totals for historical years using the Tax Detail History window.

Closing a tax year affects all the tax details you entered. To help ensure the consistency and integrity of your records, we recommend that you complete this procedure only once every year, after you close any sales and purchasing series years, and before posting any documents to the next year.



**To close a tax year:**

1. Open the Tax Year-End Closing window.  
(Administration >> Routines >> Company >> Tax Year-End Close)



2. Mark Close Year. You can't close the tax year unless you mark this option.
3. Mark Print Report to print the Tax Year-End Closing Report when the closing process is complete. This report shows year-to-date and last year's tax amounts as they appeared in the Tax Detail Maintenance window before the tax year was closed. The report is part of the audit trail and should be saved with your company's permanent records.
4. Choose Process to begin the closing process.



# Glossary

## Accounting period

A subdivision of the fiscal year. Common periods are months or quarters.

## Active customer

A customer with whom you're currently doing business on a regular basis.

## ADTP (Average days to pay)

An average based on the number of invoices a customer has and the time taken to pay each invoice. The formula for calculating the average days to pay is:  $ADTP = (\text{Current ADTP}) \times (\text{Number of Invoices}) + (\text{Number of Days Taken to Pay Most Recent Invoice}) / (\text{Number of Invoices} + 1)$ .

## Aged Trial Balance

The Aged Trial Balance shows the balances for each aging period as of the last aging date. You can print the Aged Trial Balance to view the current aging status of accounts.

## Aging

The process that determines the maturity of an account from the transaction date or due date, indicating how many days each account has been outstanding. Aging places each posted transaction in the appropriate current, past-due, or days old aging period.

## Aging period

A specified number of days to age your accounts by. For example, your aging periods might be from 0 to 30 days, 31 to 60 days, and so on. Up to seven aging periods can be used for open item accounts and two periods (current and non-current) for balance forward accounts.

## Alignment form

A document printed to ensure text is properly aligned before you print actual statements.

## Apply

The process of linking a payment amount to one or more documents being paid.

## Audit trail

A series of permanent records that you can use to track a transaction to the point it was originally entered in Microsoft Dynamics GP. You can use the audit trail to verify the accuracy of sales records by outside accountants or auditors.

## Audit trail code

A code providing a precise record of each transaction and its origin within the Microsoft Dynamics GP system.

## Auto apply

Applies selected cash receipts, credit memos, and returns to a customer's oldest documents. During setup you can select whether to apply the amounts to documents with the oldest due dates or those with the oldest document dates. *See also* [Apply](#).

## Background processing

A processing system you can use to continue working while transactions are being posted or reports are being printed.

## Backing up

The process of storing data on a secondary medium, usually diskettes or magnetic tape, to minimize the difficulty of recovering from data loss. Backups should be performed routinely.

## Balance

The difference between the debit amount and the credit amount of a particular account.

## Balance brought forward

Balance for each account that is carried forward to the next period.

## Balance forward account

An account type that records all documents entered during the current period and the balance brought forward amount for prior periods. Cash receipts are applied to the oldest balance, not to specific transactions.

## Batch

A group of transactions identified by a unique name or number. Batches are used in computerized accounting to conveniently group transactions, both for identification purposes and to make posting the transactions easier.

## Batch frequency

An option that determines how often a recurring batch will be posted, such as weekly, monthly, or quarterly.

## Batch inquiry

A window that shows the users that are currently working with batches and the statuses of those batches.

## Batch posting

An option used to post batches—groups of transactions identified by a unique name or number—within a module one at a time.

## Batch-level posting

A posting method that enables transactions to be saved in batches; the batch is posted whenever convenient. There are three types of batch-level posting: batch, series, and master.

## Beginning balance

Those balances either entered during the setup of your Microsoft Dynamics GP system or carried forward from the preceding fiscal year.

## Calendar year

An accounting cycle beginning on January 1 and ending on December 31.

## Calendar-year history

A record of transactions by calendar months.

## Cash receipt

A document used to record payments and deposits received from customers.

## Child customer ID

Customers assigned to a national account parent. Typically, invoices originate with the child customers of the national account.

## Class

Enables customers, vendors, users, or items to be grouped according to common characteristics. For example, a customer class could be created to group customers according to credit limit or location.

## Comma-delimited field

The standard comma-separated ASCII character format used when exporting a report so database programs can read it.

## Commission

The amount, usually a percentage of the sale amount, paid to the salesperson who made the sale.

## Consolidating

A period-end procedure that draws together individual transaction amounts into a single summary transaction balance. Typically, this procedure is used for balance forward account types before a balance is brought forward to the next period.

## Credit limit

A limit on the amount a customer can purchase on account.

## Credit memo

A document that credits a customer's account and explains the reason for the credit.

## Credit receipt

*See* [Credit memo](#).

## Credit terms

Conditions agreed upon when credit is granted.

## Customer ID

An alphanumeric identification assigned to customers using the Customer Maintenance window. You can use the customer ID to sort information on reports.

**Debit memo**

A document that debits a customer’s account and explains the reason for the debit.

**Default class**

A class whose values are used for the creation of new classes.

**Default entry**

A value displayed in a window automatically; used unless a different value is entered.

**Discount available**

A reduction in the amount receivable, offered if the payment is made by a certain date.

**Discount date**

The date an invoice must be paid in order for a discount to be valid.

**Discount taken**

The discount amount customers take from their available payment terms discount. *See also [Discount available](#).*

**Distributing**

The process of allocating to separate accounts a percentage or part of transaction amounts.

**Distribution account**

An account designated to receive a percentage or part of a posted transaction.

**Distribution history**

A record of the debits and credits for each document distributed to individual posting accounts.

**Document**

All the information entered for a single, complete transaction, including distribution amounts.

**Document number**

The number assigned to any document recorded in Receivables Management, such as sales, credit memos, and payments.

**Document type**

An option that identifies a document’s purpose and how document amounts will be posted. In Receivables Management, the document types include sales/invoices, debit memos, finance charges, services/repairs, warranties, credit memos, returns, and cash receipts.

**EFT (Electronic Funds Transfer)**

A service provided by banks in conjunction with businesses to have money moved in and out of an account.

**Exchange rate**

The rate of exchange between two currencies on a particular date and time.

**Exchange rate source**

The service, publication, or institution exchange rates are obtained from. For example, you can use rates from a local bank, a financial journal, or an electronic service such as CompuServe.

**Exchange rate table**

A table used to store exchange rates for a unique combination of currencies and rate types. These tables also are used to define selections for determining the exchange rate that will be used when the currency for a table is entered on a multicurrency transaction.

**Finance charge**

The cost of borrowing money; usually a charge assessed to overdue accounts. Also a document type used to record a finance charge.

**Financial year**

*See [Fiscal year](#).*

**Fiscal year**

An accounting cycle composed of up to 54 consecutive periods. In Australia and New Zealand, this is referred to as a financial year.

**Fiscal-year history**

A record of sales, commission amounts, and other transactions organized by fiscal periods.

**Functional amount**

The equivalent transaction amount in the functional currency for a transaction amount that was entered using an originating currency. This amount sometimes is referred to as the functional equivalent of the originating amount.

**Functional currency**

The primary currency a company keeps its financial records in. Typically, the functional currency is the currency for the country/region where the company is located.

**Functional equivalent**

*See [Functional amount](#).*

**Grace period**

A period of days added to end-of-month (EOM) terms to prolong the payment due date for purchases made during the last few days of the month. For example, with a grace period of five days, a purchase made on December 28 or later would not be due until the end of January.

**Group printing**

Saving and printing reports in groups. For example, you can create a report group used to print the Salesperson Commission Summary and Sales Territory Commission Summary before closing a fiscal year. You can create groups of reports within the same series and groups of series report groups.

**GST (Goods and Services Tax)**

A tax on the consumption of goods and services used in Canada, New Zealand, and other countries/regions.

**Historical Aged Trial Balance**

A Receivables Management report that projects the balances in each aging period by aging the accounts; for reporting purposes only. *See also [ADTP \(Average days to pay\)](#).*

**History**

A record of paid transactions or account balances.

**Hold**

A restriction that prevents certain types of transactions from being entered for a specified record. For example, you can place a customer with a past due balance on hold.

**HTML (Hypertext Markup Language)**

A format that you can view using a web browser. Use this format for reports placed on your company’s intranet.

**Inactivate**

The process of making customer cards inactive. If you inactivate customer cards, you won’t be able to post any of their transactions—sales or payments.

**Inactive customer**

A customer with whom business isn’t being conducted any longer. Typically, records for these customers can’t be deleted because historical records are being kept.

**Inquiry**

Enables you to view open-year and historical information.

**Intrastat statistics**

The system for collecting statistics on the trade of goods between European Union countries/regions.

**Invoice**

A document that records the prices and other details of goods and services sold or supplied.

**Lockbox**

A place where bills that are paid every month are stored at a bank. The bank locks this money away to pay certain bills.

**Lookup window**

A window that displays a list of accounts, customers, documents, or other items in the Microsoft Dynamics GP system. Lookup windows for a specific field are displayed by choosing the magnifying glass button next to the field.

**Mass delete**

A procedure used to delete a specific group of customer cards.

**Master posting**

A posting process where all batches marked to post, in all modules, are posted regardless of who marked them.

**Miscellaneous charge**

A charge that isn't part of a normal purchasing process. A miscellaneous charge might be a service charge such as installation or repair of merchandise, or a shipping and handling fee on a credit card purchase.

**Multiple addresses**

Locations in addition to a company's main location. For example, a business with several stores can specify an address for each location.

**Multiple companies**

Companies separate data folders have been established for. Enables you to keep a separate set of financial information for each company you operate.

**National account**

A combination of related customers that make up a single organization. The parent customer is the controlling customer of the national account. This parent customer has child customers, and is usually the customer who distributes payments on behalf of the child accounts.

**NSF (Non-sufficient funds)**

The process of assessing a charge to payments, such as checks, with insufficient funds. If you mark a payment as NSF, the system unapplies the payment, backs out the distributions, and increases the amount in the Receivables account while decreasing the amount in the Cash account.

**Open item account**

An account type that shows details of all transactions not fully applied. Open item accounts enable cash receipts to be applied to specific invoices.

**Open transaction**

A posted transaction. You can apply or unapply this transaction.

**Origin**

A transaction entry window within a specific Microsoft Dynamics GP module. You can select certain options, such as closing fiscal periods, for each transaction origin. The transaction origin appears as part of the audit trail code on all posting reports in Microsoft Dynamics GP.

**Originating amount**

The transaction amount in the currency the transaction was entered in. Originating amounts are posted along with their corresponding functional amounts, also referred to as functional equivalents.

**Originating currency**

The currency a multicurrency transaction was conducted in.

**Paid transaction removal**

A procedure used to transfer paid transactions to history and to consolidate balance forward account balances. If you're not keeping history, this procedure deletes paid transactions from your records.

**Parent customer ID**

The controlling customer of a national account; has child customers. The parent customer usually distributes payments on behalf of the child customers.

**Payment terms**

Conditions for payment agreed upon when a sales transaction takes place. Payment terms might include a discount to the selling price if the payment is received within a certain time period.

**Postal code**

See [ZIP code](#).

**Posting**

A procedure that makes temporary transactions a part of your business records; permanent records are updated with the amount of these transactions. In manual accounting, to transfer journal totals to the appropriate accounts in a ledger.

**Posting account**

A financial account that tracks assets, liabilities, revenue, or expenses. Amounts posted to these accounts appear on the Profit and Loss Statement, the Balance Sheet, and other financial reports if you use General Ledger.

**Posting date**

The date a specific transaction was posted to your company's posting accounts.

**Posting journal**

A report printed following the posting process that shows the detail for each transaction that's been posted. Posting journals include the audit trail code, which provides a precise record of where each transaction has been posted within Microsoft Dynamics GP.

**PST (Provincial Sales Tax)**

A tax set by each Canadian province.

**QST (Québec Sales Tax)**

The Provincial Sales Tax for the province of Québec. See also [PST \(Provincial Sales Tax\)](#).

**Range**

An option used to narrow the amount of records printed on a report. For example, a selected range of customer IDs could be those between Acme Company and Limited, Inc.

**Rate calculation method**

A mathematical operation (multiply or divide) specified for calculating functional and originating equivalents on a transaction, or for displaying amounts in summary or inquiry windows. The exchange rate on the exchange rate table is used in the calculation. The operation is used to calculate a functional currency amount from the originating currency amount using a specified exchange rate.

**Rate frequency**

The frequency you should enter new exchange rates for an exchange rate table. The rate frequency is used to determine the length of time an exchange rate is valid. For example, you can mark a rate as valid for a single day, week, month, quarter, or year. The rate frequency determines the expiration date for each rate, based on the day the rate is entered.

**Rate type**

An option used to identify different exchange rate tables for one currency that are used for different purposes. For example, you might set up exchange rate tables with a Buy rate type for sales transactions and a Sell rate type for purchasing transactions. You also can use rate types to distinguish the posting accounts that are used for realized gains and losses and rounding differences.

**Rate variance**

A range you can specify to limit the amount the exchange rate can fluctuate when you enter a new exchange rate in an exchange rate table or during the transaction entry. For example, if the default exchange rate is 0.68450 and the rate variance is 0.01000, you could enter an exchange rate between 0.67450 and 0.69450.

**Real-time posting**

See [Transaction-level posting](#).

**Realized gain**

Gain realized in the functional currency because of the difference in exchange rates between the transaction date and the settlement date for a multicurrency transaction.

**Realized loss**

Loss realized in the functional currency because of the difference in exchange rates between the transaction date and the settlement date for a multicurrency transaction.

**Reconciling**

A procedure used to verify that Receivables Management data is accurate. The reconcile process verifies, and recalculates if necessary, the accuracy of the account balances and document ages in each aging period.

**Recurring batch**

A batch that you can post repeatedly.

**Recurring transaction**

Transactions, such as membership dues, that occur repeatedly over time. In Australia and New Zealand these transactions are referred to as standing transactions.

**Refund check**

A transaction used to transfer receivables balances to Payables Management. Receivables debit documents and payables miscellaneous charge documents are created for each customer that refund checks are created for.

**Removing history**

A procedure used to erase ranges of account or transaction history that are no longer useful.

**Report option**

A collection of entries that specifies the amount or type of information that appears on a report. You can create multiple report options.

**Reporting currency**

The currency used to convert functional currency amounts to another currency on inquiries and reports.

**Return**

A transaction that records the return of merchandise after the invoice for the sale has been posted. Returns are applied to the original invoice (for open item customers) or to the customer's balance (for balance forward customers).

**Roll down**

Applies changes you've made to a class record to all customer records within the class. For example, if you change the payment terms for the class from Net 30 to 2%-10/Net 30, you can roll down the change to all records in the customer class.

**Sales tax detail**

See [Tax detail](#).

**Sales tax schedule**

See [Tax schedule](#).

**Sales territory**

A division of the regions a company's products are sold in, separated from other divisions oftentimes by geographical location. In Microsoft Dynamics GP, you can track sales and commissions for each sales territory.

**Salesperson**

A person who sells a company's goods or services.

**Sample data**

Data that you can use to practice Microsoft Dynamics GP procedures by entering the information listed in the online lessons. You can use sample data using the lesson company.

**Series**

A group of Microsoft Dynamics GP modules that form an interrelated set of applications.

**Series posting**

A posting process where you can post batches for a series marked by a particular user.

**Service/Repair**

A document that records the charges for services or repairs provided.

**Short name**

A shortened version of a customer name that you can print on reports when full names are too long.

**Single-use batch**

A batch posted only once, then deleted.

**Splitting commissions**

A method of dividing commission amounts or percentages among two or more salespeople.

**Spot rate**

The exchange rate used for the day.

**Standing transaction**

See [Recurring transaction](#).

**Statement**

A record of customer activity including aging period information, the total amount due, and payments received.

**Statement name**

A name printed on statements that replaces the customer's name as it appears in the Customer Name field. Statement names often are used to print the customer's first name first on the statements. For example, the customer name Goodwin, Gayle could be printed as Gayle Goodwin on statements.

**Tab-delimited field**

The tab-separated ASCII character format used when exporting a report.

**Table**

A collection of related records, such as transactions or accounts. All the accounting information you enter in Microsoft Dynamics GP is stored in tables. Formerly referred to as file or data file.

**Tax detail**

A definition of each tax that might apply to customers. Tax details are grouped into tax schedules. See also [Tax schedule](#).

**Tax schedule**

Groups of tax details. When you assign tax schedules to customers, Microsoft Dynamics GP calculates the applicable taxes during transaction entry. See also [Tax detail](#).

**Text file (text only)**

A file format that saves reports as text without formatting. This option should be used when the application you're converting the document to is unable to read any of the other file formats.

**Trade discount**

A discount a customer always receives. The rate is calculated at the time of a sale and is given in addition to any payment terms discounts that also might be offered.

**Transaction history**

A record of the transactions that have been entered and fully paid in Receivables Management. If you're not keeping history, the paid transaction removal deletes paid transactions from your records.

**Transaction-level posting**

A posting method that enables you to enter and post transactions individually without having to create a batch.

**Trial Balance**

A Receivables Management report that illustrates the outstanding balances and the aging periods for each customer account.

**Unapply**

A procedure that reverses the entries that applied amounts to documents.

**Unrealized gain**

Gain because of the difference in exchange rates between the transaction date and the revaluation date for an account with multicurrency activity.

**Unrealized loss**

Loss because of the difference between the transaction date and the revaluation date for an account with multicurrency activity.

**User-defined field**

Two fields in the Customer Maintenance window that you can define to track information specific to your business.

**VAT (Value-added Tax)**

A tax on goods and services used throughout Europe and elsewhere in the world.

**Voiding**

The process of recording an equal and opposite transaction to undo the effects of a posted transaction.

**Waiving**

To remove a finance charge that already was assessed.

**Warranty**

A document that records a service or repair charge covered by a warranty.

**Writeoff**

A process used to adjust small differences between an invoice amount and a payment.

**Year-end closing**

The process used to transfer current-year amounts to last-year amounts.

**ZIP code**

In the United States, the postal code assigned to business and residential addresses. In other countries/regions, it might be referred to as post code or postal code.





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