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Introduction

The Accounts Receivable module in Microsoft Dynamics™ SL performs the functions needed to process customer invoices and maintain accounts receivable information. In addition, it generates a wide variety of useful accounts receivable reports that help make customer account management easier and more efficient. And with the Doc Share feature, you can publish invoices, statements, order confirmations, and shipping notices to a Microsoft® Office SharePoint® site to give your customers quick and easy online access to the information they need.

The flexible design of the Accounts Receivable module lets you operate it successfully with just the General Ledger module or, to make full use of its capabilities, with the Order Management, Project Controller, and Inventory modules. Using the Accounts Receivable module with the Order Management, Project Controller, and Inventory modules offers several advantages that can improve the speed and efficiency of data entry and processing operations:

- You can use the Order Management and Project Controller modules, as well as the Accounts Receivable module to create invoices, and debit and credit memos.
- Most of your business’ accounts receivable and inventory transactions, except payments received, can originate from the Order Management module.
- Using Accounts Receivable with Order Management and Inventory allows you to access inventory item and pricing information, and to update item quantities for customer sales, directly from Order Management screens.
Accounts Receivable Interaction

Figure 1: Accounts Receivable Interaction

* Accounts Receivable will only interact with Cash Manager or Bank Reconciliation, not with both modules in the same installation.
Manual Overview
This manual provides information regarding the setup and use of the Accounts Receivable module. Reviewing the manual can help you make informed decisions regarding the implementation of the Accounts Receivable module in your business.

What is Covered in the Manual?
The manual consists primarily of procedures and checklists that describe how to perform the various tasks featured in the Accounts Receivable module. The manual also contains topics that help you become better acquainted with the capabilities of the module. Topics are arranged in a logical order that builds on information previously presented in other manuals.

Who Should Use the Manual?
The manual is designed for readers who are new to Microsoft Dynamics SL. The guide provides the information necessary for making decisions regarding how to use the Accounts Receivable module in order to get the most from your system.

How to Use the Manual
Read the appropriate section of the manual before proceeding with any system customizations. The manual presents the procedures and steps required for completing the various accounts receivable processes. To assist you in locating information, the manual contains:

- A Table of Contents of logically organized activities and tasks.
- An alphabetized Quick Reference Task List of commonly performed tasks.
- An alphabetized Index of the information provided in the manual.
Quick Reference Task List

This list contains tasks that are commonly performed with the Accounts Receivable module. Each task is cross-referenced to a specific page in the user guide.

How Do I Define...?
- Statement Cycles — see page 11
- Customer Classes — see page 12
- The Fiscal Period — see page 16
- Customer Defaults — see page 18
- Accounts Receivable System-Level Decisions — see page 22

How Do I Set Up...?
- General Ledger Accounts — see page 14
- Finance Charges — see page 20
- Customer Accounts — see page 29
- Recurring Invoices — see page 54
- Multiple Installments — see page 57

How Do I Establish...?
- Salesperson History — see page 26
- Customer History — see page 44
- Accounts Receivable History — see page 49

How Do I Enter...?
- Salesperson Information — see page 25
- Customer Information — see page 31
- Customer Billing Addresses — see page 33
- Customer Defaults — see page 34
- Customer Account and Statement Information — see page 36
- Customer Shipping Addresses — see page 43
- Manually-prepared Invoices or Memos — see page 50
- Invoices Generated Using the Order Management Module — see page 58
- Adjusting Memos for Order Management-Generated Invoices — see page 115
- Payments — see page 72
- Payment Details for Order Management Counter Sales Orders — see page 69
Setting up Accounts Receivable

Overview
This section provides information and procedures for configuring the Accounts Receivable module to fit your business needs and practices. These basic tasks include:

- Defining Statement Cycles
- Defining Customer Classes
- Setting Up General Ledger Accounts
- Defining the Fiscal Period
- Defining Customer Defaults
- Setting up Finance Charges
- Defining Accounts Receivable System-Level Decisions
- Defining Sales Territories
- Entering Salesperson Information
- Establishing Salesperson History

Before You Begin
The normal Accounts Receivable module setup sequence is to enter setup information after defining payment terms, sales tax information, statement cycles, and customer classes but before entering salesperson, customer, open document, and recurring invoice information.

Before you start setting up the Accounts Receivable module:
1. Define all necessary accounts receivable record coding schemes. See “Structuring Accounts Receivable Coding” on page 5 and “Accounts Receivable Record Coding Formats” on page 6.

2. Set up customer terms on Terms Maintenance (21.270.00) in the Shared Information module. Your customer terms can be identical to the terms your vendors offer you. You do not need to set up separate terms IDs for identical customer and vendor terms.

3. Set up sales tax information on Sales Tax Maintenance (21.280.00) in the Shared Information module. Set up tax information for any state and local sales taxes to which your sales are subject.

4. If you plan to make documents available to your customers on a SharePoint site, complete the necessary customer document type setup information on the System Manager SharePoint Site Configuration (98.360.00) screen. For assistance, see the System Manager online help or user guide.

Structuring Accounts Receivable Coding
Before setting up the Accounts Receivable module and beginning regular accounts receivable operations, it is important to develop a logical, well-organized method for assigning identification codes to certain records entered and used throughout the Accounts Receivable module and elsewhere in the system: customer information, document reference numbers, recurring invoices, etc. The method you develop for each record is known as its coding scheme.

A coding scheme is a system of arranging letters and/or numbers into meaningful data record identifiers (IDs and numbers) that distinguish each record from all other records in the database. Its purpose is to make data easier to reference and report when you are using Microsoft Dynamics SL. For example, you might set up a coding scheme for customer IDs that requires the customer ID of a retail customer to begin with the letters CR and the ID of a wholesale customer to begin with CW.
Consider developing an appropriate coding scheme for each of the following accounts receivable record types:

- Customers
- Customer classes
- Customer addresses (including billing)
- Document reference numbers
- Recurring invoices
- Salespersons
- Statement cycles
- Terms
- Sales Territories

**Accounts Receivable Record Coding Formats**

During a session, a great deal of new information, from transaction batches, to customer information, to sales orders, to inventory data, is entered into the database. For accurate, efficient data storage and retrieval, each data record receives a unique identifying code that distinguishes it from all other data records. These codes can be numeric, alphabetic, or alphanumeric. Depending on the data record type, the codes are either assigned automatically by the software or manually by you.

For example, if transaction batch numbering began with batch number 000001 for the first batch entered, batch number 000234 will be assigned automatically to the 234th batch entered. However, data records such as customer and salesperson information or accounts receivable terms require manually assigned identifying codes. For example, if the information of a customer named Greene is being entered, the customer ID could be GREENE, GRE100, 100GRE, or any identifying code you care to assign.

To ensure easy record retrieval, especially for reporting make sure the codes assigned to each type of data record follow a standard coding format established in advance. For example, the coding format for the IDs of preferred customers might use a leading P at the beginning of each ID: P00001, P00002, etc. Salesperson IDs might use each salesperson’s territory code number and the first three letters of the salesperson’s last name: 100GRE, 120THO, etc. When establishing record coding formats, consider the following:

- Before defining coding formats, review the sorting and selection functions that specify which information should appear when you generate reports and compare this to your reporting needs. This comparison helps you develop coding formats that achieve the desired reporting results.

- Code sorting always occurs from first character to last, numerically and alphabetically. Also, numbers always sort before letters. For example, the software sorts 020243, 020242, 080656, 042691 in the order 020242, 020243, 042691, 080656. The alphanumeric codes B20242, A20242, B20243 are sorted and arranged in the order A20242, B20242, B20243.

- If you cannot define a format that completely meets the needs of a data record, use a format adequate for a majority of the record’s codes and handle exceptions individually. Do not use a random coding format.

- Once you have defined the coding format for a record type, consistently observe this format when you enter associated data records. If the format requires six characters, all codes should have six characters; if the character order is two letters followed by four numbers, all codes should have two letters followed by four numbers, etc.

Remember that a well-planned system of coding formats ensures the orderly, logical identification of all data records in the database for better use of the software’s data management capabilities.
Customer ID
Customer IDs are unique identifying codes assigned to each customer’s information that distinguish the customer from all other customers in the database. A customer’s ID can be any alphanumeric code you care to assign. Possible customer ID formats include:

- The initial series of letters in the customer name (MASTERSONCO for Masterson Company)
- Serial numbers (10002, 10003, etc.)
- Region number-customer number combination (10616 for customer 616 in region 100 — Northwest U.S.)
- Customer name-sales area combination (MASTERSON12 for the Masterson Company in sales area 12 — Seattle Area)

Salesperson ID
Salesperson IDs are unique identifying codes assigned to each salesperson’s information (name, address, commission percentage, etc.). A salesperson ID can be any alphanumeric code you care to assign (for example, an abbreviated version of the salesperson’s name or a letter-number combination). Possible salesperson ID formats include:

- A series of letters in the salesperson’s name (JRobinson for Jim Robinson)
- Serial numbers (15, 16, etc.)
- Region number-salesperson number combination (10035 for salesperson 35 in region 100 — Northwest U.S.)
- Salesperson name-sales area combination (JRobinson12 for Jim Robinson in sales area 12 — Seattle Area)

Address ID and Billing Address ID
Address IDs are unique identifying codes assigned to customer address information. An address ID can be any alphanumeric code you care to assign. To avoid confusion, each customer’s customer ID and address ID are usually the same. Possible address ID formats include:

- The initial series of letters in the customer and state name (JRobinsonOH for Jim Robinson in Ohio)
- Serial numbers (10002, 10003, etc.)
- Customer number-zip code combination (45840616 for customer 616 in zip code 45840)
- Customer name-area code combination (JRobinson419 for Jim Robinson in area code 419)

Customer Class ID
Customer classes are typically used to identify and group customers with similar characteristics. They facilitate reporting the information of specific customer types and also make it easier to establish customer defaults when you are entering new customer information. A customer class ID can be any alphanumeric code you care to assign. Possible customer class ID formats include:

- A series of letters in the customer class name (PREF for preferred)
- Serial numbers (22428656, 22428657, etc.)
- Region number-class number combination (10010 for customer class 10 in region 100 — Northwest U.S.)

Statement Cycle ID
A statement cycle is a customer classification tool used to identify and group customers with similar characteristics whose statements should be printed at the same time. Grouping customers into statement cycles allows you to print statements for specific groups of customers at different times, eliminating long statement printing runs that typically result when all customer statements are
produced at the same time. A statement cycle ID can be any alphanumeric code. Possible statement cycle ID formats include:

- A series of letters in the statement cycle name (AC for customers with last names beginning with the letters A through C)
- Sequential numbers (01 for statements on the 15th of the month; 02 for statements on the 30th of the month)
- A customer terms ID (2P15N30 for customers with a 2/15 net 30 terms)

**Terms ID**

Terms IDs are unique identifying codes assigned to customer payment terms information. A terms ID can be any alphanumeric code you care to assign. Possible customer ID formats include:

- A series of letters (AA for 2/15 Net 30 terms, BB for 3/15 Net 30 terms, etc.).
- Sequential numbers (01 for 2/15 Net 30 terms, 02 for 3/15 Net 30 terms, etc.).
- An alphanumeric code (2P15N30 for customers with a 2/15 net 30 terms).

**Recurring Invoice ID**

A recurring invoice is an invoice issued at regular intervals for the same amount each time. Typical uses include standardized product orders and monthly retainer fees. Regular accounts receivable invoices are created from recurring invoice records. A recurring invoice ID can be any alphanumeric code you care to assign. Possible recurring invoice ID formats include:

- The initial series of letters in the customer name (MASTERSONCO for Masterson Company).
- Invoice description (RENT for a monthly rental invoice).
- Sequential numbers (001, 002, etc.).
- Customer name-recurring invoice number combination (JROBINSON001 for Jim Robinson, recurring invoice number 1).

**Reference Number**

Reference numbers are unique identifying codes assigned to accounts receivable documents. In the Accounts Receivable module, reference numbers can either be numeric or alphanumeric, depending on the option selected at Auto Reference Numbering on the Other Options tab of AR Setup (08.950.00). If you select automatic reference numbering, the software automatically assigns numeric-only numbers to orders and increments the order number by one (000242, 000243, etc.) for each new order entered, once you have established the order number format at Last Reference Number on the Other Options tab of AR Setup (08.950.00). Last Reference Number accommodates document numbering schemes up to 10 positions long: four-position schemes, six-position schemes, etc. When defining the last reference number scheme for automatic reference numbering, use a starting sequence value containing the exact number of document reference number character positions.

- Type 000000 to use a six-position numbering scheme and number the next document entered with the 000001 reference number.
- Type 00000010 to use an eight-position numbering scheme and number the next document entered with the 00000011 reference number.

If you want to use a four-position number but you type 0000000000, the software will number the next document entered with the 0000000001 reference number.

After you define the Last Reference Number numbering scheme and reference number, the software automatically increments the reference by one for each new document entered.

If you select manual reference numbering, you control whether reference numbers are assigned to documents and the numbering format used. A manual reference number format can be any alphanumeric system you care to establish. Possible manual reference number formats include customer invoice numbers or combination codes such as a department-document number, such as
SM0013 for document number 13 from Sales & Marketing, or data entry operator-document number, such as KE2130 for document 2130 entered by an operator with the initials KE.

If you manually assign reference numbers and use numbers printed on the documents as reference numbers for accounts receivable transactions, you do not need to maintain a reference number log. The reference numbers are already recorded on the source documents. If you use a reference numbering scheme other than the sequential method, the audit trail to the order in which documents are entered will be lost.

**Note:** Automatic reference or manual reference numbering formats using customer document numbers or some type of sequential system are the only formats that provide a clear accounts receivable document audit trail. If you choose any other type of reference numbering format, maintain a written reference number log showing the specific reference number assigned to each document.

### Accounts Receivable Setup

The Accounts Receivable's flexible setup options allow you to tailor its operation to the specific needs of your company. During setup, you typically:

- Enter the numbers of your company’s default accounts and subaccounts to which accounts receivable receipts, discounts, finance charges, and sales will be posted. Setting up default accounts receivable accounts reduces data entry time when entering customer documents.

- Specify whether the software should post accounts receivable batches to the general ledger in detail (include all batch document and transaction details) or summary (include only a by-account summary of batch documents and transactions).

- Set Microsoft Dynamics SL to retain accounts receivable transaction details and accounts receivable history for a set number of prior fiscal periods and years. The software can retain accounts receivable details and history for up to 99 prior fiscal periods and years. Retaining transaction detail allows you to perform on-screen inquiries for transactions already posted to customer accounts. History refers primarily to customer summary data, such as sales, debit memos, and credit memos.

- Select **Post Payment Discount into Company of Invoice** to have payment discounts in a multi-company database posted to the company of the invoice. Otherwise, payment discounts will be posted to the company receiving the payment.

- If you do not retain transaction detail for any prior periods, the software automatically deletes all closed transactions from prior periods when you close the Accounts Receivable module for a period. See “Closing Process (01.560.00)” in the General Ledger online help or user guide. The number of periods and years accounts receivable details and history are retained affects database size; the more periods and years data are retained, the larger the database.

- Specify whether invoice numbers are assigned automatically by the software or manually by you. Numbering invoices manually is useful when specific ranges of invoice numbers are assigned to specific entities, such as individuals, offices, or countries/regions.

- Define the level of customer credit limit checking that will be performed. The level of credit limit checking impacts the entry of hand-prepared invoices as well as the credit checking functions in the Order Management module. For this reason, review your company’s credit policy carefully to ensure the appropriate credit checks take place during transaction entry.

- Enter miscellaneous default customer-related information, such as default statement cycle, customer class, and statement type. This information will be used automatically on accounts receivable documents.

- Establish how the software will handle finance charges.

- Specify whether or not the entry of sales tax information on accounts receivable documents will be permitted.
Accounts Receivable

- Specify whether or not a NSF Charge is automatically assigned during a payment void and the charge amount.
- Specify whether small balances may be written off during payment application and the maximum amount.
Defining Statement Cycles

Group customers into statement cycles to print statements for specific groups of customers, such as all customers with accounts 90 days overdue. Using statement cycles eliminates long statement printing runs that typically result when all customer statements are generated at the same time.

Defining a statement cycle involves entering an identification code, aging days for up to four aging categories, and an associated dunning message that should be printed on certain accounts receivable documents. Typical aging categories are:

- Currently due
- 30 days overdue
- 60 days overdue
- 90 days overdue

The software totals customer billing document amounts with aging days equal to or less than the days specified in the aging categories, and then lists the total under the associated dunning message on customer statements. It prints the dunning message on a customer’s statement only if Print Dunning Message is selected for the customer on the Other Options tab of Customer Maintenance (08.260.03). See “Entering Customer Information” on page 31.

To define statement cycles:

1. Open Statement Cycle (08.280.00).

2. Type a statement cycle code in Statement Cycle ID.

3. Type the number of aging days in Aging Category Days and the message to print on customer statements in Message Description.

4. Click Save on the toolbar.

5. Close Statement Cycle (08.280.00).
Defining Customer Classes

Customer classes identify and group customers with similar characteristics, such as wholesale customers. Using customer classes makes it easier to print reports on specific groups of customers or to set up defaults, such as a default statement cycle or payment application options, when you are entering new customer information.

To define customer classes:

1. Open Customer Class (08.290.00).

2. Type an identification code for the class in **Class ID**.

3. Type a description of the class in **Description**.

4. Click the **Customer Defaults** tab, if necessary.

5. Type the price class to assign to the customer class in **Price Class**.

6. Type the sales terms to assign to the customer class in **Terms**.

7. Type the trade discount to assign to the customer class in **Trade Discount**.

8. Type the accounts receivable account and optional subaccount to debit for customer sales.

9. Type the accounts receivable sales account and optional subaccount to credit for customer sales.

10. Type the liability account and optional subaccount to credit for customer prepayments.

Complete step 11 if the Order Management module is installed. Otherwise, continue with step 17.
11. Click the **OM Defaults** tab to establish default order type accounts and subaccounts. See the Order Management online help or user guide for a discussion on order type maintenance.

![Figure 4: OM Defaults tab of Customer Class (08.290.00)](image)

12. Type the cost of goods sold account and optional subaccount to debit for customer sales.
13. Type the freight account and optional subaccount to credit for customer sales.
14. Type the miscellaneous account and optional subaccount to credit for customer sales.
15. Type the discount account and optional subaccount to debit for customer sales.
16. Click **Save** on the toolbar.
17. Close **Customer Class** (08.290.00).
Setting Up General Ledger Accounts

General ledger accounts are those used to debit or credit customer accounts based on transactions in the Accounts Receivable module.

- All general ledger accounts must be set up on Chart of Accounts Maintenance (01.260.00) in the General Ledger module.
- All subaccounts must be set up on Flexkey Table Maintenance (21.330.00) in the Shared Information module and Subaccount Maintenance (01.270.00) in the General Account module.

To set up general ledger accounts:
1. Open AR Setup (08.950.00).

Figure 5: Invoice Accounts tab of AR Setup (08.950.00)

2. Type the account and subaccount to debit for customer sales in Accounts Receivable.
3. Type the bank account and optional subaccount to debit for customer payments in Default Cash Account.
4. Type the contra-asset account and optional subaccount to credit for discounts given to customers in Default Discount Account.
5. Type the income account and optional subaccount to debit for finance charges you receive from customers in Default Finance Charge Account.
6. Type the income account and subaccount to credit for customer purchases in Default Income Account.
7. Click the **Payment Accounts** tab. The **Payment Accounts** tab of **AR Setup** (08.950.00) appears.

![Payment Accounts tab of AR Setup](image)

*Figure 6: Payment Accounts tab of AR Setup (08.950.00)*

8. Type the account and optional subaccount to debit for non-sufficient funds (NSF) check bank charges in **Default NSF Charge Account**.

9. Type the liability account and optional subaccount to debit for customer prepayments in **Default Prepayment Account**.

10. Type the account and optional subaccount to credit for small balance write-offs in **Default Small Balance WO Account**.

11. Type the account and optional subaccount to credit for small credit write-offs in **Default Small Credit WO Account**.

12. Click **Save** on the toolbar.
Defining the Fiscal Period

Define the fiscal period based on when you plan to start using the Accounts Receivable module. A fiscal period consists of the period number and fiscal year.

- The period number is the month number starting with the first month in the fiscal year.
- The fiscal year is defined in GL Setup (01.95.00). For some companies, the fiscal year is the calendar year in which the fiscal year begins. For others, the fiscal year is the calendar year in which the fiscal year ends.

**Example:** If April is the first period of the new fiscal year, the period number for April is 01. If the fiscal year begins April 1, 1998 and runs through March 31, 1999, the fiscal year is 1998.

The current fiscal period number increments by one at each period closing. After the first period closing, the current fiscal period number is always the number of the current accounts receivable accounting period. The current fiscal year increases by one at each yearly closing.

**To set up the fiscal period:**

1. Click the GL Options tab on AR Setup (08.950.00). The GL Options tab of AR Setup (08.950.00) appears.

   ![Figure 7: GL Options tab of AR Setup (08.950.00)](image)

2. Select how the software should post accounts receivable activity to general ledger accounts from the GL Posting Option list.

   **Note:** If you choose to post activity in summary, make sure you retain all related batch control reports and generate up-to-date transaction lists to maintain a detailed history for auditing purposes.
3. Type the period before the period in which you plan to begin regular operations in **Current Period Number**. For example, if you plan to begin regular operations in period nine of 1998, the current fiscal period is 08-1998.

**Note:** Once you enter transactions into the database, you cannot change the current fiscal period number. The number changes only as a result of doing period- and year-end closings.

4. Type the maximum number of fiscal years prior to the current year that the software should retain customer history in **Years to Retain History**. For example, 02 indicates that customer history should be retained for two years after the current year.

5. Type the maximum number of periods prior to the current period that the software should retain accounts receivable activity in **Periods to Retain Tran Detail**. For example, 02 indicates that the software should include customer payment history for two periods prior to the current period in the average-days-to-pay calculation.

6. Type the maximum number of periods prior to the current period that the software should retain statement detail for statements sent electronically in **Pds to Retain Quick Send Stmt Dtl**. For example, 06 indicates that detail for statements transmitted electronically to the customer should be retained for six periods prior to the current period.

7. Type the maximum number of periods prior to the current period that the software should include in the average-days-to-pay calculation in **Nbr of Pds in Avg Days to Pay**.

8. Click **Save** on the toolbar.
Defining Customer Defaults

Default customer information is information that applies to the majority of your customers. Setting up default customer information can increase the speed of entering customer records. When you enter a new customer record, the software automatically enters the default information, which you can change as needed.

To define customer defaults:

1. Click the Customer Defaults tab on AR Setup (08.950.00). The Customer Defaults tab of AR Setup (08.950.00) appears.

2. Type the default statement cycle to use when entering a new customer in Customer Maintenance (08.260.00).

3. Type the default customer class to use when entering a new customer in Customer Maintenance (08.260.00).

4. Select the default level of detail to print on customer statements from the Default Statement Type list.

5. Select Default Customers to Auto Apply Payments if the software should automatically apply the payments and credit memos to the oldest invoices, debit memos, or finance charges when applying payments on Payment Application (08.030.00) and Payment Entry (08.050.00). If this option is not selected, you must manually apply payments.

6. Select Allow Small Balance Write Off in Payment Applications to enable small balance write-off on Payment Applications (08.030.00). Type the maximum amount that a document can be to qualify for a small balance write-off.

7. Select Automatically Generate NSF Check Bank Charge if the software should automatically apply a charge for a check returned for non-sufficient funds. Type the amount of service charge to apply check returned for non-sufficient funds.
8. Select the default sorting option to use when displaying documents on Payment Application (08.030.00).

9. Select the default viewing option to use when displaying customer documents on Customer Activity (08.260.04).

10. Click Save on the toolbar.
Setting up Finance Charges

Setting up finance charge maintenance information involves specifying the annual finance charge percentage, minimum finance charge, whether or not to charge the minimum finance charge, whether or not to compound finance charges, and whether or not to apply customer payments to finance charges first.

- For balance-forward customers subject to finance charges, the software applies finance charges to each past-due document in each statement cycle aging category.
- For open-item customers, the software applies finance charges to each past-due document plus any previously accumulated finance charges.

Finance charges on past-due customer accounts become due on the date they are calculated. If you compound finance charges, the software adds any finance charges still outstanding to the new finance charge.

To compensate for unapplied customer payments and credit memos, the software simulates the application of these documents to each customer’s oldest invoices, debit memos, and finance charges before it calculates new finance charges.

To set up finance charges:

1. Click the Finance Charge Setup tab on AR Setup (08.950.00). The Finance Charge Setup tab of AR Setup (08.950.00) appears.

2. Type the annual finance charge percentage that will be used to calculate document finance charges.

3. Type the minimum finance charge to use when adding finance charges. If a finance charge on a customer document is less than the minimum finance charge, the software does not add the finance charge unless Always Charge Minimum is selected.

4. Select Always Charge Minimum if the software should add a finance charge to customer documents for which the finance charges are less than the minimum.
5. Select **Compound Finance Charge** to compound the customer finance charges that is calculated for past-due customer documents.

6. Select the order in which payments should be applied to documents when you use *Payment Application* (08.030.00) or *Payment Entry* (08.050.00).

7. Click **Save** on the toolbar.
Defining Accounts Receivable System-Level Decisions

System-level decisions affect the operation of the Accounts Receivable module. These decisions include how to assign a document reference number, how to display transaction line descriptions, how to enter sales tax defaults, and how to perform credit checking.

To define Accounts Receivable system-level decisions:

1. Click the Other Options tab on AR Setup (08.950.00). The Other Options tab of AR Setup (08.950.00) appears.

2. Select Auto Reference Numbering to assign reference numbers to AR documents automatically, based on the value shown in Last Reference Number.

3. Type the format to use as the number format for AR documents in Last Reference Number. The typical format is 000000, which assigns 000001 to the first AR document.

4. In Tran Description Default, select the default format that should be used to begin transaction detail line descriptions in AR document entry and maintenance screens.

5. In Credit Checking TypeB, select the type of credit checking that the software should perform to warn you that a customer’s balance may exceed credit limit restrictions. Note that this feature will not prevent entry or release of new invoices.

6. In Days Past Due, type the maximum number of days that a customer’s oldest invoice can be past due before the software applies its credit checking functions to the customer’s new orders.

7. In OverLimit Type Amount, select the type of overlimit that the software should use for its credit checking functions. Type the maximum overlimit value allowed for customers whose balances and documents exceed their credit limit.
   - If you select Amount, type a dollar value.
   - If you select Percent, type a percent.
8. Select one of the following:
   - **Previous Line on Document** to obtain the default sales tax value for a new document transaction detail line from the previous line on the document.
   - **Customer Defaults** to obtain the default sales tax value for a new document transaction detail line from the customer’s default entries.

9. Select **Allows Sales Tax Entry** to allow entry of sales tax information when processing AR documents.

10. Type the number of decimal places to display in quantity fields.

11. Type the number of decimal places to display in price fields.

12. Type the maximum number of documents that can be listed on **Payment Application** (08.030.00) without generating a warning message.

13. Click **Save** on the toolbar.
Defining Sales Territories

Sales territories are used to identify and group salespersons or customers with similar geographic areas.

1. Open Sales Territory (08.320.00).

![Sales Territory (08.320.00)](image)

*Figure 11: Sales Territory (08.320.00)*

2. Type a unique alphanumeric code in **Territory** that identifies the sales territory.
3. Type an explanation of the territory ID in **Description**.
4. Click **Save** on the toolbar.
5. Close Sales Territory (08.320.00).
Entering Salesperson Information

Associating a default salesperson with each of your customers enables you to track and report sales by salesperson. If you do not want to track sales by salesperson, use Salesperson Maintenance (08.310.00) to set up sales categories to track sales by other groupings, such as by country/region.

During regular operations, all customer sales are assigned to their associated salesperson and commission rate. The commission percentage is the base commission rate paid to the salesperson for sales to customers. Salespersons’ cash commissions are calculated by multiplying the sales amount, or net profit of each document, by the commission percentage. You can override salesperson information in Invoice and Memo (08.010.00). If you are using the Order Management module, you can override these customer defaults and assign any salesperson and commission rate that is set up.

**Note:** Once a salesperson’s information is set up, you cannot change the salesperson’s ID. The only way to change a salesperson’s ID is to delete all of the salesperson’s information and then re-enter the information using a new salesperson ID.

**To enter salesperson information:**

1. Open Salesperson Maintenance (08.310.00).

![Salesperson Maintenance (08.310.00)](image)

2. Type an alphanumeric code for the salesperson in **Salesperson ID**.
3. Type the salesperson’s full name in **Name**. Type the @ symbol before the name to use when alphabetizing. For example, the software alphabetizes Steve@Milton by Milton.
4. Type the salesperson’s address and telephone information. If you use both address lines, type the actual mailing address in **Address Line 2**.
5. Type the salesperson’s default commission percentage rate in **Commission Pct**.
6. Type the identification code of the salesperson’s territory in **Territory ID**.
7. Type the salesperson’s email address in **Email Address**.
8. Click **Save** on the toolbar.
9. Close Salesperson Maintenance (08.310.00).
Establishing Salesperson History

Before you begin using the Accounts Receivable module, establish salesperson history using the initialize mode. See the System Manager online help or user guide for information on the initialize mode.

You also can import existing data. See the System Manager online help or user guide for information on data import.

To establish salesperson history:

1. Choose **Options | Initialize Mode** to turn on initialize mode.
2. Click **History** on *Salesperson Maintenance* (08.310.00). *Salesperson History* (08.311.00) appears.

3. Type the identification code of the salesperson in **Salesperson ID**.
4. Type the current fiscal year in **Fiscal Year**.
5. Type the fiscal period and year in **Current Period** that is prior to the period and year in which you want to begin using the Accounts Receivable module.
6. Type the sum of the salesperson’s sales by period in **Sales**. If you change the salesperson’s period-to-date sales amount, change the appropriate customer class sales total by the same amount.
7. Type the sum of the salesperson’s receipts on sales by period in **Receipts**. If you change the salesperson’s period-to-date receipts amount, change the appropriate customer class receipts total by the same amount.
8. Type the sum of the salesperson’s cost-of-goods-sold on sales by period in **Cost of Goods**. If you change the salesperson’s period-to-date cost-of-goods-sold amount, change the appropriate customer class cost-of-goods-sold total by the same amount.
9. Click **Save** on the toolbar.
10. Close *Salesperson History* (08.311.00).
11. Choose **Options | Initialize Mode** to turn off initialize mode.
Setting up Customer Accounts

Overview
This section provides information and procedures for entering customer information and establishing customer account history. The basic tasks are listed below. Be sure to read “Before You Begin” prior to setting up customer accounts.

- Entering Customer Information
- Entering Customer Addresses
- Entering Customer Defaults
- Entering a Customer’s Other Options
- Entering Customer Order Management Information
- Entering Customer Order Management Account Information
- Entering Customer Quick Send Preferences
- Entering Customer Shipping Addresses
- Establishing Customer History

Before You Begin
Before you set up your customer accounts:

- Define all necessary accounts receivable record coding schemes. See “Structuring Accounts Receivable Coding” on page 5 and “Accounts Receivable Record Coding Formats” on page 6.
- Obtain a list of your company’s current customers and structure their customer and address IDs according to the coding schemes you have developed for these records.
- If you are segmenting customer IDs, set up the segments in Flexkey Table Maintenance (21.330.00) in the Shared Information module.
- Set up customer terms on Terms Maintenance (21.270.00) in the Shared Information module. Your customer terms can be identical to the terms your vendors offer you. You do not need to set up separate terms IDs for identical customer and vendor terms.
- Set up sales tax information on Sales Tax Maintenance (21.280.00) in the Shared Information module. Set up tax information for any state and local sales taxes to which your sales are subject.
- Note any customers who require special attention, such as those to be placed on hold and those with names that will sort differently on reports and lists than you would prefer.
  
  **Note:** The software automatically sorts customer names alphabetically by the first letter in the first word of the customer name. For example, it automatically sorts the customer The Baltimore Bank by the T in The rather than the B in Baltimore. For such customer names, determine the word by which the software should base name sorting when generating reports and lists.

- The normal Accounts Receivable module setup sequence is to enter setup information after defining payment terms, sales tax information, statement cycles, and customer classes but before entering salesperson, customer, open document, and recurring invoice information.
- Assign the appropriate terms ID, customer class ID, and statement cycle ID to each customer.
Customer Status
A customer’s account status determines the type of processing that the software performs on the account.

- **Active** — Customer is eligible for all accounts receivable services. The software processes all of an active customer’s documents without any restrictions.
- **Admin Hold** — Customer is on administrative hold. The software does not permit document entry for this customer. However, you apply and enter payments on Payment Application (08.030.00) and Payment Entry (08.050.00).
- **One Time** — Customer is a one-time customer. One-time customer information is deleted when the customer’s account has no open documents and meets the maximum number of periods set for retention of transaction details.
- **Inactive** — Customer is not active. New transaction document entry (invoice, payment, order, etc.) is not permitted for this customer until the customer’s status is changed to Active or One Time. Documents entered into the system before the customer became inactive will be processed.

Terms and Pricing
Terms and pricing determines how the software calculates a customer’s document amount at payment time.

- **Trade Discount Percentage** — Discount percentage given to the customer in addition to any regular price or percent discounts. For example, a customer who purchases in very large volumes might receive an additional 5% discount in addition to the regular price level discount.
- **Price Class** — Separate price lists for the same inventory items. Price classes are often used to establish different item prices for different customer groups and to identify contract price schedules. The software uses price classes in the Order Management module to determine the appropriate item prices to charge when you produce sales orders.

**Note:** If you are using the Inventory and Order Management modules, you will need to set up pricing information in Inventory Items (10.250.00) and/or price level information in Sales Price (40.380.00).

- **Terms ID** — Predefined customer sales terms, such as Net 30 days with a 2% discount. Set up customer terms on Terms Maintenance (21.270.00) in the Shared Information module.
Entering Customer Information

You must enter a customer’s information before you can create and process documents for the customer. Customer information consists of the customer’s name and address, account status, sales terms, and credit limit. In addition, the Create/Modify SharePoint Site button is provided to help you create a SharePoint site or a document library on an existing site to hold the customer’s invoices, statements, or order-related documents. Create/Modify SharePoint Site is available if a SharePoint site was configured and enabled in System Manager. See the System Manager online help or user guide for information about SharePoint site configuration.

Note: Once a customer’s information is set up, you cannot change the customer’s ID. The only way to change a customer’s ID is to delete all of the customer’s information (if there are no customer history or detail transaction items for that customer), and then re-enter the information using a new customer ID.

To enter customer information:

1. In the navigation pane of the Microsoft Dynamics SL window, click Financials, and then click Accounts Receivable.

2. In the application pane under Maintenance, click Customer Maintenance. The Customer Information tab of Customer Maintenance (08.260.00) appears.

3. In Customer ID, type a unique identifying code for the new customer.

4. Select the status of the customer account from the Status list. See “Status” on page 190.
5. Type an alphanumeric code (up to 10 characters) for the customer identification number.

6. Type the class ID for the customer’s class grouping in **Class ID**.

7. Type the customer’s full name. Type the @ symbol before the word to use when alphabetizing. For example, the software alphabetizes The@Middleton Company by Middleton.

8. In the Terms and Pricing area, type the customer’s trade discount, price class, and terms ID. These values will default from the customer class record if they have been set up. **Price Class** can be used only when the Order Management module is being used.

9. In the Credit area, select the credit check method from the **Credit Check** list, type the customer’s credit limit in **Limit**, the credit checking grace period in **Grace Period** and enter the **Credit Manager ID**. For the credit limit, zero specifies that the customer has unlimited credit.

10. In the Balance area, the customer’s current balance, future balance, accrued revenue, open orders, shipped, prepayments, past due, last invoice, and last activity reflect the current open documents.

11. Click **Create/Modify SharePoint Site** on the toolbar if you want to configure a site or document library that will hold this customer’s documents for Web access and use with the Doc Share feature. **SharePoint Site Creation/Linking (21.960.00)** appears.

**Note:** This step and steps 12 and 13 are necessary only if **Enable Default Creation** is not selected on the System Manager **SharePoint Site Configuration (98.360.00)** screen or if you want to change any of the SharePoint default settings on that screen. If **Enable Default Creation** is selected, a SharePoint site or document library is automatically created when you save the information you entered in **Customer Maintenance (08.260.00)**.

![SharePoint Site Creation/Linking (21.960.00) screenshot](image)

**Figure 15: SharePoint Site Creation/Linking (21.960.00)**

12. Review the SharePoint settings for this customer. Make changes as needed in the Site Selection, Site Options, and Document Library Options Selection areas. These settings default from System Manager **SharePoint Site Configuration (98.360.00)**.

13. Click **OK**. Do this to confirm the settings and prepare the SharePoint site or document library to receive the customer’s documents.

14. Click **Save** on the toolbar in **Customer Maintenance (08.260.00)**.
Entering Customer Addresses

The billing address is the address used on the customer’s invoices and statements. If you do not enter a customer’s billing address, the software creates one when you exit the customer’s record.

To enter a customer’s address:

1. Click the Address tab on Customer Maintenance (08.260.00). The Address tab of Customer Maintenance (08.260.00) appears.

2. In the Main Address area, type the customer’s address information.

3. Click Copy to Bill To. The customer address information from the Main Address area populates the fields.

4. If the customer’s billing address is different, change the necessary information.

5. Click Save on the toolbar.
Entering Customer Defaults

The defaults for each customer appear in fields on screens used for data entry. When you enter a new customer record, the software automatically enters the default information in the appropriate fields. There are three types of defaults:

- **Tax defaults**
  - Tax defaults on *Customer Maintenance* (08.260.00) are available only if *Allow Sales Tax Entry* is selected on the *Other Options* tab of *AR Setup* (08.950.00).
  - The software uses customer sales tax information to calculate taxable and tax amounts on accounts receivable documents. A customer's tax information includes a tax registration number, a tax location ID, and up to four default tax IDs.
  - Set up tax IDs on *Tax Maintenance* (21.280.00) or *Tax Group Maintenance* (21.340.00) in the Shared Information module. You can associate the tax IDs with either the customer’s shipping address or main address.

- **Currency defaults**

- **General ledger account defaults**

  All accounts must be set up on *Chart of Accounts Maintenance* (01.260.00) in the General Ledger module. All subaccounts must be set up on *Flexkey Table Maintenance* (21.330.00) in the Shared Information module and *Subaccount Maintenance* (01.270.00) in the General Ledger module.
To enter customer defaults:

1. Click the **Defaults** tab on **Customer Maintenance (08.260.00)**. The **Defaults** tab of **Customer Maintenance (08.260.00)** appears.

![Image of Defaults tab](image)

**Figure 17: Defaults tab of Customer Maintenance (08.260.00)**

2. In **Default From**, select the location where the software should retrieve the default tax IDs.

3. Type the tax registration number assigned to the customer’s main address, if such a number is required for tax reporting purposes.

4. Type the tax location ID associated with the customer’s main address. A tax location ID is optional and is typically used to cross reference tax information to an external source.

5. Type up to four default tax IDs and/or group tax ID associated with the customer’s main address.

6. Type the currency defaults for the customer in the Currency area.

7. Type the default accounts receivable, sales, and prepayment accounts and subaccounts in the GL Accounts area.

8. Click **Save** on the toolbar.
Entering a Customer’s Other Options

A customer’s other options include the ID of the customer’s associated sales territory and salesperson, any customer credit card information, and the options that control statement preparation for the customer. On this tab, you can also indicate whether your organization will make the customer’s documents available on a SharePoint site.

To enter a customer’s other options:

1. Click the Other Options tab on Customer Maintenance (08.260.00). The Other Options tab appears.

2. Type the customer’s default statement options in the Statement Options area.

3. Type the customer’s default credit card information in the Credit Card area.

4. If you do not plan to post documents for this customer to a SharePoint site with the Doc Share feature, select Disable Document Publishing to SharePoint. This also disables automatic creation of a SharePoint site or document library that happens if Enable Default Creation is selected on System Manager’s SharePoint Site Configuration (98.360.00).

5. Type the identification code of the customer’s sales territory in Sales Territory ID.

6. Type the identification code of the customer’s default sales person in Salesperson.

7. Click Save on the toolbar.
Entering Customer Order Management Information

A customer’s Order Management information includes default order-related IDs (preferred inventory source site, ship to, buyer, certification), customer order preferences and options (minimum order value, substitute items are okay, etc.), default salespeople information, and whether to consolidate multiple shippers into an invoice.

To enter a customer’s Order Management information:

1. Click the Order Management tab on Customer Maintenance (08.260.00). The Order Management tab of Customer Maintenance (08.260.00) appears.

2. Type the customer’s default Order Management IDs in the Default IDs area.
3. Define the order preferences and options in the Processing Options area.
4. Click Default Salespeople. Customer Salespeople (40.808.00) appears.
5. Define the customer’s default salespeople information.
6. Click OK to close Customer Salespeople (40.808.00).
7. Click Consolidate Invoice to consolidate multiple shippers on a single invoice.
8. Click Save on the toolbar.
Entering Customer Order Management Account Information

A customer’s Order Management account information defines the accounts and optional subaccounts used to book the customer’s Order Management transactions to the general ledger. Customer Order Management accounts consist of cost of goods sold, freight, miscellaneous, Order Management sales, discount, and accrued revenue.

To enter a customer’s Order Management account information:

1. Click the OM GL Accounts tab on Customer Maintenance (08.260.00). The OM GL Accounts tab of Customer Maintenance (08.260.00) appears.

2. Type the customer’s Order Management general ledger account and subaccount information.

3. Click Save on the toolbar.

Figure 20: OM GL Accounts tab of Customer Maintenance (08.260.00)
Setting up Customer Accounts

Enter the Customer Quick Send Preferences

To allow documents to be sent electronically to a customer, create the customer’s Quick Send preferences for each document type on the Quick Send tab of Customer Maintenance (08.260.00). Documents that can be sent electronically are AR Invoice/Memo, AR Statement, OM Invoice, OM Order Confirmation, OM Manual Order Confirmation, OM Shipping Notice, Project Invoice, Construction Billing, Service Call Invoice, or Service Contract Invoice. Additional recipients can also be defined for each document on Additional Receivers (08.260.08). Prior to entering a customer’s preferences, Quick Send must be defined for each document type on Quick Send Setup (21.951.00) in the Shared Information module. For more information about setting up Quick Send, see “Setting up Quick Send” in the Shared Information online help or user guide.

To enter customer Quick Send preferences:

1. Determine which customers wish to receive their documents electronically.
2. Determine which documents to send to each customer defined in step 1.
3. Open Customer Maintenance (08.260.00).
4. Select the customer identification number in Customer ID for the first customer defined in step 1.
5. Click the Quick Send tab. The Quick Send tab of Customer Maintenance (08.260.00) appears.
6. Select the document defined for the customer in step 2 in Document Type.
7. Select Quick Send to allow the document to be sent electronically to the customer.

Figure 21: Quick Send tab of Customer Maintenance (08.260.00)
8. (Optional) Enter the shipping address identification number associated with the customer's Quick Send preferences in **Ship To ID** for OM Order Confirmation, OM Manual Order Confirmation, or OM Shipping Notice document types. Order confirmations, manual order confirmations, and shipping notices shipped to the address will be transmitted electronically to the customer according to the Quick Send preferences defined for the shipping address.

9. Select the method to deliver the document to the customer in **Delivery Method**.

10. Select the priority level assigned to the request for the document when delivered electronically in **Request Priority**.

11. (Optional when **Delivery Method** is Fax) Enter the email address where the document should be sent in **Receiver Email Address**.

12. Enter the email address to use when the customer replies to email messages containing documents in **Reply Email Address**.

13. Select the type of file that contain documents in **Email Attachment File Type**.

14. (Optional when **Delivery Method** is Email) Enter the name of the person who receives the fax of the document in **Fax Receiver Name**, any numbers or spaces that are required before the fax number is dialed in **Fax Prefix**, select **Dial Area Code** to include the area code when the fax number is dialed, the fax number that receives the fax in **Receiver Fax Number**, the name of the person who sent the fax in **Fax Sender Name**, the fax number that sends the fax in **Sender Fax Number**, and select **Include Fax Cover Sheet** to send a cover sheet as the first page of the fax.

15. (Optional when **Delivery Method** is Email) Select **Urgent**, **For Review**, **Please Comment**, **Please Reply**, or **Please Recycle** to have the descriptions included on the fax cover sheet in the Notes area when **Include Fax Cover Sheet** is selected.

16. (Optional) Enter text in **Subject Text** to appear as the subject of email messages or on fax cover sheets in the Re: (Regarding) area.

17. (Optional) Enter text in **Body Text** to appear in the body of email messages or on fax cover sheets in the Notes area.

18. Click **Save**.

19. Repeat steps 66 through 18 for each document defined for the customer in step 2.

20. Repeat steps 44 through 18 for each customer defined in step 1.

**To enter additional recipients for documents defined for customers:**

1. Determine which additional recipients wish to receive customer documents transmitted electronically.

2. Determine which customers are associated with the additional recipients defined in step 1.

3. Determine which documents each additional recipient defined in step 1 wishes to receive.

4. Display the Quick Send preferences for the customer defined in step 2 on the **Quick Send** tab of **Customer Maintenance** (08.260.00) for the document defined in step 3.
5. Click the Additional Receivers button. Additional Receivers (08.260.08) displays.

![Additional Receivers (08.260.08)](image)

6. (Optional) Select the Use Preferences of Primary Receiver check box to confirm the Quick Send preferences of the additional receiver defined in step 1 are the same as the primary receiver’s Quick Send preferences defined on the Quick Send tab of Customer Maintenance (08.260.00).

7. Select the method to deliver the document to the additional recipient in Delivery Method.

8. Select the priority level assigned to the request for the document when delivered electronically in Request Priority.

9. (Optional when Delivery Method is Fax) Enter the email address where the document should be sent in Receiver Email Address and the email address to use when the additional recipient replies to email messages containing documents in Reply Email Address.

10. Select the type of file that contains the document in Email Attachment File Type.

11. (Optional when Delivery Method is Email) Enter the name of the person who receives the fax of the document in Fax Receiver Name, any numbers or spaces that are required before the fax number is dialed in Fax Prefix, select Dial Area Code to include the area code when the fax number is dialed, the fax number that receives the fax in Receiver Fax Number, the name of the person who sent the fax in Fax Sender Name, the fax number that sends the fax in Sender Fax Number, and select Include Fax Cover Sheet to send a cover sheet as the first page of the fax.

12. (Optional when Delivery Method is Email) Select Urgent, For Review, Please Comment, Please Reply, or Please Recycle to have the descriptions displayed on the fax cover sheet in the Notes area when Include Fax Cover Sheet is selected.

13. (Optional) Enter text that appears as the subject of an email message or on the fax cover sheet in the Regarding area for the document in Subject Text.

14. (Optional) Enter text that appears in the body of an email message or on the fax cover sheet in the Notes area for the document in Body Text.

15. Repeat steps 5 through 14 for each additional recipient that receives the document for the customer.
16. Repeat steps 4 through 15 for each additional recipient of each document type for each customer.

**Note:** Additional receivers are specific by company and customer. Primary receivers are specific by customer only. For example, you create a primary receiver for customer 123. Then, you create an additional receiver for customer 123 in company A. When you create a document for customer 123 in company A, both the primary receiver and additional receiver are sent a copy of the document. When you create a document for customer 123 in company B, only the primary receiver is sent a copy of the document. You must set up the additional receiver for customer 123 in company B if you want them to receive a copy of the document from company B.
Entering Customer Shipping Addresses

The shipping address is the location where the customer receives a shipment, such as the receiving dock in the warehouse. A customer can have multiple shipping addresses.

If you do not enter a shipping address, one is created when you save the customer’s record. If the software creates the shipping address, it enters a default ship-to ID and uses the customer’s main address as the ship-to location.

To enter the customer’s shipping addresses:

1. Click Shipping on the Customer Information tab of Customer Maintenance (08.260.00), or click Shipping Address on the menu to open Shipping Address (08.262.00).

2. Type an alphanumeric code for the ship-to location in Ship To ID.

3. Type a description of the ship-to location in Description.

4. Type the customer’s full name in Name. Type the @ symbol before the word to use when alphabetizing. For example, the software alphabetizes The@Middleton Company by Middleton.

5. Type the customer’s ship-to address information. If you use both address lines, type the actual mailing address in Address Line 2.

6. Type the tax registration number assigned to the customer’s shipping location, if such a number is required for tax reporting purposes.

7. Type the tax location ID associated with the shipping address. A tax location ID is optional and is typically used to cross reference tax information to an external source.

8. Type up to four default tax IDs and/or group tax ID associated with the customer address.

9. Click Save on the toolbar.

10. Close Shipping Address (08.262.00). Customer Maintenance (08.260.00) reappears.
Establishing Customer History

When in Initialize mode, you can enter a customer's history of activity. Do this when first setting up the Accounts Receivable module to establish the accounts receivable records of all customers. See the System Manager online help or user guide for more information on the initialize mode. Make sure period is the period prior to the period when you want to begin using the software to manage your accounts receivables.

To establish customer history:

1. Choose Options | Initialize Mode.
2. In the navigation pane of the Microsoft Dynamics SL window, click Financials, and then click Accounts Receivable.
3. In the application pane under inquiries, click Customer History. Customer History (08.261.00) appears.

4. Type the customer ID, fiscal year, and period number.
5. In the Select Company area, choose Specific or All.
6. Type the sums of the customer’s net sales by period.
7. Type the sums of the customer’s cost-of-goods (COGS) sold by period.
8. Type the sums of all the debit memos charged to the customer’s balance by period.
9. Type the sums of all credit memos deducted from the customer’s balance by period.
10. Type the sums of all finance charges charged to the customer’s balance by period.
11. Type the sums of all discounts deducted from the customer’s balance by period.
12. Type the sums of all receipts deducted from the customer’s balance by period.
13. Click Save on the toolbar.
14. Close Customer History (08.261.00).
Processing Accounts Receivable Transactions

Overview

The Processing Accounts Receivable Transactions section provides information and procedures for entering invoices, applying payments, and printing statements. These basic tasks include:

- Establishing Accounts Receivable History
- Entering Invoices, Debit Memos, and Credit Memos
- Setting Up Recurring Invoices
- Confirming Invoices Generated Using Order Management
- Overriding Taxes for the Transaction
- Generating Recurring Invoices
- Applying Payments
- Entering Payments
- Auto-Applying Payments to Multiple Customers
- Reversing Payments
- Writing Off Small Balances and Credits
- Printing Accounts Receivable Batch Control Reports
- Releasing Accounts Receivable Batches
- Calculating Customer Finance Charges
- Aging Customer Balances
- Closing Statement Cycles
- Printing Customer Statements
- Closing Accounts Receivable
Processing Accounts Receivable Transactions

1. Enter manually-prepared invoices, and debit and credit memos using Invoice and Memo (08.010.00). Complete this step only if you are not using the Order Management module with the Accounts Receivable module.

2. Set up any recurring invoices using Recurring Invoice (08.270.00). Recurring invoices are invoices issued at regular intervals for the same amount each time, such as a standing order.

3. Generate regular invoices from recurring invoices using Generate Recurring Invoices (08.270.00). The process of generating recurring invoices creates new open invoices and posts these invoices to the appropriate customer records.

4. Print invoices and memos using the Invoice/Memo Forms (08.760.00) report. You generally complete this step only if you do not print invoices and memos sent to customers by some other means, such as the invoice and memo printing function in the Order Management module. For more information about printing documents, see “Printing Invoices, Debit Memos, and Credit Memos” on page 106.

5. Enter payments using Payment Application (08.030.00) or Payment Entry (08.050.00). The software can apply payments and credit memos to open invoices and debit memos automatically or you can manually apply payments and credit memos to specific invoices and debit memos.

6. Calculate customer finance charges using Apply Finance Charges (08.520.00).

7. Age customer balances using Age Customer Detail (08.530.00) and print the Aged Account Receivable (08.610.00) report.

8. Complete Close Statement Cycle (08.590.00) to record the balance of all open accounts receivable documents as of the statement cycle closing date. Closing the statement cycle allows data entry to continue without waiting for final statement printing and determines the beginning balances for balance-forward statements.

9. Print customer statements using the Statements (08.600.00) report. Many companies pay their bills from statements rather than invoices.

10. Post accounts receivable transactions using Post Transactions (01.520.00) in the General Ledger module.

11. Generate various accounts receivable reports to assist in balancing accounts receivable information with the general ledger:
   - Account Distribution (08.630.00) report
   - AR Transactions (08.640.00) report
   - Document Register (08.660.00) report
   - AR Edit (08.810.00) report
   - Trial Balance (01.610.00) report
   - Posted Transaction List (01.620.00) report
   - Unposted Transaction List (01.680.00) report

12. Generate all period-to-date reports before closing the Accounts Receivable module. All period-to-date amounts return to zero after you close Accounts Receivable.
   - Customer Trial Balance (08.620.00) report
   - Sales by Customer (08.740.00) report
   - Sales by Commission (08.750.00) report
   - Sales by Commission – All (08.751.00) report

13. Close the Accounts Receivable module using Closing Process (01.560.00) in the General Ledger module.
Accounts Receivable Transaction Flow

The following diagram is a graphic representation of the process to follow when processing accounts receivable transactions.

Figure 25: Accounts Receivable Transaction Flow
Accounts Receivable

Processing Foreign-Denominated Transactions

If you are using the Currency Manager module, you can enter transactions for an unlimited number of currencies. All monetary amounts are entered or viewed as the foreign currency and are translated automatically to the designated base or domestic currency. Transaction amounts and account balances are stored in both the currency used for data entry and the base or domestic currency equivalent. A document entered in a foreign currency can be paid in any currency, not just the one entered. The Currency Manager module automatically generates realized gain and loss transactions when documents entered in a foreign currency are paid. You can calculate and report unrealized gains and losses on open documents as often as you desire, using the Unrealized Gains/Losses (24.630.00) report. See the Currency Manager online help or user guide for more information.

Processing Taxes

If Allow Sales Tax Entry is selected on Other Options tab of AR Setup (08.950.00), you can use the software’s extensive tax entry capabilities. These capabilities include:

- Automatic entry of tax IDs into accounts receivable document transaction detail lines from tax IDs established previously for the customer or the customer’s shipping address.
- Automatic calculation of document taxable and tax amounts, based on the tax information associated with the tax IDs.
- Overrides of the default tax IDs and automatic calculation of the tax and taxable amounts of these overrides, where appropriate.

Before you can use the software’s tax capabilities, you must:

- Define all taxes, tax categories, and tax groups in the Shared Information module.
- Assigning default tax IDs to customers and/or customer shipping addresses using Customer Maintenance Tax Defaults (08.260.02) or Shipping Address (08.262.00).

If you deselect Allow Tax Entry on the Other Options tab of AR Setup (08.950.00), after using the software’s tax capabilities to generate taxes on documents, the tax capabilities will not be available for future documents, but the software will maintain the tax information of any existing documents. This includes updating tax history and creating general ledger transactions.
Establishing Accounts Receivable History

Before you can begin using the Accounts Receivable module, you must enter the records of currently open accounts receivable documents. You can enter the records manually on Invoice and Memo (08.010.00) or use a data import tool to transfer the records from an existing software application.

The process you follow differs based on whether you are setting up the Accounts Receivable module using a new database or one you have already set up in the General Ledger module. The net effect is to record the information about all open accounts receivable documents in the database without affecting current general ledger account balances.

To establish accounts receivable history in a new database:
1. Enter open accounts receivable documents on Invoice and Memo (08.010.00).
2. Release the batch for posting on Release AR Batches (08.400.00). The next time you complete the posting process, all accounts receivable account balances should be correct.

To establish accounts receivable history in an existing database:
1. Enter open accounts receivable documents on Invoice and Memo (08.010.00).
2. Release the batch for posting on Release AR Batches (08.400.00).
3. Choose Options | Initialize to activate Initialize mode. See the System Manager online help or user guide for more information on the Initialize mode.
4. Delete the batch on Journal Transactions (01.010.00) in the General Ledger module.
5. Complete the posting process using Post Transactions (01.520.00) in the General Ledger module.
6. Choose Options | Initialize to deactivate Initialize mode.
Entering Invoices, Debit Memos, and Credit Memos

If you are not using the Order Management, Flexible Billings, or Field Service Management modules to produce your company’s invoices and memos, enter invoices and debit and credit memos on Invoice and Memo (08.010.00). Invoices and debit memos increase a customer’s balance. Credit memos decrease a customer’s balance.

To enter an invoice, debit memo, or credit memo:

1. In the navigation pane of the Microsoft Dynamics SL window, click Financials, and then click Accounts Receivable.

2. In the application pane under Input, click Invoice and Memo. Invoice and Memo (08.010.00) appears.

3. Do one of the following:
   - Type a batch number in Number to add the invoice to an existing batch. Click New on the toolbar to insert a new invoice in the current batch.
   - OR -
   - Leave Number blank to create a new batch.

4. Type the period in which you want to post the document in Period to Post. Default is the current period for a new batch.

   Note: If accounts receivable is in a different fiscal period from Project Controller, then accounts receivable transactions cannot be posted to Project Controller because postings are not allowed to closed periods. For postings to occur, the correct fiscal period must be reopened in Project Controller first.

5. Select the type of batch handling from the Handling list.
6. Type the total amount of all documents in the batch in Control.

   **Note:** If you include both debit and credit memos in a batch, use a gross amount, not a net amount, as the batch control amount. For example, a batch with a $100 debit memo and a $100 credit memo has a batch control total of $200, not $0.

7. Select the document type from the **Type** list: Invoice, Credit Memo, Debit Memo, or Cash Sale.

   **Note:**
   - Invoices and debit memos are treated in the same manner by the application. They increase the customer balance. A credit memo is treated similar to a payment, in that it can be applied later to an invoice to reduce the customer balance. A cash sale can be viewed as an invoice and full payment within the same document. The software does not record adjustment information for cash sale documents.
   - Accrual Document and Reverse Accrual document types created by Sales Journal (40,690.00) and Small Balance and Small Credit document types created by Small Balance/Credit Write Off (08.450.00) can be viewed but not entered in this screen.

8. Type the invoice or memo number in **Invoice/Memo Nbr**.

   **Note:** If **Auto Reference Numbering** is selected on the **Other Options** tab of AR Setup (08.950.00), a reference number is automatically inserted for each invoice or memo. If you must type an invoice or memo reference number, generate the Document Register (08.660.00) report for a list of reference numbers already assigned to existing invoices or memos. You cannot enter duplicate reference numbers.

9. Type the identification code of the customer in **Customer ID**.

10. Type the date of the invoice or memo’s creation in **Date**. The default is Business Date.

11. Type the total amount of the invoice or memo in **Amount**. An invoice or memo cannot have a negative amount; however, Accrual document and Reverse Accrual document types can have a negative amount.

12. Type an explanation of the invoice or memo in **Description**.

13. Type the identification code of the customer payment terms in **Terms**. Defaults to the terms ID set for the customer on Customer Maintenance (08.260.00).

   **Note:**
   - If you do not type a **Terms ID**, you have to type the **Discount Date**, **Due Date** and **Discount Amount**.
   - A multiple installment terms ID is used to create scheduled payments for an invoice. Only invoice documents may have multiple installment terms. See “Setting Up Multiple Installments” on page 57.

14. Type the identification code of the project associated with the invoice or memo in **Project**, if available.

15. Type the identification code for the company involved with each transaction in **Company ID**. It will default to the company specified on the **Account Override** tab.

16. Type the account in **Account** to credit for the amount of each transaction. Defaults to the account set up for the customer on Customer Maintenance (08.260.00).

17. Type the identification code in **Project ID** of the project associated with the transaction. The project must be set up on Project Maintenance (06.250.00) in the Project Controller module. **Project ID** is available only if the Project Controller module is installed, a project ID has been specified in the document header, and the account number is associated with an account category on Chart of Accounts Maintenance (01.260.00) in the General Ledger module.

18. Type the identification code in **Task ID** of the task associated with the project specified in **Project ID**. **Task ID** is available only if the Project Controller module is installed, a project ID has been
specified, and the account number is associated with an account category on Chart of Accounts Maintenance (01.260.00) in the General Ledger module.

19. Type the sales subaccount in Sub to credit for the amount of the transaction. Defaults to the subaccount set up for the customer on Customer Maintenance (08.260.00) or based on the project ID or task ID entered.

20. Type the total number of items involved in each transaction in Quantity.

   Note: You must enter a unit quantity if the transaction’s account number is associated with an account category and Units Required is selected on Chart of Accounts Maintenance (01.260.00) in the General Ledger module.

21. Type an explanation of the quantity, such as each or dozen, in Unit Desc.

22. Type the per-unit selling price of the item involved in the transaction in Unit Price.

23. Type the total amount of each transaction in Amount. As a default, it will multiply Quantity by the Unit Price.

24. Type an explanation of each transaction in Descr.

25. Type the identification code of any external document, such as a customer purchase order, in Ext Ref Nbr.

26. Type an optional tax category in Tax Category. The tax category determines the taxability of the item. Tax Category is available only if Allow Tax Entry is selected on the Other Options tab of AR Setup (08.950.00). See the Shared Information online help or user guide for how to use tax categories.

27. Type a tax ID to override the default tax ID in Tax ID. If you see an asterisk (*), click Tax to view the multiple tax IDs. Tax ID is available only if Allow Tax Entry is selected on Other Options tab of AR Setup (08.950.00).

28. Check the value in Total in the Invoice/Memo tab against the value in Amount in the Document area. If the values are not equal, change the value in Amount in the Document area.

29. Check the value in Control against the value in Total in the Batch area. If the values are not equal, change the value in Control.

30. Click Save on the toolbar. A batch number is assigned to the invoice.

31. To preview the invoice form, click Invoice Preview. Invoice Preview (08.010.03) appears. When you are done previewing the document, close Invoice Preview (08.010.03) to return to Invoice and Memo (08.010.00). For more information about the invoice preview feature, see “Previewing Invoices, Debit Memos, and Credit Memos” on page 105.

32. To make the document immediately available to your customer, do one of the following:

   Click Publish to SharePoint to send the document to a SharePoint site using the Doc Share feature. Publish to SharePoint is available if you

   - set up Doc Share for customers in System Manager SharePoint Site Configuration (98.360.00). See the System Manager online help or user guide for more information

   - did not select Disable Document Publishing to SharePoint on the Accounts Receivable Customer Maintenance (08.260.00), Other Options tab

   - completed the SharePoint settings for this customer by clicking Create/Modify SharePoint Site on the Customer Maintenance (08.260.00) toolbar and revising the settings as needed on SharePoint Site Creation/Linking (21.960.00)

   - OR -

   Click Quick Send to transmit the document to the customer and each additional recipient defined for the customer according to their Quick Send preferences defined on the Quick Send tab of Customer Maintenance (08.260.00) and on Additional Receivers (08.260.08). Go to “Entering Customer Quick Send Preferences” on page 39 or “Setting up Quick Send” in the System Manager online help or user guide to learn more about this feature.- OR -
Click **Quick Send to One-time Receiver** to transmit the document to a recipient that is not defined as the primary recipient for the customer on the **Quick Send** tab of **Customer Maintenance** (08.260.00) and as an additional recipient for the customer on **Additional Receivers** (08.260.08). Go to “To send invoices, debit memos, or credit memos to one-time receivers” on page 108 to learn more about this feature.

**Note:** You will be asked to release the document if you click **Quick Print** before releasing. Be sure to save first so that you do not lose the information on the screen. Invoices and memos print as **Invoice/Memo** (08.760.00) reports. For more information about printing documents, see “Printing Invoices, Debit Memos, and Credit Memos” on page 106.
Setting Up Recurring Invoices

Recurring invoices are invoices issued at regular intervals for the same amount each time. Typical uses include standing orders and monthly service contracts. Recurring invoices helps save time when preparing invoices for customers who purchase the same items or services at regular intervals.

Using the recurring invoice function involves setting up the information of recurring invoices on Recurring Invoice (08.270.00), and then generating regular invoices from the recurring invoices using Generate Recurring Invoices (08.500.00). The process of generating recurring invoices creates new open invoices and then posts the invoices to the appropriate customer records.

Each recurring invoice has a cycle and a number of cycles. The cycle defines the length of time, in months, between generations of regular invoices from the recurring invoice. The number of cycles defines how many times a regular invoice should be generated from the recurring invoice.

**Example:** A recurring invoice for a one-year contract has 12 monthly payments. The cycle is 1 and the number of cycles is 12. After the twelfth invoice is generated, the software deletes the recurring invoice.

A month is the smallest generation interval possible. If you regularly issue an identical invoice to a customer more than once a month such as a note requiring 24 payments due on the first and fifteenth of each month, set up two recurring invoices, each with a different generation date.

You can create a short-term asset each time you generate a recurring invoice. To do this, move the invoice amount from long-term to short-term by entering the appropriate general ledger accounts in the recurring voucher’s transaction detail lines. You can change or delete a recurring invoice at any time.
To set up a recurring invoice:
1. Open Recurring Invoice (08.270.00).

![Figure 27: Recurring Invoice (08.270.00)](image)

2. Enter the invoice/memo number in Invoice/Memo Nbr.
3. Type the identification number in Customer ID of the customer associated the recurring invoice.
4. Type the date in Next Doc Date when the software should next generate a regular invoice from the recurring invoice. For a new recurring invoice, the default is either the current date or the 28th day of the month, whichever comes first. After the first regular invoice is generated, the software automatically increments the next document date to the date when the next regular invoice should be generated.

   **Note:** Because the software automatically increments the next generation date, do not change a recurring invoice’s next generation date once it is used to generate a regular invoice. Doing so changes the payment schedule of all subsequent regular invoices generated from the recurring invoice.

5. In Number of Cycles, type the number of times the software should generate a regular invoice from the recurring invoice. For example, 04 means that a regular invoice will be generated four times. Each time you generate the regular invoice, the value displayed is reduced by one. The maximum number of cycles allowed is 999.

6. In Cycle, type the number of months between generations of regular invoices from the recurring invoice. For example, 01 means that the software will generate the regular invoice every month, and 03 means an invoice will be generated every quarter. The maximum cycle allowed is 999.

7. Type the total of the next regular invoice created from the recurring invoice in Amount.
8. Type a description of the recurring invoice in Description.
9. Type the identification code of the sales terms to use in determining the discount and due dates, and discount amount of regular invoices generated from the recurring invoice in Terms ID. Default is the terms ID set on Customer Maintenance (08.260.00). A terms ID is required.

10. Type the identification code of the project associated with the invoice or memo in Project ID, if available.

11. Type the identification code for the company involved with each transaction in Company ID.

12. Type an account number in Account, if different that the default, to debit for the amount of each transaction. A default account is set up for each customer on Customer Maintenance (08.260.00).

13. Type the identification code in Project ID of the project associated with the transaction. The project must be set up on Project Maintenance (06.250.00) in the Project Controller module. Project ID is available only if the Project Controller module is installed, a project ID has been specified in the document header, and the account number is associated with an account category on Chart of Accounts Maintenance (01.260.00) in the General Ledger module.

14. Type the identification code in Task ID of the task associated with the project specified in Project ID. Task ID is available only if the Project Controller module is installed, a project ID has been specified, and the account number is associated with an account category on Chart of Accounts Maintenance (01.260.00) in the General Ledger module.

15. Type a subaccount number in Sub, if different than the default, to charge for the amount of each transaction. A default subaccount is set up for each customer on Customer Maintenance (08.260.00) or based on the project ID or task ID entered.

16. Type the total number of items involved in each transaction in Quantity.

   Note: You must enter a unit quantity if the transaction’s account number is associated with an account category and Units Required is selected on Chart of Accounts Maintenance (01.260.00) in the General Ledger module.

17. Type an explanation of the quantity for each transaction, such as each or dozen, in Unit Desc.

18. Type in the Unit Price.

19. Type the total amount of each transaction in Amount. The unit Quantity times the Unit Price will default.

20. Type an optional tax category for each transaction in Tax Category. The tax category determines the tax classification applied to the item. Tax Category is available only if Allow Tax Entry is selected on Other Options tab of AR Setup (08.950.00). See the Shared Information online help or user guide for how to use tax categories.

21. Type a tax ID to override the default tax ID for each transaction in Tax ID. If you see an asterisk (*), click Tax to view the multiple tax IDs. Tax ID is available only if Allow Tax Entry is selected on Other Options tab of AR Setup (08.950.00).

22. Type an explanation of each transaction in Description.

23. Verify that the value in Total in the Invoice/Memo area against the value in Amount in the Document area. If the values are not equal, change the value in Amount.

24. Click Save on the toolbar.
Setting Up Multiple Installments

Multiple installments are used to create scheduled payments for an invoice. Only invoice documents may have multiple installment terms.

To set up multiple installments, follow the steps in Entering Invoices, Debit Memos, and Credit Memos. When entering the Terms ID, consider the following information for entering a multiple installment terms ID.

If you are entering a multiple installment invoice, enter the Terms ID for multiple installments you set up in the Terms Maintenance (21.270.00) screen of the Shared Information module. See Terms Maintenance (21.270.00) in the Shared Information help or user guide for steps to set up multiple installment terms. When you enter the amount of the document, the drill down button to the right of the Terms ID field becomes enabled so that you can view the specific details such as the installment date and installment amount.

Example: If you create an installment type terms ID with 6 installments and you create a $600 invoice with a calculation type of equal installments, six separate invoices for $600 each will be created in a separate batch when you release the batch for the master document. The batch containing the master invoice credits the income account and debits the Accounts Receivable account for the total amount of the invoice. The new batch that gets created does not affect General Ledger. In this example, all $600 will be posted at this time. The AR account will be debited for $600 and the Income account will be credited for $600. The installment batch status is (M) multiple installment. Each one of the installment documents will be available to apply a payment against. Each installment document will be due on different dates depending on how you have the Terms ID set up.

After entering a multiple installment terms ID, continue with the remaining steps in the Entering Invoices, Debit Memos, and Credit Memos section.
Confirming Invoices Generated Using Order Management

If you are using the Order Management module to produce your company’s invoices and memos, the close integration between the Accounts Receivable and Order Management modules permits all Order Management generated invoices, accrual documents, and accrual reversals to be reviewed and confirmed using the Accounts Receivable’s Invoice and Memo (08.010.00) window prior to their release for posting. This ensures accuracy by enabling you to identify and resolve any invoice errors before they find their way into the general ledger.

**Note:** Accounts receivable batches generated by Order Management are released without this manual intervention if Release Batches Automatically is selected on the Order Management Setup (40.950.00), Invoicing tab.

**To confirm invoices generated using the Order Management module:**

1. Open Invoice and Memo (08.010.00).
2. Place the cursor at Number and press F3, or double-click the right mouse button to open Batch List.

![Batch List](image)

3. At Batch Nbr, select the number of the batch of Order Management-generated invoices to review and confirm, and click OK. See the Order Management’s Sales Journal (40.690.00) report for a list of the accounts receivable invoice batches generated by Order Management.

   The document details of the first invoice in the batch appear in Invoice and Memo (08.010.00), ready for review.

4. Place the cursor at Invoice/Memo Nbr and click Next in the toolbar to view the details of the next invoice in the batch. Repeat this step until all invoices have been reviewed and any necessary corrections noted.

**Note:** You can correct non-financial invoice information such as account or subaccount number prior to batch release using Invoice and Memo (08.010.00). To correct invoice financial information, or non-financial information after batch release, see step 6 of this task.
5. Select **Release Now** at **Handling** to release the batch for posting when you exit **Invoice and Memo** (08.010.00).

   You also can select **Release Later** to release the batch later using **Release AR Batches** (08.400.00). After releasing the batch, continue with step 6 only if errors were identified on invoices in the batch.

6. Complete the corrective action:
   - If the invoices require financial corrections, use the Order Management module to issue adjusting memos. See the Order Management online help or user guide for more information. Then, use **Invoice and Memo** (08.010.00) to review, confirm, and release the memos. See “Confirming and Applying Order Management Adjusting Memos” on page 115.
   - If invoices require non-financial corrections, use **Document Maintenance** (08.250.00) to make these corrections.
Overriding Taxes for the Transaction

Microsoft Dynamics SL calculates taxes based on a tax ID. Depending on the options selected for the customer in **Tax Defaults** on the **Default** tab in **Customer Maintenance** (08.260.00) and the **Other Options** tab in **AR Setup** (08.950.00), the software obtains tax IDs from the customer’s record, the customer’s shipping address record, or the previous document transaction detail line. If a tax category is specified, the default tax IDs may be limited based on whether the tax category is taxable for the particular default tax ID. A tax ID will not appear as a default if the tax category specified is exempt from taxation. Tax IDs are set up on **Tax Maintenance** (21.280.00) and/or **Tax Group Maintenance** (21.340.00) in the Shared Information module. Tax categories are set up on **Tax Category Maintenance** (21.310.00) in the Shared Information module.

You can override taxes on a transaction if **Allow Tax Entry** is selected on the **Other Options** tab in **AR Setup** (08.950.00). Rules for overriding taxes are as follows:

- You cannot change the tax IDs of the current transaction detail line once the document is released or is in a condition that prohibits changes to the taxes.
- You cannot override taxable and tax amounts associated with group tax IDs.
- You cannot override taxable and tax amounts in documents that do not use overrides. For example, the software does not allow tax overrides in recurring documents such as an invoice template because it always recalculates taxable and tax amounts at invoice generation.

You can enter up to four different tax IDs or group tax IDs per document and apply up to four tax IDs or group tax IDs per transaction detail line. If an asterisk appears in **Tax ID**, there are multiple tax IDs for the transaction. If the transaction detail line is using group tax IDs, one group tax ID often represents all of the default taxes applicable to the line.

**To override a single tax ID for the transaction:**

Change the value in **Tax** on **Invoice and Memo** (08.010.00), **Document Maintenance** (08.250.00), **Customer Maintenance** (08.260.00), or **Recurring Invoice** (08.270.00).

**To override multiple tax IDs for the transaction:**

1. Click **Tax** on **Invoice and Memo** (08.010.00), **Document Maintenance** (08.250.00), **Customer Maintenance** (08.260.00), or **Recurring Invoice** (08.270.00). Tax displays showing the tax for the current detail line and the entire document.

2. In **Tax ID**, type the tax IDs or group tax ID that should be used to calculate tax for the taxable amount. The ID must be set up on **Tax Maintenance** (21.280.00) and/or **Tax Group Maintenance** (21.340.00) in the Shared Information module.

3. Type the amount to be taxed in **Taxable**. The calculated tax displays in Tax.

4. Click **OK**.
Generating Recurring Invoices

Recurring invoices are invoices issued at regular intervals for the same amount each time. Typical uses include standardized product orders and monthly retainer fees. Recurring invoices are set up on Recurring Invoice (08.270.00). See “Setting Up Recurring Invoices” on page 54.

Once you create a recurring invoice, the software saves the information and processes a regular invoice from the recurring invoice. Generating a regular invoice from a recurring invoice creates a transaction that records the invoice in the general ledger.

After you release a batch of invoices, the software generates a batch control report, listing all invoices entered for the batch. This report is produced only if Automatic Batch Reports is selected on GL Setup (01.950.00) in the General Ledger module.

To generate recurring invoices:

1. Open Generate Recurring Invoices (08.500.00), showing the current date and fiscal period.

2. In **Generation Date**, type the date when the software should next generate regular invoices from recurring invoices. Regular invoices are created from recurring invoices with next document dates prior or equal to the generation date.

   **Note**: For each regular invoice generated, the software automatically updates the value in **Next Doc Date** on Recurring Invoice (08.270.00) to the next applicable month based on the value in **Cycle**. If the value in **Next Doc Date** is prior to or the same as the generation date, the recurring invoice is processed again. This updates any recurring invoice records that fell behind because you did not generate recurring invoices as often as you originally scheduled.

3. Type the fiscal period in **Period to Post** to which the regular invoices generated from recurring invoices should be posted.

   **Note**: Transactions associated with the Project Controller module update the Project Controller’s current fiscal period if the period to post entered here is prior to the current fiscal period in the Project Controller module. For example, if an accounts receivable document is posted in fiscal period 06-1996 and the Project Controller module is in period 07-1996, the transactions entered here update the Project Controller’s 07-1996 information.
4. Select whether to release the regular invoices created from the recurring invoices for posting now or later from the Handling list. If you choose to release later, release the invoices on Release AR Batches (08.400.00).

5. Check the Display Invoices button to load the eligible recurring invoices into the screen.

6. Select one of the following:
   - Selected to select an individual invoice to generate
   - Select All to select all invoices to generate.

7. Click Begin Processing.
   If Automatic Batch Reports is selected on GL Setup (01.950.00) in the General Ledger module, a batch control report is automatically generated after releasing a batch on Generate Recurring Invoices (08.500.00).
Applying Payments, Prepayments, and Credit Memos

Payments can be applied to open invoices, credit memos, and debit memos automatically, or you can apply them manually. You also can enter payments as unapplied credits. The software displays the information of unapplied credits on customer statements and retains this information for later application.

Entering a payment for an open document that pays the document in full causes the software to update the payment history of the customer associated with the document. The software uses this information to calculate the customer’s average days to pay. This history update consists of:

- Adding the number of days from the document’s invoice date to when payment was received.
- Increasing by one the customer’s number of paid documents for the current period.

You can apply payments in a different currency than the original currency used during document entry, however all payments in a batch must be of the same currency. If the document currency is different from the payment currency, a warning message is issued, but it does not prevent the payment application. The software converts the document’s payment and discount amounts to the payment currency and displays the ID of the original document currency at Original Currency in the document’s transaction detail line.

Note:

- Payments for standard invoices generated using the Order Management module are applied exactly like payments or invoices created using Invoice and Memo (08.010.00). However, for counter sales orders (that is, orders in which payment is received at the time goods are transferred and the invoice created), the payment application process is slightly different because the “application” is actually an after-the-fact recognition by Accounts Receivable for a transaction that has been fully completed in Order Management. See “Applying Payments for Counter Sales” on page 69 for how to process counter sales payment applications.
- If you select Auto Apply Payments for a customer in Customer Maintenance (08.260.00), open documents—documents to be paid—are not displayed.
- With Centralized Cash activated and logged into the central company, the scope of Payment Application (08.030.00) changes. You have the option to select and apply payments to any invoices for any company in that same database. When a customer ID is entered, the grid will load with all outstanding open invoices for that customer in the database. The company ID will indicate which company the invoice originated from. When the payment is released, intercompany transactions will be generated for invoices from other companies to reflect the payment application. Discount amounts are posted to the company of the invoice if Post Payment Discount into Company of Invoice is selected on the AR Setup (08.950.00), Other Options tab. Otherwise, payment discounts are posted to the central company.
- When you are logged on to a subsidiary company, you will have the option to apply payments to invoices from that company.
To apply a payment, prepayment, or credit memo:

1. Open Payment Application (08.030.00). The transactions are listed in the sort order selected on the AR Setup (08.950.00), Customer Defaults tab.

![Figure 31: Payment/Memo tab of Payment Application (08.030.00)](image)

2. Type the period in which you want to apply the transaction in Period to Post.
3. Type the date that the payment was deposited to the specified account in Deposit Date. The default is the current business date.
4. Select the type of batch handling from the Handling list.
5. Leave the batch control total at zero if you are only applying previously entered payments or credit memos. If you are creating new payments, enter the total of those documents.
6. Type the customer identification code in Customer ID.
7. Select Payment, Credit Memo, or Prepayment from the Type list.
8. Type the identification code of the payment, credit memo, or prepayment in Number.
9. Type the receipt date of the payment or accept the date of the credit memo or prepayment in Date.
10. If you are applying previously entered payments or credit memos, view the amount of the payment or credit memo in Pmt/Memo Orig Amt. If this is a new payment, enter the amount of the payment.
11. Click Save on the toolbar to create a new batch. A batch number is assigned when you save the batch.
12. You can now either apply payments manually or automatically. See “Applying Payments Manually” on page 65 or “Applying Payments and Credit Memos Automatically” on page 67. You also can change the sort order of the documents listed in the Detail area. See “Changing the Document Sort Order” on page 71.
Applying Payments Manually

If during batch release, an invoice, debit memo, or finance charge included in a batch has already been paid or partially paid, the software adjusts the discount and the application amounts to keep the document balance from becoming a negative amount. The software records any change in the document amount to apply in the event log.

1. Type the portion of the total payment amount to apply to the open document in Application Total.
2. Type the amount of the cash discount to apply to the document in Cash Discount.
   
   **Note:** The cash discount plus the payment amount cannot be greater than the document balance. Also, for any document, you cannot enter a cash discount greater than the discount balance unless you first adjust the document’s discount balance on Document Maintenance (08.250.00).

3. In the Detail grid, locate the invoice or debit memo to which the payment, credit memo, or prepayment applies.
4. In Amt to Apply, specify the amount of the payment, credit memo, or prepayment to be applied to the invoice or debit memo.
5. Check the sum of the values in Application Total and Unapplied Balance against the value in Pmt/Memo Orig Amt.
6. Start a new batch or close Payment Application (08.030.00) to apply the payment, credit memo, or prepayment.
Writing Off Small Balances during Payment Application

If you have completed the following on the **Customer Defaults** tab in **AR Setup (08.950.00)**, you can optionally write off a portion of a document while you are applying customer payments:

- Selected Allow Small Balance Write Off in Payment Applications.
- Defined the maximum small-balance write-off amount at **Maximum Small Balance**.

When writing off a small balance, you can distribute the write-off to more than one write-off account and subaccount. Do this by entering multiple write-off transactions.

**To write off small balances during payment application:**

1. In **Amount to Apply**, type the portion of the total payment amount to apply to the open document. If the document balance is less than or equal to the maximum small balance amount defined in **AR Setup (08.950.00)**, **Balance Write Off** is available.
2. Click **Balance Write Off**. **Small Balance Write-Off (08.030.05)** appears.

![Small Balance Write-Off (08.030.05)](image)

3. In **Account** and **Subaccount**, change the account and subaccount to use for the write-off, if necessary.
4. In **Write Off Amount**, type the amount to write off.

**Note:** The amount in **Total Write Off Amount** cannot exceed the document balance of the payment document.

5. Click **OK**.
Applying Payments and Credit Memos Automatically

The software automatically applies the amount to the selected customer’s oldest open invoices, debit memos, and finance charges. Once this process is complete, you can change the resulting payment distribution at any time until you release the payment’s associated batch. The information is retained for any remaining payment or credit memo balance as an unapplied credit balance.

Note: For each customer, the Auto Apply tab is not available if Auto Apply Payments is selected on the Other Options tab of Customer Maintenance (08.260.00).

To apply a payment or memo automatically:

1. Click the Auto Apply tab on Payment Application (08.030.00). The Auto Apply tab of Payment Application (08.030.00) appears, showing the unapplied balance of the payment or credit memo as entered at Pmt/Memo Orig Amt.

![Figure 33: Auto Apply tab of Payment Application (08.030.00)](image)

2. Type the amount to apply, if necessary, in Total Amount to Apply. The new amount must be less than or equal to the unapplied balance of the payment or credit memo in Unapplied Balance on the Payment/Memo tab.

3. Click the Apply Amount button to apply the payment to the outstanding documents displayed.

Note: If Prompt as Payments are Entered is selected on the AR Setup (08.950.00), Finance Charge Setup tab, the software prompts you for the correct action.

4. Do one of the following if prompted:
   - Click Yes to apply the payment amount to the customer’s outstanding finance charges, if any, before outstanding invoices and credit memos.
   - Click No to apply the payment amount to the customer’s oldest outstanding accounts receivable documents and finance charges, oldest first.
5. Start a new batch or close Payment Application (08.030.00) to apply the payment.

**Note:** If you select **Auto Apply Payments** for a customer in Customer Maintenance (08.260.00), the software automatically applies all payments, credit memos, and discounts to the customer’s oldest open invoices, debit memos, or finance charges. If you select **Apply Payments to Finance Charges First** on the **Finance Charge Setup** tab of AR Setup (08.950.00), payments are automatically applied to finance charges first for all customers.
Applying Payments for Counter Sales

Counter sales orders are orders for which invoices are generated and payments are received at the time the order items change hands. When the Order Management module is used to create a counter sales order, the entire transaction is completed in Order Management. However, the recognition of the transaction must still be completed in the Accounts Receivable module. This involves confirming and releasing the counter sales invoice and applying the counter sales invoice payment (that is, acknowledging after-the-fact that the payment settles the invoice).

When you create a counter sales invoice and print the Sales Journal (40.690.00), Order Management creates two accounts receivable batches: one for the invoice and one for the payment. The batch number for the payment will be numbered one greater than the invoice batch (for example, if the invoice batch uses batch number 000022, the payment batch will use batch number 000023).

To apply a payment for an Order Management counter sales invoice:
2. Open Payment Application (08.030.00).
3. Place the cursor at Number and press F3, or double-click the right mouse button to open Batch List.

4. In Batch Nbr, select the number of the Order Management-generated payment batch to apply to the counter sales invoice, and click OK. See the Order Management’s Sales Journal (40.690.00) report for a list of the counter sales payment batches generated by Order Management.

The document details of the batch appear in Payment Application (08.030.00).
5. Select **Release Now** in **Handling** and click the **Finish** button to release the batch for posting. **Insert Level** displays.

![Insert Level dialog box](image)

*Figure 35: Insert Level*

6. Select **Batch**, and click **OK**.

You can now close **Payment Application (08.030.00)**. To confirm the counter sales payment application, use **Customer Maintenance (08.260.00)** to access the information of the customer associated with the counter sales order. Then, access **Customer Activity (08.260.04)** to review payment application details.
Changing the Document Sort Order

The transactions on Payment Application (08.030.00) are listed in the sort order selected on the AR Setup (08.950.00), Customer Defaults tab. You can choose to override this default by selecting a different sort order.

To change the sort order:

1. Click the Sort Order tab of Payment Application (08.030.00). The Sort Order tab of Payment Application (08.030.00) appears.

2. Select the order by which to sort the documents on Payment Application (08.030.00). The documents redisplay in the selected sort order.

Figure 36: Sort Order tab of Payment Application (08.030.00)
Entering Payments or Prepayments

You can enter payments and prepayments manually and then apply them to specific invoices and debit memos. All payments are entered as unapplied credits. The software displays these unapplied credits on customer statements and retains their information for later payment application on Payment Application (08.030.00).

To facilitate bank reconciliations with the general ledger, enter each payment deposit as a separate batch. If the general ledger cash account used by the Accounts Receivable module is set to post in summary, the batch total that appears in the cash account will then agree with the deposit on the bank statement. If you are using the Cash Manager module, the software assumes that each payment deposit will be entered as a separate batch when passing payment deposit information between the Cash Manager and Accounts Receivable modules.

Entering a payment for an open document that pays the document in full causes the software to update the payment history for the customer that is associated with the document. The software uses this information to calculate the customer’s average days to pay. This history update consists of:

- Adding the number of days from the document’s invoice date to when payment was received.
- Increasing by one the customer’s number of paid documents for the current period.

If you are using the Currency Manager module, you can enter transactions for an unlimited number of currencies. All payments in a batch of payments must be of the same currency. See the Currency Manager online help or user guide for more information.

To enter a payment or prepayment:
1. Open Payment Entry (08.050.00).
   - **Note:** You also can enter payments and apply them at the same time in Payment Application (08.030.00).

   ![Payment Entry (08.050.00)](image)

   Figure 37: Payment Entry (08.050.00)

2. Type the period in which you want to post the payment in **Period to Post**.
3. Select the type of batch handling from the **Handling** list.
4. Type the receipt date of the payment in Deposit Date.
5. Type the total amount of the transaction batch in Control.
6. Type the identification code of the payment in Number.
7. Select the type of payment from the Type list.
8. Type the customer identification code in Customer ID.
9. Click New on the toolbar to create a new batch or type the number of an existing batch in Number. A batch number is assigned when you save the batch.
10. Type the amount of the payment or credit memo in Payment Total.
11. Type the cash account number or use the default number to debit for the amount of the payment in Account.

   Note: If Cash Manager is installed, all transactions in the batch must be posted to the same account, because the batch total is used as the deposit amount in Cash Manager.

12. Type the general ledger cash subaccount to debit for the amount of the payment in Subaccount.

   Note: If Cash Manager is installed, all transactions in the batch must be posted to the same subaccount, because the batch total is used as the deposit amount in Cash Manager.

13. Type a cash discount for the entire document, if necessary, in Discount. The software automatically factors in this amount when applying the payment to the documents.

   Note: Discount is available for entry only if you select Auto Apply Payments for the customer on Customer Maintenance (08.260.00).

14. Type an explanation of each transaction associated with the payment in Description.
15. Type the portion of the total payment amount to apply to the transaction in Amount.
16. Type the identification code of any external document, such as the customer’s purchase order, associated with the transaction in External Ref Nbr.
17. Check the value in Total against the value in Control. If the values are not equal, you can adjust the incorrect amounts, give the batch an on hold status and save it for future editing, or void the batch. The batch control amount and the batch total must be equal before you can release the batch for posting.

18. Start a new batch or close Payment Entry (08.050.00) to release the payment.

   • If Auto Apply Payments is selected on the Other Options tab of Customer Maintenance (08.260.00), the batch’s payments, credit memos, and discounts are automatically applied to the customer’s oldest invoices, debit memos, and finance charges when you release the batch for posting.

   • If Apply Payments to Finance Charges First is selected on the Finance Charge tab of AR Setup (08.950.00), customer payments are automatically applied to finance charges first before it applies the payments to open invoices and memos.
Auto-Applying Payments to Multiple Customers

You can apply accounts receivable payments or credit memos to multiple customers at a time based on statement cycles, rather than auto-applying them to individual customers during batch release. Applying payments using this method saves processing time by enabling you to apply the payments of multiple customers simultaneously. You can apply the payments to customers associated with one, several, or all of your statement cycles at the same time.

When a payment for an open document pays the document in full, the software updates the associated customer’s payment history. Payment history information is used to calculate each customer’s average days to pay. The customer’s payment history is updated by:

- Adding the number of days from the document’s invoice date to when payment was received.
- Increasing by one the customer’s number of paid documents for the current period.

To apply payments to customer cycles:

1. Open Auto Payment Application (08.510.00).

2. Select Apply Credit Memos to apply credit memos to open customer invoices, debit memos, and finance charges. Credit memos are applied before discounts are taken from accounts receivable documents.

3. Select Release Batch When Finished to automatically release the batch for posting after the auto-apply process has completed.

4. Do one of the following to select which statement cycles to use when applying payments and credit memos to open customer documents:
   - Click Selected next to each individual statement cycle.
   - Click Select All to select all the statement cycles.

5. Click Begin Processing to start the auto payment application process.

6. If Prompt as Payments are Entered is selected on the Finance Charge tab of AR Setup (08.950.00), the software prompts you for the appropriate action. Do one of the following:
   - Click Yes to apply each payment to its customer’s outstanding finance charges, if any, before applying the payment to the customer’s outstanding documents.
   - Click No to apply each payment to its customer’s oldest outstanding documents.
Reversing Payments

If a payment is applied to the wrong invoice, you can reverse the payment application. If a payment is entered for the wrong customer, you can reassign the payment to the correct customer. If a deposit is returned because of insufficient funds, you can void the check and (optionally) charge an insufficient funds fee. Unapplied payments also may be reclassified or voided. Partially applied payments may be unapplied, reclassified, or voided. Prepayments and payments have the same functionality.

To reverse a payment:
1. Open Application Inquiry/Reversal (08.240.00).

**Note:** Centralized Cash indirectly affects this screen. When a payment is selected for reversal that has inter-company transactions, a new general ledger batch is created. This general ledger batch reverses all inter-company transactions related to the application.

**Note:** Reclassified payments retain the reference number of the original payment if that reference number is not already in use by a new customer. If the number is in use, the next sequential number will be assigned. Reclassified payments create no entries for Cash Manager.

![Application Inquiry/Reversal (08.240.00)](image)

2. In the Document ID area, enter the **Customer ID** and **Ref Nbr**.
3. In the Process area, select one of the following:
   - **Reverse Selected Application** to unapply the payment from an invoice. This option will reverse the ARAdjust record having the same adjusting and adjusted values as the original application. The amount will be stored as a negative value.
   - **Reclassify Application to New Customer** to unapply the payment from an invoice and apply it to a different customer ID. Type the new customer ID in **New Customer ID**.
   - **Void Selected Application (NSF Check)** to void a payment if a check was returned because of non-sufficient funds. If **Automatically Generate NSF Check Bank Charge** is selected on the AR Setup (08.950.00), **Customer Defaults** tab, the **Charge NSF Fee** check box will be activated.
Selecting the box will cause the fee to be charged. Not selecting the box blank will mean no fee will be charged. A single ARAdjust record is always created for the full amount of the payment. The type of reversing adjustment is indicated in `AdjdDocType` as either NS (Non-sufficient Funds Charge) or RP (Reclassified Payment).

4. Do one of the following:
   - Click **Selected** next to each individual payment application.
   - Click **Select All** to select all the payment applications.

5. Click **Begin Processing**. Depending on the option selected, a negative adjustment record is added and a new batch may or may not be added.
Writing Off Small Balances and Credits

You can selectively write off small balances or credits on open documents. A small balance is an invoice, debit memo, or finance charge with a small balance due from the customer. A small credit document is a payment or prepayment with a small credit due to the customer. The write-off process creates either a credit or a debit memo and automatically applies it to the original document. You also can write off small balances using Payment Application (08.030.00).

To write off a small balance or credit:
1. Open Small Balance/Credit Write Off (08.450.00).

Note: Small balance write-offs are separate documents and can be voided using Application Inquiry/Reversal (08.240.00).

2. Select either Small Balance or Small Credit from the Type list.
3. Type the maximum balance a document can have for a write-off in Write-Off Limit.
4. Type the company and customer ID, if necessary, to further narrow the list of documents that display.
5. Click Find. The list of documents that match the selection criteria display.
6. Do one of the following:
   - Click Selected for a document and then click Multiple Account Distribution to distribute the write-off over more than one account. See "Distributing a Write-off Among Several Accounts."
   - Click Selected for each individual document.
   - Click Select All to select all the documents.
7. Click Begin Processing.
Distributing a Write-off Among Several Accounts

You can distribute a write-off among several different accounts.

To distribute a write-off among several accounts:
1. Check Selected for a document on Small Balance/Credit Write Off (08.450.00).
2. Click Multiple Account Distribution. Multiple Account Distribution (08.450.02) appears.

![Figure 41: Multiple Account Distribution (08.450.02)](image)

3. Type the account and subaccount and the amount to write off.
4. Check the value in Total Write-Off Amt against the value in Doc Bal. If the values are not equal, adjust the values in Write Off Amount.
5. Click OK to return to Small Balance/Credit Write Off (08.450.00).

**Note:** You may also write off small balances while using Payment Application (08.030.00) to apply payments.
Printing Accounts Receivable Batch Control Reports

You can print or reprint a batch control report for any unposted, posted, or completed batch from the current period or any prior fiscal period for which the software is still retaining transaction details.

If **Automatic Batch Reports** is selected on **GL Setup (01.950.00)** in the General Ledger module, a batch control report is automatically generated after releasing a batch on **Invoice and Memo (08.010.00)**, **Generate Recurring Invoices (08.500.00)**, **Release AR Batches (08.400.00)**, **Payment Application (08.030.00)**, **Generate Recurring Invoices (08.520.00)**, **Application Inquiry/Reversal (08.240.00)**, **Small Balance/Credit Write Off (08.450.00)**, and **Payment Entry (08.050.00)**.

**Note:** If you want to print more than one batch to a file, select **Concatenate** on **Print to File** to merge the reports to the file. The reports are appended in the file based on the order they are selected here. If you do not select **Concatenate**, the software generates a batch control report in the file for only the last batch you select. See the System Manager online help or user guide for more information.

To print an AR batch control report:

1. Open **Reprint AR Batch Control Reports (08.410.00)**, showing all batches.

![Figure 42: Reprint AR Batch Control Reports (08.410.00)](image)

2. In the **Select by Batch** area, choose a **Batch Range** or **All** batches.
3. Change the display of batches, if necessary by selecting one of the following:
   - **Selected** and entering a range of batches to display
   - **Specific** or **All**, then clicking **Display/Refresh**.
4. Do one of the following:
   - Click **Selected** to select an individual batch for release.
   - Click **Select All** to select all batch numbers for release.
5. Click **Begin Processing** to reprint the AR batch control reports.
Releasing Accounts Receivable Batches

You must release a batch before posting it to the general ledger. A batch must have a Balanced status before it can be released. If you enter a batch of invoices or memos to print and send to customers, it is good practice to place the batch on hold and review all batch details using the AR Edit (08.810.00) report before releasing the batch and printing the invoices or memos. After you release a batch, a batch control report is generated, listing all documents entered. This report is produced only if Automatic Batch Reports is selected on GL Setup (01.950.00).

Note: The batch control report lists only payments entered, not payments applied, since these do not produce general ledger transactions. Generate the Payment Applications (08.820.00) report to review payments applications.

To release Accounts Receivable batches:

1. Open Release AR Batches (08.400.00) to display the batches for the current company.

2. Do one of the following:
   - Click Selected to select an individual batch for release.
   - Click Select All to select all batch numbers for release.

3. Click Begin Processing to start the release accounts receivable batches process.
   - If Automatic Batch Reports is selected on GL Setup (01.950.00) in the General Ledger module, a batch control report of all batches released is generated.
   - If Transfer AR Payments/Req Default Task is selected on Foundation Setup (06.950.00) in the Project Controller module, the software updates payment application records for project-related invoices.
Calculating Customer Finance Charges

The software calculates finance charges based on the rate entered on the AR Setup (08.950.00), Finance Charge Setup tab. Finance charges are only applied to the customers in the statement cycle(s) you specify. If you maintain finance charges on past-due balances, make sure you complete this process for each of your customer statement cycles. It is common practice to complete this process prior to printing customer statements. Applying finance charges based on statement cycles, rather than by individual customer saves processing time by applying finance charges to multiple customers simultaneously. You can apply finance charges to customers associated with one, several, or all of your statement cycles at the same time.

To calculate customer finance charges:

1. Open Apply Finance Charges (08.520.00), listing the customer statement cycles.

![Figure 44: Apply Finance Charges (08.520.00)](image)

2. Type the date as the starting point for calculating finance charges. The default is the current date. The software calculates and applies appropriate finance charges to all open customer documents with due dates coming before the finance charge date.

3. Do one of the following to select which statement cycles to use when calculating finance charges:
   - Click Selected for each individual statement cycle.
   - Click Select All to select all the statement cycles.

4. Click Begin Processing to start the apply finance charges process.

Note: If Auto Batch Control Reports is selected on GL Setup (01.950.00) in the General Ledger module, the software generates a batch control report, listing all finance charges applied.
Aging Customer Balances

The software recalculates the aging information of customer balances according to the due dates on open customer documents, such as invoices, debit memos, and finance charges. Complete this process before printing customer statements to ensure the accuracy of aging balances on the statements.

The software ages customer documents based on statement cycles, rather than by individual customer. This saves processing time by enabling you to age the details of multiple customers simultaneously. You can age the customer details of one, several, or all of your statement cycles at the same time.

**Note:** You can age customer balances at the same time that you close statement cycles. See “Closing Statement Cycles” on page 83.

**To age customer balances:**

1. Open *Age Customer Detail* (08.530.00), showing today's date as the aging date.

2. Select **Include Future Documents** to include the future-period documents of the selected statement cycles in the current statement cycle closing.

3. Do one of the following to select which statement cycles to use when recalculating aging information:
   - Click **Selected** for each individual statement cycle.
   - Click **Select All** to select all the statement cycles.

4. Click **Begin Processing**.
Closing Statement Cycles

Close customer statement cycles in preparation for printing customer statements. Closing a statement cycle indicates that the customer and document records in that cycle are current and complete as of the closing date. Closing records the balance of all open accounts receivable documents as of the statement cycle closing date and determines the beginning balances for balance-forward statements.

Once you close a statement cycle, you can print up-to-date statements for all customers in the statement cycle using the Statements (08.600.00) report. You can reprint these same statements as often as is necessary until the next closing of that statement cycle.

To close statement cycles:

1. Open Close Statement Cycle (08.590.00).

   ![Figure 46: Close Statement Cycle (08.590.00)]

2. Select Age A/R before closing to recalculate document aging information before closing the selected statement cycles.

3. Select Include Future Documents to include the future-period documents of the selected statement cycles in the current statement cycle closing.

4. Do one of the following to select which statement cycles to close:
   - Click Selected for each individual statement cycle.
   - Click Select All to select all the statement cycles.

5. Click Begin Processing to start the statement cycle closing process.
Printing Customer Statements

Once you have entered all necessary accounts receivable invoices, memos, and cash payments, you are ready to print customer statements. A statement will be printed for a customer only if Print Statement is selected on the Other Options tab of Customer Maintenance (08.260.00). The software groups customers and prints customer statements by statement cycles.

To print customer statements:

1. If your company uses more than one statement cycle, determine the customer statement cycles for which you want to print statements.
2. Generate and review the following reports for the statement cycle:
   - Document Register (08.660.00) report to make sure all invoices, memos, and cash payments were entered.
   - AR Edit (08.810.00) report to make sure all appropriate accounts receivable batches were posted.
   - Customer Trial Balance (08.620.00) report to make sure all cash payments and credit memos were applied to customer invoices and debit memos. Check for customer accounts that have invoice or debit memos and open payments or credit memos.
   - If payments or credit memos are incorrectly applied, use Application Inquiry/Reversal (08.240.00) to reverse the application. If there are any unapplied payments or credit memos, use either Payments Application (08.030.00) or Auto Payment Application (08.510.00) to apply the unapplied documents.
3. Apply finance charges to all customers subject to finance charges who have past-due balances in the statement cycle. See “Calculating Customer Finance Charges” on page 81.
4. If the software did not automatically generate a batch control report after applying finance charges, generate the AR Transactions (08.640.00) report to verify the accuracy of all finance charges applied to customer balances.
5. Age the accounts receivable information of all customers in the statement cycle. See “Aging Customer Balances” on page 82.
6. Close the statement cycle to prepare for printing statements. See “Closing Statement Cycles” on page 83.
7. Print the statement cycle’s customer statements using the Statements (08.600.00) report. You can reprint the current statements as necessary until the next statement cycle closing.

Note: Statements processed for customers set up for Quick Send will not be printed. Instead, a Quick Send request is created according to the customer’s Quick Send preferences defined on the Quick Send tab of Customer Maintenance (08.260.00). Quick Send requests are also created according to each additional receiver’s Quick Send preferences defined for the customer’s AR Statement document type on Additional Receivers (08.260.08). For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information online help or user guide.
Closing Accounts Receivable

Close accounts receivable to facilitate balancing accounts receivable accounts to the general ledger accounts. Closing also performs housekeeping functions that include:

- Deleting unnecessary detail.
- Increasing the period number into the next fiscal period.

See the General Ledger online help or user guide for more information on closing Accounts Receivable.

To close Accounts Receivable:

1. Review open accounts receivable accounts to ensure that all invoices, memos, and payments were entered. Generate the AR Batch Register—Summary (08.800.00) report to check for open accounts receivable batches. If there are open batches, run the AR Edit (08.810.00) report to review them.

2. Complete and release any open accounts receivable document batches found on the AR Edit (08.810.00) report. See “Entering Invoices, Debit Memos, and Credit Memos” on page 50 and “Releasing Accounts Receivable Batches” on page 80.

3. Generate the following reports to prepare for balancing accounts receivable to the general ledger:
   - Customer Trial Balance (08.620.00)
   - Account Distribution (08.630.00)
   - Sales by Customer (08.740.00)
   - Sales by Commission (08.750.00) or Sales by Commission – All (08.751.00)
   - Trial Balance (01.610.00) in the General Ledger module

4. Post all accounts receivable transactions, using Post Transactions (01.520.00) in the General Ledger module.

5. Compare the account totals of the Customer Trial Balance (08.620.00) or the Account Distribution (08.630.00) report to the amount shown for the corresponding accounts receivable accounts on the trial balance.
   - If the totals match, you are ready to close accounts receivable for the period.
   - If the totals do not match, generate the Posted Transactions (01.620.00) report in the General Ledger module and review the accounts receivable accounts and subaccounts listed to see if any transactions were entered as journal entries through the General Ledger module instead of through the Accounts Receivable module. Next, review the Unposted Transactions (01.680.00) report in the General Ledger module to see if any transactions from the Accounts Receivable module were entered to future general ledger periods.

6. Generate other necessary accounts receivable reports such as Aged AR (08.610.00), Sales Analysis by Class (08.720.00), and Payment Applications (08.820.00).

7. If you are using the Currency Manager module, generate the Unrealized Gains/Losses (24.630.00) report.

8. Log off and back up the database.

9. Log on to Microsoft Dynamics SL and close the Accounts Receivable module using Closing Process (01.560.00) in the General Ledger module.
Reviewing Accounts Receivable Information

Overview
The Reviewing Accounts Receivable Information section provides information and procedures for looking up information online and printing reports. These basic tasks include:

- Reviewing Accounts Receivable Documents
- Looking Up Customer Information
- Looking Up Customer Shipping Addresses
- Reviewing Customer History
- Reviewing Customer Account Activity
- Looking Up Customer Account Balances
- Finding a Customer
- Looking up a Customer’s Open Orders
- Looking Up Customer Payments
- Looking Up Salesperson Information
- Reviewing Salesperson History
- Printing Reports
- Previewing Invoices, Debit Memos, and Credit Memos
- Printing Invoices, Debit Memos, and Credit Memos
- Sending Documents Electronically
- Viewing Quick Send Request Details
Reviewing Accounts Receivable Documents

You can review any accounts receivable document, including those from prior fiscal periods that are paid in full.

To review an accounts receivable document:
1. Open Document Maintenance (08.250.00).

   ![Figure 47: Document Maintenance (08.250.00), Document Information tab when AR Invoice/Memo document type is not defined in Quick Send Setup (21.951.00)](image)

2. Type the document’s reference number in Ref Nbr. The document information displays.
   - To review the customer’s account, click the Customer Inquiry button next to Customer ID. You will be able, through a series of drill-down screens, to look at customer details, history, and other documents.
   - If the document is a multiple installment document, you may review the term details of the document by clicking the Terms Details button .
   - To review the tax details of the document, click Tax. Tax displays.

   **Note:** Tax entries generated by the Order Entry and Flexible Billings modules are created as separate line items in the Detail area.

   **Note:** Tax is available only if Allow Tax Entry is selected on the Other Options tab of AR Setup (08.950.00).

3. By clicking on the AR Account tab, you can review the company ID and accounts receivable account and subaccount numbers.
Looking Up Customer Information

Looking up a customer’s information consists of accessing Customer Maintenance (08.260.00) to review their current account status, history, account activity, address, and default settings information.

To view customer information:
1. In the navigation pane of the Microsoft Dynamics SL window, click Financials, and then click Accounts Receivable.
2. In the application pane under Maintenance, click Customer Maintenance. Customer Maintenance (08.260.00) appears.

3. Type the customer’s identification code in Customer ID. The information for the customer displays.

To review the customer’s current account status:
Click the Customer Information tab to display the customer’s current account status.

To review the customer’s history:
Click History. Customer History (08.261.00) appears, showing the customer’s account history.

To review the customer’s account activity:
1. Click Activity. Customer Activity (08.260.04) appears, showing the customer’s current account activity.
2. To change the sort order of information in the grid, click a column heading to select the column that will set the sort criteria. The columns sort in ascending order based on the column you select.

3. Click the column heading again to sort in descending order.

**Note:** If you select the Include Applications check box, click Refresh View, and then click a column heading, the column sort order does not change. Clear Include Applications to make the columns sortable again.

**To review the customer’s shipping address:**
Click Shipping Addresses. Shipping Address Maintenance (08.262.00) appears, showing the customer’s shipping addresses.

**To review the customer’s main and remittance address:**
Click the Address tab to display the customer’s address information.

**To review the customer’s default settings:**
Click the Defaults tab to display the customer’s default tax, currency, and general ledger account information.

**To review miscellaneous customer default information:**
Click the Other Options tab to display the customer’s statement, credit card, salesperson, and sales territories.

**To review customer Order Management information:**
Click the Order Management tab to display the customer’s Order Management default IDs, processing options, and the consolidated invoicing option. It also allows access to default sales people information territories.

**To review customer Order Management general ledger accounts information:**
Click the OM GL Accounts tab to display the Order Management general ledger account and subaccount information.

**To review the customer’s documents on a SharePoint site using the Doc Share feature:**
1. Click View Shared Documents. The SharePoint site that holds the customer’s documents appears.

**Note:** When you move the mouse pointer over the View Shared Documents button, the path to the SharePoint site where the customer’s documents are located appears.

2. In the site navigation pane under Documents, click the link for the SharePoint site that was configured for this customer in Shared Information SharePoint Site Creation/Linking (21.960.00). Links to the customer’s posted document types appear.

3. Click a link to select a document type and view the documents.

**Note:**
- To view customer documents in a SharePoint document library, you must first create the library by publishing at least one document to it.
- You must have access rights to the SharePoint site to view documents. Ask your Microsoft Dynamics SL system administrator for assistance.
Looking Up Customer Shipping Addresses

A customer can have more than one ship-to address.

To look up a customer’s shipping address:

1. Open Shipping Address (08.262.00).

2. Type the customer identification code in Customer. The customer’s shipping addresses display.

3. Review the customer’s shipping address information.

Figure 49: Shipping Address (08.262.00)
Reviewing Customer History

A customer's history consists of a period-by-period breakdown of total net sales, cost-of-goods sales, debit memos, credit memos, finance charges, discounts, and receipts in a specified company for a specified fiscal period.

Print customer history using the Customer History (08.651.00) report.

To review customer history:
1. In the navigation pane of the Microsoft Dynamics SL window, click Financials, and then click Accounts Receivable.
2. In the application pane under Inquiries, click Customer History or click History on Customer Maintenance (08.260.00). Customer History (08.261.00) appears.

3. Type the customer’s identification code in Customer ID. The history for the customer in all companies for the current fiscal year displays.

To review history for a customer in a single company:
Type the company identification code in Company ID. The history for the customer in the specified company for the specified fiscal year displays.

To review history in a fiscal year other than the current fiscal year:
Type the fiscal year for which you want to review history in Fiscal Year. The history for the customer for the specified fiscal year displays.

To review the customer activity in more detail:
Click the Customer Inquiry button. Customer Inquiry (08.200.00) appears.

To view a customer’s history for all companies, regardless of the value in Company ID:
Click All. The history for the customer in all companies for the specified fiscal year displays.
To review the customer’s documents on a SharePoint site using the Doc Share feature:

1. Click **View Shared Documents**. The SharePoint site that holds the customer’s documents appears.

   **Note:** When you move the mouse pointer over the **View Shared Documents** button, the path to the SharePoint site where the customer’s documents are located appears.

2. In the site navigation pane under Documents, click the link for the SharePoint site that was configured for this customer in Shared Information *SharePoint Site Creation/Linking* (21.960.00). Links to the customer’s posted document types appear.

3. Click a link to select a document type and view the documents.

   **Note:**

   - To view customer documents in a SharePoint document library, you must first create the library by publishing at least one document to it.
   - You must have access rights to the SharePoint site to view documents. See your Microsoft Dynamics SL system administrator for assistance.
Reviewing Customer Account Activity

A customer’s account activity consists of period- and year-to-date accounts receivable document balances.

To review a customer’s account activity:
Click the Activity button on Customer Maintenance (08.260.00). Customer Activity (08.260.04) appears, showing the customer’s current documents. The display of documents is based on the customer view default set on the AR Setup (08.950.00), Customer Defaults tab.

![Customer Activity (08.260.04)](image)

To view transactions based on a specific company:
1. Select Specific in the Select Company area.
2. Enter a Company ID.
3. Click Refresh View. The current company will default.

To review transactions for all companies:
1. Select All in the Select Company area.
2. Click Refresh View.

To change the list of documents that display:
1. Select one of the following:
   - **Current Plus Open** to view the customer’s paid and open documents from the current period plus all other open documents from other fiscal periods.
   - **Open Documents Only** to view only the customer’s open documents.
   - **All Documents** to view all of the customer’s paid and open documents.
2. Click Refresh View.
To show which payments were applied to which invoices:
1. Select Include Applications.
2. Click Refresh View.

To review the document transaction details:
1. Highlight a reference number in grid view or display the reference number in form view for the document you want to view.
2. Click Invoice Transactions. Document Maintenance (08.250.00) appears. See “Reviewing Accounts Receivable Documents” on page 88.

To review sales order transaction details:
1. Highlight a reference number in grid view or display the reference number in form view for the document you want to view.
2. Click Order Transactions. Shippers (40.110.00) appears. If the document is a service invoice document, Service Invoice Maintenance (05.290.00) appears. See the Order Management online help or user guide for more information.

Note: Order Transactions is available only for documents originating in the Order Management module.
Looking Up Customer Account Balances

Customer account balance information consists of the customer’s current, future, accrued revenue, open order, and prepayment balances, their credit status, and their aging balances.

To look up customer account balances:
1. In the navigation pane of the Microsoft Dynamics SL window, click **Financials**, and then click **Accounts Receivable**.
2. In the application pane under **Inquiries**, click **Customer Inquiry**. **Customer Inquiry** (08.200.00) appears.

3. Type the customer identification code in **Customer ID**.
4. Select one of the following:
   - **Specific** to display customer information for a specific company and type the company identification code in **Company ID**.
   - **All** to display all companies.

To find a customer:
Click the **Find Customer** button. See “Finding a Customer” on page 99.

To view information about the customer:
- Click the **Customer Maintenance** button. **Customer Maintenance** (08.260.00) appears. See “Looking Up Customer Information” on page 89.
- Click 📞 to open **Customer Contacts** (40.370.00), a screen in the Order Management module that lists customer contact information.
To display all open documents for the customer:

Click the **Current Documents** button. *Customer Activity (08.200.04)* appears, showing all current open documents for the customer.

![Customer Activity (08.200.04) screen](image)

**Figure 53: Customer Activity (08.200.04)**

To display all open documents for a future period:

Click the **Future Documents** button. *Customer Activity (08.200.04)* appears, showing all open documents for a future period.

To display all open accrued revenue documents for the customer:

Click the **Accrued Rev Details** button. *Customer Activity (08.200.04)* appears, showing all current open accrued revenue documents for the customer.

To display all open orders for the customer:

Click the **Open Orders** button. *Open Orders (08.200.03)* appears, showing all open orders for the customer. See “Looking up a Customer’s Open Orders” on page 100.

To display all unapplied prepayments received from the customer:

Click the **Prepayment Documents** button. *Customer Activity (08.200.04)* appears, showing all unapplied prepayments received from the customer.

To display the customer’s documents on a SharePoint site using the Doc Share feature:

1. Click **View Shared Documents**. The SharePoint site that holds the customer’s documents appears.

   **Note:** When you move the mouse pointer over the **View Shared Documents** button, the path to the SharePoint site where the customer’s documents are located appears.

2. In the site navigation pane under Documents, click the link for the SharePoint site that was configured for this customer in Shared Information *SharePoint Site Creation/Linking (21.960.00)*. Links to the customer’s posted document types appear.

3. Click a link to select a document type and view the documents.

   **Note:**
   - To view customer documents in a SharePoint document library, you must first create the library by publishing at least one document to it.
- You must have access rights to the SharePoint site to view documents. Contact your Microsoft Dynamics SL system administrator for assistance.
Finding a Customer

To find a customer:

1. Click the Find Customer button on Customer Inquiry (08.200.00). Find Customer (08.200.01) appears.

2. Select one of the following:
   - Search in Accounts Receivable
   - Search in Order Management

3. Type the value you want to search on in the appropriate field.

4. Click Search / Refresh. The customer IDs that satisfy the search criteria display.

5. Highlight the customer ID and click Select. Customer Inquiry (08.200.00) appears, showing the selected customer’s information.
Looking up a Customer’s Open Orders

An open order is one that has not been cancelled, accrued, or billed.

To look up a customer’s open orders:

Click the Open Orders button on Customer Inquiry (08.200.00). Open Orders (08.200.03) appears.

![Open Orders (08.200.03)](image)

To view details about an order:

Click Order Detail. Sales Orders (40.100.00) appears. See the Order Management online help or user guide for more information.

To view the customer’s shipments:

Click Shipments. Shipments (08.200.02) appears.

![Shipments (08.200.02)](image)

To view details about the shipment:

Click the Shipment Detail button. Shippers (40.110.00) appears. See the Order Management online help or user guide for more information.
Looking Up Customer Payments

Payment documents can be payments (PA), prepayments (PP), credit memos (CM) or small balance write-offs (SB). Information displayed about a customer's payment documents includes the payment amount, the company, account, and subaccount to which it was debited. The documents to which it was applied along with the amount, discount, and RGOL (currency realized gain or loss) applied to the document are displayed in the Detail area.

After you find a payment, you can reverse the payment's application(s), void it, or reclassify the application to a new customer ID. See “Reversing Payments” on page 75.

To look up customer payments:

1. Open Application Inquiry/Reversal (08.240.00).

2. Identify the payment by entering the appropriate values into the following fields:
   - Customer ID
   - Pmt/Memo Nbr

3. Alternatively, click the Find Payment/Memo button Payment/Memo Selection (08.240.01) appears.

4. Enter the known Select Criteria (Customer ID, Reference Nbr, Invoice Nbr, Begin Period, or End Period).

5. Click the Find Payment/Memo button to find the payments that meet the selection criteria.

6. Select the payment to inquire about and click OK.

7. The payment information and related applications display.
Looking Up Salesperson Information

Salesperson information consists of their name, address, phone number, and commission percent.

To look up a salesperson’s information:

1. Open Salesperson Maintenance (08.310.00).

![Salesperson Maintenance UI](image)

Figure 58: Salesperson Maintenance (08.310.00)

2. Type the salesperson’s identification code in **Salesperson ID**. The salesperson’s information displays.

To review the salesperson’s history:

Click **History**. *Salesperson History* (08.311.00) appears. See “Reviewing Salesperson History” on page 103.
Reviewing Salesperson History

A salesperson’s history includes sales, receipts on sales, and cost-of-goods (COG) sold for each period in fiscal year.

**To look up a salesperson’s activity:**

1. Open **Salesperson History (08.311.00)**.

   ![Salesperson History (08.311.00)](image)

   *Figure 59: Salesperson History (08.311.00)*

2. Type the ID of the salesperson in **Salesperson ID**. The salesperson’s history for the current fiscal year displays.

**To review history in a fiscal year other than the current fiscal year:**

In **Fiscal Year** type the fiscal year for which you want to view the history. The salesperson’s history for the specified fiscal year displays.
# Printing Reports

For more information about an individual report, see the Reference section in this user guide. For information about printing reports, see the System Manager online help or user guide.

<table>
<thead>
<tr>
<th>To view or print</th>
<th>Use:</th>
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</thead>
<tbody>
<tr>
<td>Customer statements</td>
<td>Statements (08.600.00)</td>
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<tr>
<td>Open documents by aging category</td>
<td>Aged AR (08.610.00)</td>
</tr>
<tr>
<td>Aged document amounts that were open as of a specified fiscal period</td>
<td>Period Sensitive Aged AR (08.611.00)</td>
</tr>
<tr>
<td>Detailed Accounts Receivable activity and balances by customer</td>
<td>Customer Trial Balance (08.620.00)</td>
</tr>
<tr>
<td>Closed documents from a prior period or periods (the number of prior periods</td>
<td>Customer Period Trial Balance (08.621.00)</td>
</tr>
<tr>
<td>reported depends on the values entered at <strong>Beg/End Period</strong> or multiple-currency information</td>
<td></td>
</tr>
<tr>
<td>All Accounts Receivable documents entered in an accounting period or range of</td>
<td>Account Distribution (08.630.00)</td>
</tr>
<tr>
<td>periods</td>
<td></td>
</tr>
<tr>
<td>Information entered during current account period</td>
<td>AR Transactions (08.640.00)</td>
</tr>
<tr>
<td>Customer information including the customer's prior-year balance and the year-to-date transactions</td>
<td>Customers (08.650.00)</td>
</tr>
<tr>
<td>Each customer's period-to-date and year-to-date accounts receivable activity</td>
<td>Customer History (08.651.00)</td>
</tr>
<tr>
<td>Details of all open Accounts Receivable documents, including those that are to post to prior or future periods, entered during a period or range of periods</td>
<td>Document Register (08.660.00)</td>
</tr>
<tr>
<td>Information about all recurring invoices</td>
<td>Recurring Invoices (08.670.00)</td>
</tr>
<tr>
<td>Statement cycle definitions</td>
<td>Statement Cycles (08.680.00)</td>
</tr>
<tr>
<td>Customer class definitions</td>
<td>Customer Classes (08.690.00)</td>
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<tr>
<td>Each customer’s period-to-date and year-to-date sales compared to total company sales</td>
<td>Sales Analysis by Customer (08.710.00)</td>
</tr>
<tr>
<td>Each customer class’ period-to-date and year-to-date sales compared to total company sales</td>
<td>Sales Analysis by Class (08.720.00)</td>
</tr>
<tr>
<td>Each salesperson’s period-to-date and year-to-date sales compared to total company sales</td>
<td>Sales Analysis by Salesperson (08.730.00)</td>
</tr>
<tr>
<td>Details of customer invoices and memos entered during an account period or range of periods</td>
<td>Sales by Customer (08.740.00)</td>
</tr>
<tr>
<td>Details of salesperson sales during an account period or range of periods for Accounts Receivable documents</td>
<td>Sales by Commission (08.750.00)</td>
</tr>
<tr>
<td>Details of salesperson sales during an account period or range of periods for documents from Accounts Receivable, Order Management, Flexible Billing and Service Dispatch</td>
<td>Sales by Commission - All (08.751.00)</td>
</tr>
<tr>
<td>Customer invoices, debit memos, and credit memos</td>
<td>Invoice/Memo Forms (08.760.00)</td>
</tr>
<tr>
<td>Information about all Accounts Receivable documents, including open and paid invoices, and open and fully-applied adjustments</td>
<td>Document History (08.770.00)</td>
</tr>
<tr>
<td>AR batch numbers used and batch distribution during the current period in detail</td>
<td>AR Batch Register (08.800.00D)</td>
</tr>
<tr>
<td>Batch numbers used and batch distribution during the current period in summary</td>
<td>AR Batch Register (08.800.00S)</td>
</tr>
<tr>
<td>Document and transaction information for batches in detail</td>
<td>AR Edit (08.810.00D)</td>
</tr>
<tr>
<td>Document and transaction information for batches in summary</td>
<td>AR Edit (08.810.00S)</td>
</tr>
<tr>
<td>Payments and credit memos applied to Accounts Receivable documents during a specific time period</td>
<td>Payment Applications (08.820.00)</td>
</tr>
</tbody>
</table>
Previewing Invoices, Debit Memos, and Credit Memos

To preview how printed invoices, debit memos, credit memos, or cash sales will look, use Invoice Preview in Invoice and Memo (08.010.00) or use the dual-pane AR Invoice Preview (QQ.082.20) in Quick Query. Use the invoice preview feature to review documents for mistakes at a point in the document’s life cycle when you can correct mistakes easily in Invoice and Memo (08.010.00). Invoices, debit memos, credit memos, and cash sales can be previewed when they have a status of Hold or Balanced. You can customize the preview by changing the 08758.rpt SSRS report.

To use this feature, you must assign permissions to preview documents. To do this, follow these steps:

1. In Administration | System Manager, click Access Rights Maintenance to open Access Rights Maintenance (95.270.00).
2. Select either User or Group from the Type list.
3. Type the user ID or group ID in Group/User ID. The name of the user or group displays automatically in Name.
4. Type the company ID in Company ID or select All Companies to apply the access rights to all companies. If All Companies is selected, <ALL> appears in Company ID. If you are setting up access rights for some companies but not all companies, you will have to enter the information for each company separately.
5. On the Screen/Report/Query tab, add View rights for the QQ.082.20 screen and 08.758.00 report.
6. Click Save.

To preview documents by using AR Invoice Preview (QQ.082.20), follow these steps:


   Note: AR Invoice Preview (QQ.082.20) contains two panes. The query pane contains the quick query functionality. This includes filtering, sorting, and so on. When you put the focus on a row in the query results grid, the preview pane displays a preview of the document by using the 08758.rpt SSRS report.

2. To open a document in Invoice and Memo (08.010.00) so that you can make changes, right-click a row in the query results grid, and then click Invoice and Memo.

   For more information about quick query functionality. This includes filtering, moving columns, and sorting, see the “Using Queries” topic in the Quick Query Help or user’s guide.

To preview documents from Invoice and Memo (08.010.00), follow these steps:

1. Under Input, open Invoice and Memo (08.010.00).
2. Type the Batch Number or select it from the list.
3. Type the Invoice/Memo Nbr or select it from the list.
4. Click Invoice Preview. Invoice Preview (08.010.03) appears. The Invoice Preview button is enabled after you save and disabled after you release.
5. When you are finished previewing the document, close Invoice Preview (08.010.03) to return to Invoice and Memo (08.010.00).
6. If you identified errors in the previewed document, you can change the document at this point. Then, save the document and click Invoice Preview to preview the corrected document.
Printing Invoices, Debit Memos, and Credit Memos

To print invoices, debit memos, credit memos, or cash sales use Quick Print in Invoice and Memo (08.010.00) or use the Invoice/Memo Forms (08.760.00) report.

To quick print invoices, debit memos, credit memos, and cash sales, follow these steps:
1. Under Input, open Invoice and Memo (08.010.00).
2. Type the Batch Number or select it from the list.
3. Type the Invoice/Memo Nbr or select it from the list.
4. Click the Print Options ( ) icon, and then click Quick Print.

Note:
- You are asked to release the document if you click Quick Print before releasing.
- If you want to preview what the printed form will look like for an unreleased document, click Invoice Preview.
- The document prints to the user’s default printer by using the format specified in the [Quick Print Formats] section of the user’s Solomon.ini file. The default is the 08760.rpt report format. For more information about this Solomon.ini setting, see the “[Quick Print Formats] Section” topic in the System Manager Help or user’s guide.

To print invoices, debit memos, credit memos, and cash sales by using Invoice/Memo Forms (08.760.00), follow these steps:
1. Under Reports, open Invoice/Memo Forms (08.760.00).
2. Select the Report Format.
3. Use the Select tab to narrow the list of documents that you want to print, or click Print to print all documents.

For more information about printing the Invoice/Memo Forms (08.760.00) report, see “Invoice/Memo Forms (08.760.00)” on page 324.
Sending Documents Electronically

You can send or resend invoices, debit memos, and credit memos created in Accounts Receivable to customers electronically using the Quick Send feature and Invoice and Memo (08.010.00) or Invoice/Memo Forms (08.760.00). You can send statements electronically in Statements (08.600.00). To resend a statement, use Quick Send Inquiry (21.200.00) in the Shared Information module.

Note: Since statements cannot be reprinted, a statement that has been printed and not sent electronically cannot be transmitted later using Quick Send.

To transmit Accounts Receivable documents electronically, Quick Send for the AR Invoice/Memo or AR Statement document types must be set up on Quick Send Setup (21.951.00) in the Shared Information module, the document’s customer must be set up for Quick Send for the AR Invoice/Memo or AR Statement document types on the Quick Send tab of Customer Maintenance (08.260.00), and the invoice, debit memo, or credit memo must be released.

You can also resend documents using Quick Send Inquiry (21.200.00) in the Shared Information module. For more information about resending documents using Quick Send Inquiry (21.200.00), see “Resending Documents Delivered Electronically” in the Shared Information module.

To send or resend released invoices, debit memos, or credit memos electronically on Invoice and Memo (08.010.00):

1. Determine which released document to send.
2. Open Invoice and Memo (08.010.00).
3. Select the batch number of the document determined in step 1 in Batch Number.
4. Select the document type of the document determined in step 1 in Document Type.
5. Select the reference number of the document determined in step 1 in Invoice/Memo Nbr.

Figure 60: Invoice and Memo (08.010.00) — AR Invoice/Memo document type is defined in Quick Send Setup (21.951.00) and a SharePoint site is configured for the customer in SharePoint Site Creation/Linking (21.960.00)
8. Click **Quick Send**.

   **Note:** If the document has not been transmitted electronically, a Quick Send request is created according to the customer’s Quick Send preferences defined on the **Quick Send** tab of **Customer Maintenance** (08.260.00). Quick Send requests are also created according to each additional receiver’s Quick Send preferences defined for the customer’s AR Invoice/Memo document type on **Additional Receivers** (08.260.08). If the document was transmitted electronically, the customer’s and additional receiver’s Quick Send preferences indicated in the document’s Quick Send requests are used to resend the document. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information online help or user guide.

**To send invoices, debit memos, or credit memos to one-time receivers:**

1. Determine which released document to send to the one-time recipient.
2. Open **Invoice and Memo** (08.010.00).
3. Select the batch number of the document determined in step 1 in **Batch Number**.
4. Select the document type of the document determined in step 1 in **Document Type**.
5. Select the reference number of the document determined in step 1 in **Invoice/Memo Nbr**.
6. Click **Quick Send to One-time Receiver**. **One-time Receiver (08.010.01) displays.**

   ![One-time Receiver](image)

   **Figure 61: One-time Receiver (08.010.01)**

7. Select the appropriate manner to send the document to the one-time recipient in **Delivery Method**.
8. Enter the one-time receiver’s email address in **Receiver Email Address** when **Delivery Method** is Email.
   - **OR** – Enter the one-time receiver’s fax number in **Receiver Fax Number** when **Delivery Method** is Fax.
9. Select the appropriate settings for the one-time recipient based on the delivery method.
10. Click **Send Request** to send the document to the one-time recipient.
To send invoices, debit memos, or credit memos electronically when printing Invoice/Memo Forms (08.760.00):

1. Open Invoice/Memo Forms (08.760.00).

![Invoice/Memo Forms (08.760.00)](image)

Figure 62: Invoice/Memo Forms (08.760.00)

2. Click **Print**. The invoice, credit memo, debit memo, or cash sale is printed, or it is transmitted electronically by means of Quick Send or Doc Share.

   - **Quick Send** — If the document has not been transmitted electronically, a Quick Send request is created based on the customer’s Quick Send preferences defined on the **Quick Send** tab of **Customer Maintenance** (08.260.00). Quick Send requests are also created according to each additional receiver’s Quick Send preferences defined for the customer’s AR Invoice/Memo document type on **Additional Receivers** (08.260.08). If the document was transmitted electronically, the customer’s and additional receiver’s Quick Send preferences indicated in the document’s Quick Send requests are used to resend the document. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information online help or user guide.

   - **Doc Share** — If the document has not been posted on a SharePoint site, an Application Server request is created based on the customer’s Doc Share settings defined on **SharePoint Site Creation/Linking** (21.960.00). The document is published to the SharePoint site that is specified. If the document is reprinted, it is created with the same file name as the previous version and overwrites the document that was previously posted to the SharePoint site.
To send statements electronically when printing Statements (08.600.00):

1. Open Statements (08.600.00).

2. Click Print. The document is printed, or it is transmitted electronically by means of Quick Send or Doc Share.

   - **Quick Send** — If the document has not been transmitted electronically, a Quick Send request is created based on the customer’s Quick Send preferences defined on the **Quick Send** tab of **Customer Maintenance** (08.260.00). Quick Send requests are also created according to each additional receiver’s Quick Send preferences defined for the customer’s AR Invoice/Memo document type on **Additional Receivers** (08.260.08). If the document was transmitted electronically, the customer’s and additional receiver’s Quick Send preferences indicated in the document’s Quick Send requests are used to resend the document. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information online help or user guide.

   - **Doc Share** — If the document has not been posted on a SharePoint site, an Application Server request is created based on the customer’s Doc Share settings defined on **SharePoint Site Creation/Linking** (21.960.00). The document is published to the SharePoint site that is specified. If the document is reprinted, it is created with the same file name as the previous version and overwrites the document that was previously posted to the SharePoint site.
Viewing Quick Send Request Details

When you send an invoice, debit memo, credit memo, or statement created in Accounts Receivable to a customer or additional recipient, a Quick Send request is created. The request instructs Application Server to transmit the document according to the customer’s and additional receiver’s preferences defined on the Quick Send tab of Customer Maintenance (08.260.00) or on Additional Receivers (08.260.08).

You can view Quick Send request details for invoices, debit memos, and credit memos on the Quick Send Inquiry (21.200.00) screen which you can access through Invoice and Memo (08.010.00) and Document Maintenance (08.250.00) in the Accounts Receivable module or on Quick Send Inquiry (21.200.00) in the Shared Information module. The request details for a statement can only be viewed on Quick Send Inquiry (21.200.00) in the Shared Information module.

To view Accounts Receivable invoice, debit memo, or credit memo Quick Send request details on Invoice and Memo (08.010.00):

1. Determine the document’s reference number that was sent electronically.
2. Open Invoice and Memo (08.010.00). Invoice and Memo (08.010.00) appears.
3. Select the batch number of the document determined in step 1 in Batch Number.
4. Select the document type of the document determined in step 1 in Document Type.
5. Select the document’s reference number in Invoice/Memo Nbr.
6. Click Quick Send Inquiry. Quick Send Inquiry (21.200.00) opens, and the Quick Send request details for the Accounts Receivable document appear.
To view Accounts Receivable invoice, debit memo, or credit memo Quick Send request details on Document Maintenance (08.250.00):

1. Determine the document’s reference number that was sent electronically.
2. Open Document Maintenance (08.250.00). Document Maintenance (08.250.00) appears.

3. Select the customer ID of the document determined in step 1 in Customer ID.
4. Select the document type of the document determined in step 1 in Type.
5. Select the document’s reference number in Ref Nbr.
6. Click Quick Send Inquiry. Quick Send Inquiry (21.200.00) opens, and the Quick Send request details for the Accounts Receivable document appear.
Maintaining Accounts Receivable Data

Overview
This section provides information and procedures for maintaining and troubleshooting accounts receivable data. These basic tasks include:

- Editing Accounts Receivable Documents
- Confirming and Applying Order Management Adjusting Memos
- Deleting Accounts Receivable Data
- Checking Accounts Receivable Data Integrity

Accounts Receivable Troubleshooting
Some common problems you may encounter using the Accounts Receivable module are:

- Suspended Invoice/Memo Batches — Try to release the batch using Release AR Batches (08.400.00). If the batch does not release, review the event log to determine if one or more of the documents within the batch are out of balance. See the System Manager online help or user guide for information about the event log. You also can print the AR Edit (08.810.00) report to identify the out-of-balance documents. Out-of-balance documents are the most common reason for unreleased invoice and memo batches.

- Unreleased Payment Batches — Release the batches using Release AR Batches (08.400.00). You also can review each payment within the batch using Invoice and Memo (08.010.00).

- Cannot Select a Document for Payment — Use Document Maintenance (08.250.00) to check the document and verify the document’s status is active. Also check the customer status to verify the customer is not on hold. If these two checks do not solve the problem, verify the document has not been referenced in an unreleased batch of payments.
Editing Accounts Receivable Documents

You can edit the non-financial information of open invoices, debit memos, and credit memos entered on Invoice and Memo (08.010.00). You also can review the information of all accounts receivable documents maintained, including ones from prior fiscal periods that are paid in full.

To edit an accounts receivable document:

1. Open Document Maintenance (08.250.00).

2. Optionally, type the customer ID in Customer ID.
3. Type the document reference number in Ref Nbr.
5. Click Save on the toolbar.
Confirming and Applying Order Management Adjusting Memos

It is possible for the Accounts Receivable module to receive an invoice created in the Order Management module that has been passed through to Accounts Receivable with financial errors (for example, the wrong inventory item or item prices was defined the invoice’s line items). Such an error will perpetuate itself throughout accounts receivable records and must be formally corrected by an adjusting sales order memo. This involves using Order Management to create and submit the adjusting memo to accounts receivable and using accounts receivable to confirm and apply the adjustment to the incorrect invoice.

To confirm and apply Order Management adjusting memos:

2. Use the Order Management module to issue the adjusting memo; define and release the memo, create a shipper for the memo, print the Sales Journal (40.690.00). See the Order Management online help or user guide for more information on issuing adjusting memos.
3. Open Invoice and Memo (08.010.00).

Note: The previous two steps can be bypassed if Release Batches Automatically is selected on the Invoicing tab of Order Management Setup (40.950.00) in the Order Management module.

5. Open Payment Application (08.030.00).
6. Type the customer ID in Customer ID.
7. Place the cursor at Type and select the memo type (for example, Invoice).
8. Place the cursor at Number and press F3, or double-click the right mouse button to open Unapplied Payment/Memo List.
9. In Reference Nbr, select the number of the Order Management-generated adjusting memo, and click OK.

Figure 67: Unapplied Payment/Memo List
The document details of the batch appear in 

Payment Application (08.030.00).

10. Select **Release Now** in Handling to release the batch for posting. **Insert Level** displays.

11. Select **Batch**, and click **OK**.

You can now close Payment Application (08.030.00). To confirm the adjusting memo application, use Customer Maintenance (08.260.00) to access the information of the customer associated with the adjusting memo. Then, access Customer Activity (08.260.04) to review memo application details.
Deleting Accounts Receivable Data

When you close accounts receivable on Closing (01.560.00) in the General Ledger module, the software performs several housekeeping tasks on the database. One of these tasks is to delete unwanted data according to the Years to Retain History and Periods to Retain Tran Detail settings on the GL Options tab of AR Setup (08.950.00). Documents and transactions deleted include:

- Paid documents, such as invoices, debit memos, and finance charges
- Fully-applied documents, such as credit memos and payments
- Voided batches

If an invoice, memo, payment, or finance charge was posted in the current or a future fiscal period, the software does not delete it. If an invoice has a partial payment, neither the invoice nor the payment is deleted until the invoice is paid in full.

If you do not want to delete this data during the closing process, you can run the operation separately. You also can choose to set a new date other than the default set up on the GL Options tab of AR Setup (08.950.00).

Before you delete any Accounts Receivable data, run the following month-end reports to check for any documents that require action:

- Customer Trial Balance (08.620.00)
- Aged AR (08.610.00)
- Document Register (08.660.00)

To delete accounts receivable data:

1. Open Delete AR Detail (08.550.00), showing the default settings from the GL Options tab of AR Setup (08.950.00).

2. Select Delete Customers with no activity since to delete the information of all customers with zero balances and no activity since a specific date.

   **Note:** Individual customers with zero balances and no activity can be deleted in Customer Maintenance (08.260.00).

3. Type the date to use.
4. Click Begin Processing.
Checking Accounts Receivable Data Integrity

Periodically, run a data integrity check on accounts receivable data to check for records and batches that are in error. Setting up a schedule to search for errors can help keep your database under control.

To check accounts receivable data integrity:
1. Open *AR Integrity Check* (08.990.00).

![AR Integrity Check (08.990.00)](image)

- **Figure 69: AR Integrity Check (08.990.00)**

2. Select **Verify Posted AR Batches** to review all released accounts receivable batches to ensure that they were transferred correctly to the general ledger.
3. Select **Verify Customer Balances** to review all customer records to verify that each customer’s open document balance equals the customer’s associated current and future balances.
4. Select **Correct Customer Balances to Total Doc Balance** to review all customer records and update as necessary to agree with their supporting open document balances. **Verify Customer Balances** must be selected.
5. Select **Verify Payment Applications** to review the application process for all payments and credit memos to ensure that both adjusting and adjusted document records were updated.
6. Select **Rebuild AR History from Documents** to delete all current accounts receivable history records and rebuild these records from their associated supporting documents.
7. Select **Verify Periods of Closing** to verify that, in all documents, the period closed is populated with the correct value. If there are errors, the program will note which documents are not correct.
8. Select **Correct Periods of Closing** to verify and correct all periods of closing. If there are errors detected in the period of closing, the program will populate the period closed with the correct value. **Verify Periods of Closing** must also be selected.
9. Click **Begin Processing**.
Data Entry Screens

Invoice and Memo (08.010.00)

Used to enter the information of after-the-fact accounts receivable invoices, debit memos, and credit memos that have been prepared manually or by some other means. Invoice and Memo (08.010.00) includes total batch information as well as individual document and transaction information. Transaction batches are comprised of individual documents that will be entered into Invoice and Memo (08.010.00). The batch information is used to ensure that all documents are entered for the correct amounts, to the correct period and released for posting when the batch is complete.

Figure 70: Invoice and Memo (08.010.00) — Doc Share settings are configured in System Manager’s SharePoint Site Creation (98.360.00)

When entering invoices and memos in Invoice and Memo (08.010.00), you enter a group or batch of documents together. With batch processing, you need to physically group together the items you are entering and total the amounts to get a batch total. That batch total is used in the entry screen to help ensure that the individual documents associated with the batch have all been entered. The batch total is not affected by the type of document you are entering. For example, a batch containing an invoice for $50 and a credit memo of $40 would have a batch total of $90. Invoices and memos may be combined in the same batch.

Invoices entered into Invoice and Memo (08.010.00) will increase the customer balances, appear on the customer statements, and post to the accounts receivable and sales accounts in the general ledger.

Debit memos entered into Invoice and Memo (08.010.00) will increase customer balances. Credit memos will decrease customer balances. Both types of memos appear on the customer statements, and post to the accounts receivable and sales accounts in the general ledger.

Note: If the Order Management module is being used, most of the invoices and memos will be prepared using that module. Invoice and Memo (08.010.00) can still be used for manual invoices and memos.
The Order Management module interacts with the Inventory module (the Accounts Receivable module does not). In addition, Order Management provides greater flexibility for descriptions on invoices.

If you have both Accounts Receivable and Order Management, the module where adjusting documents need to be entered depends on whether inventory quantity, cost, or revenue should be affected. If inventory should be affected, use Order Management for correcting documents.

**Note:** Invoices and memos can also be generated by the Project Management and Accounting Flexible Billings module and in the Field Service Management Service Dispatch module. See the related documentation and online help for details.

**View Shared Documents (button)**

Click **View Shared Documents** on the application toolbar to access customer documents that reside on a SharePoint site using the Doc Share feature.

**Note:**
- To view customer documents in a SharePoint subsite document library, you must first create the library by publishing at least one document to it.
- You must have access rights to the SharePoint site to view documents. See your Microsoft Dynamics SL system administrator for assistance.

**Batch Area**

Use the Batch area to define a new batch or to select an existing batch in which to enter new invoices and memos.

**Number**

Unique numeric code assigned to a transaction batch based on the batch numbering format established on the **Other Options** tab of AR Setup (08.950.00).

**Period to Post**

Accounts receivable and general ledger fiscal period and year to which the batch should be posted.

**Status**

Current condition of the transaction batch. Options are:
- Hold — Not to be released
- Balanced — Ready for release
- Partially Released — Could not be completely released due to an out-of-balance document or other problem
- Void — A deleted batch
- Unposted — Released for posting to the general ledger but not yet posted
- Posted — Released and posted to the general ledger
- Multiple Installments — Created from a document with multi-installment terms

**Handling**

Batch management function performed upon completion of batch entry. Options are:
- Hold — Save the batch for future editing
- Release Later — Set the status of the transaction batch to Balanced for later release for posting in **Release AR Batches** (08.400.00)
- Release Now — Release the batch for posting on accessing a new or different batch, or exiting **Invoice and Memo** (08.010.00)
Data Entry Screens

- No Action — Leave the current batch status unchanged

**Total**

Total of all document amounts entered for the batch. The Batch Total will increment as additional documents are added to the batch. It should equal the Batch Control amount after all invoices/memos are entered.

**Control**

The total of all documents you will be entering in the transaction batch.

**Document Area**

Use the Document area to define a new document or to select an existing document in which to enter new transactions.

**Type**

Indicates the type of document being entered or viewed. Options are:

- Invoice — Will increase the customer’s balance
- Credit Memo — Will decrease the customer’s balance
- Debit Memo — Will increase the customer’s balance
- Cash Sale — Invoice that was paid with the sale
- Small Balance — Cannot be entered in this screen, but can be viewed
- Small Credit — Cannot be entered in this screen, but can be viewed
- Accrual Document — Will increase the customer’s accrued revenue balance, cannot be entered in this screen, but can be viewed
- Reverse Accrual — Will decrease the customer’s accrued revenue balance, cannot be entered in this screen, but can be viewed

Invoices and debit memos are treated in the same manner by the application. They increase the customer balance. A credit memo is treated similar to a payment, in that it can be applied later to an invoice to reduce the customer balance. A cash sale can be viewed as an invoice and full payment within the same document. The software does not record adjustment information for cash sale documents.

Accrual Documents and Reverse Accruals function much like invoices and payments. They are generated if consolidated invoicing is used in the Order Management module.

**Invoice/Memo Nbr**

Unique identifying code assigned to an invoice or memo. When entering a new invoice/memo, the software automatically assigns a number when you click **Save**, if you have selected **Auto Reference Numbering** under the **Other Options** tab in AR Setup (08.950.00). On reports, each invoice/memo will have its number printed beside it for identification.

**Note:** If you are also using the Order Management module, the invoice numbers generated by Order Management are independent of those generated by the Accounts Receivable module and structured in such a way that guarantees each invoice number will be unique in the database. Order management will not use an invoice number that is also used by accounts receivable and vice versa.

**Caution:** If manual reference numbers are used, keep in mind that reference numbers must be unique within the module. You cannot have an invoice or memo with the same number as another invoice or memo.

If you are editing a batch, you may use the inquiry function to look up the reference numbers associated with the current batch.
Customer ID

Associates the invoice or memo with a specific customer; displays customer’s name. If you need to create a customer or change customer information immediately, use the insert or edit function in the lookup window. You cannot delete a customer from this window.

When a customer ID is entered, the Name of the customer appears below Customer ID.

If multi-currency is enabled and the Currency ID specified for the customer in Customer Maintenance (08.260.00) is different from the batch currency, an error message or warning will display. This depends on whether Allow Customer Currency ID Override is selected in CM Setup (24.950.00) of the Currency Manager module.

In addition, if multi-currency is enabled and the Rate Type specified for the customer in Customer Maintenance (08.260.00) is different from the batch rate type, an error message or warning will display. This depends on whether Allow Customer Rate Type Override is selected in CM Setup (24.950.00) of the Currency Manager module.

Customer Inquiry

Click to access Customer Inquiry (08.200.00) to inquire about balances and activity. Customer Inquiry (08.200.00) displays summary information for the selected customer. You also can access details of documents and transactions. Customer Inquiry (08.200.00) is display-only. You cannot use it to make changes to documents.

Date

Date when the document was created; defaults to the value in Business Date on the File menu. Accept the default date or enter another date for the document. The software will automatically calculate the due date and discount date based on this date and the terms of the invoice or memo.

If multiple-installment terms are used, the value in Date is used as the basis for the installment dates.

If Date is changed after the terms have been calculated, you will be prompted to indicate whether the terms should be recalculated. If you say no, this date will revert to its original date.

Amount

Total document amount of the invoice or memo. This should equal the total of the line items entered as detail, including any applicable taxes.

Discount is calculated based on this amount if the terms specified include a discount.

For cash sale document types, this amount will be added to the deposit amount that will be passed to the Cash Manager module.

Detail Area

Use the Detail area to input or view transaction details for the document.

Cpny ID

Company to which the transaction will be posted. Defaults from Company ID on the Invoice/Memo tab. Accept the default company or select a different company if necessary. Entering a company ID different from the company ID on the Invoice/Memo tab will cause intercompany transactions to be generated when the document is released.

Note: Entry of a company ID different from that on the Invoice/Memo tab is allowed only if the intercompany relationship has been defined in Inter-Company Acct/Sub Maintenance (13.260.00).

Account

Sales or income account to which the transaction line amount will post. Defaults from A/R Sales Account on the Customer Maintenance (08.260.00), Defaults tab.
Data Entry Screens

Project
Associates the transaction with a specific project set up in the Project Controller module. Defaults from Project on the Invoice/Memo tab. This field is available only if:

- The Project Controller module is installed
- The transaction Account is associated with a project category in Chart of Account Maintenance (01.260.00) in the General Ledger module
- Project on the Invoice/Memo tab is not blank and is not set to Non Post Project on the Project Controller Setup (PA.SET.00), PC Options and Setup tab

Note: If the account has an associated project category (which normally passes the transaction to Project Controller) and Project on the Invoice/Memo tab is either blank or set to Non Post Project on the Project Controller Setup (PA.SET.00), PC Options and Setup tab, the transaction project will be set to Non Post Project. The transaction will not be passed to Project Controller.

Task
Associates the transaction with a specific task set up in the Project Controller module; required if you enter a project ID that is not the Non Post Project; available only if a project ID not equal to the Non Post Project is entered for the transaction.

Sub
Sales subaccount to which the transaction line amount will post. Defaults from A/R Sales Subaccount on the Customer Maintenance (08.260.00), Defaults tab, or is based on the project ID or task ID entered.

Quantity
Total number of items involved in the transaction (items being billed to the customer). Required if Project Controller is installed and the account ID is associated with a project category and Require Units is selected in Chart of Account Maintenance (01.260.00) in the General Ledger module.

Unit Desc
Description of the unit of measure for Quantity.

Unit Price
Per-unit selling price of the item involved in the transaction (items being billed to the customer).

Amount
Extended amount of the items involved in the transaction; calculated by multiplying the unit price by the quantity. The amount automatically extends but may be overridden.

Descr
Explanation of the transaction. The description will default according to the selection made at Tran Description Default on the Other Options tab of AR Setup (08.950.00). You may enter a description for this item being billed or accept the default. This description will print on the invoice and in reports which print detailed line items from invoices. If you are posting in detail to the general ledger, the description will also appear on the transaction rows for the general ledger accounts.

Ext Ref Nbr
Identification code of any external document, such as a customer purchase order, associated with a transaction. Enter an External Reference Number if the customer has a purchase order number or something similar for the invoice to print.
Tax Cat
Tax category applied to the line item, if appropriate; available only if Allow Tax Entry is selected on Other Options tab of AR Setup (08.950.00). Tax categories are set up in Tax Category Maintenance (21.310.00) in the Shared Information module and are used to determine the taxability of the line item.

Tax ID
Transaction detail line’s tax ID; available only if Allow Tax Entry is selected on Other Options tab of AR Setup (08.950.00). If only one tax ID is associated with the detail line, it will display here. Otherwise, an asterisk (*) will display indicating there are multiple tax IDs for the line item. In this case, click Tax to view the tax IDs for each line item.

The tax IDs for the first detail line of the document will default from either the Defaults tab in Customer Maintenance (08.260.00) or from Shipping Address (08.262.00), depending on the setting at Default From on the Defaults tab. Subsequent lines will either default using the same logic or from the previous line of the document, depending on the setting of the Sales Tax Default on the AR Setup (08.950.00), Other Options tab.

Quick Send to One-time Receiver (button)
Click Quick Send to One-time Receiver to open One-time Receiver (08.010.01) which allows the invoice, debit memo, or credit memo to be sent electronically to a recipient that is not defined as the primary recipient for the customer on the Quick Send tab of Customer Maintenance (08.260.00) or as an additional recipient for the customer on Additional Receivers (08.260.08). The Quick Send to One-time Receiver button is available when the AR Invoice/Memo document type is defined on Quick Send Setup (21.951.00) in the Shared Information module and the document is released.

Publish to SharePoint (button)
Click Publish to SharePoint to send the document to a SharePoint site using the Doc Share feature. Publish to SharePoint is available if

- Doc Share is set up for customers in System Manager SharePoint Site Configuration (98.360.00). See the System Manager online help or user guide for more information.
- Disable Document Publishing to SharePoint is not selected on the Accounts Receivable Customer Maintenance (08.260.00), Other Options tab.
- SharePoint settings for this customer are configured. Do this by clicking Create/Modify SharePoint Site on the Customer Maintenance (08.260.00) toolbar and revising the settings as needed on SharePoint Site Creation/Linking (21.960.00). You must click OK in SharePoint Site Creation/Linking (21.960.00) to prepare the SharePoint site to receive the customer’s documents.

Quick Send (button)
Click Quick Send to send the invoice, debit memo, or credit memo electronically; available only when Quick Send is set up for the AR Invoice/Memo document type on Quick Send Setup (21.951.00) in the Shared Information module. Quick Send is set up for the AR Invoice/Memo document type on the Quick Send tab of Customer Maintenance (08.260.00), and the document has been released.

Note: If the document has not been transmitted electronically, a Quick Send request is created according to the customer’s Quick Send preferences defined on the Quick Send tab of Customer Maintenance (08.260.00). Quick Send requests are also created according to each additional receiver’s Quick Send preferences defined for the customer’s AR Invoice/Memo document type on Additional Receivers (08.260.08). If the document was transmitted electronically, the customer’s and additional receiver’s Quick Send preferences indicated in the document’s Quick Send requests are used to resend the document. For more information about Quick Send requests, see “Quick Send Inquiry (21.200.00)” in the Shared Information online help or user guide.
Quick Send Inquiry (button)
Click to view details about the Quick Send request for the invoice, debit memo, or credit memo. The button is available when the document was electronically transmitted to the customer.

Invoice Preview (button)
Click to preview the invoice form. Invoice Preview (08.010.03) appears. When you are done previewing the document, close Invoice Preview (08.010.03) to return to Invoice and Memo (08.010.00). For more information about the invoice preview feature, see “Previewing Invoices, Credit Memos, and Debit Memos” on page 110.

Tax (button)
Click to view and/or enter tax information; available only if Allow Tax Entry is selected on Other Options tab of AR Setup (08.950.00).

Quick Print (printer icon)
Click to print the released invoice, debit memo, credit memo, or cash sale (Quick Print works only for documents that have been released). If Quick Print is clicked before the document is released, you are asked to release the document first. If any information on the screen has not been saved, you are asked to save the screen first. These documents print as Invoice/Memo (08.760.00) reports.
**Invoice and Memo, Invoice/Memo Tab**

Used to enter transaction information for the invoice or memo.

![Invoice/Memo tab of Invoice and Memo (08.010.00) — AR Invoice/Memo document type is defined in Quick Send Setup (21.951.00) and a SharePoint site is configured in SharePoint Site Creation/Linking (21.960.00)](image)

**Description**

Explanation of the document. This description will be printed on statements and the Customer Trial Balance (08.620.00) report.

**Terms**

Terms ID that controls the discount and due dates and discount amount of the document. The customer Terms ID set up on the Customer Information tab on Customer Maintenance (08.260.00) will automatically come into Invoice and Memo (08.010.00) and into the Order Management module when entering orders or invoices. The default may be overridden for each invoice. Use the inquiry function to look up valid terms IDs. The description of the terms selected is displayed beside the terms ID.

**Note:** Multiple installments are used to create scheduled payments for an invoice. Only invoice documents may have multiple installment terms. If you are entering a multiple installment invoice, enter the Terms ID for multiple installments you set up in the Terms Maintenance (21.270.00) screen of the Shared Information module. For more information about setting up multiple installment terms, see the Terms Maintenance (21.270.00) section of the Shared Information help or user guide.

When you enter the amount of the document, the drill down button to the right of the Terms ID field becomes enabled so that you can view the specific details such as the installment date and installment amount.

**Example:** If you create an installment type terms ID with 6 installments and you create a $600 invoice with a calculation type of equal installments, six separate invoices, for $600 each, will be created in a separate batch when you release the batch for the master document. The batch containing the master
invoice credits the income account and debits the Accounts Receivable account for the total amount of the invoice. The new batch that gets created does not affect General Ledger. In this example, all $600 will be posted at this time. The Accounts Receivable account will be debited for $600 and the income account will be credited for $600. The installment batch status is (M) multiple installment. Each one of the installment documents will be available to apply a payment against. Each installment document will be due on different dates depending on how you have the Terms ID set up.

**Terms Details**
You must specify a multiple installment terms ID to activate this button. It displays the installment information on Terms Details (08.010.02).

**Project**
Associates the document with a specific project set up in the Project Controller module. If you are using Project Controller and A/R Account on the Account Override tab is associated with a Project Category in Chart of Account Maintenance (01.260.00) in the General Ledger module, enter the appropriate project for this document.

**Note:** Entry of a project in this field controls whether project information can be entered in the Detail area. If either no project or the Non Post Project on the PC Options and Setup tab of Project Controller Setup (PA.SET.00) is specified in this field, project information cannot be entered in the Detail area, and the invoice information will not be transferred to the Project Management and Accounting modules.

**Sales Ord Nbr**
Number of the sales order associated with the document. If you are using the Order Management module, this field will contain the lowest sales order number associated with the document.

**Note:** If the document was created using the Consolidated Invoice (40.682.00) report in the Order Management module, multiple sales orders can be included on the same document.

**Company ID**
Company identification code and company description (name) to which the document will be posted. If you need to change the company ID, use the Account Override tab.

**Salesperson ID**
Unique alphanumeric code assigned to the salesperson. If you specify a project ID in Project, the Salesperson ID defaults from Salesperson on the Project tab in Project Maintenance (PA.PRJ.00). Otherwise, the Salesperson ID defaults from Salesperson on the Other Options tab of Customer Maintenance (08.260.00). If the default is entered or changed, the code entered must be a Salesperson ID previously defined in Salesperson Maintenance (08.310.00).

**Disc Date**
Date by which the document must be paid to receive the specified discount. The system calculates the discount date based on Document Date and Terms. The discount date may be overridden during data entry.

**Due Date**
Date when payment of the document is due. The system calculates the due date based on the values of Document Date and Terms. The due date may be overridden during data entry.

**Discount**
Amount to deduct from the document amount at payment time if the document is paid on or before the discount date; calculated based on the discount percentage of the payment terms and the total entered in Invoice/Memo Amount.
Note: Discounts are not permitted on documents for which multiple-installment terms have been specified.

Total
Running total of all transaction detail lines and taxes entered for the document. The Document Total will increment as additional line items are entered in the transaction area. This should equal the document Amount once all the line items and tax information is entered.
Invoice and Memo, Account Override Tab

Used to override the company (the company specified in Company ID on the Invoice/Memo tab) and the default general ledger account and subaccount set up for the customer for the accounts receivable portion of the entry.

![Invoice and Memo Account Override Tab](image)

**Figure 72**: Account Override tab of Invoice and Memo (08.010.00) — AR Invoice/Memo document type is not defined in Quick Send Setup (21.951.00) and Doc Share features are not enabled

**Company ID**

Identification number and name of the company to which this document should be posted. Defaults to the current login company. After you enter a company ID, it will also display in Company ID on the Invoice/Memo tab.

**A/R Account**

The account to which the document amount will be posted.

If this is an invoice, credit memo, or debit memo, this is an accounts receivable account. The accounts receivable account defaults from Accounts Receivable Account on the Customer Maintenance (08.260.00), Defaults tab. If this value has not been specified, it defaults from Accounts Receivable Account on the AR Setup (08.950.00), Invoice Accounts tab.

If this is a cash sale, this is the cash account to which the document amount will be posted. It defaults from Default Cash Account on the AR Setup (08.950.00), Invoice Accounts tab.

If necessary, enter a different account to update in the general ledger for this document.

**A/R Subaccount**

The subaccount to which the document amount will be posted.

If this is an invoice, credit memo, or debit memo, this is an accounts receivable subaccount. The accounts receivable subaccount defaults from Accounts Receivable Subaccount on Customer Maintenance (08.260.00), Defaults tab. If this value has not been specified, it defaults from Accounts Receivable Subaccount on the AR Setup (08.950.00), Invoice Accounts tab.
If this is a cash sale, this is the cash account to which the document amount will be posted. It defaults from Default Cash Account Subaccount on the AR Setup (08.950.00), Invoice Accounts tab.
If necessary, enter a different subaccount to update in the general ledger for this document.
**Tax**

Used to view and/or enter the tax information associated with the current transaction detail line of an accounts receivable document. **Tax** accumulates the tax for the whole document. When reviewing **Tax**, you will see both Current Detail and Document Totals.

![Image of Tax Screen](image.png)

*Figure 73: Tax*

**Current Detail Area**

The Current Detail area displays the tax information for the current detail row determined by the placement of your cursor. You may enter up to four tax IDs or group tax IDs used to calculate taxable and tax amounts for the current transaction detail line.

**Tax ID**

Tax ID or group tax ID used to calculate taxable and tax amounts for the current transaction detail line. You may change or add tax IDs, if necessary.

**Taxable**

Taxable amount per ID applied to the current transaction detail line.

**Tax**

Tax per ID applied to the current transaction detail line. Computed based on the tax rates set up in the Shared Information module. You may not override the tax amounts for each tax ID.

**Document Totals Area**

The Document Totals area displays the totals by Tax ID for the document in total. You may use up to four tax IDs or group tax IDs that indicate which taxes are applied to the document; includes taxes that were applied to the current transaction detail line as well as any other detail line in the document.

*Tax* is opened by clicking **Tax** in *Invoice and Memo* (08.010.00).

**Tax ID**

Tax IDs or group tax IDs that indicate which taxes are applied to the document.

**Taxable**

Total taxable amount per tax ID applied to the document. This is set equal to the sum of the taxable amounts from the detail lines and cannot be overridden.
Tax
Total tax per tax ID applied to the document. This amount may be overridden. If the amount is overridden, the difference between the override amount and the sum of the automatically calculated tax amounts from the detail lines will be adjusted against the tax amount of the first line in the grid when the document is saved. If the adjustment is a reduction in the tax amount and it is more than the tax amount of the first line in the grid, the remaining reduction will be applied against the next row(s) until fully applied.

**Note:** If the Calculation Type specified in Tax Maintenance (21.280.00) for the tax ID is Document, the sum of the automatically calculated tax amounts for the transaction lines may not equal the tax amount calculated at the document level due to rounding differences. In that case, the difference is applied to the lines in the same manner as the override variance discussed above.

**Doc Tax Total**
Total of all taxes applied to the document.

**Current Detail Row**
Number of the transaction detail line associated with the tax detail currently displayed.
One-time Receiver (08.010.01)

Use to identify the Quick Send preferences for a recipient that is not defined as the primary recipient for the customer on the **Quick Send** tab of **Customer Maintenance** (08.260.00) or as an additional recipient for the customer on **Additional Receivers** (08.260.08) and send a released invoice, debit memo, or credit memo electronically to the one-time recipient. The Quick Send preferences for the one-time recipient are not retained for future use.

One-time Receiver (08.010.01) is opened by clicking **Quick Send to One-time Receiver** on **Invoice and Memo** (08.010.00).

**Customer ID**
Customer ID displays the customer identification number associated with the invoice, debit memo, or credit memo.

**Document Type**
Document Type displays the kind of document associated with the invoice, debit memo, or credit memo.

**Invoice/Memo Nbr**
Invoice/Memo Nbr displays the unique code assigned to the invoice, debit memo, or credit memo.

**Delivery Method**
Delivery Method is the manner in which the electronically-transmitted invoice, debit memo, or credit memo will be received by the one-time recipient. Delivery methods are Email and Fax. The method defaults from Delivery Method on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Delivery Method on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.
Request Priority

Request Priority is the precedence assigned to the processing of the Quick Send request by Application Server. Request priorities are High, Low, and Normal. The priority defaults from Request Priority on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Request Priority on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

Receiver Email Address

Receiver Email Address identifies the email address of the one-time recipient to whom the invoice, debit memo, or credit memo will be sent. The email address defaults from E-mail Address (Main Address) on the Address Info tab of Customer Maintenance (08.260.00).

Reply Email Address

Reply Email Address identifies the email address used when the one-time recipient replies to the email message containing the invoice, debit memo, or credit memo. The email address defaults from Reply Email Address on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Reply Email Address on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

Email Attachment File Type

Email Attachment File Type specifies the format of the file to be created to hold the invoice, debit memo, or credit memo you send to the one-time recipient. File types for documents sent electronically via email are Text, Word, Crystal Reports, Excel, Adobe Acrobat, Rich Text, XML, and Comma-separated values. File types for documents sent electronically via fax are Text, Word, Excel, and Rich Text. The file type defaults from Email Attachment File Type on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Email Attachment File Type on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

Fax Receiver Name

Fax Receiver Name designates the name that will appear on the cover sheet accompanying the invoice, debit memo, or credit memo faxed to the one-time recipient. The name defaults from Attention (Main Address) on the Address Info tab of Customer Maintenance (08.260.00).

Fax Prefix

Use Fax Prefix to specify a sequence of numbers, such as a country code (for example, 061 011), that must be dialed prior to the Receiver Fax Number. The fax prefix defaults from Fax Prefix on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Fax Prefix on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

Dial Area Code (check box)

If you select Dial Area Code, the first three digits of Receiver Fax Number will be dialed as the area code when the invoice, debit memo, or credit memo is transmitted to the one-time recipient. Clear this check box if the fax phone number is a local number for which dialing the area code is not required.

Receiver Fax Number

Receiver Fax Number designates the phone number that will receive the invoice, debit memo, or credit memo faxed to the one-time recipient. The fax number defaults from Fax/Ext (Main Address) on the Address Info tab of Customer Maintenance (08.260.00).
Fax Sender Name

Fax Sender Name specifies the name of the individual who will send the invoice, debit memo, or credit memo to the one-time recipient. The name defaults from Fax Sender Name on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Fax Sender Name on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

Sender Fax Number

Sender Fax Number indicates the phone number that will be the source of the invoice, debit memo, or credit memo faxed to the one-time recipient. The fax number defaults from Sender Fax Number on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Sender Fax Number on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer. For more information about the fax cover sheet, see “Using Application Server” in the Application Server online help or user guide.

Include Fax Cover Sheet (check box)

Include Fax Cover Sheet indicates whether a cover sheet should precede the invoice, debit memo, or credit memo sent to the one-time recipient. The setting defaults from Include Fax Cover Sheet on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Include Fax Cover Sheet on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

Fax Response (check boxes)

Your selections in the Fax Response check boxes will appear in the Notes area of the fax cover sheet. Select one or more check boxes to indicate how you want the one-time recipient to process the fax. The Fax Response check boxes are:

- **Urgent** — Defaults from Fax Response – Urgent on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Fax Response – Urgent on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

- **For Review** — Defaults from Fax Response – For Review on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Fax Response – For Review on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

- **Please Comment** — Defaults from Fax Response – Please Comment on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Fax Response – Please Comment on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

- **Please Reply** — Defaults from Fax Response – Please Reply on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Fax Response – Please Reply on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

- **Please Recycle** — Defaults from Fax Response – Please Recycle on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Fax Response – Please Recycle on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

Subject Text

Subject Text is the wording that appears in the Subject of the email message or in the Regarding area on the fax cover sheet that accompanies the invoice, debit memo, or credit memo sent to the one-time recipient. The text defaults from Subject Text on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Subject
Text on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

You can specify the following variables within the subject text to personalize the email message or fax to the one-time recipient:

- <Customer Name>
- <Reference Number>
- <Document Amount>
- <Company Name>

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.

Example: You enter a variable to customize the default subject text: “Current invoice from <Company Name>”. If the company name is Contoso, Ltd, the subject text for the email message or fax cover sheet reads, “Current invoice from Contoso, Ltd”.

Body Text

Body Text is the wording that appears in the body of an email message or in the Notes area on a fax cover sheet. The text defaults from Body Text on the Quick Send tab of Customer Maintenance (08.260.00) when the AR Invoice/Memo document type is defined for the customer or from Body Text on Quick Send Setup (21.950.00) in the Shared Information module when the AR Invoice/Memo document type is not defined for the customer.

You can specify the following variables within the body text to personalize the email message or fax to the one-time recipient:

- <Customer Name>
- <Reference Number>
- <Document Amount>
- <Company Name>

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.

Example: You enter a variable to personalize the body text: “Here is an invoice for <Customer Name>”. When you send the invoice electronically to the one-time recipient, the email message or fax cover sheet body text reads, “Here is an invoice for Kim Abercrombie” since the one-time recipient is associated with the customer, Kim Abercrombie.

Send Request (button)

Click Send Request to transmit the invoice, debit memo, or credit memo electronically to the one-time recipient.

Cancel (button)

Click Cancel to close this window without recording any changes to the database, returning to Invoice and Memo (08.010.00).
Terms Details (08.010.02)

![Image of Terms Details (08.010.02)](image)

**Figure 75: Terms Details (08.010.02)**

Used to view and/or enter the installment details when installment terms are specified on *Invoice and Memo* (08.010.00). *Terms Details* (08.010.02) is opened by clicking *Terms Details* on *Invoice and Memo* (08.010.00).

**Installment Number**

Populated automatically with the values 1 through the *Number of Installments* specified for the terms ID on *Terms Maintenance* (21.270.00). If lines are added or deleted in the grid, the installment number will automatically recalculate when you exit the screen.

**Days**

Number of days from the *Document Date* on *Invoice and Memo* (08.010.00) to the *Installment Date*. Defaults based on the *Frequency* specified for the terms ID on *Terms Maintenance* (21.270.00). If changed, recalculates *Installment Date*. Must be greater than or equal to the previous line’s *Days* and less than or equal to the next line’s *Days*.

**Installment Date**

Due date for the installment. Defaults based on *Document Date* (on *Invoice and Menu* (08.010.00)) plus *Days*. If changed, recalculates *Days*. Must be greater than or equal to the previous line’s *Installment Date* and less than or equal to the next line’s *Installment Date*.

**Installment Amount**

Amount for which the installment document will be created. Defaults based on the *Calculation Method* specified for the terms ID on *Terms Maintenance* (21.270.00).

**Installment Total**

Sum of the installment amounts from the grid. Must equal *Document Amount* on *Invoice and Memo* (08.010.00) to exit the screen.
Invoice Preview (08.010.03)

Figure 75: Invoice Preview (08.010.03)

Used to preview an unreleased invoice, debit memo, credit memo, or cash sale that you created in Invoice and Memo (08.010.00). This screen lets you review the previewed invoice for errors, close the preview, and fix errors before you release the document.

Invoice Preview (08.010.03) is opened by clicking Invoice Preview on Invoice and Memo (08.010.00). If you want to preview more than one document at one time, use AR Invoice Preview (QQ.082.20). For more information about this screen, see “Previewing Invoices, Debit Memos, and Credit Memos” on page 105 and “AR Invoice Preview (QQ.082.20)” on page 180.

For more information about the paging, refreshing, printing, viewing, and exporting controls in the toolbar, see the “Previewing and Printing Reports” topic in the Reporting Guide Help or user’s guide.
Payment Application (08.030.00)

This screen is used to enter checks or similar cash instruments that have been received by the company for the payment of accounts receivable invoices. It can also be used to apply previously entered unapplied customer payments, prepayments, and credit memos to invoices, debit memos, or finance charges. When the remaining balance of an invoice falls below a specified amount — optionally set up in AR Setup (08.950.00) — the program can create a small balance write-off transaction.

Note: Payment Application (08.030.00) is not used to enter prepayments and credit memos; enter prepayments in Payment Entry (08.050.00) and credit memos in Invoice and Memo (08.010.00).

![Payment Application (08.030.00)](image)

In addition to Payment Application (08.030.00), payments can be entered through Payment Entry (08.050.00) or through Cash Account Transactions (20.010.00) in the Cash Manager module (Cash Manager is not normally used for recording customer receipts). When determining which window to use for payment entry, consider these Payment Application (08.030.00) characteristics:

- Can be used to enter payments, with or without applying them to invoices
- Must be used when manually applying payments to specific invoices
- Can be used to auto apply payments to invoices
- Cannot be used for prepayments
- Can be used to write off small balances

Cash receipts can be applied in either of two ways: manually or automatically. Deciding the method to use depends in part on how customer statements are printed, as follows:

- Balance forward statements — All prior period open documents will be lumped into one balance forward amount and only the current period activity will be shown in detail. Since all documents are not shown on the statement, payments usually do not need to be applied to specific invoices, and can be applied using auto payment application. However, you have the option of setting up
Balance Forward customers to require the manual application of payments by not activating **Auto Apply Payments** in Customer Maintenance (08.260.00).

**Note:** If **Auto Apply Payments** in Customer Maintenance (08.260.00) is not activated for a Balance Forward customer, cash receipts can be manually applied to specific invoices. If **Auto Apply Payments** is activated, payments are immediately applied to the oldest invoices first when the payment (application/entry) batch is released.

- Open item statements — All open documents will be shown in detail regardless of the period they were entered. For open item customers, payments are more likely to need to be applied manually. If you have a policy of applying payments to the oldest documents first, the payments can be applied using auto payment application.

**Note:** Whether you select Balance forward or Open item statements has no impact on the data stored. The individual documents are still maintained in the system. Only the Statements and the payment application methods are affected.

If payments are to be manually applied to specific invoices, **Payment Application** (08.030.00) is used for this function, even though the payment may have been originally entered through the Cash Manager module or **Payment Entry** (08.050.00).

If you use the balance forward option for customers, or have a policy to apply cash payments to the oldest documents first for open item customers, the cash application process can be simplified in one of the following ways:

- **Set up customers with the Auto Apply Payments option in Customer Maintenance (08.260.00).** Their payments will be automatically applied when the batch is released. If you select this option, you will not have the choice of manually applying their payments.

- **Enter, but do not apply, payments in Payment Application (08.030.00), Payment Entry (08.050.00), or Cash Account Transactions (20.010.00) in the Cash Manager module. Then use Auto Payment Application (08.510.00) to apply the payments at the same time.**

- **Within Payment Application (08.030.00), use the Auto Apply tab to apply the payments in the order in which the documents are listed in the Detail area on the tab. This gives you the ability to override the default application order if necessary.**

**Caution:** If customers have been set up with the **Auto Apply Payments** option in the Customer Maintenance (08.260.00), their payments will be automatically applied immediately upon release of the payment batch. You will not have the choice of manually applying their payments.

**Note:** You can save the payment and continue with a new payment or finish the batch after **Payment/Memo Orig Amount** is completed without applying the payment to any of the open items (unless the customer is set for auto payment applications). This will credit the payment to the customer’s account but will leave it open for future application. You can apply the payment to the customer’s invoices later, using **Auto Payment Application** (08.510.00) or by calling it up again in **Payment Application** (08.030.00).

When payment batches are released, the customer account is credited for the payment, whether or not it was applied to any of the invoices. The transaction batch to update the general ledger cash and accounts receivable accounts is also created.

**Batch Area**

Use the Batch area to define a new batch or to select an existing batch in which to enter new payments, prepayments, and memos.

**Number (Batch)**

Unique numeric code assigned to a transaction batch.
Note: If an existing batch created in the Cash Manager module contains a document with a blank customer ID, Apply Customer ID to Document (08.032.00) is automatically displayed so you can enter the missing information.

Period to Post
Fiscal period and year in which to post the transaction batch.

Deposit Date
Date the payment was deposited to the specified account. Defaults to the value in Business Date on the File menu.

Status
Current condition of the transaction batch. Options are:
- Hold — Not to be released
- Balanced — Ready for release
- Partially Released — Not completely released due to an out-of-balance document or other problem
- Void — A deleted batch
- Unposted — Released for posting to the general ledger but not yet posted
- Posted — Released and posted to the general ledger

Handling
Batch management function performed upon completion of batch entry. Options are:
- Hold — Save the batch for future editing
- Release Later — Set the status of the batch to Balanced to prepare for later release
- Release Now — Release the batch for posting on accessing a new or different batch or exiting Payment Application (08.030.00)
- No Action — Leave the current batch status unchanged

Total
Running total of Pmt/Memo Orig Amt for all new payments entered in the batch.

Note: This amount is increased by any discounts taken during the batch release.

Control
Total amount of the transaction batch. If you are entering new payments, enter the total of the payments in the batch. If you are applying previously entered payments, the batch total will be zero, because no new transactions will be posted to the general ledger.

Note: This amount is increased by any discounts taken during the batch release.

Document Area
Use the Document area to define a new document or to select an existing document to apply.

Customer ID
Unique alphanumeric code assigned to a customer and the customer’s name. Enter the Customer ID. Once the Customer ID is entered, the open documents for the customer appear in the Detail area of the window.
Note: A warning will be given if the number of documents appearing in the Detail area of the screen is greater than the value in Number of documents to display in Payment Applications screen (08.030) before message on the AR Setup (08.950.00), Other Options tab.

If Auto Apply Payments has been selected for this customer in Customer Maintenance (08.260.00), the open documents will not be displayed.

If multi-currency is enabled and the currency ID specified for the customer in Customer Maintenance (08.260.00) is different from the batch currency, an error message or warning will appear. This depends on whether Allow Customer Currency ID Override is selected in CM Setup (24.950.00) of the Currency Manager module.

In addition, if multi-currency is enabled and a rate type is specified for the customer in Customer Maintenance (08.260.00) that is different from the batch rate type, an error message or warning will appear. This depends on whether Allow Customer Rate Type Override is selected in CM Setup (24.950.00) of the Currency Manager module.

Customer Inquiry

Click to view the customer’s account activity.

Type

Indicates if the document being entered is a payment, prepayment, or credit memo.

- Payment — Select when entering a new payment or to apply a previously entered payment to open documents.
- Credit Memo — Select to apply an existing credit memo to an invoice, debit memo, or finance charge. You may not add credit memos in this screen. They must be entered in Invoice and Memo (08.010.00).
- Prepayment — Select to apply an existing prepayment to an invoice, debit memo, or finance charge. You may not add prepayments in this screen. They must be entered in Payment Entry (08.050.00).

Number (Document)

Unique identifying code assigned to each document. Enter the reference number of the payment being entered. Most companies use the customer’s check number as the reference number when entering payments.

To apply an existing payment, credit memo, or prepayment against an invoice or debit memo, enter that reference number or use the inquiry function to look up open documents for the customer.

Date

Date when payment was received; defaults to the value in Business Date on the File menu. Enter the payment date for new payments. For existing documents, this field will display the original document Date.

Customer Balance

Current total of the customer’s open accounts receivable documents for all companies.

Pmt/Memo Orig Amt

Original amount of the document. Enter the total payment (amount of check) being applied. If this is an existing payment, credit memo, or prepayment, the amount will be display-only and set to the original amount of that document.
Balance Write-Off
Click to write off a small balance (optionally, over multiple accounts); available only if Allow Small Balance Write Off in Payment Applications is selected and Maximum Small Balance is specified on AR Setup (08.950.00).

When you first open Payment Application (08.030.00), Balance Write-off is not active. It becomes available only when a payment or credit memo is applied to an invoice, resulting in a remaining balance on the invoice of less than the Maximum Small Balance in AR Setup (08.950.00).

Detail Area
Use the Detail area to input or view payment transaction details; not available if Auto Apply Payments is selected on the Customer Maintenance (08.260.00), Other Options tab.

Reference Nbr
Unique code that identifies the open invoice, debit memo, or finance charge document.

Note: This field is normally display-only; however, if the number of open documents available to display in the grid exceeds Number of documents to display in Payment Applications screen (08.030) before message on the AR Setup (08.950.00), Other Options tab, you will be prompted to indicate whether you want to display all of the documents. If you choose not to display them, Reference Nbr will be enabled, and you will be able to manually enter in the grid the open documents to which the payment should be applied.

Company ID
Company ID of the document. This will be the login company unless Activate Centralized Cash Processing is selected in GL Setup (01.950.00) and you are logged on to the master company.

Amount to Apply
Amount of the payment or credit memo to be applied against the invoice, debit memo, or finance charge. Sum of Amount to Apply and Cash Disc cannot exceed Doc Balance. Sum of all Amount to Apply values in the Detail area cannot reduce Unapplied Balance below zero.

Cash Disc
Amount of discount to apply to the invoice, debit memo, or finance charge. Cannot exceed Disc Balance. Sum of Amount to Apply and Cash Disc cannot exceed Doc Balance. Sum of all Amount to Apply values in the Detail area cannot reduce Unapplied Balance below zero.

Doc Balance
Remaining balance on the open document, adjusted for any amount entered in Amount to Apply or Cash Disc for the grid line and for any small balance write-off taken in this document.

Disc Balance
Discount amount remaining on the open document; calculated by deducting the discount amount used from the original discount balance.

Orig Currency
Original currency of the invoice, debit memo, or finance charge document.

Sales Order Nbr
Minimum sales order number associated with the invoice.

Description
Explanation of the open document.
Type (Detail)
Indicates whether the document being paid is an invoice (IN), debit memo (DM), or finance charge (FI).

Doc Date
Date when the open document was originally issued.

Disc Date
Date by which the document must be paid in order to deduct its discount amount from its payment balances.

Due Date
Date on which payment of the document is due.
Payment Application, Payment/Memo Tab

Used to input or view posting and application information about the payment or memo. For each payment or credit memo, the software keeps track of the amount of the payment you have applied to invoices, debit memos, and finance charges as you apply them. It will allow you to enter a payment for more than an invoice amount. The invoice will be zeroed out and the payment will have a remaining balance.

![Payment Application, Payment/Memo Tab](image)

**Account**

Cash account to debit for the amount of the payment for new payment documents entered. This field defaults to the value of Default Cash Account set on the AR Setup (08.950.00). Invoice Accounts tab. It may be overridden if not correct for this particular batch.

If the Cash Manager module is used, this value must be the same for all new payment documents in the batch (because the total of the batch will be posted as a single deposit in Cash Manager).

If an existing document is selected, the original cash account to which it was posted will display and is not editable.

**Note:** When applying existing documents, a general ledger entry will be generated only if the accounts receivable company, account, or subaccount of the document to which the payment or credit memo is applied is different from the accounts receivable company, account, or subaccount to which the payment or credit memo was originally charged.

**Subaccount**

Cash subaccount to debit for the amount of the payment for new payment documents entered. This field defaults to the value of Default Cash Account Subaccount set on the AR Setup (08.950.00), Invoice Accounts tab. It may be overridden if not correct for this particular batch.

If the Cash Manager module is used, this value must be the same for all new payment documents in the batch (because the total of the batch will be posted as a single deposit in Cash Manager).
If an existing document is selected, the original cash subaccount to which it was posted will display and is not editable.

**Note:** When applying existing documents, a general ledger entry will be generated only if the accounts receivable company, account, or subaccount of the document to which the payment or credit memo is applied is different from the accounts receivable company, account, or subaccount to which the payment or credit memo was originally charged.

**Application Total**
Running total of **Amount to Apply** entered against customer documents (invoices, debit memos, and finance charges) in the Detail area.

**Unapplied Balance**
Any remaining payment, prepayment, or credit memo amount not yet applied to a customer’s open documents (invoice, debit memo, or finance charge); saved as an unapplied credit when you exit the batch.

**Cash Discount**
Running total of the cash discount entered against customer documents (invoices, debit memos, and finance charges) in the Detail area. This is the total discount amount applied to invoices.
Payment Application, Auto Apply Tab

Used to have the system automatically apply a customer payment, prepayment, or credit memo entered on Payment Application (08.030.00) to the customer’s invoices, debit memos, and finance charges. Applications are made in the order in which the documents appear in the Detail area.

If Auto Apply Payments in Customer Maintenance (08.260.00) has been selected for this customer, the Auto Apply tab is unavailable.

![Image: Auto Apply tab of Payment Application (08.030.00)]

**Figure 78: Auto Apply tab of Payment Application (08.030.00)**

**Total Amount to Apply**

Unapplied balance of the payment, prepayment, or credit memo to be automatically applied to the open invoices in the grid when the Apply Amount button is clicked. This amount defaults from Unapplied Balance on the Payment/Memo tab. Accept this amount or enter the amount that you wish to apply automatically.

**Apply Amount**

Click to apply the amount to displayed documents. This will apply the amount at Total Amount to Apply in the order the documents are listed in the Detail area, by distributing amounts under Amount to Apply in the Detail area of the window.

If the results of the automatic application are not what you wanted, you can manually enter different amounts at Amount to Apply before releasing the batch or delete the amounts that the system entered, change the sort order, and re-click Apply Amount.
Payment Application, Sort Order Tab

Used to determine in what order the documents are sorted. You can sort documents by due date, reference number, or document type. Used with the Auto Apply tab and for customers who have Auto Apply Payments selected in Customer Maintenance (08.260.00): during payment application, payments will be applied to the documents in the order the documents appear on the Sort Order tab.

![Sort Order tab of Payment Application (08.030.00)](image)

The sort order for the open documents displayed in the Detail area will default to the option selected in AR Setup (08.950.00). To change the sort and payment application order, select the appropriate option on this tab.

**By Due Date**
Select to sort documents by due date. Documents will be sorted by the due date of the document (oldest at the top).

**By Reference Number**
Select to sort documents by reference number. Documents will be sorted by reference number, with the lowest numbers at the top of the list.

**By Doc Type**
Select to sort documents by document type. Documents will be sorted by the type of document (that is, Debit Memos, Finance Charges, and Invoices).
Small Balance Write-Off (08.030.05)

Used to write off small balances over multiple accounts during payment application; available only if you have completed the following on the Customer Defaults tab in AR Setup (08.950.00):

- Selected Allow Small Balance Write Off in Payment Applications.
- Defined the maximum small-balance write-off amount at Maximum Small Balance.

Access Small Balance Write Off (08.030.05) by clicking Balance Write Off in Payment Application (08.030.00). (Balance Write-off is available only when a payment or credit memo is applied to an invoice, resulting in a remaining balance on the invoice of less than the small balance parameter set up in AR Setup (08.950.00).)

Small Balance Write Off (08.030.05) displays the information for the invoice, including the reference number, customer ID and the remaining balance after application of the payment.

The Detail area of the window will default to the Default Small Balance WO Account and Subaccount for write-offs specified on the AR Setup (08.950.00), Payment Accounts tab. Account and Subaccount can be changed, if necessary. Enter the amount to be written off (which will most likely be the entire remaining balance) and click OK to return to Payment Application (08.030.00). Multiple lines of distribution may be added, if necessary.

Note: The write-off will be posted to the document company of the invoice, debit memo, or finance charge.

![Figure 80: Small Balance Write Off (08.030.05)](image)

**Ref Nbr**
Identification code of the document that is being written off.

**Doc Bal**
Unpaid balance of the invoice, debit memo, or finance charge document. The total amount to be written off must not exceed this amount.

**Customer ID**
Customer ID and name associated with the invoice, debit memo, or finance charge document.

**Account**
Account to debit for the write-off amount. Defaults from Default Small Balance WO Account on the AR Setup (08.950.00), Payment Accounts tab.
Subaccount
Subaccount to debit for the write-off amount. Defaults from Default Small Balance WO Account Subaccount on the AR Setup (08.950.00), Payment Accounts tab.

Write Off Amt
Amount to write off to the detail Account and Subaccount.

Total Write-Off At
Sum of Write Off Amt for all detail lines. Cannot exceed Doc Bal.
Apply Customer ID to Document (08.032.00)

Apply Customer ID to Document (08.032.00) is automatically called from Payment Applications (08.030.00) when a batch number is entered for a batch that originated in Cash Manager and contains documents without assigned Customer IDs. Since batches containing documents without Customer IDs cannot be processed in Payment Applications (08.030.00), this screen allows you to edit the document by adding necessary Customer IDs. Once Customer IDs are entered, the batch can be processed normally by Payment Applications (08.030.00).

**Note:** If customer IDs are not assigned to all documents, this batch will not display in Payment Applications (08.030.00).

![Apply Customer ID to Document (08.032.00)](image)

**Batch Number**
The accounts receivable batch number for this transaction.

**Reference Number**
The document number you entered for this transaction when it was processed in the Cash Manager module.

**Doc Date**
The date entered for this batch when it was processed in the Cash Manager module.

**Doc Balance**
The total amount of the document being processed.

**Customer ID**
The customer ID being assigned to this document. Batches processed through Cash Manager must be updated with a customer ID so the Payment Application (08.030.00) can complete processing of the batch.

**Save**
Click to save the entries made.
Ok
Click to apply a customer ID to each document in the batch that is missing that value.
Payment Entry (08.050.00)

Used to record customer payments that will be applied later. You can also enter prepayments using this screen. Instead of affecting the accounts receivable account in the general ledger, a prepayment credits the liability account specified in Prepayment Account and Prepayment Subaccount on the Customer Maintenance (08.260.00), Defaults tab. When you apply a prepayment to an invoice, debit memo, or finance charge in Payment Application (08.030.00), the prepayment will post as a debit to the prepayment liability account and a credit to the accounts receivable account.

![Payment Entry (08.050.00)](image)

**Note:** You can also enter payments using Payment Application (08.030.00) or on Cash Account Transactions (20.010.00) in the Cash Manager module (Cash Manager is not normally used for recording customer receipts). Consider these Payment Entry (08.050.00) characteristics when deciding which screen to use for payment entry:

- Can be used for initial payment entry
- Cannot be used to manually apply payments to invoices
- Must be used if receipt is a prepayment
- Often used in situations where data entry persons should not have ability to manually apply payments to invoices

**Batch Area**

Use the Batch area to define a new batch or to select an existing batch in which to enter new payments.

**Number**

Unique numeric code assigned to a transaction batch.

**Period to Post**

Accounts receivable and general ledger fiscal period and year to which the batch should be posted; default is the Current Period Number on AR Setup (08.950.00).
Deposit Date
Date cash was deposited in the bank account; defaults to the value in Business Date on the File menu.

Status
Current condition of the transaction batch. Options are:
- Hold — Not to be released
- Balanced — Ready for release
- Partially Released — Could not be completely released due to an out-of-balance document or other problem
- Void — A deleted batch
- Unposted — Released for posting to the general ledger but not yet posted
- Posted — Released and posted to the general ledger

Handling
Controls the batch management function performed when you complete batch entry. Options are:
- Hold — Save the batch for future editing
- Release Later — Set the batch’s status to balanced to prepare for later release for posting
- Release Now — Release the batch for posting on accessing a new or different batch or exiting Payment Entry (08.050.00)
- No Action — leave the current batch status unchanged

Total (Batch)
Running total of Document Payment Total for all documents entered for the batch.

Note: This amount is increased by any discounts taken during the batch release.

Control
Total amount of the transaction batch.

Note: This amount is increased by any discounts taken during the batch release.

Document Area
Use the Document area to define a new document or to select an existing document in which to enter new transactions.

Number
Unique identifying code assigned to each document. Type the reference number of the payment being entered. Most companies use the customer’s check number as the reference number when they input new payments.
Type
Indicates if the document is a payment or a prepayment. Options are:
- Payment — Receipt for invoice that has been billed to the customer
- Prepayment — Receipt for invoice that has not yet been posted

Customer ID
Customer's ID and name; the ID of the customer to which the payment is being applied.
If multi-currency is enabled and a Currency ID is specified for the customer in Customer Maintenance (08.260.00) that is different from the batch currency, an error message or warning will appear. This depends on whether Allow Customer Currency ID Override is selected on CM Setup (24.950.00) of the Currency Manager module.
In addition, if multi-currency is enabled and a Rate Type is specified for the customer in Customer Maintenance (08.260.00) that is different from the batch rate type, an error message or warning will appear, depending on whether Allow Customer Rate Type Override is selected on CM Setup (24.950.00) of the Currency Manager module.

Customer Inquiry
Click to view the customer’s account activity.

Auto Apply
Indicates whether the software automatically applies the document’s payments and credit memos to the customer’s oldest open invoices, debit memos, and/or finance charges when you release the batch for posting. Selected if Auto Apply Payments is selected on the Other Options tab of Customer Maintenance (08.260.00). The order of application is based on the setting for Payment Application Sort Default on the Customer Defaults tab of AR Setup (08.950.00). Auto Apply is display-only and cannot be changed in this window.

Account
Cash account to debit for the amount of the payment. This field defaults from Default Cash Account set on AR Setup (08.950.00). It may be overridden if not correct for this particular batch.
If the Cash Manager module is used, this value must be the same for all documents in the batch (because the total of the batch will be posted as a single deposit in Cash Manager).

Subaccount
General ledger cash subaccount to be debited for the amount of the document. This field defaults from Default Cash Account Subaccount set on AR Setup (08.950.00). It may be overridden if not correct for this particular batch.
If the Cash Manager module is used, this value must be the same for all new payment documents in the batch (because the total of the batch will be posted as a single deposit in Cash Manager).

Date
Date when you received the payment; defaults to the value in Business Date on the File menu.

Balance
Total of the customer’s currently open documents; equals the customer’s prior-year balance forward plus year-to-date invoices, debit adjustments, and finance charges minus year-to-date payments, credit memos, and discounts taken.

Payment Total
Amount of the payment or prepayment document.
Discount
Available only if Auto Apply Payments is selected for the customer on the Customer Maintenance (08.260.00), Other Options tab.

Total (Document)
Sum of Payment Total and Discount.

Tran Total
Running total of Amount in the Detail area.

Note: This amount is increased by any discounts taken during the batch release.

Detail Area
Use the Detail area to input or view transaction details for the document. Additional detail lines will be added for any discounts taken during the batch release.

Description
An explanation of each transaction associated with the payment. The description will default according to the selection made in Tran Description Default on the AR Setup (08.950.00), Other Options tab.

Amount
Portion of the total payment amount that applies to the transaction line and its related description and external reference number.

External Ref Nbr
Identification code of any external document associated with the transaction. Enter an external reference number if desired.

Account (Detail)
Cash account to debit for the amount of the payment. The Document Account will default in these fields. When the batch is released, payments will be posted to this cash account and to the customer’s default accounts receivable account. Prepayments will post to the customer’s default prepayment account. This field is display-only.

Note: In records generated for discounts taken during the batch release, this field will contain the account in Default Discount Account from the AR Setup (08.950.00), Invoice Accounts tab.

Subaccount (Detail)
Cash subaccount to debit for the amount of the payment. The Document Subaccount will default in these fields. When the batch is released, payments will be posted to this cash subaccount and to the customer’s default accounts receivable subaccount. Prepayments will post to the customer’s default prepayment subaccount. This field is display-only.

Note: For records generated for discounts taken during the batch release, this field will contain the subaccount in Default Discount Account from the AR Setup (08.950.00), Invoice Accounts tab.
Inquiry Screens

Customer Inquiry (08.200.00)
Used to gather information about customers; provides a summary of each customer's information. Also provides access to Find Customer (08.200.01), which is used to search for a customer based on a variety of data items.

![Customer Inquiry (08.200.00)](image)

**Figure 83: Customer Inquiry (08.200.00)**

**View Shared Documents (button)**
Click View Shared Documents on the application toolbar to access customer documents that reside on a SharePoint site using the Doc Share feature.

**Note:**
- To view customer documents in a SharePoint subsite document library, you must first create the library by publishing at least one document to it.
- You must have access rights to the SharePoint site to view documents. See your Microsoft Dynamics SL system administrator for assistance.

**Customer ID**
A unique alphanumeric code assigned to a customer and the customer's name. Enter the Customer ID of the customer whose information you wish to view. You can search for a customer in one of two ways:
- Use the F3 lookup function for a list of customers in the system.
- Click the Find Customer button to open the Find Customer screen, which allows you to search for a customer by a reference number, customer order number, etc.
Click to locate a customer when only partial information is known, such as an invoice number.

Click to view or change master file information about the customer, on Customer Maintenance (08.260.00).

Click to view key customer contact information—name, address, contact type, order limit, purchase order requirements—on Customer Contacts (40.370.00) in Order Management.

**Class ID**

Customer’s class grouping, which is used to identify and group customers with similar characteristics. Class ID is a display-only field showing the customer class of the customer entered at Customer ID.

**Status**

Current condition of the customer in the system. Options are:

- **Active** — Customer is eligible for all accounts receivable services. The software processes all of an active customer’s documents without any restrictions.

- **Admin Hold** — Customer is on administrative hold. The software does not permit document entry for this customer.

- **One Time** — Customer is a one-time customer. The software deletes one-time customer information when the customer’s account has no open documents and all documents are in prior fiscal periods beyond the maximum number of periods to retain transactions.

- **Inactive** — Customer is not active. No new document entry for this customer is permitted.

Status is a display-only field showing the status of the customer entered at Customer ID.

**Select Company Area**

Used to select which company’s information is displayed.

**Specific**

Select to show information and totals for a specific company. If you select Specific, enter the Company ID at Company ID.

**All**

Select to show information and totals for all the companies in the database. If you select All, Company ID will be unavailable.

**Company ID**

Type a specific company’s alphanumeric identification.

**Customer Balance Area**

Information about the customer’s various account balances. The icon to the side of each amount field allows access to a list of documents which make up the balance displayed.

**Current**

Total of the customer’s accounts receivable documents as of the current fiscal period for the company selected. Click the Current Documents button to access Customer Activity (08.200.04), which lists the open documents comprising the Current balance.

**Note:** This does not necessarily tie to the current balance if payments are made to a document in a later period (for example, if an invoice is posted in period one — current period — and a payment is received in period two, they will show up in Current and Future, respectively, but the net document balance will show up in the Current Documents display, not the Future Documents display).
Current Documents (button)
Click to display all current open documents for this customer.

Future
Total of the customer’s accounts receivable documents currently entered but marked for posting to a future fiscal period for the company selected. Click the Future Documents button to access Customer Activity (08.200.04), which lists the open documents comprising the future balance.

Future Documents (button)
Click to display all future open documents for this customer.

Accrued Rev
Total of a customer’s revenue accrued from Order Management shipments made and accrued for the company selected. Click the Accrued Rev Detail button to access Customer Activity (08.200.04), which lists the open documents comprising the accrued revenue balance.

Accrued Rev Documents (button)
Click to display all accrued revenue documents for this customer.

Open Order
Total of a customer’s open sales orders for the company selected. Click the Open Orders button to access Open Orders (08.200.03), which lists the open documents comprising the balance.

Open Orders (button)
Click to display all open orders for this customer.

Shipped Not Invoiced
Total of a customer’s shipped orders that are not yet invoiced for the company selected. Click the Shipped Not Invoiced button to access Shipped Not Invoiced (08.200.03), which lists the documents comprising the Shipped Not Invoiced balance.

Shipped Not Invoiced (button)
Click to display all shipments which were made to the customer but are not yet invoiced.

Prepayments
Total of a customer’s unapplied prepayments for the company selected. Click the Prepayments Documents button to access Customer Activity (08.200.04), which lists the open documents comprising the Prepayments balance.

Prepayments Documents (button)
Click to display all unapplied prepayments received from this customer.

Last Invoice Date
Date of the customer’s most recent invoice (the last invoice that was charged to the customer).
Last Activity Date
Date of the customer’s most recent account activity (the last activity of any kind in the customer’s account).

Date of Oldest Invoice
Date of the customer’s oldest invoice in the system.

Credit Information Area
Information about the customer’s credit.

Limit
Maximum amount of goods or services the customer can purchase on terms; zero specifies that the customer has unlimited credit. Customer credit limit is established in Customer Maintenance (08.260.00).

Available
Customer’s amount of credit remaining (credit limit less outstanding documents).

Avg Days to Pay
Average days to pay is the number of days, on average, from the date when you invoice the customer to the date when you receive the customer’s invoice payment. This value is computed.

Credit Check
Credit check option currently specified for the customer in the system; available only when the Order Management module is installed. Order Management uses this value to determine the appropriate credit checking behavior for the customer. Note that the credit checking for accounts receivable is controlled by the Credit Limit Checking area on the AR Setup (08.950.00), Other Options tab. Options are:

- Credit Limit Only — If Available is less than zero or the order placed is more than the value of Limit, orders will be placed on credit hold. The system calculates Available as Limit minus Current minus Open Orders minus Shipped.
- Credit Limit + Past Due — Performs the Credit Limit Only check, and checks that no invoices are past due more than the Grace Period.
- COD Only (available only if customer’s terms are COD) — Uses COD payment terms for all order and shippers created for this customer. This option is available only if the terms ID specified for the customer is COD on the Shared Information Terms Maintenance (21.270.00), Terms tab.
- Always Hold — This customer’s orders are automatically put on administrative hold.
- Never Sell — A message will appear, indicating that you should never sell to this customer.
- No Credit Checking — Do not perform credit checking for this customer.
- Not Available — The credit checking function is not available (displays only if the Order Management module is not installed.

Note: The credit checking for accounts receivable is controlled by the Credit Limit Checking area on the AR Setup (08.950.00), Other Options tab.
Grace Period

The Grace Period is the number of days that payment on an invoice can be late before it is considered past due, and is defined on the Customer Information tab in Customer Maintenance (08.260.00). If a customer’s Credit Check is “Credit Limit + Past Due” then Order Management sales orders will be put on credit hold if the invoice payment is not made within the grace period.

Note: The grace period is in addition to the terms. For example, if the terms are net 30, and the grace period 7, then the invoice would be considered past due if not paid within 37 days of the invoice date.

Aging Area

Displays the amount of outstanding accounts receivable documents for each aging category at the time the aging process was last run in Age Customer Detail (08.530.00). The number and type of aging categories are controlled by information entered on Statement Cycle (08.280.00).
Find Customer (08.200.01)

Used to identify a customer based on related known information such as an invoice number or order number. Allows you to search for a customer based on a variety of data items including reference number of a document, period to post, sales order numbers, etc.

![Find Customer (08.200.01) window](image)

**Figure 84: Find Customer (08.200.01)**

Find Customer (08.200.01) is opened by clicking the Find Customer button in Customer Inquiry (08.200.00).

**Selection Criteria Area**

The Selection Criteria area enables you to enter the information that you know about a document and search the database for matching data. You can specify whether to have the search performed in accounts receivable data or in Order Management data, by selecting the appropriate option at the top of the window.

You may enter information in multiple fields within each module. The more information entered, the shorter the list of results.

- **Search in Accounts Receivables** — Select to search for the customer in the Accounts Receivable module.
- **Search in Order Management** — Select to search for the customer in the Order Management module.

**Reference Number**

Unique code assigned to the customer's accounts receivable documents.

**Period to Post**

Fiscal period.

**Project (Accounts Receivables area)**

Associates the document with a specific project set up in the Project Controller module.
**Sales Order Nbr**
Document’s associated customer sales order number.

**Project (Order Management area)**
Associates the document with a specific project set up in the Project Controller module.

**Customer Ord Nbr**
Optional customer order number associated with the original order, if the document originated in the Order Management module.

**Search/Refresh (button)**
Once the selection criteria have been entered, click to display the customer information based on the selection criteria. The software searches the database for data and returns and results to the Search Result area.

**Search Results Area**
In the Search Results area, you can view documents retrieved using the selection criteria you designated. The grid displays various data about each document. Once you determine the specific document, click on it and **Current Selection** (at the bottom of the window) will change to the customer ID attached to the document. Click **Select** to return to Customer Inquiry (08.200.00) and display the information for the customer.

**Customer ID**
A unique alphanumeric code assigned to a customer.

**Invoice Number**
Unique identifier of the document. This will contain the invoice number, payment number, credit memo number, etc., depending on the document type.

**Sales Order Nbr**
Number of the document’s associated customer sales order number.

**Customer Ord Nbr**
Optional customer order number associated with the original order, if the document originated in the Order Management module.

**Project**
Associates the invoice, memo, or sales order with a specific project set up in the Project Controller module.

**Type**
Indicates whether the document is an invoice (IN), credit memo (CM), debit memo (DM), payment (PA), cash sale (CS), small balance write-off (SB), small credit write-off (SC), NSF check (NS), NSF charge (NC), finance charge (FI), or prepayment (PP).

**Amount**
Original amount of the document.

**Date**
Document date.
Account
Account to which the document was posted. Typically, this will be the accounts receivable account for invoices and the cash account for payments.

Subaccount
Subaccount to which the document was posted. Typically, this will be the accounts receivable subaccount for invoices and the cash subaccount for payments.

Current Selection
Currently selected customer ID.

Select (button)
Click to select the highlighted customer ID and transfer back to Customer Inquiry (08.200.00), the originating window.

Cancel (button)
Click to close Find Customer (08.200.01) and return to Customer Inquiry (08.200.00).
Shipments (08.200.02)

Used to look up the ship date and amount of a shipment against an order (called from Open Orders (08.200.03)) or the shipments included on an invoice generated by Order Management (called from Customer Activity (08.200.04)).

Order Number/Invoice Number
If called from Open Orders (08.200.03), the sales order number of the original order will display. If called from Customer Activity (08.200.04), the invoice number on which the shippers were invoiced will display.

Shipper ID
ID of the shipper used to fill the customer order.

Status
Describes the status of the shipment:
- O — Open Order
- C — Closed

Planned Ship Date
Date that the shipper was scheduled to be shipped.

Actual Ship Date
Date the shipper actually shipped.

Batch Number
Number assigned to the accounts receivable batch in which the shipper invoice was posted.

Curry Shipper Total
Total amount of the shipper, expressed in the transaction currency.

Shipper Total
Total amount of the shipper, expressed in the base currency.
Shipment Detail
Click to access Shippers (40.110.00) to look up details about the shipment. See the Order Management online help or user guide for more information.
Open Orders (08.200.03)

Used to view a customer’s open orders. Open Orders (08.200.03) appears when the Open Orders button in Customer Inquiry (08.200.00) is clicked.

![Screenshot of the Open Orders (08.200.03) window]

**Order Number**

Sales order number of the original order, if the document originated in the Order Management module.

**Order Type**

Order Management order type of the document.

**Order Date**

Date that appears on the sales order document.

**Status**

Describes the status of the shipment:
- O — Open Order
- C — Closed

**Cury Order Total**

Total amount of the order, expressed in the transaction currency.

**Base Order Total**

Total amount of the order, expressed in the base currency.

**Cury Unshipped Balance**

Remaining unshipped balance of the order, expressed in the transaction currency.

**Unshipped Balance**

Remaining unshipped balance of the order, expressed in the base currency.

**Customer Ord Nbr**

The customer purchase order number entered for the order.
Ship-to Name
The name of the entity to which the items on the order will be sent.

Contract Number
The contract number that this sales order is part of.

Buyer Name
The name of the buyer associated with the sales order document.

Shipments
Click to access Shipments (08.200.02), where you can view details about a shipment on the highlighted order.

Order Detail
Click to access Sales Orders (40.100.00) where you can view details about the order. See the Order Management user guide or online help for more information.
Shipped Not Invoiced Orders (08.200.03)

Used to view a customer’s open orders which have been shipped but are not yet invoiced. Shipped Not Invoiced Orders (08.200.03) appears when the Shipped Not Invoiced button in Customer Inquiry (08.200.00) is clicked.

![Figure 87: Shipped Not Invoiced Orders (08.200.03)](image)

**Order Number**
Sales order number of the original order, if the document originated in the Order Management module.

**Order Type**
Order Management order type of the document.

**Order Date**
Date that appears on the sales order document.

**Status**
Describes the status of the shipment:
- O — Open Order
- C — Closed

**Cury Order Total**
Total amount of the order, expressed in the transaction currency.

**Base Order Total**
Total amount of the order, expressed in the base currency.

**Cury Unshipped Balance**
Remaining unshipped balance of the order, expressed in the transaction currency.

**Unshipped Balance**
Remaining unshipped balance of the order, expressed in the base currency.

**Customer Ord Nbr**
The customer purchase order number entered for the order.
Ship-to Name
The name of the entity to which the items on the order were sent.

Contract Number
The contract number that this sales order is part of.

Buyer Name
The name of the buyer associated with the sales order document.

Shipments
Click to access Shipments (08.200.02), where you can view details about a shipment on the highlighted order.

Order Detail
Click to access Sales Orders (40.100.00) where you can view details about the order. See the Order Management user guide or online help for more information.
Customer Activity (08.200.04)

Used to view a customer’s account activity. The customer detail appearing in this window depends on the Documents button clicked in Customer Inquiry (08.200.00). Clicking the button next to Current will display current documents; clicking the button next to Future will display the documents included in the future balance; etc.

The field at the top of Customer Activity (08.200.04) indicates the documents being displayed.

![Customer Activity (08.200.04)](image)

Figure 88: Customer Activity (08.200.04)

Documents can be highlighted and the buttons at the bottom of the screen clicked to drill down to additional information related to the highlighted document.

Click OK to return to Customer Inquiry (08.200.00).

Include Applications

Select to include the application of credits and payments.

Document Type

Type of accounts receivable document you are currently reviewing. Options are invoice, debit memo, credit memo, payment, discount allowed, cash sale, small balance write-off, small credit write-off, NSF charge, NSF reversal, payment reversal, and finance charge.

Reference Nbr

Unique identification code assigned to each of the customer’s accounts receivable documents that distinguishes the document from all other documents.

Original Amount

Original document amount, expressed in the base currency.

Doc Balance

Remaining unpaid or unapplied balance of the document, expressed in the base currency.

Discount Balance

Any remaining discount amount to be taken on the document, expressed in the base currency.

Currency RGOL

Total currency gain or loss realized on the document when applying a payment to an invoice with an exchange rate that has changed since the invoice was created.
Document Date
Date of the document.

Period To Post
Period of the document’s application in the general ledger.

Our Order Nbr
Sales order number of the original order. Populated automatically if the document originated in the Order Management module.

Customer Ord Nbr
Optional customer order number associated with the original order, if the document originated in the Order Management module.

Master Doc Nbr
The reference number of the master document used to generate multiple installment documents.

Installment Nbr
Number of the installment.

Balance in Orig Cury
Remaining unpaid or unapplied balance of the document, expressed in the transaction currency.

Currency ID
Transaction currency of the document.

Invoice Details
Opens Document Maintenance (08.250.00) and displays the currently selected invoice details.

Shipper Details
Opens Shipments (08.200.02) and displays the shippers associated with the currently selected invoice. Available only if the document was generated from Order Management.

Order Detail
Click to access Sales Orders (40.100.00) where you can view details about the order. See the Order Management online help or user guide for more information.

Note: If the highlighted invoice was created in Order Management as a consolidated invoice, the sales order number displayed will be the sales order number contained in the invoice header, which will be the smallest sales order number actually included in the invoice. To inquire into all sales orders included in the invoice, click the Shipper Details button.
Application Inquiry/Reversal (08.240.00)

Used to view and reverse payments, prepayments, small balance write-offs, and credit memoros that were applied to the wrong invoice, for the wrong customer, or with a check returned for non-sufficient funds (NSF) in the customer account. If this reversal is from an NSF check, the reversal may generate a bank charge if Automatically Generate NSF Check Bank Charge is selected on the AR Setup (08.950.00), Customer Defaults tab.

Payment and credit memo applications may also be reviewed in Customer Activity (08.260.04) by selecting Include Applications and refreshing the data. Application Inquiry/Reversal (08.240.00) allows three basic reversing functions: reversing an application, voiding a payment (NSF checks), and reclassifying a payment to another customer.

If a payment is applied to the wrong invoice you can void the check or reverse the payment. If a payment is entered for the wrong customer, you can reassign the payment to the correct customer. Unapplied payments may be reclassified or voided. Partially applied payments may be unapplied, reclassified or voided. Prepayments and payments have the same functionality.

Notes:
- Centralized Cash indirectly affects this screen. When a payment is selected for reversal that originally generated inter-company transactions, a new general ledger batch is created. This general ledger batch reverses all inter-company transactions related to the application.
- Reclassified payments retain the same reference number of the original payment if that reference number is not already in use by a new customer. If the number is in use, the next sequential number will be assigned. Reclassified payments create no entries for Cash Manager.
- Small balance write-offs are separate documents and can be voided separate from a payment void.

Figure 89: Application Inquiry/Reversal (08.240.00)

Document Area

Use the Document area to select an existing document to review or process.
Customer ID
Unique alphanumeric code assigned to a customer for whom documents may be selected for inquiry and reversal. Because this can potentially be an inquiry, both active and inactive customers are allowed.

Find Payment/Memo (button)
To find a specific payment or memo click the Find Payment/Memo button next to Customer ID. This opens Payment/Memo Selection (08.240.01), which is used to select any misapplied payments that should be reversed. Payments may need to be reversed because they were applied to the wrong invoice, to the wrong customer, or because their check was returned for non-sufficient funds (NSF).

Pmt/Memo Nbr
Unique identifying code assigned to each document. Enter the reference number of the payment, prepayment, small balance write-off, or credit memo you want to review. Use the inquiry function to view documents related to the specified customer.

Type
Indicates if the document is a payment (PA), prepayment (PP), credit memo (CM), or small balance write-off (SB).

Date
Document date of the specified document.

Pmt/Memo Amt
Total original amount of the specified document.

Company ID
Indicates the company to which the document was posted. This field appears only if the Multi-Company module is enabled.

Account
Account to which the selected document was posted. This is typically a cash account for payments or prepayments and the accounts receivable account for credit memos or small balance write-offs.

Subaccount
Subaccount to which the selected document was posted. This is typically a cash subaccount for payments or prepayments and the accounts receivable subaccount for credit memos or small balance write-offs.

Customer Balance
Current payment balance due from the customer, specified in base currency.

Process Area
Use the Process area to select the type of process (if any) that should be completed on the selected payment or memo.

Reverse Selected Application
Select to specify individual invoices to reverse (unapply payments or memos). This function can be used whenever a payment-type document has been erroneously applied to an invoice-type document. The net effect of this function is to reinstate as unpaid the invoice (or portion of the invoice) to which the payment, prepayment, or credit memo was applied and allow you to re-apply the payment,
prepayment, or credit memo to another invoice. Reverse Selected Application is the default option for the Process area.

The reversing ARAdjust record has the same adjusting and adjusted values as the original application. The amount is simply stored as a negative value.

Note: This process is not available for small balance write-off documents.

Reclassify Application to New Customer
Select this option if the payment or prepayment was entered to the wrong customer. When reclassified, the original payment document and all related applications, including small credit write-offs associated with the payment, are reversed for the original customer, and a new unapplied payment is created for the new customer. When you select this option, New Customer ID must also be completed.

Void Selected Application (NSF Check)
Select to reverse a payment, prepayment, or small balance write-off document. This is usually as the result of payments returned by the bank due to insufficient funds. This process reverses the document and its related applications in the system. Void Selected Application creates two new documents: one called NSF Reversal for the amount of the payment and another to create a charge to the customer’s account for the NSF charge amount specified in AR Setup (08.950.00).

If Automatically Generate NSF Check Bank Charge is selected on the AR Setup (08.950.00), Customer Defaults tab, the Charge NSF Fee check box will be activated. If you select Charge NSF Fee, the fee will be charged against the customer’s account in a separate batch. Clear Charge NSF Fee if you do not wish to charge the fee. The amount of the charge is obtained from the NSF Check Bank Charge amount specified on the AR Setup (08.950.00), Customer Defaults tab.

A single ARAdjust record is always created for the full amount of the payment. The type of reversing adjustment is indicated in AdjdDocType as either NS (Non-sufficient Funds Charge) or RP (Reclassified Payment).

Note: If Cash Manager is installed, the reversal will be reflected in the cash account reconciliation using the business date specified when the document is voided. None of the other processes will be reflected in cash.

New Customer ID
Unique alphanumeric code assigned to a customer and the customer’s name; available only if Reverse Application to New Customer is selected. When reclassifying a payment to a different customer, enter the other customer’s ID here.

Detail Area
Use the Detail area to view application details and specify the applications to process for the document.

Selected
Select to reverse the payment applied to the document.

Note: The Selected check box is relevant only if the user has selected Reverse Selected Application in the Process area. If Reclassify Application to New Customer or Void Selected Application (NSF Check) is selected, this field is not relevant because all applications will be reversed regardless of selection.

Reference Nbr
Unique identifying code of the invoice-type document to which the payment or memo document specified in the Document area was applied.
Document Type
Indicates whether the document is an invoice (IN), debit memo (DM), finance charge (FI), NSF check charge (NC), small credit write-off (SC), payment reversal (RP), or NSF check reversal (NS).

Date Applied
Date the document was applied.

Amount Applied
Amount applied to the document, specified in base currency.

Discount Applied
Amount of the discount that was applied.

RGOL
Realized gain or loss recognized when the document specified in the Document area was applied.

Batch Nbr
Unique numeric code assigned to a transaction batch in which the application was made.

Select All (button)
Click to select all applications for reversal; available only if Reverse Selected Application is selected.

Clear Selections (button)
Click to deselect all applications for reversal; available only if Reverse Selected Application is selected.

Cancel Inquiry (button)
Click to close the window.

Begin Processing (button)
Click this button to initiate the process selected in the Process area. Only applications selected in the Detail area will be reversed when Reverse Selected Application is selected.

Note: The process will not run if the document is currently being processed or was previously processed.
Payment/Memo Selection (08.240.01)

Open Payment/Memo Selection (08.240.01) by clicking the Find Payment/Memo button near the right of Customer ID in Application Inquiry/Reversal (08.240.00). Use this screen to select payments for reversal that were applied to the wrong invoice, for the wrong customer, or with a check returned for non-sufficient funds (NSF).

The find function only looks for documents in the current company. If the document you are searching for is in another company, you may not find it here. Instead, you can view the company information (including documents) in Customer Activity (08.200.04).

![Payment/Memo Selection (08.240.01)](image)

Figure 90: Payment/Memo Selection (08.240.01)

Select Criteria Area

Use the Select Criteria area to limit the documents displayed in the grid after you click the Find Payment/Memo button. Select Criteria works on a cumulative basis. Entering more criteria narrows the selection results.

Customer ID

Unique alphanumeric code assigned to a customer.

Reference Nbr

Unique identifying code assigned to each document. Enter the reference number, if known, for the payment/memo desired.

Invoice Nbr

Unique identifying code assigned to each invoice. If the invoice number to which the payment or memo was applied is known, enter it here.

Begin Period

Beginning period of range of periods to search for documents. If the beginning period range of the payment/memo is known enter it here.

End Period

Ending period of range of periods to search for documents. If the ending period range of the payment/memo is known enter it here.
Find Payment/Memo (button)
Once the select criteria are completed, click to search and display all payments, prepayments, credit memos, and small balance write-offs that match the specified criteria. Details of the documents that match the criteria appear in the grid.

Selected (check box)
Select to reverse the payment applied to the document (payment/memo). By selecting Selected, you choose which payment or memo you want to view (load) in Application Inquiry/Reversal (08.240.00). You may select only one document.

Reference Nbr
Unique identifying code assigned to the payment or memo.

Doc Type
Indicates whether the payment or memo document is a payment (PA), prepayment (PP), credit memo (CM), or small balance write-off (SB).

Customer ID
Unique alphanumeric code assigned to a customer.

Original Doc Amt
Amount of the document that was applied.

Doc Date
Document date of the payment or memo.

Account
Account to which the selected document was posted. This is typically a cash account for payments or prepayments and the accounts receivable account for credit memos or small balance write-offs.

Subaccount
Subaccount to which the selected document was posted. This is typically a cash subaccount for payments or prepayments and the accounts receivable subaccount for credit memos or small balance write-offs.

Batch Nbr
Unique numeric code assigned to a transaction batch.

Ok (button)
Click to select the payment or memo document and returns to Application Inquiry/Reversal (08.240.00).

Cancel (button)
Click to clear the screen and return to the originating screen.
AR Invoice Preview (QQ.082.20)

Used to preview unreleased invoices, debit memos, credit memos, and cash sales created in Invoice and Memo (08.010.00). If you want to preview a document during creation of the document, the Invoice Preview button in the Invoice and Memo (08.010.00) screen.

Figure 91: Quick Query Viewer (QQ.082.20) AR Invoice Preview

Quick Query Pane

Use the quick query pane on the left to display a list of unreleased invoices, debit memos, credit memos, and cash sales. Click a row in the list to display a preview of that document in the invoice preview pane on the right. Right-click a row to display a menu that lets you either copy rows for pasting into another application or open the document in Invoice and Memo (08.010.00) for editing.

You can filter the list, add or remove columns from the list, and sort the list. For more information about filtering, columns, and sorting, see the “Using Queries” topic in the Quick Query Help or user’s guide.

Invoice Preview Pane

Use the invoice preview pane on the right to see what the invoice form will look like for the document that you selected in the quick query pane on the left.

The icons along the top of this pane allow you to navigate multiple pages of a document, refresh the document, resize the document, and so on. For more information about these icons, see the “Previewing and Printing Reports” topic in the Reporting Guide Help or user’s guide.

For more information about the invoice preview feature, see “Previewing Invoices, Debit Memos, and Credit Memos” on page 105 and “Invoice Preview (08.010.03)” on page 138.
Document Maintenance (08.250.00)

Used to edit the non-financial information of open invoices, debit memos, and credit memos entered on Invoice and Memo (08.010.00), and to review the information of all accounts receivable documents, including ones from prior fiscal periods that are paid in full.

![Document Maintenance (08.250.00) when AR Invoice/Memo document type is defined in Quick Send Setup (21.951.00)](image)

**Document Area**

Use the Document area to select an existing document to view or modify.

**Customer ID**

Customer’s ID and name.

**Customer Inquiry**

Click ![image](image) to review the customer’s account maintained on Customer History (08.261.00). Through a series of drill-down screens, you will be able to look at customer details, history, and other documents.

**Balance**

Shows the remaining unpaid or unapplied document balance.

**Type**

Identifies the document type.
Ref Nbr
A unique code assigned to each document.

Batch Nbr
A unique numeric code assigned to a transaction batch.

Per to Post
Accounts receivable and general ledger fiscal period and year to which the document is to be or was posted.

Per Closed
The most recent fiscal period and year in which an application or posting to the document was made, for a document that is paid in full.

Detail Area
Use the Detail area to view transaction details for the document.

Company ID
Company to which the line was charged.

Account
Account to which the line was charged.

Project
 Associates the document with a specific project set up in the Project Controller module; available only if you are using the Project Controller module and have completed Project Controller Setup (06.950.00).

Task
Associates the transaction with a specific task set up in the Project Controller module; available only if you are using the Project Controller module and have completed Project Controller Setup (06.950.00).

Subaccount
Subaccount to which the line was charged.

Description
An explanation of the transaction.

Quantity
Total number of items involved in the transaction.

Unit Desc
Description of the unit of measure for the Quantity.

Unit Price
Per-unit selling price of the transaction item.

Amount
Extended amount of the items involved in the transaction; calculated by multiplying unit price by total quantity if both are entered.
**Eff Amt**
Effective or current amount due from the customer.

**Tax Category**
Tax classification applied to the item, if appropriate; entry is optional; available only if Allow Tax Entry is selected on the Other Options tab of AR Setup (08.950.00).

**Tax ID**
Regular or group tax ID associated with the transaction; an asterisk (*) indicates that multiple tax IDs are associated with the transaction; available only if Allow Tax Entry is selected on the Other Options tab of AR Setup (08.950.00).

**Quick Send Inquiry (button)**
Click to view details about the Quick Send request for the invoice, debit memo, or credit memo. The button is available when the document was electronically transmitted to the customer.

**Tax (button)**
Click to display Tax.
Document Maintenance, Document Information Tab

Used to view information about the accounts receivable document.

![Document Maintenance screenshot](image)

*Figure 93: Document Information tab of Document Maintenance (08.250.00) when AR Invoice/Memo document type is not defined in Quick Send Setup (21.951.00)*

**Sales Ord Nbr**
Number of the sales order associated with the document. If the Order Management module is being used, this value will contain the lowest sales order number associated with the document.

**Note:** If the document was created by Consolidated Invoice (40.682.00) in the Order Management module, multiple sales orders can be included on the same document.

**Description**
A brief explanation of the document.

**Terms**
Terms ID that controls the discount and due dates and discount amount of the document and explanation of the discount percent and discount days associated with the terms ID.

**Terms Detail**
Click ![Terms Detail](image) to display document details for multiple installment documents.

**Company ID**
Company to which the document was posted.

**Doc Date**
Date of the document.
Disc Date
Date by which the document must be paid in order to receive the specified document payment discount.

Due Date
Date on which payment of the document is due.

Disc Amt
Any remaining payment discount amount available to take on the document.

Doc Amt
Original document amount.
Document Maintenance, AR Account Tab
Used to view information about the company and accounts receivable account and subaccount to which the document was posted.

Figure 94: AR Account tab of Document Maintenance (08.250.00) when AR Invoice/Memo document type is not defined in Quick Send Setup (21.951.00)

Company ID
Identification number and name of the company to which the document was posted.

Account
Account to which the document was posted. This is typically the accounts receivable account for invoices, credit memos, debit memos, etc. and a cash account for payments or prepayments.

Subaccount
Subaccount to which the document was posted. This is typically the accounts receivable subaccount for invoices, credit memos, debit memos, etc. and a cash subaccount for payments or prepayments.
Customer Maintenance (08.260.00)

Used to define, view, modify customer information (data such as addresses, defaults for speeding data entry, tax information, payment data, currency information, sales options), and delete individual customers with zero balances and no activity. Also used for accessing historical transaction-based customer data.

Figure 95: Customer Information tab of Customer Maintenance (08.260.00)

Caution: The following must be set up before use in Customer Maintenance (08.260.00): Shared Information terms, Shared Information taxes, Shared Information Quick Send, Order Management price levels, customer classes, statement cycles, salespersons, sales territories.

Note: There are options in Shared Information’s Flexkey Definition (21.320.00) for customer IDs that you use to set customer ID length at up to 15 characters, with up to four segments. You also can require validation of the segment values. Segments are not used as often with customer IDs as they are with general ledger subaccounts, as there are other options available for classifying customers, such as Customer Classes and Sales Territories.

If you decide to use the flexkey features for Customer ID in Customer Maintenance (08.260.00), those should be set up prior to entering any customers in the system.

Create/Modify SharePoint Site (button)

Click Create/Modify SharePoint Site on the application toolbar if you want to set up or change a SharePoint site using the Doc Share feature that will hold the customer’s documents. Shared Information SharePoint Site Configuration/Linking (21.960.00) appears when you click Create/Modify
SharePoint Site. See “SharePoint Site Creation/Linking (21.960.00)” on page 222 for more information.

View Shared Documents (button)

Click View Shared Documents on the application toolbar to access customer documents that reside on a SharePoint site.

Note:
- To view customer documents in a SharePoint subsite document library, you must first create the library by publishing at least one document to it.
- You must have access rights to the SharePoint site to view documents. Contact your Microsoft Dynamics SL system administrator for assistance.

Customer ID

A unique alphanumeric code assigned to a customer. Enter the Customer ID according to your company’s policy.

Class ID

Customer’s class grouping, which is used to identify and group customers with similar characteristics. When the customer class is entered, the following fields will be filled from the default settings in Customer Class (08.290.00): Price Class, Terms, Trade Discount, AR Account, AR Subaccount, AR Sales Account, AR Sales Subaccount, Prepay Account, Prepay Subaccount. If Order Management is installed, the following fields will be filled from the default setting in Customer Class (08.290.00): COGS Account, COGS Subaccount, Freight Account, Freight Subaccount, Misc Charges Account, Misc Charges Subaccount, OM Sales Account, OM Sales Subaccount, Discount Account, and Discount Subaccount.

Status

Current condition of the customer in the system. Options are:
- Active — Customer is eligible for all accounts receivable services. The software processes all of an active customer’s documents normally without any restrictions.
- Admin Hold — Customer is on administrative hold (any sales orders entered for this customer will automatically be placed on hold). The software does not permit document entry for this customer until the customer’s status is changed to Active or One Time.
- One Time — Customer is a one-time customer (a customer you know will only buy from you one time and you want to be able to delete from the database according to normal deletion policies). The software deletes one-time customer information when the customer’s account has no open documents and all documents are in prior fiscal periods beyond the maximum number of periods to retain transactions.
- Inactive — Customer is not active. The software does not permit new transaction document entry (invoice, payment, order, etc.) for this customer until the customer’s status is changed to Active or One Time. Documents previously entered into the system will be processed.
Customer Maintenance, Customer Information Tab

Used to input or view information about the customer. Each customer has their own specific credit information. When orders are processed for a customer that is set up for credit checking, the software will determine if the customer has sufficient credit available for the order.

The Balance area presents historical data for each customer as well as the amount of sales to the customer on open orders. These fields are for display purposes only and cannot be changed except when you are in Initialize mode.

Name

Customer’s name. Enter the customer name you want to display on invoices, statements, and reports. If you do not wish to sort the customer alphabetically using the first word in their name, insert the @ symbol before the word or characters in the customer’s name you wish to use.

Terms and Pricing Area

Use the Terms and Pricing area to specify the customer’s default discount percentage, other special pricing available to them, and their payment terms. Trade Discount % and Price Class are only available if you are using the Inventory and Order Management modules.

Trade Discount %

Discount percentage given to the customer in addition to any regular price or percent discounts. Trade Discount % will be filled from the default values in Customer Class (08.290.00). A different rate may
be entered, if necessary. (A rate of 1.50% should be entered as 1.50, rather than 0150.) This value will be used as the default for the discount percent on the Sales Orders (40.100.00) and Shippers (40.110.00), Line Items tab for the customer for sales order entries. It can be overridden on a line-by-line basis.

Pricing is a function of the Inventory module, in conjunction with the Order Management module. If you are not using those modules, entries in this field will be ignored.

**Price Class**
Identification code of the customer’s price class; filled from Customer Class (08.290.00). Price classes are set up on Item Price Classes (40.390.00) in the Order Management module, and are used in the Order Management module to record separate price lists for the same inventory items. If the Inventory and Order Management modules are not in use, this field cannot be used.

**Terms ID**
Code assigned to predefined customer sales terms, such as net 30 days with a 2% discount. Set up customer terms on Terms Maintenance (21.270.00) in the Shared Information module. Terms ID controls the defaulting of discount and due dates, the payment discount amount of the invoice or memo, and the explanation of the discount percent and discount days associated with the terms ID. Terms ID will be filled from Customer Class (08.290.00). A different ID may be entered. This value may be overridden when entering invoices or orders.

**Credit Area**
In the Credit area you can designate a method for checking the customer’s credit with the current company and other details such as credit limit, payment grace period, and the customer’s credit manager. You can view the amount of credit the customer has not used and the average number of days it takes the customer to pay off credit purchases.

**Credit Check**
Credit Check controls the type of credit checking performed when entering or processing customer documents; only available when the Order Management module is installed. Order Management uses this field to determine the appropriate credit checking process to perform for specific customers. Credit checks are performed in the Order Management module when an order is created, and based on Hold on Credit Failure on the Order Types (40.200.00), Steps tab. If Hold on Credit Failure is selected for the order type step, a credit check will be performed at that step in the process. If an order fails the credit check, it will be put on credit hold and cannot advance to the next step in the process.

The credit check options are:
- Credit Limit Only — If Available is less than zero or the order placed is more than the value in Limit, orders will be placed on credit hold. The system calculates Available as Limit minus Current minus Open Orders minus Shipped.
- Credit Limit + Past Due — Performs the Credit Limit Only check, and checks that no invoices are past due more than the Grace Period.
- COD Only — Uses COD payment terms for all order and shippers created for this customer. This option is available only if the terms ID specified for the customer is COD on the Shared Information Terms Maintenance (21.270.00), Terms tab.
- Always Hold — This customer’s orders are automatically put on administrative hold.
- Never Sell — A message will appear, indicating that you should never sell to this customer.
- No Credit Checking — Do not perform credit checking for this customer.
- Not Available — The credit checking function is not available (displayed only if the Order Management module is not installed.)
**Note:** The credit checking for accounts receivable is controlled by the Credit Limit Checking area on the AR Setup (08.950.00), Other Options tab.

**Limit**
Maximum amount of goods or services the customer can purchase on terms (the amount of credit this customer can have at any one time); zero specifies that the customer has unlimited credit. The credit limit here will be used when entering invoices or sales orders in conjunction with the credit checking options specified.

**Available**
Customer's amount of credit remaining; this is credit limit plus prepayments minus outstanding invoices, accrued revenues, and open orders.

**Avg Days to Pay**
Avg Days to Pay is the number of days, on average, from the date when you invoice the customer to the date when you receive the customer’s invoice payment for the current company (that is, the average number of days it takes the customer to pay off credit purchases).

**Grace Period**
The Grace Period is the number of days that payment on an invoice can be late before it is considered past due. If a customer’s Credit Check is Credit Limit + Past Due then Order Management sales orders will be put on credit hold if an invoice payment is not made within the grace period.

**Note:** The grace period is in addition to the terms. For example, if the terms is net 30, and the grace period 7, then the invoice would be considered past due if not paid within 37 days of the invoice date.

**Credit Manager ID**
ID of the credit manager assigned to the customer who performed the customer credit check. Use the inquiry function for a list of valid credit managers.

**Balance Area**
In the Balance area you can view customer current and future balance information.

**Current**
Total of the customer’s accounts receivable documents as of the current fiscal period.

**Future**
Total of the customer’s accounts receivable documents currently entered but marked for posting to a future fiscal period.

**Accrued Rev**
Total of a customer’s revenue accrued from Order Management shipments made and accrued.

**Open Order**
Total of a customer’s open sales orders.

**Shipped**
Total of all shippers not yet invoiced for the customer.

**Pre-Payments**
Total of all prepayments made for this customer.
Past Due
Total of all past-due invoices for this customer.

Last Invoice
Date of the customer’s most recent invoice.

Last Activity
Date of the customer’s most recent account activity.

History (button)
Click to display Customer History (08.261.00).

Activity (button)
Click to display Customer Activity (08.260.04).

Shipping Addresses (button)
Click to display Shipping Address (08.262.00).
Customer Maintenance, Address Tab

Used to input or view the customer’s main and billing addresses. The customer billing address can be copied from the main address by clicking Copy to Bill To. You may then edit the address or enter the address you want to use for sending mail to the customer. If you do not enter a billing address in this screen, the billing address will be automatically copied from the main address fields.

![Image of Customer Maintenance, Address Tab]

Figure 97: Address tab of Customer Maintenance (08.260.00)

**Name**
Customer’s name.

**Attention**
Name of the person or department to whom the documents should be delivered.

**Salutation**
Personal greeting used on correspondence with the customer.

**Address Line 1**
Customer’s suite number or the name and number of a customer’s street location.
Address Line 2
Customer’s post office box number or the name and number of a customer's street location, if a suite number is entered on the first address line.

City
The municipality where the customer is located.

State/Province
Customer’s two-letter state or province abbreviation.

Postal Code
Customer’s five-digit or ZIP+4-digit zip code.

Country/Region
Customer’s three-letter country or region abbreviation.

Phone/Ext
Customer’s area code, telephone number, and extension.

Fax/Ext
Customer’s area code, fax number, and extension number.

E-Mail Address
Customer’s email address.

Copy to Bill To
Click to copy the customer’s main address information to the Bill To fields.

Bill To
Bill to address.
Customer Maintenance, Defaults Tab

Used to define more default values to be used when processing sales orders, invoices, and memos. Defaults for customer sales tax, currency, and account information used during various accounts receivable data entry operations can be defined on this tab. Tax Defaults are available only if Allow Sales Tax Entry is selected on Other Options tab of AR Setup (08.950.00).

Most of the values on the Defaults tab may be overridden during data entry, with the exception of Prepayment Account and Prepayment Subaccount.

![Customer Maintenance, Defaults Tab](image)

Figure 98: Defaults tab of Customer Maintenance (08.260.00)

Tax Area

The Tax area is used to input or view the tax defaults for a customer; available only if Allow Sales Tax Entry is selected on the Other Options of AR Setup (08.950.00). The tax information stored here is used as the default when entering invoices and sales orders if Default From is set to Customer. These tax-related values are also used as defaults for the corresponding fields in the Detail area on Shipping Address (08.262.00).
Default From

Controls where to retrieve the default tax IDs used when you enter accounts receivable documents (invoices, orders, and memos) for the customer in Invoice and Memo (08.010.00) and in the Order Management module. Default sales tax information can be entered in this window and in Shipping Address (08.262.00). Options are:

- **Address** — Retrieve the tax IDs from the customer’s shipping address in Shipping Address (08.262.00). If this option is selected, Invoice and Memo (08.010.00) will use Dflt ShipTo ID on the Order Management tab as the shipping address from which to retrieve the tax information.

- **Customer** — Retrieve the tax IDs specified for the customer in the Tax area on the Customer Maintenance (08.260.00), Defaults tab.

Registration Nbr

Tax registration number assigned to the customer if the customer is certified as tax exempt from the appropriate taxing authority. This number is included on the Detail format of the Customers (08.650.00) report.

Specifying something in this field causes Order Management to assume the transaction is nontaxable (the Taxable check box is not selected on the Sales Orders (40.100.00), Line Items tab), even though tax IDs may be associated with the customer. For more information on how this is used in Order Management, see the Order Management user guide or online help for the Sales Orders (40.100.00), Line Items tab, Taxable field description.

Accounts Receivable does not use the tax registration number to determine whether taxes should be calculated. If the customer is associated with tax IDs but has a tax registration number entry, amounts will be calculated for the tax IDs associated with the customer.

Location ID

Identification code representing a tax location associated with the customer. This is an optional field for tracking customers by a location. Location ID will accept any entry. Some of the accounts receivable reports can be printed using the location ID as a selection field.

Tax ID 1

First default tax IDs and/or group tax ID associated with the customer; to be used as defaults when entering sales orders or invoices and memos for the customer if Default From is set to Customer.

Tax ID 2

Second default tax IDs and/or group tax ID associated with the customer; to be used as defaults when entering sales orders or invoices and memos for the customer if Default From is set to Customer.

Tax ID 3

Third default tax IDs and/or group tax ID associated with the customer; to be used as defaults when entering sales orders or invoices and memos for the customer if Default From is set to Customer.

Tax ID 4

Fourth default tax IDs and/or group tax ID associated with the customer; to be used as defaults when entering sales orders or invoices and memos for the customer if Default From is set to Customer.

Currency Area

The Currency area is used to input or view currency defaults for a customer.
Currency ID

ID of the currency in which you conduct business with the customer. Enter the Currency ID for the customer. You may use the inquiry functions to look up the available currencies set up in the Currency Manager module.

Note: If multi-currency is enabled and the currency ID specified for the customer is different from the batch currency specified in transaction screens, an error message or warning will appear. This depends on whether Allow Customer Currency ID Override is selected in CM Setup (24.950.00) of the Currency Manager module.

Rate Type

Type of currency conversion rate. Enter the rate type that will be used to convert from your base currency to the customer’s currency. You may use the inquiry functions to look up the available currency rate types set up in the Currency Manager module.

Note: If multi-currency is enabled and the rate type specified for the customer is different from the batch rate type specified in transaction screens, an error message or warning will appear. This depends on whether Allow Customer Rate Type Override is selected in CM Setup (24.950.00) of the Currency Manager module.

Sales Price Rate Type

Type of currency conversion rate which translates (converts) the base currency sales price of items into the appropriate foreign currency sales prices for transactions involving foreign currencies. You may use the inquiry functions to look up the available rate types set up in the Currency Manager module.

GL Accounts Area

The GL Accounts area is used to select the general ledger accounts from which to debit and credit sales to the customer; includes settings for accounts receivable, sales, and prepayments. Default accounts and subaccounts are obtained from Customer Class (08.290.00).

Accounts Receivable Account

Accounts receivable account to debit for sales to the customer.

Accounts Receivable Subaccount

Accounts receivable subaccount to debit for sales to the customer.

A/R Sales Account

Sales account to credit for sales to the customer. Used as the default for Account in the Detail area of Invoice and Memo (08.010.00).

A/R Sales Subaccount

Sales subaccount to credit for sales to the customer. Used as the default for Sub in the Detail area of Invoice and Memo (08.010.00).

Prepayment Account

Liability account to credit for customer prepayments.

Prepayment Subaccount

Liability subaccount to credit for customer prepayments.
Customer Maintenance, Other Options Tab

Used to enter miscellaneous default customer information.

Figure 99: Other Options tab of Customer Maintenance (08.260.00)

Statement Options Area

Use the Statement Options area to activate statement printing for the customer and to select statement options.

Print Statements (check box)

Select to print a statement for the customer each time you print statements for the customer’s statement cycle. Clear Print Statements if the customer’s statement should not be printed.

Statement Format

Controls the level of detail printed on the customer’s statements; available only if Print Statements is selected. Options are:

- Balance Forward — Print the customer’s statements in a balance-forward format, which shows less detail, similar to the detail level of credit card and utility bill statements. Balance forward statements include a line with the ending balance from the prior statement, followed by a detail listing of the activity occurring since that time.

- Open Item — Print the customer’s statements in an open-item format, which shows more detail that includes the information of all open items. Statements with this format will display all open documents on the statement regardless of the period they arose.
Print Dunning Message (check box)
Select to print a dunning message on the customer’s statements. Dunning messages are printed according to the descriptions set up in Statement Cycle (08.280.00) for the customer’s statement cycle. Clear Print Dunning Message if no dunning message should be printed on the customer’s statements.

Apply Finance Charges (check box)
Select to apply finance charges to the customer’s past-due document balances whenever Apply Finance Charges (08.520.00) is run. Clear Apply Finance Charges if finance charges should not be computed on this customer’s past-due balances.

Statement Cycle
Identification code of the customer’s statement cycle. If this is a new customer, the statement cycle will default to the system default set up in Customer Defaults tab of AR Setup (08.950.00).

Last Stmt Date
Date of the customer’s most recently printed statement. For new customers, the field may be left blank, or entered with the date they became a customer.

Auto Apply Payments (check box)
Select to automatically apply payments and credit memos to the customer’s oldest invoices, debit memos, or finance charges when entering payments from the customer. Clear Auto Apply Payments if payments should be manually applied to the customer’s open documents when entering payments.

Caution: If you mark a client as Auto Apply Payments, their payments will always be automatically applied as soon as the payment batch is released. If you do not mark them as Auto Apply Payments, you still have the option during data entry to have the payments automatically applied or you can run the process in the Auto Payment Application (08.510.00).

Credit Card Area
In the Credit Card area you can enter information that is used when the customer pays for a purchase using a credit card.

Card Nbr
Number of the credit card to which the customer’s purchases should be charged.

Card Holder Name
Name that appears on the credit card.

Type
Default credit card the customer uses to pay for purchases.

Expiration Date
Date on which the customer’s credit card expires.

Sales Territory ID
Unique alphanumeric code identifying a sales territory for the customer (that is, the sales territory where the customer is located).

Current Period
Displays the current accounts receivable period.
Salesperson

Enter the ID of the customer’s salesperson. For invoices and memos entered in the Accounts Receivable module, the ID will be used as the default for Salesperson ID on the Invoice/Memo tab of Invoice and Memo (08.010.00). However, if you specify a project ID in Project, the salesperson ID defaults from Salesperson on the Project tab in Project Maintenance (PA.PRJ.00).

Disable Document Publishing to SharePoint (check box)

Clear Disable Document Publishing to SharePoint to post documents for this customer on a SharePoint site using the Doc Share feature.
Customer Maintenance, Order Management Tab

Information pertaining to the customer’s orders as they are maintained by the Order Management module. The **Order Management** tab is used when the Order Management module is being utilized; the fields on this tab relate specifically to that module. The **Order Management** tab will be unavailable if the module is not installed.

![Figure 100: Order Management tab of Customer Maintenance (08.260.00)](image)

**Default IDs Area**

Use the Default IDs area to specify identification codes for the inventory site, shipping address, buyer, certification text for packing slips or invoices, and sales representative you plan to assign to this customer.

**Preferred Site ID**

Identification code of the preferred inventory site to use for filling the customer’s order. This value is used as the default **Site ID** on **Order Management** (08.262.01), which is accessed by clicking the **Order Management** button on **Shipping Address** (08.262.00).

**Note:** This value is currently not directly used as a default value in Order Management. The values specified on **Order Management** (08.262.01) will be used if Customer Ship-to Address is selected for **Method for defaulting Site ID** on the **Order/Shipper Entry** tab of **Order Management Setup** (40.950.00) in the Order Management module.
Dflt ShipTo ID
Identification code of default shipping address appearing on the customer’s documents. In Shipping Address (08.262.00), you can set up as many shipping addresses for the customer as necessary. When entering orders in the Order Management module, the shipping address for the order will be brought over from Shipping Address (08.262.00) based on the ID entered here. If necessary, a different address ID may be entered when entering the order.

Buyer ID
Identification code of the customer’s buyer. Each customer may have a particular employee that places most of the orders. This person is set up as a Contact in the Customer Contacts (40.370.00) in Order Management. Press F3 at Buyer ID to select a buyer ID from the customer contacts list.

Certification ID
Identification code of the default certification text to be printed at the bottom of the packing slip or invoice, if applicable. If a value is entered here, it is used as the default Certification ID for Sales Orders (40.100.00) and Shippers (40.110.00), on the Other Information tab in the Order Management module.

Default Salespeople
Click to access Customer Salespeople (40.808.00) and select salespeople who work with this customer. A commission percent for each salesperson can also be indicated in Customer Salespeople (40.808.00). The values defined in Customer Salespeople (40.808.00) can be used as the Ship To Defaults as well. See the Order Management online help or user guide for more information.

Values entered here are used as defaults on Salespeople by Shipping Address (40.809.00) in Order Management. Access Salespeople by Shipping Address (40.809.00) by first opening Shipping Address (08.262.00) and clicking the Order Management button. This will open Order Management (08.262.01). Then click the OM Customer Salespeople button, which will open Salespeople by Shipping Address (40.809.00) in Order Management.

Note: These values are currently not directly used as default values in Order Management. The values specified on Salespeople by Shipping Address (40.809.00) will be used if Customer Ship-to Address is selected for Default Salesperson Method on the Order Management Setup (40.950.00), Order/Shipper Entry tab in Order Management.

Salesperson IDs are established in Salesperson Maintenance (08.310.00).

Processing Options Area
In the Processing Options area you can designate details for handling the customer’s orders.

Ship Complete
Select to specify the default ship complete option on customer orders and shippers: the customer requires either complete shipments or will allow back orders or partial shipments. Used as the default Ship Complete on the Sales Orders (40.100.00), Shipping Information tab.

- Ship Complete — If the available inventory quantity is insufficient to fill the entire order, no shipment will take place until additional inventory is received to fill the entire order.
- Partially Ship-Cancel Remainder — If the available inventory quantity is insufficient to fill the entire order, a partial shipment will be made and the remainder of the order will be cancelled (no backorder is created).
- Backorders Allowed — If the available inventory quantity is insufficient to fill the entire order, a partial shipment will be made and a backorder will be created for the remainder of the order.
Customer Priority

Customer Priority is a number from 1 to 9, 1 being the highest priority. It determines which customers have shipping priority if an item is oversold. Used as the default Priority on the Sales Orders (40.100.00), Shipping Information tab. If the customer priority is not entered here (set to zero), it defaults to 5 on the Sales Orders (40.100.00), Shipping Information tab.

Minimum Order Value

Minimum value of customer order, expressed in dollars (that is, the minimum order amount that can be placed by the customer). Must be greater than zero.

Minimum Weight

Minimum weight of customer order, if any, expressed in lb. Must be greater than zero.

Substitutes OK (check box)

Select if the customer will accept substitute items on orders. If the particular inventory item the customer orders is out of stock and there is an in-stock substitute for the item, the substitute item will be shipped to the customer. Clear Substitutes OK if the customer should receive only the exact inventory item they ordered.

Buyer Name Required (check box)

Select if the customer's buyer name (or contact name) is required for orders. If selected, Buyer on Sales Orders (40.100.00) becomes a required field.

PO Required (check box)

Select if an associated customer purchase order is required for the customer's orders. If selected, PO on Sales Orders (40.100.00) and Shippers (40.110.00) becomes a required field.

Customer Part Number Required (check box)

Select if orders must show customer part numbers in addition to the sales company's inventory part numbers. If selected, Alternate ID on the Sales Orders (40.100.00) and Shippers (40.110.00), Line Items tab becomes a required field.

Note: The Inventory's Inventory Item Cross Reference (10.380.00) window is used to set up Alternate IDs used by the customers who purchase the items. Customer Alternate IDs can be indicated on a sales order or shipper so that a customer can cross reference their own part numbers for the items ordered.

Consolidate Invoice (check box)

Determines whether the default in Order Management for invoices for the customer will be created through Consolidate Invoice (40.682.00) or the Invoice (40.680.00) report. Used as the default for Consolidate Invoice on the Sales Orders (40.100.00) and Shippers (40.110.00), Other Information tab.

Aggregation Levels (button)

Aggregation Levels displays Aggregation Levels (08.260.07), which allows you to enter optional grouping fields by which to group shippers on consolidated invoices.

Aggregation Levels is enabled when Consolidated Invoicing Available is checked.

To display a list of all the data fields that can be selected as optional aggregation levels, press F3 (or double-right-click). Aggregation Level List is displayed. To select a data field, you can highlight it and click OK or double-click on your selection.

The default optional aggregation levels are defined in Aggregation Levels (40.950.01) which is invoked by clicking the Aggregation Levels button on the Invoicing tab in Order Management Setup (40.950.00). Customer-specific optional aggregation levels are defined in Aggregation Levels (40.950.03) which is invoked by clicking the Aggregation Levels button on the Invoicing tab in Order Management Setup (40.950.00).
(08.260.07) which is invoked by clicking the Aggregation Levels button. Customer-specific aggregation levels are not required.

There are fixed and optional aggregation levels. Fixed aggregation levels are always used to group shippers on consolidated invoices. Optional aggregation levels are additional data fields that you may choose to consider when grouping the shippers on consolidated invoices.

- **Fixed Aggregation Levels**
  - Customer
  - Payment Terms
  - Project
  - Company ID
  - Currency
  - Invoice Number Order Type (Share Numbers with another Order Type entry in the Invoice frame on the Numbers tab in Order Types (40.200.00))
  - Invoice Number (if specified on the Other Information tab in Shippers (40.110.00))
  - Period to Post (if specified on the Other Information tab in Shippers (40.110.00))
  - Accounts Receivable Account
  - Accounts Receivable Subaccount

- **Optional Aggregation Levels**
  - Sales Order Number
  - Ship-To Address
  - Customer Purchase Order Number
  - Bill-To Address
  - Site ID
  - Order Type
  - Buyer ID
  - Blanket Order Number
  - Contract Number
  - Department
  - Division
  - Mark For
  - Tracking Number

An aggregation example would be to choose to have all the shippers associated with the same sales order number and purchase order number on one consolidated invoice for a customer.
Customer Maintenance, OM GL Accounts Tab

Information pertaining to the default Order Management general ledger accounts used for the customer’s order amounts. The default accounts can be overridden during data entry. The information on this tab is discussed in more detail in the Order Management online help or user guide.

![Image of Customer Maintenance, OM GL Accounts Tab](image)

**Note:** The **OM GL Accounts** tab is used to define default general ledger account and subaccount information. The system will utilize the values entered in this screen to fill in wherever a wildcard of &CU is specified for an order type on the **Order Types** (40.200.00), **Accounts** tab in Order Management. For example, if the cost of goods sold subaccount in the Order Type program is set to 0-&CU-00-00-00-1, then at order entry time, the system will determine the value for the second segment by looking in the second segment of **COGS Subaccount** on this tab.

Accounts on this screen can be specified or left blank, depending on whether they are referenced in any order types.

Because the subaccount fields on this screen are only intended to provide specific segments of the final subaccount, normal subaccount validation is not required. In cases where only a portion of the overall subaccount will be based on customer values, the value X can be used instead of an actual subaccount segment value for segments that do not rely on the customer values. For example, suppose that an order type sales subaccount edit mask calls for the product line value to be used at position four and the customer values to be used for all other segments. If the **Sales Subaccount** definition in the **OM GL Accounts** tab were specified as 03-000-AA-X-00-1 and the product line sales subaccount were defined as X-X-X-00-X-X, the resulting subaccount would be 03-300-AA-00-00-1. Note that the X values will need to be entered as required by the edit mask (for example, if the segment is
set up as a three-character segment, XXX must be entered), but will be displayed as a single X per segment after entry.

**COGS Account**
Cost of goods sold (COGS) account to debit for sales to the customer.

**COGS Subaccount**
COGS subaccount to debit for sales to the customer.

**Freight Account**
Freight account to credit for sales to the customer.

**Freight Subaccount**
Freight subaccount to credit for sales to the customer.

**Misc Account**
Misc account to credit for sales to the customer.

**Misc Subaccount**
Misc subaccount to credit for sales to the customer.

**OM Sales Account**
OM Sales account to credit for sales to the customer.

**OM Sales Subaccount**
OM Sales subaccount to credit for sales to the customer.

**Discount Account**
Discount account to credit for sales to the customer.

**Discount Subaccount**
Discount subaccount to credit for sales to the customer.

**Accrued Revenue Account**
Account to which accrued revenue should post for the customer. If entered, this account will be used instead of the **Accrued Revenue Account** specified in the **Order Management Setup** (40.950.00), Invoicing tab.

**Accrued Revenue Subaccount**
Subaccount to which accrued revenue should post for the customer. If entered, this subaccount will be used instead of the **Accrued Revenue Sub** specified in the **Order Management Setup** (40.950.00), Invoicing tab.
Customer Maintenance, Quick Send Tab

Use to define customer Quick Send preferences for invoices, debit memos, credit memos, order confirmations, manual order confirmations, shipping notices, construction billings, and statements.

![Quick Send tab of Customer Maintenance (08.260.00)](image)

**Document Type**

**Document Type** indicates the kind of document that will be sent electronically. Valid document types are AR Invoice/Memo, AR Statement, OM Invoice, OM Order Confirmation, OM Manual Order Confirmation, OM Shipping Notice, Project Invoice, Construction Billing, Service Call Invoice, or Service Contract Invoice.

**Quick Send**

Select the **Quick Send** check box to confirm that the kind of document you chose in **Document Type** will be sent to the customer using Quick Send. If the check box is cleared later, Quick Send will not transmit the document type. However, the customer's Quick Send preferences will not be removed.

**Ship To ID**

**Ship To ID** indicates the shipping address ID for the customer's Quick Send preferences when OM Order Confirmation, OM Manual Order Confirmation, or OM Shipping Notice is selected in **Document Type**. When order confirmations, manual order confirmations, or shipping notices are printed for the customer and the sales order's **Cust Address ID** matches the shipping address ID specified
in **Ship To ID**, the document is transmitted electronically using the Quick Send preferences defined for the **Document Type** and **Ship To ID**.

**Delivery Method**

**Delivery Method** is the manner in which an electronically-transmitted document will be received by the customer. Valid delivery methods are Email and Fax. The method defaults from **Delivery Method** on **Quick Send Setup** (21.951.00) in the Shared Information module.

**Request Priority**

**Request Priority** is the precedence assigned to the request for an electronically-transmitted document. Request priorities are High, Low, and Normal. This setting defaults from **Request Priority** on **Quick Send Setup** (21.951.00) in the Shared Information module for the document type.

**Receiver Email Address**

**Receiver Email Address** identifies where email messages transmitting documents to the customer will be delivered. The receiver’s email address defaults from **Email Address (Main Address)** on the **Address** tab of **Customer Maintenance** (08.260.00) or from **Email Address** on **Shipping Address** (08.262.00) when a shipping address ID is selected in **Ship To ID**.

**Reply Email Address**

**Reply Email Address** indicates the email address used when the recipient replies to email messages containing customer documents. This email address defaults from **Reply Email Address** on **Quick Send Setup** (21.951.00) in the Shared Information module for the document type.

**Email Attachment File Type**

**Email Attachment File Type** specifies the format of the file to be created to hold documents you send to the customer. File types for documents sent electronically via email are Text, Word, Crystal Reports, Excel, Adobe Acrobat, Rich Text, XML, and Comma-separated values. File types for documents sent electronically via fax are Text, Word, Excel, and Rich Text. The file type defaults from **Email Attachment File Type** on **Quick Send Setup** (21.951.00) in the Shared Information module for the document type.

**Fax Receiver Name**

**Fax Receiver Name** designates the name to appear on cover pages accompanying documents faxed to the customer. The name defaults from **Attention (Bill To)** on the **Address** tab of **Customer Maintenance** (08.260.00) or from **Attention** on **Shipping Address** (08.262.00) when a shipping address ID is selected in **Ship To ID**.

**Fax Prefix**

Use **Fax Prefix** to specify a sequence of numbers, such as a country code (for example, 061 011), that must be dialed prior to the **Receiver Fax Number**.

**Dial Area Code (check box)**

If you select **Dial Area Code**, the first three digits of **Receiver Fax Number** will be dialed as the area code when documents are transmitted to the customer. Clear this check box if the fax phone number is a local number for which dialing the area code is not required.

**Receiver Fax Number**

**Receiver Fax Number** designates the phone number that will receive documents faxed to the customer. The fax number defaults from **Fax/Ext (Bill To)** on the **Address** tab of **Customer Maintenance** (08.260.00) or from **Fax/Ext** on **Shipping Address** (08.262.00) when a shipping address ID is selected in **Ship To ID**.
Fax Sender Name

Fax Sender Name specifies the name of the individual who will send the documents to the customer. The name defaults from Fax Sender Name on Quick Send Setup (21.951.00) in the Shared Information module.

Sender Fax Number

Sender Fax Number indicates the phone number that will be the source of documents faxed to the customer. The fax number defaults from Sender Fax Number on Quick Send Setup (21.951.00) in the Shared Information module.

Include Fax Cover Sheet (check box)

Include Fax Cover Sheet indicates whether a cover sheet should precede a document sent to a customer. The setting defaults from Include Fax Cover Sheet on Quick Send Setup (21.951.00) in the Shared Information module. For more information about the fax cover sheet, see “Using Application Server” in the Application Server online help or user guide.

Fax Response (check boxes)

Your selections in the Fax Response check boxes will appear in the Notes area of the fax cover sheet. Select one or more to indicate how you want the receiver of the fax to process it. The Fax Response check boxes are:

- Urgent — Defaults from Fax Response – Urgent on Quick Send Setup (21.951.00) in the Shared Information module.
- For Review — Defaults from Fax Response – For Review on Quick Send Setup (21.951.00) in the Shared Information module.
- Please Comment — Defaults from Fax Response – Please Comment on Quick Send Setup (21.951.00) in the Shared Information module.
- Please Reply — Defaults from Fax Response – Please Reply on Quick Send Setup (21.951.00) in the Shared Information module.
- Please Recycle — Defaults from Fax Response – Please Recycle on Quick Send Setup (21.951.00) in the Shared Information module.

Subject Text

Subject Text is the wording that will appear in the Subject of an email message or in the Regarding area on a fax cover sheet that accompanies documents sent to the customer. The text defaults from Subject Text on Quick Send Setup (21.951.00) in the Shared Information module.

You can specify the following variables within the subject text to personalize each email message or fax:

- <Customer Name>
- <Reference Number>
- <Document Amount>
- <Company Name>
- <Order Number>
- <Shipper ID>
- <Ship Date>
- <Statement Date>

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.
Example: You enter a variable to customize the default subject text for invoice document types: “Current invoice from <Company Name>”. If the company name is Contoso, Ltd, the subject text for the email message or fax cover page reads, “Current invoice from Contoso, Ltd”.

**Body Text**

**Body Text** is the wording that will appear in the body of an email message or on the fax cover sheet in the Notes area. The text defaults from **Body Text** on Quick Send Setup (21.951.00) in the Shared Information module.

You can specify the following variables within the body text to personalize each email message or fax:

- `<Customer Name>`
- `<Reference Number>`
- `<Document Amount>`
- `<Company Name>`
- `<Order Number>`
- `<Shipper ID>`
- `<Ship Date>`
- `<Statement Date>`

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.

Example: You enter a variable to personalize the body text for invoice document types: “Here is an invoice for <Customer Name>”. When you send an invoice electronically to the customer, Kim Abercrombie, the email message or fax cover page body text reads, “Here is an invoice for Kim Abercrombie”.

**Additional Receivers (button)**

Click the **Additional Receivers** button to open Additional Receivers (08.260.08), on which you can add other recipients of customer documents.

**Note:** Additional receivers are specific by company and customer. Primary receivers are specific by customer only. For example, you create a primary receiver for customer 123. Then, you create an additional receiver for customer 123 in company A. When you create a document for customer 123 in company A, both the primary receiver and additional receiver are sent a copy of the document. When you create a document for customer 123 in company B, only the primary receiver is sent a copy of the document. You must set up the additional receiver for customer 123 in company B if you want them to receive a copy of the document from company B.
Customer Activity (08.260.04)

Customer Activity (08.260.04) opens when you click Activity in Customer Maintenance (08.260.00). It shows the accounts receivable documents and balances of the customer whose information you are reviewing in Customer Maintenance (08.260.00). In Customer Activity (08.260.04), you can highlight an item in the detail row and view the original document by clicking one of the buttons at the bottom of the window.

Invoice Transactions and Order Transactions are disabled if your cursor is on a document that does not have an invoice or order associated with it. For example, a payment would not have an invoice/memo or sales order associated with it.

Note:

- You can change the sort order of information in the grid by clicking the heading of a column to set the new sort criteria. Columns sort in ascending order by default. Click the column heading again to sort in descending order.

- If you select the Include Applications check box, click Refresh View, and then click a column heading, the column sort order does not change. Clear Include Applications to make the columns sortable again.

![Figure 103: Customer Activity (08.260.04) — Form view](image-url)
Select Company Area

Used to view the customer’s activity for a specific company or for all companies.

- **Specific** — Click to view a specific company’s activity.
- **All** — Click to view the activity of all companies in the database.

Company ID

ID of the customer company to review if **Select Company** is set to Specific.

Document Viewing Options Area

The Document Viewing Options defaults from the **Customer View Default** setting specified on the AR Setup (08.950.00), **Customer Defaults** tab. If there is a viewing option you prefer for all users, you can change the setting here.

Current Plus Open

Select to view the customer’s current plus open documents.

Open Documents Only

Select to view the customer’s open documents.

All Documents

Select to view all customer documents.

Include Applications (check box)

Select to include payment applications (the invoices and debit memos to which each payment and/or credit memo was applied) in the activity review.
Refresh View (button)
Click to display the customer information based on the selection criteria entered. Whenever you change the document viewing options or the Include Applications option, you must click Refresh View. Otherwise, the list of detail does not change.

Aging Balances Area
In this area you can view the customer’s present balance and other related information, such as the total of invoices and other documents for the customer that you have not yet posted and distribution of the customer’s balance based on aging categories.

Current Balance
Total of the customer’s accounts receivable documents as of the current fiscal period for the company selected.

Future Balance
Total of the customer’s accounts receivable documents currently entered but marked for posting to a future fiscal period for the company selected.

Total Prepayments
Total of a customer’s unapplied prepayments for the company selected.

Aging Area
The total of outstanding accounts receivable documents for each aging category the last time the aging process was run in Age Customer Detail (08.530.00). The number and type of aging categories are controlled by information entered on Statement Cycle (08.280.00).

Company ID
ID of the customer company associated with the transaction.

Reference Nbr
ID of the accounts receivable document that distinguishes it from all other documents.

Doc Date
Date of the document in the system.

Document Type
Indicates whether the document is an invoice (IN), credit memo (CM), debit memo (DM), payment (PA), cash sale (CS), small balance write-off (SB), small credit write-off (SC), NSF check (NS), NSF charge (NC), finance charge (FI), or prepayment (PP).

Original Amount
Original amount of the document.

Doc Balance
Remaining unpaid or unapplied balance of the document in base currency.

Currency Doc Bal
Remaining unpaid or unapplied balance of the document in the original transaction currency.

Discount Bal
Any remaining discount amount to be taken on the document, expressed in the base currency.
Sales Order Nbr
Minimum sales order number associated with the invoice.

Customer Ord Nbr
Optional customer order number associated with the original order, if the document originated in the Order Management module.

Master Doc Nbr
The reference number of the master document used to generate multiple installment documents.

Currency ID
Transaction currency of the document.

Currency RGOL
Total currency gain or loss realized on the document when applying a payment to an invoice with an exchange rate that has changed since the invoice was created.

Period To Post
Period of the document’s application in the general ledger.

Installment Nbr
Installment number of the document, if it is associated with a master document.

Invoice Transactions (button)
Click to access Document Maintenance (08.250.00).

Order Transactions (button)
Click to access Shippers (40.110.00). See the Order Management online help or user guide for more information.

Close (button)
Click to close the window.
Additional Receivers (08.260.08)

Use to define additional recipients for a document type and set up their Quick Send preferences. When a document matching the document type is sent electronically to the customer, the document is also transmitted to each recipient.

Note: Additional receivers are specific by company and customer. Primary receivers are specific by customer only. For example, you create a primary receiver for customer 123. Then, you create an additional receiver for customer 123 in company A. When you create a document for customer 123 in company A, both the primary receiver and additional receiver are sent a copy of the document. When you create a document for customer 123 in company B, only the primary receiver is sent a copy of the document. You must set up the additional receiver for customer 123 in company B if you want them to receive a copy of the document from company B.

![Additional Receivers (08.260.08)](image)

**Customer ID**
Customer ID displays the customer ID associated with the additional receiver.

**Document Type**
Document Type displays the kind of document associated with the additional receiver.

**Use Preferences of Primary Receiver (check box)**
Select the Use Preferences of Primary Receiver check box to confirm the Quick Send preferences of the additional receiver are the same as the primary receiver’s Quick Send preferences defined on the Quick Send tab of Customer Maintenance (08.260.00) for the document specified in Document Type.

**Delivery Method**
Delivery Method is the manner in which an electronically-transmitted document will be received by the additional recipient. Delivery methods are Email and Fax. The method defaults from Delivery Method on the Quick Send tab of Customer Maintenance (08.260.00) when Use Preferences of Primary
Accounts Receivable

**Receiver** is selected or from **Delivery Method** on **Quick Send Setup (21.951.00)** in the Shared Information module when **Use Preferences of Primary Receiver** is not selected.

**Request Priority**

**Request Priority** is the precedence assigned to the request for an electronically-transmitted document. Request priorities are High, Low, and Normal. The request priority for the document defaults from **Request Priority** on the **Quick Send** tab of **Customer Maintenance (08.260.00)** when **Use Preferences of Primary Receiver** is selected or from **Request Priority** on **Quick Send Setup (21.951.00)** in the Shared Information module when **Use Preferences of Primary Receiver** is not selected for the document type.

**Receiver Email Address**

**Receiver Email Address** identifies where email messages transmitting documents to the additional recipient will be delivered.

**Reply Email Address**

**Reply Email Address** indicates the email address used when the additional recipient replies to email messages containing the document specified in **Document Type**. The email address defaults from **Reply Email Address** on the **Quick Send** tab of **Customer Maintenance (08.260.00)** when the **Use Preferences of Primary Receiver** check box is selected or from **Reply Email Address** on **Quick Send Setup (21.951.00)** in the Shared Information module when the **Use Preferences of Primary Receiver** check box is not selected.

**Email Attachment File Type**

**Email Attachment File Type** specifies the format of files that will be created to hold documents you will send to the additional recipient. File types for documents sent electronically via email are Text, Word, Crystal Reports, Excel, Adobe Acrobat, Rich Text, XML, and Comma-separated values. File types for documents sent electronically via fax are Text, Word, Excel, and Rich Text. The file type defaults from **Email Attachment File Type** on the **Quick Send** tab of **Customer Maintenance (08.260.00)** when the **Use Preferences of Primary Receiver** check box is selected or from **Email Attachment File Type** on **Quick Send Setup (21.951.00)** in the Shared Information module when the **Use Preferences of Primary Receiver** check box is not selected.

**Fax Receiver Name**

**Fax Receiver Name** designates the name that will appear on the cover sheet accompanying documents faxed to the additional recipient.

**Fax Prefix**

Use **Fax Prefix** to specify a sequence of numbers, such as a country code (for example, 061 011), that must be dialed prior to the **Receiver Fax Number**. The fax prefix defaults from **Fax Prefix** on the **Quick Send** tab of **Customer Maintenance (08.260.00)** when the **Use Preferences of Primary Receiver** check box is selected.

**Dial Area Code (check box)**

If you select **Dial Area Code**, the first three digits of **Receiver Fax Number** will be dialed as the area code when documents are transmitted to the additional recipient. Clear this check box if the fax phone number is a local number for which dialing the area code is not required. The setting defaults from **Dial Area Code** on the **Quick Send** tab of **Customer Maintenance (08.260.00)** when the **Use Preferences of Primary Receiver** check box is selected.

**Receiver Fax Number**

**Receiver Fax Number** designates the phone number that will receive documents faxed to the additional recipient.
Fax Sender Name

Fax Sender Name specifies the name of the individual who will send the documents to the additional recipient. The name defaults from Fax Sender Name on the Quick Send tab of Customer Maintenance (08.260.00) when the Use Preferences of Primary Receiver check box is selected or from Fax Sender Name on Quick Send Setup (21.951.00) in the Shared Information module when the Use Preferences of Primary Receiver check box is not selected.

Sender Fax Number

Sender Fax Number indicates the phone number that will be the source of documents faxed to the additional recipient. The number defaults from Sender Fax Number on the Quick Send tab of Customer Maintenance (08.260.00) when the Use Preferences of Primary Receiver check box is selected or from Sender Fax Number on Quick Send Setup (21.951.00) in the Shared Information module when the Use Preferences of Primary Receiver check box is not selected.

Include Fax Cover Sheet (check box)

Include Fax Cover Sheet indicates whether a cover sheet should precede a document sent to the additional recipient. The setting defaults from Include Fax Cover Sheet on the Quick Send tab of Customer Maintenance (08.260.00) when the Use Preferences of Primary Receiver check box is selected or from Include Fax Cover Sheet on Quick Send Setup (21.951.00) in the Shared Information module when the Use Preferences of Primary Receiver check box is not selected. For more information about the fax cover sheet, see “Using Application Server” in the Application Server online help or user guide.

Fax Response (check boxes)

Your selections in the Fax Response check boxes will appear in the Notes area of the fax cover sheet. Select one or more check boxes to indicate how you want the additional recipient to process the fax. The Fax Response check boxes are:

- **Urgent** — Defaults from Fax Response – Urgent on the Quick Send tab of Customer Maintenance (08.260.00) when the Use Preferences of Primary Receiver check box is selected or from Fax Response – Urgent on Quick Send Setup (21.951.00) in the Shared Information module when the Use Preferences of Primary Receiver check box is not selected.

- **For Review** — Defaults from Fax Response – For Review on the Quick Send tab of Customer Maintenance (08.260.00) when the Use Preferences of Primary Receiver check box is selected or from Fax Response – For Review on Quick Send Setup (21.951.00) in the Shared Information module when the Use Preferences of Primary Receiver check box is not selected.

- **Please Comment** — Defaults from Fax Response – Please Comment on the Quick Send tab of Customer Maintenance (08.260.00) when the Use Preferences of Primary Receiver check box is selected or from Fax Response – Please Comment on Quick Send Setup (21.951.00) in the Shared Information module when the Use Preferences of Primary Receiver check box is not selected.

- **Please Reply** — Defaults from Fax Response – Please Reply on the Quick Send tab of Customer Maintenance (08.260.00) when the Use Preferences of Primary Receiver check box is selected or from Fax Response – Please Reply on Quick Send Setup (21.951.00) in the Shared Information module when the Use Preferences of Primary Receiver check box is not selected.

- **Please Recycle** — Defaults from Fax Response – Please Recycle on the Quick Send tab of Customer Maintenance (08.260.00) when the Use Preferences of Primary Receiver check box is selected or from Fax Response – Please Recycle on Quick Send Setup (21.951.00) in the Shared Information module when the Use Preferences of Primary Receiver check box is not selected.

Subject Text

Subject Text is the wording that will appear in the Subject of an email message or in the Regarding area on a fax cover sheet that accompanies documents sent to the additional recipient. The text defaults from Subject Text on the Quick Send tab of Customer Maintenance (08.260.00) when the Use Preferences of Primary Receiver check box is selected or from Subject Text on Quick Send Setup...
(21.951.00) in the Shared Information module when the Use Preferences of Primary Receiver check box is not selected.

You can specify the following variables within the subject text to personalize each email message or fax:

- <Customer Name>
- <Reference Number>
- <Document Amount>
- <Company Name>
- <Order Number>
- <Shipper ID>
- <Ship Date>
- <Statement Date>

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.

Example: You enter a variable to customize the default subject text for invoice document types: “Current invoice from <Company Name>”. If the company name is Contoso, Ltd, the subject text for the email message or fax cover page reads, “Current invoice from Contoso, Ltd”.

Body Text

Body Text is the wording that appears in the body of an email message or in the Notes area on a fax cover sheet. The text defaults from Body Text on the Quick Send tab of Customer Maintenance (08.260.00) when Use Preferences of Primary Receiver is selected or from Body Text on Quick Send Setup (21.951.00) in the Shared Information module when Use Preferences of Primary Receiver is not selected.

You can specify the following variables within the body text to personalize each email message or fax:

- <Customer Name>
- <Reference Number>
- <Document Amount>
- <Company Name>
- <Order Number>
- <Shipper ID>
- <Ship Date>
- <Statement Date>

Each variable must begin with a less-than symbol (<) and end with a greater-than symbol (>). Also, the first letter of each word in the variable name must be capitalized and the rest of each word must be in lowercase letters.

Example: You enter a variable to personalize the body text for invoice document types: “Here is an invoice for <Customer Name>”. When you send an invoice electronically to the customer, Kim Abercrombie, the email message or fax cover page body text reads, “Here is an invoice for Kim Abercrombie”.

OK (button)

Click OK after viewing information on this secondary screen to close this window, returning to the Quick Send tab of Customer Maintenance (08.260.00).
Cancel (button)

Click Cancel to close this window without recording any changes to the database, returning to the Quick Send tab of Customer Maintenance (08.260.00).
SharePoint Site Creation/Linking (21.960.00)

SharePoint Site Creation/Linking (21.960.00) appears when you click Create/Modify SharePoint Site on the application toolbar as part of the Doc Share feature. Use this screen to review and modify a customer’s SharePoint settings. The settings are based on options selected in System Manager SharePoint Site Configuration (98.360.00).

**Note:** Whether you simply review the settings or change them, you must click **OK** in this screen to prepare a SharePoint site to receive the customer’s documents.

![Image: SharePoint Site Creation/Linking (21.960.00)](image)

**Figure 106: SharePoint Site Creation/Linking (21.960.00)**

**Site Selection Area**
Accept the default or select another option. Changing the default Site Selection option clears the information in the Site Options area.

**Create New SharePoint Site**
Select this option to build a SharePoint site that will hold the customer’s documents.

**Create New SharePoint Document Library**
Select this option if you want to create a storage area on an existing SharePoint site that will contain the customer’s documents.

**Link to Existing SharePoint URL**
Select this option to enter the Web address of an existing SharePoint site that will hold the customer’s documents.

**Site Options Area**
Accept the defaults or enter new information as needed. Changing the Site Selection option clears these boxes.
SharePoint Site URL
Full Web address of a SharePoint site or document library you want to create, or of an existing SharePoint site to which you will link.

- If you are creating a new site, use the format http://<Valid Site Name>/<Subsite Prefix + Customer ID> (for example, http://Contoso_1/CustomerC310).
- If you are creating a new document library, use the format http://<Valid Site Name>/<Document Library Name>+ + Customer ID> (for example, http://Contoso_1/CustInv_C310).
- If you are linking to an existing site, enter a valid URL to the established SharePoint subsite or document library on the site which will receive the customer’s documents.

SharePoint Site Title
Name of the site. The title is visible at the top of the SharePoint site main page. It defaults to the subsite prefix and customer ID you entered in SharePoint Site URL.

Note: SharePoint Site Title is available only if you selected Create New SharePoint Site.

SharePoint Site Description
Short explanation of the site’s purpose. This could include a short summary of its contents.

Note: SharePoint Site Description is available only if you selected Create New SharePoint Site.

Document Library Options Selection Area
The customer document types that are approved for publishing to a SharePoint site are listed in this area. You can accept the defaults or select those document types that you want to make available for this customer on a SharePoint site.

Enabled
If this check box is selected, the document type will be published to the SharePoint site you specified. Clear the check box if you do not want to publish documents of this type to the SharePoint site.

Document Library Type
Category of the customer document that can be published to a SharePoint site (for display only).

Document Library URL
In this box, you can specify the full Web address of an existing SharePoint document library that will hold documents for this customer that are of the specific type. For example, you want to store the customer’s invoices in a different document library than the one that will hold its order confirmations, so you enter different Web addresses for each document type.
Customer History (08.261.00)

Used to review a summary of a customer’s fiscal period- and year-to-date accounts receivable activity and to enter a customer’s history while in Initialize mode.

Customer History (08.261.00) can be opened by selecting it from the Accounts Receivable Screens menu, or by clicking History in Customer Maintenance (08.260.00). When you open it from Customer Maintenance (08.260.00), the options will default to the current fiscal year and company.

Customer ID

Customer’s identification number and name.

Click to display Customer Inquiry (08.200.00) and review the documents that make up the customer’s period- and year-to-date balances.

Fiscal Year

Fiscal year in which the customer history currently displayed occurred. Accept the current fiscal year or enter another fiscal year.

Period Nbr

Contains the lesser of the current period number for this customer or the last fiscal period of the fiscal year of the record.

Select Company Area

Used to view the customer history for a specific company or for all companies. Options are:

- **Specific** — Click to view a specific company’s history.
- **All** — Click to view the history of all companies in the database.
If you select **Specific**, enter the company ID in **Company ID**. If you select **All**, **Company ID** will be unavailable and all batches for all companies will be displayed.

**Note:** Balances in this screen can be manually adjusted by selecting the Initialize mode from the **Options** menu, before opening **Customer History (08.261.00)**. Initialize mode is used when setting up a new system and occasionally for correcting errors.

**Company ID**

Type a specific company’s alphanumeric code.

**Period**

Indicates the fiscal period in which the customer activity occurred.

**Sales**

Sum of the customer’s gross sales before adjustments for the period; equals the sum of all invoice (IN) and cash sale (CS) documents issued during the period.

**COGS**

Sum of the customer’s cost of goods sold for the period; updated automatically when cost of goods sold batches created by the invoicing process are released for posting.

**Debit Memos**

Sum of all debit memos charged to the customer’s balance by period for the selected fiscal year; equals the sum of all debit memo (DM), small credit write-off (SC), and NSF check charge (NC) documents issued during the period.

**Credit Memos**

Sum of all credit memos deducted from the customer’s balance, by period, for the selected fiscal year; equals the sum of all credit memo (CM) and small balance write-off (SB) documents issued during the period.

**Fin Chrg**

Sum of all finance charges charged to the customer’s balance, by period, for the selected fiscal year; equals the sum of all finance charge (FI) documents issued during the period.

**Discounts**

Sum of all discounts deducted from the customer’s balance, by period, for the selected fiscal year; equals the sum of all discounts taken in payment application documents recorded during the period.

**Receipts**

Sum of all payments deducted from the customer’s balance, by period, for the selected fiscal year; equals the sum of all payment application (PA), prepayment (PP), and cash sale (CS) documents recorded during the period.

**YTD**

Sum of all period balances for net sales, cost of goods sold, credit memos, debit memos, finance charges, discounts, and receipts to that point in the selected fiscal year.
View Shared Documents (button)

Click View Shared Documents on the application toolbar to access customer documents that reside on a SharePoint site.

Note:

- To view customer documents in a SharePoint subsite document library, you must first create the library by publishing at least one document to it.
- You must have access rights to the SharePoint site to view documents. See your Microsoft Dynamics SL system administrator for assistance.
Shipping Address (08.262.00)

Used to enter the name, address lines, telephone and fax numbers, email address and tax information for a customer’s shipping address.

A customer may be set up with unlimited shipping addresses. The shipping addresses may be used in Order Management to specify which address is to be used for shipping each order.

Caution: Shipping addresses on outstanding sales orders and invoices are not updated when you change a shipping address in this screen. We suggest you examine affected sales orders and invoices in the Order Management module to ensure they contain the correct shipping address.

Customer
Customer identification code and name.

Detail Area
Use the Detail area to enter shipping addresses, contact information, and tax IDs for locations that will receive the customer’s order shipments.

Ship To ID
Unique alphanumeric code used to identify each of the customer’s shipping addresses.

Description
Explanation of the Ship To ID.

Name
Customer’s name.
Attention
Name of the person or department to whom the documents should be delivered.

Address Line 1
Customer’s suite number or the name and number of a customer’s street location.

Address Line 2
Customer’s post office box number or the name and number of a customer’s street location, if a suite number is entered on the first address line.

City
The municipality where the customer is located.

State/Province
Customer’s two-letter state or province abbreviation.

Postal Code
Customer’s five-digit or ZIP+4-digit zip code.

Country/Region
Customer’s three-letter country or region abbreviation.

Phone/Ext
Customer’s area code, telephone number, and extension.

Fax/Ext
Customer’s area code, fax number, and extension number.

Email Address
Customer’s email address.

Tax Registration Nbr
Tax registration number assigned to the shipping address if such a number is required for tax reporting purposes. This field is only informational and will not affect the way the Accounts Receivable or Order Management module calculates taxes. Registration Nbr on the Customer Maintenance (08.260.00), Defaults tab is the only tax registration number that the Order Management module refers to for the purpose of calculating taxes on sales orders. See Registration Nbr under “Customer Maintenance, Defaults Tab” on page 198 for more information.

Tax Location ID
Identification code representing a tax location associated with the shipping address; tax location ID is optional and is typically used to cross reference tax information to an external source.

Tax ID 1
First default tax ID and/or group tax ID associated with the customer. The tax information stored here is used as the default when entering invoices and sales orders if Tax Default From is set to Address on the Customer Maintenance (08.260.00), Defaults tab. Defaults from Tax ID 1 on the Customer Maintenance (08.260.00), Defaults tab.
Tax ID 2
Second default tax ID and/or group tax ID associated with the customer. The tax information stored here is used as the default when entering invoices and sales orders if Tax Default From is set to Address on the Customer Maintenance (08.260.00), Defaults tab. Defaults from Tax ID 2 on the Customer Maintenance (08.260.00), Defaults tab.

Tax ID 3
Third default tax ID and/or group tax ID associated with the customer. The tax information stored here is used as the default when entering invoices and sales orders if Tax Default From is set to Address on the Customer Maintenance (08.260.00), Defaults tab. Defaults from Tax ID 3 on the Customer Maintenance (08.260.00), Defaults tab.

Tax ID 4
Fourth default tax ID and/or group tax ID associated with the customer. The tax information stored here is used as the default when entering invoices and sales orders if Tax Default From is set to Address on the Customer Maintenance (08.260.00), Defaults tab. Defaults from Tax ID 4 on the Customer Maintenance (08.260.00), Defaults tab.

Order Management (button)
Click to access Order Management (08.262.01) to view and/or enter the customer’s Order Management general ledger account and order shipping information.

Note: The accounts and subaccounts specified on Order Management (08.262.01) are used to define default general ledger account and subaccount information. The system will utilize the values entered in this screen to fill in wherever a wildcard of &SH is specified for an order type on the Order Types (40.200.00), Accounts tab in Order Management. For example, if the cost of goods sold subaccount in Order Types (40.200.00) is set to 0-000-000-00-00-00-1, at order entry time the system will determine the value for the second segment by looking in the second segment of COGS Subaccount on this screen.

Accounts on this screen can be specified or left blank, depending on whether they are referenced in any order types.

Because the subaccount fields on this screen are only intended to provide specific segments of the final subaccount, normal subaccount validation is not required. In cases where only a portion of the overall subaccount will be based on shipping address values, the value X can be used instead of an actual subaccount segment value for segments that do not rely on the shipping address values.

For example, suppose that an order type sales subaccount edit mask calls for the product line value to be used at position four and the shipping address values to be used for all other segments. If the sales subaccount was specified as 03-000-AA-X-00-1 and the product line sales subaccount is defined as X-X-X-00-X-X, the resulting subaccount would be 03-300-AA-00-00-1. Note that the X values will need to be entered as required by the edit mask (for example, if the segment is set up as a three-character segment, XXX must be entered), but will be displayed as a single X per segment after entry.
Order Management (08.262.01)

Used to define the general ledger accounts used for the customer's order amounts and to define default order shipping information: EDI ship to reference, freight terms, etc.

![Order Management (08.262.01)](image)

**Figure 109: Order Management (08.262.01)**

**Note:** The accounts and subaccounts specified on Order Management (08.262.01) are used to define default general ledger account and subaccount information. The system will utilize the values entered in this screen to fill in wherever a wildcard of &SH is specified for an order type on the Order Types (40.200.00), Accounts tab in Order Management. For example, if the cost of goods sold subaccount on Order Types (40.200.00) is set to 0-&SH-00-00-00-1, then at order entry time the system will determine the value for the second segment by looking in the second segment of COGS Subaccount on this screen.

Accounts on this screen can be specified or left blank, depending on whether they are referenced in any order types.

Because the subaccount fields on this screen are only intended to provide specific segments of the final subaccount, normal subaccount validation is not required. In cases where only a portion of the overall subaccount will be based on shipping address values, the value X can be used instead of an actual subaccount segment value for segments that do not rely on the shipping address values.

For example, suppose that an order type sales subaccount edit mask calls for the product line value to be used at position four and the shipping address values to be used for all other segments. If the sales subaccount was specified as 03-000-AA-X-00-1 and the product line sales subaccount is defined as X-X-X-00-X-X, the resulting subaccount would be 03-300-AA-00-00-1. Note that the X values will need to be entered as required by the edit mask (for example, if the segment is set up as a three-character segment, XXX must be entered), but will be displayed as a single X per segment after entry.

**Sales Account**

OM Sales account to credit for sales to the customer.

**Sales Subaccount**

OM Sales subaccount to credit for sales to the customer.
**Discount Account**  
Discount account to debit for sales to the customer.

**Discount Subaccount**  
Discount subaccount to debit for sales discounts given to the customer.

**COGS Account**  
COGS account to debit for sales to the customer.

**COGS Subaccount**  
COGS subaccount to debit for sales to the customer.

**Freight Account**  
Freight account to credit for sales to the customer.

**Freight Subaccount**  
Freight subaccount to credit for sales to the customer.

**Misc Account**  
Misc account to credit for sales to the customer.

**Misc Subaccount**  
Misc subaccount to credit for sales to the customer.

**EDI Ship to Ref**  
Ship-to destination ID for a customer order received via EDI.

**Freight Terms**  
Freight payment terms (for example, customer pays or shipper pays).

**Site ID**  
Identification code of the preferred inventory site to use in filling the customer’s order from this address. This value is defaulted from **Preferred Site ID** on the **Customer Maintenance** (08.260.00), **Order Management** tab.  
The value specified here will be used as the default site ID in Order Management if Customer Ship-to Address is the value selected for **Method for defaulting Site ID** on the **Order Management Setup** (40.950.00), **Order/Shipper Entry** tab in Order Management.

**Ship Via ID**  
ID of the order shipment method.

**Map Location**  
ID of the customer’s geographic location; the standard map location ID used and recognized by many commercial trucking companies.

**Region ID**  
ID of the customer’s country/regional location. Often used for sales analysis reporting.

** Territory**  
ID of the customer’s location according to sales territory.
OM Customer Salespeople (button)

Click to access Salespeople by Shipping Address (40.809.00) and select salespersons who work with this customer at this address. A commission percent for each salesperson can also be indicated in Salespeople by Shipping Address (40.809.00).

Values displayed here are defaulted from values entered on Customer Salespeople (40.808.00), which is accessed by clicking the Default Salespeople button on the Customer Maintenance (08.260.00), Order Management tab.

The values specified here are used as defaults on sales orders and shippers if Customer Ship-to Address is the value selected for Default Salesperson Method on the Order Management Setup (40.950.00), Order/Shipper Entry tab in Order Management.

Salesperson IDs are established in Salesperson Maintenance (08.310.00).
Recurring Invoice (08.270.00)

Used to create and maintain recurring invoices, which are useful for billing customers the same amount on a regular basis. *Recurring Invoice* (08.270.00) contains the various billing data for each recurring invoice, including the frequency (how often) you wish to generate the invoice for the customer and for how long.

**Figure 110: Recurring Invoice (08.270.00)**

*Recurring Invoice* (08.270.00) includes both document and transaction information. Enter each document’s information as if you were entering an invoice in *Invoice and Memo* (08.010.00).

In addition to the normal data, you also have to enter generation information such as the **Next Doc Date**, **Cycle**, and **Number of Cycles**.

**Document Area**

Use the Document area to define a new document or to select an existing document in which to enter new transactions.

**Invoice Memo Nbr**

Unique alphanumeric code assigned to a recurring invoice. Enter the invoice or memo number for the invoice you are adding or want to maintain. Recurring invoices are manually assigned an ID. You can use any alphanumeric character in the ID. You could use an abbreviation of the customer’s name or customer’s ID or any other unique number or code up to 10 characters. For example, you could use C29901 as the reference number which would denote customer C299, recurring invoice 01.

**Customer ID**

Customer ID and name associated with the recurring invoice.
Next Doc Date
Date when the software should generate the next regular invoice from the recurring invoice.

Cycle
The length of time, in months, between generations of the recurring invoice. For example, an invoice for a one-year contract specifying 12 monthly payments has a cycle of 1. Quarterly rent payments have a cycle of 3. The maximum cycle number allowed is 480.

Note: If you need to generate a recurring invoice more than once a month, enter a different recurring invoice for each occurrence during the month.

Number of Cycles
Total number of times a regular invoice should be generated from the recurring invoice. The maximum number of cycles allowed is 32767.

Note: Once an invoice has been generated for the specified number of cycles, it is deleted from the system. If this invoice will be needed again in the future (for example, a contract is likely to be renewed), consider setting the number of cycles for one extra cycle, so the invoice can be recalled, modified and set to generate for the new year.

Amount
Total of the next regular invoice created from the recurring invoice. This should equal the total of the line items entered as detail, including any applicable taxes.

Detail Area
Use the Detail area to input or view transaction details for the document.

Company ID
Company to which the transaction will be posted. Defaults from Company ID on the Invoice/Memo tab. Accept the default company or select a different company if necessary. Entering a company ID different from the value in Company ID on the Invoice/Memo tab will cause intercompany transactions to be generated when the resulting invoice is created and released.

Note: Entry of a value in Company ID different from that on the Invoice/Memo tab is only allowed if the intercompany relationship has been defined in Inter-Company Acct/Sub Maintenance (13.260.00).

Account
Account to debit for the amount of the transaction. Defaults from A/R Sales Account on the Customer Maintenance (08.260.00), Defaults tab.

Project
Associates the transaction with a specific project set up in the Project Controller module; available only if the Project Controller module is installed. The transaction Account must be associated with a Project Category in General Ledger’s Chart of Account Maintenance (01.260.00). Project on the Invoice/Memo tab must not be blank and not be equal to Non Post Project specified on the Project Controller Setup (PA.SET.00), PC Options and Setup tab. Defaults from Project on the Invoice/Memo tab.

Note: If the account has an associated project category (which would normally result in the transaction being passed to Project Controller) and Project on the Invoice/Memo tab is either blank or set to Non Post Project on the Project Controller Setup (PA.SET.00), PC Options and Setup tab, the transaction project will be set to the Non Post Project and the transaction will not be passed to Project Controller.
Task
Associates the transaction with a specific task set up in the Project Controller module; required if you enter a project ID that is not Non Post Project; available only if a project not equal to Non Post Project is entered for the transaction.

Sub
Optional subaccount to charge for the amount of the transaction line. Defaults from A/R Sales Subaccount on the Customer Maintenance (08.260.00), Defaults tab or based on the project or task entered.

Quantity
Total number of items involved in the transaction. Required if Project Controller is installed, the account ID is associated with a project category, and Require Units is selected in Chart of Account Maintenance (01.260.00) in the General Ledger module.

Unit Desc
Description of the unit of measure for the quantity.

Unit Price
The per-unit price of the item involved in the transaction (this price appears on reports listing the transactions).

Amount (Detail)
Extended amount (unit price times total quantity), of the items involved in the transaction.

Tax Category
Tax category applied to the line item, if appropriate; available only if Allow Tax Entry is selected on the AR Setup (08.950.00), Other Options tab. Tax categories are set up in Tax Category Maintenance (21.310.00) in the Shared Information module and are used to determine the taxability of the line item.

Tax ID
Transaction detail line’s tax ID; available only if Allow Sales Tax Entry is selected on the AR Setup (08.950.00), Other Options tab. If only one tax ID is associated with the detail line, it will display here. Otherwise, an asterisk (*) will display, indicating there are multiple tax IDs for the line item. In this case, click Tax to view the tax IDs for each line item.

The tax IDs for the first detail line of the document will default from either the Defaults tab in Customer Maintenance (08.260.00) or from Shipping Address (08.262.00), depending on the setting on Default From on the Defaults tab. Subsequent lines will either default using the same logic or from the previous line of the document, depending on the setting of the Sales Tax Default on the Other Options tab of AR Setup (08.950.00).

Description
An explanation of the transaction. The description will default according to the selection made in Tran Description Default on the AR Setup (08.950.00), Other Options tab.

Tax (button)
Click to view and/or enter the tax IDs, taxable amounts, and tax amounts associated with the current transaction detail line of a document; available only if Allow Sales Tax Entry is selected on the Other Options tab of AR Setup (08.950.00).
Recurring Invoice, Invoice/Memo Tab

Used to input or view information about the recurring invoice or memo.

Figure 111: Invoice/Memo tab of Recurring Invoice (08.270.00)

Description

A description of the recurring invoice document.

Terms ID

Identifies payment terms that control the discount and due dates, and discount amount of regular invoices generated from the recurring invoice. Automatically defaults from the customer terms ID set up on the Customer Maintenance (08.260.00), Customer Information tab. The default may be overridden for each invoice. Use the inquiry function to look up valid terms IDs. The description of the terms selected is displayed beside Terms ID.

Note: Multiple installment terms are not allowed.

Project

Associates the transaction with a specific project set up in the Project Controller module; available only if the A/R Account on the Account Override tab is associated with a Project Category in Chart of Account Maintenance (01.260.00) in the General Ledger module and the Project Controller module is installed.

Company ID

A specific company's alphanumeric code and company description (name) to which the document will be posted. If you need to change the company ID, use the Account Override tab.
**Salesperson ID**

A unique alphanumeric code representing the salesperson associated with the recurring invoice. If you specify a project ID in Project, the Salesperson ID defaults from Salesperson on the Project tab in Project Maintenance (PA.PRJ.00). Otherwise, the Salesperson ID defaults from Salesperson on the Other Options tab of Customer Maintenance (08.260.00). If entered or changed, this must be a Salesperson ID previously entered in Salesperson Maintenance (08.310.00).

**Discount Date**

The discount date is the date by which the next regular invoice created from the recurring invoice must be paid in order to receive the specified discount. If a valid terms ID appears in Terms ID, the software automatically calculates the discount date based on the date entered in Next Doc Date and the customer payment conditions specified by the terms ID.

**Due Date**

Date on which payment of the next regular invoice created from the recurring invoice is due; calculation is based on Next Doc Date and the customer payment conditions specified by the terms ID.

**Discount**

Total amount deducted from the next regular invoice amount if the invoice is paid on or before the discount date; calculated based on the discount percentage of the payment terms and the total invoice amount.

**Total**

Running total of all Detail Amount and Tax values on Tax entered for the recurring invoice. Total will increment as additional line items are entered in the Detail area. This should equal the document Amount when all the line items and tax information are entered.
Recurring Invoice, Account Override Tab

Used to input or view the accounts receivable account and subaccount to use instead of the customer’s defaults.

![Account Override tab of Recurring Invoice (08.270.00)](image)

**Company ID**

Identification number and name of the company to which this document should be posted. Defaults to the current login company. After you enter a company ID here, it will also display in Company ID on the Invoice/Memo tab.

**A/R Account**

Accounts receivable account to debit for sales to the customer. Defaults from Accounts Receivable Account on the Customer Maintenance (08.260.00), Defaults tab. If this value has not been specified, it defaults from Accounts Receivable Account on the AR Setup (08.950.00), Invoice Accounts tab.

**A/R Subaccount**

Accounts receivable subaccount to debit for sales to the customer. Defaults from Accounts Receivable Subaccount on the Customer Maintenance (08.260.00), Defaults tab. If this value has not been specified, it defaults from Accounts Receivable Subaccount on the AR Setup (08.950.00), Invoice Accounts tab.
Tax

Use Tax to view or enter the tax information associated with the current transaction detail line of an accounts receivable document. Tax accumulates the tax for the whole document. You will see both current detail and document totals in this screen.

You can open this screen by clicking Tax in Recurring Invoice (08.270.00).

![Tax Screen](image)

Figure 113: Tax

Current Detail Area

Tax information for the current detail row determined by the placement of your cursor. You enter up to four tax IDs or group tax IDs to calculate taxable and tax amounts for the current transaction detail line.

Tax ID

Tax ID or group tax ID used to calculate taxable and tax amounts for the current transaction detail line. You may change or add tax IDs if necessary.

Taxable

Taxable amount per ID applied to the current transaction detail line.

Tax

Tax per ID applied to the current transaction detail line; based on the tax rates set up in the Shared Information module. For display only.

Document Totals Area

Totals for the document by tax ID. You can use up to four tax IDs or group tax IDs that indicate which taxes are applied to the document; includes taxes that were applied to the current transaction detail line, as well as any other detail line in the document.

Tax ID

Tax IDs or group tax IDs that indicate which taxes are applied to the document.

Taxable

Total taxable amount per tax ID applied to the document. This is equal to the sum of the taxable amounts from the detail lines. For display only.
Tax
Total tax per tax ID applied to the document. This amount may be overridden. If the amount is overridden, the difference between the override amount and the sum of the automatically calculated tax amounts from the detail lines will be adjusted against the tax amount of the first line in the grid when the document is saved. If the adjustment is a reduction in the tax amount and it is more than the tax amount of the first line in the grid, the remaining reduction will be applied against the next row(s) until fully applied.

**Note:** If the Calculation Type specified for the tax ID in Tax Maintenance (21.280.00) is Document, the sum of the automatically calculated tax amounts for the transaction lines may not equal the tax amount calculated at the document level due to rounding differences. In that case, the difference is applied to the lines in the same manner as the override variance.

**Doc Tax Total**
Total of all taxes applied to the document.

**Current Detail Row**
Number of the transaction detail line associated with the tax detail currently displayed.
Statement Cycle (08.280.00)

Used to define customer statement cycles, which are used to group customers when performing certain accounts receivable processes. Statement cycle groups are groups of customers that have the same aging categories or should have statements printed at the same time. Companies with a large number of customers often process statements throughout the month, instead of running them all at the same time. Statement cycles help facilitate this. Auto Payment Application (08.510.00), Apply Finance Charges (08.520.00), Age Customer Detail (08.530.00), and Close Statement Cycle (08.590.00) all use statement cycles to identify the customers for which the processes should be performed.

Statement cycles may also have different numbers of days in the aging categories. This is useful if you have a group of customers that are tracked using a 30/60/90 days aging and another group that is 7/15/30 days.

Statement Cycle ID
Unique alphanumeric code assigned to the statement cycle. Select the ID of the statement cycle that you want to edit or enter a new ID. The ID may be any two alphanumeric characters.

Last Aging Date
Date when the software last aged the account information of the customers associated with the statement cycle; increments when you complete the age customer detail process using Age Customer Detail (08.530.00). This date may not be changed here.

Last Statement Date
Date when the software last printed the statements of the customers associated with the statement cycle (that is, the date when this cycle last went through the close statement cycle process using Close Statement Cycle (08.590.00)). This date may not be changed here.

Last Finance Charge Date
Date when the software last assessed finance charges to the customers associated with the statement cycle. (that is, the date when this cycle last went through the apply finance charges process using Apply Finance Charges (08.520.00)). This date may not be changed here.

Aging Category
Number of the aging category which is described in the Days and Message Description fields. There are four aging categories for each statement cycle.
Days
Maximum aging days in an aging category. The software totals customer billing document amounts with aging days equal to or less than the days specified in the aging categories and lists the total under the associated dunning message on customer statements.

Message Description
Dunning message associated with an aging category; printed on a customer’s statement only if Print Dunning Message is selected on the Other Options tab of Customer Maintenance (08.260.00). The maximum length of the message descriptions is 50 characters. The message print on statements is determined by the oldest document for the customer and the aging category into which it fits.
Customer Class (08.290.00)

Used to define the key default information (accounts and subaccounts, IDs, descriptions, price class, terms, trade discounts) of customer classes. Customer Classes serve two purposes:

- They are used to group similar customers together for reporting purposes. The Accounts Receivable module includes reports which provide data grouped by the customer class.

- They are used to supply default settings for customers during the Customer Maintenance (08.260.00) process. This helps to standardize the way customers are set up by class. When a customer class ID is entered for a new customer in Customer Maintenance (08.260.00), the appropriate fields in Customer Maintenance (08.260.00) are filled with default values from Customer Class (08.290.00). The default values can be overridden when setting up new customers, and some of the default values can also be overridden during data entry.

Keep in mind that the values from Customer Class (08.290.00) flow to Customer Maintenance (08.260.00) only during initial customer setup. Changes made later to the settings for a particular Customer Class do not update the customers already set up for that class. Those changes would need to be made on a customer-by-customer basis.

![Customer Class (08.290.00)](image)

**Caution:** Because a default Customer Class ID will be designated in AR Setup (08.950.00) and because in Customer Maintenance (08.260.00) entry of a customer class is required, at least one customer class should be set up before setting up the Accounts Receivable module.

**Note:** The OM Defaults tab defines default general ledger account and subaccount information. The system will utilize the values entered in this screen to fill in wherever a wildcard of &CC is specified for an order type on the Order Types (40.200.00), Accounts tab in Order Management. For example, if the cost of goods sold subaccount in Order Types (40.200.00) is set to 0-0-0-00-00-1, at order entry time, the system will determine the value for the second segment by looking in the second segment of COGS Subaccount on this tab.

Accounts on this screen can be specified or left blank, depending on whether they are referenced in any order types.

Because the subaccount fields on this screen are only intended to provide specific segments of the final subaccount, normal subaccount validation is not required. In cases where only a portion of the
overall subaccount will be based on customer class values, the value X can be used instead of an actual subaccount segment value for segments that do not rely on the customer class values.

For example, suppose that an order type sales subaccount edit mask calls for the product line value to be used at position four and the customer values to be used for all other segments. If the **OM Sales Subaccount** definition on the **OM Accounts** tab was specified as 03-000-AA-X-00-1 and the product line sales subaccount is defined as X-X-00-X-X, the resulting subaccount would be 03-300-AA-00-00-1. Note that the X values will need to be entered as required by the edit mask (for example, if the segment is set up as a three-character segment, XXX must be entered), but will be displayed as a single X per segment after entry.

**Class ID**

Unique alphanumeric code that distinguishes the customer class from all other customer classes in the database. Enter a new customer class ID according to firm policies, or select the ID of a customer class you wish to edit.

**Description**

Explanation of the customer class ID. Enter a description for a new customer class ID entered at **Class ID**.
Customer Class, Customer Defaults Tab

Used to define the default price class, payment terms, trade discount percent and general ledger accounts receivable and sales accounts for the customer class.

![Image of Customer Defaults tab](image)

Figure 116: Customer Defaults tab of Customer Class (08.290.00)

**Price Class**

Identification code of the customer’s price class. Enter the ID of the price class to be associated with the customer class. **Price Class** may be left blank. If you are changing customer class information, enter a different price class or accept the ID displayed.

Price classes are set up in Item Price Class (40.390.00) in the Order Management module and are used in Order Management to record separate price lists for the same inventory items. If the Inventory and Order Management modules are not in use, this field cannot be used.

**Terms**

Predefined customer sales terms, such as net 30 days with a 2% discount. Set up customer terms on Terms Maintenance (21.270.00) in the Shared Information module. Terms ID controls the defaulting of discount and due dates and payment discount amount of the invoice or memo and explanation of the discount percent and discount days associated with the terms ID.

Enter the terms ID that corresponds to the customer class’ payment terms. It is possible to leave this field blank and specify the terms for new customers as you enter them.

**Caution:** Once an ID is entered in Terms ID, it can be changed to another ID but not deleted. If you do not want Terms ID to fill automatically in Customer Maintenance (08.260.00), leave this field blank.

**Trade Discount**

Discount percentage given to the customer class in addition to any regular price or percent discounts, based on price classes already established.

Pricing is a function of the Inventory module, in conjunction with Order Management. If you are not using those modules, entries in this field will be ignored.
AR Account
Accounts receivable account to debit for sales to this customer class. When entering customers, you may override this setting. While the system allows you to skip the subaccount fields, the account number fields may not be left empty.

AR Subaccount
Accounts receivable subaccount to debit for sales to this customer class. When entering customers, you may override this setting. The system allows you to skip the subaccount fields.

AR Sales Account
Sales account to credit for sales to the customer class. When entering customers, you may override this setting. While the system allows you to skip the subaccount fields, the account number fields may not be left empty.

AR Sales Subaccount
Sales subaccount to credit for sales to the customer class. When entering customers, you may override this setting. The system allows you to skip the subaccount fields.

Prepay Account
Liability account to credit for prepayments to the customer class. When entering customers, you may override this setting. While the system allows you to skip the subaccount fields, the account number fields may not be left empty.

Prepay Subaccount
Liability subaccount to credit for prepayments to the customer class. When entering customers, you may override this setting. While the system allows you to skip the subaccount fields, the account number fields may not be left empty.
Customer Class, OM Defaults Tab

Used to define the default general ledger income and expense accounts used by the Order Management module for the customer class. Complete this tab when the Order Management module is being used.

**Note:** The OM Defaults tab is used to define default general ledger account and subaccount information. The system will utilize the values entered in this screen to fill in wherever a wildcard of &CC is specified for an order type on the Order Types (40.200.00), Accounts tab in Order Management. For example, if the cost of goods sold subaccount in Order Types (40.200.00) is set to 0-&CC-00-00-00-1, at order entry time, the system will determine the value for the second segment by looking in the second segment of COGS Subaccount on this tab.

Accounts on this screen can be specified or left blank, depending on whether they are referenced in any order types.

Because the subaccount fields on this screen are only intended to provide specific segments of the final subaccount, normal subaccount validation is not required. In cases where only a portion of the overall subaccount will be based on customer class values, the value X can be used instead of an actual subaccount segment value for segments that do not rely on the customer class values.

For example, suppose that an order type sales subaccount edit mask calls for the product line value to be used at position four and the customer values to be used for all other segments. If the OM Sales Subaccount definition on the OM Accounts tab was specified as 03-000-AA-X-00-1 and the product line sales subaccount is defined as X-X-X-00-X-X, the resulting subaccount would be 03-300-AA-00-00-1. Note that the X values will need to be entered as required by the edit mask (for example, if the segment is set up as a three-character segment, XXX must be entered), but will be displayed as a single X per segment after entry.

![Image of OM Defaults tab of Customer Class (08.290.00)](Figure 117: OM Defaults tab of Customer Class (08.290.00))

**COGS Account**

COGS account to debit for customer sales.

**COGS Subaccount**

COGS subaccount to debit for customer sales.
Freight Account
Freight account to credit for customer sales.

Freight Subaccount
Freight subaccount to credit for customer sales.

Misc Charges Account
Misc account to credit for customer sales.

Misc Charges Subaccount
Misc subaccount to credit for customer sales.

OM Sales Account
OM Sales account to credit for customer sales.

OM Sales Subaccount
OM Sales subaccount to credit for sales to the customer.

Discount Account
Discount account to debit for sales to the customer.

Discount Subaccount
Discount subaccount to debit for sales to the customer.
Salesperson Maintenance (08.310.00)

Used to define non-financial information about a salesperson and to review salesperson historical financial information. Each salesperson may be assigned a sales territory. Each customer may be assigned both a default salesperson and be assigned to a specific sales territory for purpose of recording sales and calculating commissions.

![Salesperson Maintenance (08.310.00)](image)

Figure 118: Salesperson Maintenance (08.310.00)

The salesperson feature is more flexible if the Order Management module is in use. When using Order Management, you can change the salesperson designation during order entry, as well as the commission percent. You also can enter a different salesperson and/or commission percent for each detail row of the order, allowing great flexibility. You also can designate multiple salespeople per order or detail line.

If you are using only the Accounts Receivable module, each customer is assigned a salesperson. Each time an invoice is processed for a customer, if you specify a project ID in Project, the Salesperson ID defaults from Salesperson on the Project tab in Project Maintenance (PA.PRJ.00). Otherwise, the Salesperson ID defaults from Salesperson on the Other Options tab of Customer Maintenance (08.260.00). The default salesperson on the Invoice/Memo tab can be overridden. The sale is recorded for the salesperson assigned on Invoice and Memo (08.010.00). Commissions are calculated at the rate in Salesperson Maintenance (08.310.00) at the time of the transaction.

The accounts receivable reports include commission and sales reports.

**Salesperson ID**
Unique alphanumeric code assigned to the salesperson.

**Name**
Salesperson’s name.

**Salutation**
Optional, personal greeting to use when corresponding with the salesperson.
Attention
Name of the person or department to whom the documents should be delivered.

Address Line 1
Salesperson’s suite number or the name and number of a customer’s street location.

Address Line 2
Salesperson’s post office box number or the name and number of a customer’s street location, if a suite number is entered on the first address line.

City
The municipality where the customer is located.

State/Province
Salesperson’s two-letter state or province abbreviation.

Postal Code
Salesperson’s five-digit or ZIP+4-digit zip code.

Country/Region
Salesperson’s three-letter country or region abbreviation.

Phone/Ext
Salesperson’s area code, telephone number, and extension.

Fax/Ext
Salesperson’s area code, fax number, and extension number.

Commission Pct
Base commission rate paid to the salesperson for sales to customers; calculated by multiplying the sales amount or net profit of each document times the commission percentage entered. If you are using the Order Management module, the Commission Pct is used as the default percent in the sales order windows. Entering a new percentage in Salesperson Maintenance (08.310.00) will not update any sales orders that have already been entered. The Commission Pct is also used to calculate the commission on invoices and memos entered in Invoice and Memo (08.010.00).

Territory ID
Unique alphanumeric code identifying a sales territory.

Email Address
The salesperson’s email address.

History (button)
Click to display Salesperson History (08.311.00). Salesperson History (08.311.00) displays summary information for each salesperson.
Salesperson History (08.311.00)

Used to review a summarization of the selected salesperson's period- and year-to-date customer sales activity. Salesperson History (08.311.00) is opened by clicking History in the Salesperson Maintenance (08.310.00) or by choosing Salesperson History from the Accounts Receivable Screens menu.

![Salesperson History (08.311.00)](image)

**Salesperson ID**

Salesperson’s unique identifying code.

**Fiscal Year**

Fiscal year during which the salesperson history currently displayed occurred.

**Current Period**

Contains the lesser of the current period number for this customer or the last fiscal period of the fiscal year of the record.

**Sales**

Sum of the salesperson’s sales by period for the selected fiscal year.

**Receipts**

Sum of the salesperson’s receipts on sales by period for the selected fiscal year.

**Cost of Goods**

Sum of the salesperson’s cost-of-goods-sold on sales by period for the selected fiscal year.
Year to Date
Sum of all salesperson period balances for sales, receipts, and cost-of-goods-sold to that point in the fiscal year.
Sales Territory (08.320.00)

Used to identify sales territories or groups for salespersons, customers, or customer addresses within similar geographic areas. The territory ID can be used as a selection criteria on many of the accounts receivable reports.

Figure 120: Sales Territory (08.320.00)

**Territory**

Unique alphanumeric code identifying a sales territory.

**Description**

Explanation of the territory ID.
Process Screens

Release AR Batches (08.400.00)

Used to release batches with a status of Balanced or Partially Released.

Balanced batches are generated in the Accounts Receivable module when a user finishes an accounts receivable transaction batch with Handling set to Release Later. They are also created by the Order Management module if Release Batches Automatically on the Order Management Setup (40.950.00), Invoicing tab is not selected. Accounts receivable batches created by Field Service Management modules are always created with a Balanced status.

Partially released batches are created when a batch does not successfully complete the release process. This can occur if individual documents within a batch are not in balance or for several other reasons, which will be documented in the event log file. The batch is not actually partially released; the entire batch remains unposted and should be rerun through the release process after the cause of the release failure has been addressed.

![Figure 121: Release AR Batches (08.400.00)]

Release AR Batches (08.400.00) generates a batch control report for all batches released after it finishes the batch release process if Automatic Batch Reports has been selected on the GL Setup (01.950.00), Options tab of the General Ledger module.

After transaction batches are released for posting, Post Transactions (01.520.00) in the General Ledger module can be used to post the transactions to general ledger accounts. This process will run automatically based on the selection made in Post Batches On Release on the GL Setup (01.950.00), Options tab.

Select Company Area

Used to view batches to be released for a specific company or all companies.

Specific

Click to view a specific company’s batch. If you select Specific, enter the selected company’s ID at Company ID.
All
Click to view batches of all companies in the database. If you select All, Company ID will not be available and all batches will be displayed.

Company ID
Type a specific company’s alphanumeric code.

Detail Area
Unreleased accounts receivable batches are listed in this area.

Selected (check box)
Select to release the batch for posting.

Company ID
Company in which the batch was created.

Batch Nbr
Numeric code that uniquely identifies each batch which can potentially be released for posting.

Status
Current condition of the transaction batch. Options for this screen are:
- Balanced — Ready for release
- Partially Released — Could not be released due to an out-of-balance document or other problem

Edit Screen Number
Number of the data entry screen used to enter each batch (the window where the batch originated). For example, 08010 represents Invoice and Memo (08.010.00); 08030, Payment Application (08.030.00); and 08050, Payment Entry (08.050.00).

Journal Type
Source journal of each batch.

Batch Control
Total amount of all transactions in each transaction batch.

Currency
Transaction currency used for the batch.

Select All (button)
Click to select all batches in the grid for posting.

Clear Selections (button)
Click to deselect all batches in the grid for posting.

Begin Processing (button)
Once the batches have been selected for release, click to start the release accounts receivable release process.
Reprint AR Batch Control Reports (08.410.00)

Used to print or reprint the batch control reports of selected previously released accounts receivable transaction batches.

![Image of Reprint AR Batch Control Reports (08.410.00)]

**Select by Batch Area**

Used to select which batches to display. Options are:

**Batch Range**

Click to select a range of batches to display.

**All**

Click to display all batches.

**From Batch**

Type the beginning of the range of batches to display.

**To Batch**

Type the ending of the range of batches to display.

**Select Company Area**

Used to print or reprint batch control reports for a specific company or for all companies. Options are:

**Specific**

Click to print or reprint a specific company’s batch control report.

**All**

Click to print or reprint batch control reports of all companies in the database.
Company ID
Type a specific company’s alphanumeric code.

Display/Refresh (button)
Click to display the indicated batches.

Detail Area
Use the Detail area to review batch information.

Selected (check box)
Select to reprint the batch control report.

Batch Nbr
Unique identifying code of each batch for which you can reprint a batch control report.

Company ID
Company’s identification number.

Screen Nbr
Screen used to enter or review the batch.

Status
Current condition of each batch in the system. The options are Posted, Unposted, or Completed.

Journal Type
Module of original entry for each batch.

Batch Control
Total amount of all transactions in each batch.

Select All (button)
Click to select all batches in the grid for batch control report reprinting.

Clear Selections (button)
Click to deselect all batches in the grid, which prevents batch control reports from being reprinted.

Begin Processing (button)
Click to start the batch control report reprinting (printing) process.
**Small Balance/Credit Write Off (08.450.00)**

Used to identify documents with small balances or credits and write them off automatically.

A small balance write-off is used to void or write off an unpaid receivable balance. For example, suppose you receive a payment of $98 to apply to a $100 invoice and you decide to write off the remaining $2. To do this, you would select Small Balance as the document **Type**, and type 2 in **Write-Off Limit**.

A small credit write-off is used to void or write off an unapplied payment or credit memo balance. For example, suppose you receive a payment of $101 to apply to a $100 invoice. To write off the unapplied payment, select Small Credit as the document **Type**, and type 1 in **Write-Off Limit**.

When the small balance or credit write-off process is initiated, this screen will create a batch of documents to offset the small balances or credits, and will apply those new documents to the document being written off.

**Caution:** You should consider setting a high level of security for this screen. While you can limit the amounts that can be written off from **Payment Application** (08.030.00), there is no mechanism for such a limit in this screen. Any invoice, for any dollar amount, can be written off from here.

If tax is included in the write-off, you may want to use the multi-account distribution so that the tax write-off portion goes to the correct account number.

**Caution:** If you require the write-offs to affect the tax reports, you cannot write them off in this screen. You will need to manually reverse them via credit memos or debit memos in **Invoice and Memo** (08.010.00), where the tax amounts can be specified in detail.

Small balances can also be written off during payment application in **Payment Application** (08.030.00).
Document Area

Use the Document area to specify the type of write-off to perform, the period in which to post the write-offs, the default account and subaccount to post to, and the write-off limit to use in the search.

Type

Enter the type of write-off to perform. Options are:

- Small Balance — Document has a small balance due from the customer. These will be invoices, debit memos, or finance charges.
- Small Credit — Document has a credit due to the customer. These will be payments, prepayments, and credit memos.

Small Balance and Small Credit write-offs must be processed as separate batches.

Period to Post

Enter the Period to Post the write-off batches should use for posting.

Account

Default account to which the write-off will be posted. This is either the Small Balance Write-off (defaults from Default Small Balance WO Account on the AR Setup (08.950.00), Payment Accounts tab) or Small Credit Write-off account (defaults from Default Small Credit WO Account on the AR Setup (08.950.00), Payment Accounts tab) depending on the document type that has been chosen.

Note: This account can be overridden on Multiple Account Distribution (08.450.02), accessed by clicking the Multiple Account Distribution button.

Subaccount

Default subaccount to which the write-off will be posted. This is either the Small Balance Write-off (defaults from Default Small Balance WO Account Subaccount on the AR Setup (08.950.00), Payment Accounts tab) or Small Credit Write-off subaccount (defaults from Default Small Credit WO Account Subaccount on the AR Setup (08.950.00), Payment Accounts tab) depending on the document type that has been chosen.

Note: This subaccount can be overridden on Multiple Account Distribution (08.450.02), accessed by clicking the Multiple Account Distribution button.

Write - Off Limit

Enter the maximum balance a document can have for the write-off (the initial amount that you are willing to write off for a single document), specified in base currency.

Note: The limit entered here is used only as a selection criterion for populating the Detail area with documents eligible for write-off. The actual selection of the individual documents for write-off is done in the Detail area.

Total Write-Off Amt

The total write-off amount of all documents selected for write-off. Calculated as the sum of Doc Balance in the Detail area for all rows where Selected is checked.

Optional Selection Criteria Area

Use the Optional Selection Criteria area to enter additional selection criteria to find documents.

Company ID

Company’s identification number and name. If you only want to write off documents in a specific company, enter the ID here before clicking Find.
**Customer ID**
Customer’s identification number and name. If you only want to write off documents for a specific customer, enter the ID here.

**Find (button)**
Once Type, Write - Off Limit, and any optional selection criteria are entered, click to find the specified documents. Documents matching the selection criteria are loaded into the Detail area.

**Caution:** When Find is clicked and documents are displayed in the Detail area, all documents will be marked as Selected. Consider clicking Clear Selections immediately to avoid accidentally writing off documents by clicking Begin Processing too soon.

**Detail Area**
Use the Detail area to select the small balances to write off. The Detail area displays key information about the documents that the Find process retrieved. Use Selected to indicate which documents should be written off.

**Selected (check box)**
Indicates whether the document shown on this line has been selected for write-off.

**Company ID**
Document company identification number.

**Customer ID**
Document customer identification number.

**Doc Date**
Document date.

**Doc Balance**
Document balance specified in base currency. This is the amount used to compare to the document Write - Off Limit when selecting documents for write-off. The program writes off the full document balance amount.

**Cury Doc Balance**
Document balance, specified in transaction currency.

**Ref Nbr**
Reference number of the document selected for write off.

**Type**
Indicates the type of document. This will be invoice, debit memo, or finance charge for small balance write-offs; payment, prepayment, or credit memo for small credit write-offs.

**Currency ID**
Identification code for the transaction currency of the document.
Account
The account to which the document was originally posted. This will typically be the accounts receivable account for invoices and the cash account for payment documents.

Note: This is for information only. In all cases, the small balance or small credit entry will post as a decrease or increase to the accounts receivable account, respectively.

Subaccount
The subaccount to which the document was originally posted. This will typically be the accounts receivable subaccount for invoices and the cash subaccount for payment documents.

Note: This is for information only. In all cases, the small balance or small credit entry will post as a decrease or increase to the accounts receivable subaccount, respectively.

Select All (button)
Option to select all documents for the write-off.

Clear Selections (button)
Option to deselect all documents for the write-off.

Multiple Account Distribution (button)
This option will load Multiple Account Distribution (08.450.02). Use Multiple Account Distribution (08.450.02) if you need to redirect the write-off amounts to multiple accounts or subaccounts or want to post a particular document to an account or subaccount that differs from the document account and subaccount.

Begin Processing (button)
Once the appropriate documents are chosen, click to start the write-off process.

The process will create and release a batch of small balance or small credit write-off documents for all the items selected in the Detail area.

Note: If the documents selected for write-off contain different transaction currencies, a separate batch is created for each currency.

If Post Batches On Release is set to In GL, AR & AP on GL Setup (01.950.00), the released batch is posted in the general ledger.

If Automatic Batch Reports is selected on GL Setup (01.950.00), the batch control report and Account Distribution (08.630.00) report are printed.

The batch can be viewed in Invoice and Memo (08.010.00).
Multiple Account Distribution (08.450.02)

Used to distribute a write-off among several accounts. Multiple Account Distribution (08.450.02) appears when you click Multiple Account Distribution in Small Balance/Credit Write Off (08.450.00).

![Figure 124: Multiple Account Distribution (08.450.02)](image)

**Document Area**

General information about the document you select in Small Balance/Credit Write Off (08.450.00) appears in this area.

**Ref Nbr**

Reference number of the document selected on Small Balance/Credit Write Off (08.450.00) for the write-off.

**Doc Bal**

Balance of the document selected for write-off (the amount remaining on the document, specified in base currency).

**Total Write-Off Amt**

Sum of Write Off Amount from the Detail area. This amount will increment as detail lines are entered. When detail entry is complete, this must equal the amount in Doc Bal.

**Detail Area**

The amount of the write-off, as well as the account and subaccount that will be affected by it, appear in this area.

**Account**

Write-off account. Defaults from Account on Small Balance/Credit Write Off (08.450.00). Accept the default or select a different account.

**Subaccount**

Write off subaccount. Defaults from Subaccount on Small Balance/Credit Write Off (08.450.00). Accept the default or select a different subaccount.

**Write Off Amount**

Amount to write off for this account and subaccount. When you are finished entering the write-off amount, click OK to return to Small Balance/Credit Write Off (08.450.00).
Generate Recurring Invoices (08.500.00)

Used to produce regular invoices (that is, create the invoice transactions) from recurring invoices entered previously in Recurring Invoice (08.270.00).

Figure 125: Generate Recurring Invoices (08.500.00)

Generate Recurring Invoices (08.500.00) populates the grid with recurring invoice documents that can be selected to generate invoices based on the Generation Date and Select Company information specified. When Display Invoices is clicked, the software checks the next-generation date, and optionally the company ID of every recurring invoice entered in the database and loads into the Detail area those that meet the specified criteria. You can then specify which documents to generate using the Selected check box in the grid.

To create the selected invoices, click the Begin Processing button. The software generates the invoices and increments the recurring invoices’ next generation date. The next generation date of a recurring invoice appears in Recurring Invoice (08.270.00). The software deletes recurring invoices that have been generated the number of times for which they were set up.

After the software finishes creating a batch of recurring invoice documents, it can print a batch control report, listing all of the documents created for the batch. The report will automatically print if you have selected Automatic Batch Reports on the GL Setup (01.950.00), Options tab in the General Ledger module.

Batch Options Area

Use this area to enter specifics about the invoice batch you will create.

Generation Date

Date when regular invoices will be generated from recurring invoices. The software automatically displays the current business date (the date you entered when you logged on to the software) as the generation date of the recurring invoices. Enter a different date or accept the date displayed. Invoice documents will be generated for all recurring invoices having a generation date less than or equal to the date entered here.

Caution: If the number of months between the next-generation date for the invoice and the generation date entered here is more than twice the cycle number, more than one invoice will be generated for the recurring invoice.
**Process Screens**

**Period to Post**
Accounts receivable and general ledger fiscal period and year to which the regular invoices generated from recurring invoices should be posted; default is the current fiscal period-year.

**Handling**
Specifies whether or not the software automatically releases for posting regular invoices created from recurring invoices. Options are:
- **Release Now** — Automatically release all regular invoices for posting at the completion of the generate recurring invoices process.
- **Release Later** — Do not automatically release the regular invoices for posting; batches will need to be released later using Release AR Batches (08.400.00).

**Select Company**
Used to specify whether to generate the recurring invoices for a specific company or for all companies. Options are:
- **Specific** — Click to generate recurring invoices for a specific company. If you select **Specific**, enter the selected company's ID at **Company ID**.
- **All** — Click to generate recurring invoices of all companies in the database. If you select **All**, **Company ID** will not be available and all invoices will be displayed.

**Company ID**
Type a specific company's alphanumeric code.

**Display Invoices (button)**
Click to display the recurring invoices meeting the selection criteria. The invoices displayed will be based on the values at **Generation Date** and **Company ID**. Invoices are not listed until you click **Display Invoices**.

**Detail Area**
In this area you select the recurring invoices from which you will create regular invoices.

**Selected (check box)**
Select to generate the regular invoice(s) for the selected recurring invoice.

**Reference Number**
Unique identifier of the recurring invoice.

**Company ID**
Company's identification number of the recurring invoice.

**Customer ID**
Customer's identification number of the recurring invoice.

**Invoice Amt**
Amount on the recurring invoice.

**Update Taxes (check box)**
Select to update the recurring invoice with the new tax rates when the **Rebuild Taxes** button is clicked. **Update Taxes** will be selected automatically if the user changed a tax rate for a tax ID included on the recurring invoice. However, if Generate Recurring Invoices (08.500.00) is run before clicking **Rebuild**
Taxes, you will have to manually update the recurring invoices and generated invoices for which you want to update the tax information.

Note: This gives you the option to create the invoices with the old tax rates.

Warning: This box is automatically selected if the last time the recurring invoice was changed was before the date the tax was last changed. If the tax was changed on the same day the recurring invoice was changed, or if the recurring document was changed but the taxes not recalculated on a date subsequent to the date the tax was changed, this box might be inappropriately left unselected. For this reason, you should carefully review whether all recurring invoices that require tax recalculation have this box checked.

Rebuild Taxes (button)
Click to rebuild recurring invoices using current tax rates. Only those invoices with Update Taxes selected in the grid will be rebuilt.

Select All (button)
Click to select all invoices.

Clear Selections (button)
Click to deselect all invoices.

Begin Processing (button)
Click to start the invoice generation process.
Auto Payment Application (08.510.00)

Used to apply all unapplied accounts receivable payments or credit memos of customers. For customers who have Auto Apply Payments selected in Customer Maintenance (08.260.00), it is not necessary to run this process. Their payments will have been automatically applied at the time they were released.

Auto Payment Application (08.510.00) is accessed by choosing Apply Payment Application from the Accounts Receivable Screens menu and is used to automatically apply payments, prepayments, and (optionally) credit memos to outstanding invoices, finance charges, NSF check charges, and debit memos.

Cash receipts can be applied in either of two ways — manually or automatically. Deciding the method to use depends in part on how customer statements are printed, as follows:

- **Balance forward statements** — All prior period open documents will be lumped into one balance forward amount and only the current period activity will be shown in detail. Since all documents are not shown on the statement, payments usually do not need to be applied to specific invoices, and can be applied using auto payment application. However, you have the option of setting up Balance Forward customers to require the manual application of payments by not activating Auto Apply Payments in Customer Maintenance (08.260.00).

  **Note:** If Auto Apply Payments in Customer Maintenance (08.260.00) is not activated for a Balance Forward customer, cash receipts can be manually applied to specific invoices. If Auto Apply Payments is activated, payments are immediately applied to the oldest invoices first when the payment (application/entry) batch is released.

- **Open item statements** — All open documents will be shown in detail regardless of the period they were entered. For open item customers, payments are more likely to need to be applied manually. If you have a policy of applying payments to the oldest documents first, the payments can be applied using auto payment application.

  **Note:** Whether you select balance forward or open item statements has no impact on the data stored. The individual documents are still maintained in the system. Only the statements and the payment application methods are affected.

If payments will be manually applied to specific invoices, Payment Application (08.030.00) is used for this function, even though the payment may have been originally entered through the Cash Manager module or Payment Entry (08.050.00).
If you use the balance forward option for customers, or have a policy to apply cash payments to the oldest documents first for open item customers, the cash application process can be simplified in one of these ways:

- Set up customers with the **Auto Apply Payments** option in **Customer Maintenance** (08.260.00); their payments will be automatically applied when the payment batch is released.
  
  **Note:** If you select this option, you will not have the choice of manually applying their payments.

- Enter, but do not apply, payments in **Payment Application** (08.030.00), **Payment Entry** (08.050.00), or **Cash Account Transactions** (20.010.00) in the Cash Manager module, then use **Auto Payment Application** (08.510.00) to apply the payments at the same time.

- In **Payment Application** (08.030.00), use the **Auto Apply** tab to apply the payments in the order in which the documents are listed in the Detail area on the tab. This gives you the ability to override the default application order if necessary.

### Apply Credit Memos (check box)
Select to apply credit memos to open customer invoices, debit memos, NSF check charges, and finance charges. If you select **Apply Credit Memos**, the software will automatically apply credit memos along with payments and prepayments. If you do not select **Apply Credit Memos**, credit memos will not be applied and will need to be applied manually to the open documents in order to close them.

### Release Batch When Finished (check box)
Select to release a batch for posting after applying its credit memos or payments. If you select **Release Batch When Finished**, the software will automatically release the batch and generate a batch control report after it finishes the release process if **Automatic Batch Reports** has been selected on the GL Setup (01.950.00), **Options** tab. If you do not select **Release Batch When Finished**, the batch will be placed on hold for you to review and edit prior to releasing.

### Selected (check box)
Select to apply payments and credit memos to the customers included in the statement cycle’s open documents.

### Statement Cycle ID
Identification code of the customer statement cycle.

### Last Aging Date
Date when the statement cycle’s customer documents were last aged.

### Last Statement Date
Date when the statement cycle’s customer statements were last printed.

### Select All (button)
Click to select all statement cycles for payment application.

### Clear Selections (button)
Click to deselect all statement cycles.

### Begin Processing (button)
Click to start the auto payment application process. This process will apply outstanding payment, prepayment, and (optionally, based on **Apply Credit Memos** selection) credit memo documents against any open invoices, debit memos, NSF check charges, and finance charges. The payment-type documents will be applied using the oldest document first. The application will be made to invoice-type
documents based on the value selected for Apply Payments to Finance Charges First on the **AR Setup** (08.950.00), **Finance Charge Setup** tab.
Apply Finance Charges (08.520.00)

Used to apply finance charges to the past-due open documents of customers who are subject to finance charges.

Finance charges are calculated based on the values specified on the AR Setup (08.950.00), Finance Charge Setup tab. They are calculated for all customers in the selected statement cycles that have Apply Finance Charges selected on the Customer Maintenance (08.260.00), Other Options tab.

**Note:** Any unapplied payment, prepayment, or credit memo documents will be applied to the oldest outstanding past-due documents prior to calculating the finance charge.

![Apply Finance Charges (08.520.00)](image)

**Finance Charge Date**

Date the software uses as the starting point for calculating finance charges; defaults to the current business date (the date you entered when you logged on to the system). Enter a different date or accept the date displayed. The software uses the date entered here in the calculation of finance charges. When this process finishes, it displays this date in Statement Cycle (08.280.00) as the last-finance-charge date.

The software calculates finance charges if the finance charge date is later than the due date of the open document. However, the charge is based on the time elapsed since the due date or the customer’s last-finance-charge date, whichever is later.

**Selected (check box)**

Select to apply finance charges to past-due customer documents of customers assigned to the statement cycle.

**Statement Cycle ID**

Identification code of the customer statement cycle.

**Last Finance Charge Date**

Date finance charges were last applied to the statement cycle’s customer documents.

**Last Statement Date**

Date the statement cycle’s customer statements were last printed.
Select All (button)
Click to apply finance charges to all statement cycles.

Clear Selections (button)
Click to deselect all statement cycles.

Begin Processing (button)
Once the appropriate statement cycles are chosen, click to start the apply finance charges process. Finance charges are calculated based on the values specified on the AR Setup (08.950.00), Finance Charge Setup tab. They are calculated for all customers in the selected statement cycles that have Apply Finance Charges selected on the Customer Maintenance (08.260.00), Other Options tab.
Age Customer Detail (08.530.00)

Used to recalculate the aging information of customer balances according to the due dates on open customer invoices, debit memos, and finance charges. This process can be performed as many times during the statement cycle as needed for reporting purposes.

Unapplied payments, prepayments, and credit memos will be aged based on Age Payments, Prepayments and Credit Memos on the AR Setup (08.950.00), Customer Defaults tab. The aging categories used are specified on Statement Cycle (08.280.00).

Figure 128: Age Customer Detail (08.530.00)

**Note:** If you are going to close the statement cycle immediately after aging, you can skip Age Customer Detail (08.530.00) and run the aging at the same time you close by selecting Age A/R before closing on Close Statement Cycle (08.590.00).

**Aging Date**

Date the software uses as the starting point for recalculating the aging information of customer documents. Aging Date is display-only in Age Customer Detail (08.530.00); it cannot be changed here.

**Note:** If you need to change the aging date, close Age Customer Detail (08.530.00) and choose File | Business Date on the menu bar. This opens a window containing a calendar that you can use to change the business date. Select a new date (this will serve as the aging date), close the calendar, and then reopen Age Customer Detail (08.530.00).

**Include Future Documents (check box)**

Select to include the future-period documents of the statement cycle(s) you select in the current statement cycle aging. This option standardizes functionality between Age Customer Detail (08.530.00) and Statement Cycle (08.590.00) by providing clients with a consistent selection of options.

**Selected (check box)**

Select to recalculate the aging information of customer documents in the statement cycle. You can select more than one statement cycle for aging.

**Statement Cycle ID**

Identification code of each customer statement cycle.
**Last Aging Date**
Date when the statement cycle’s customer documents were last aged.

**Last Statement Date**
Date when the statement cycle’s customer statements were last printed.

**Select All (button)**
Click to select all statement cycles for document aging.

**Clear Selections (button)**
Click to deselect all statement cycles.

**Begin Processing (button)**
After you select the statement cycle(s) to be aged, click to start the document aging process.
Delete AR Detail (08.550.00)

Used to remove accounts receivable activity, customer history and statement detail transmitted electronically that are no longer required, based on the values specified in Years to Retain History, Periods to Retain Tran Detail and Pds to Retain Quick Send Stmt Dtl on the AR Setup (08.950.00), GL Options tab.

Note: This process can also be run as part of the normal closing process by checking Delete Detail for Accounts Receivable on Closing (01.560.00) in the General Ledger module.

Current Fiscal Period
Current fiscal period and year.

Delete Detail From
Fiscal period and year when the software should begin deleting accounts receivable activity.

Note: The delete detail process will delete documents for which the period the document was closed is less than or equal to the period specified in Delete Detail From only if all associated documents are also going to be deleted. Invoice-type documents will be deleted only if all payment-type documents that were applied to them are being deleted and payment-type documents will be deleted only if all invoice-type documents to which they were applied are also being deleted.

For example, if a payment was applied to an invoice as a partial payment that closed out the payment in a period less than or equal to the Delete Detail From period, but the invoice was not fully paid until a period greater than the Delete Detail From period, neither the payment or invoice would be deleted.

Delete Quick Send Stmt Detail From
Fiscal period and year when the software should begin deleting accounts receivable statement detail for statements successfully transmitted electronically to the customer.

Note: The detail delete process will delete statement detail for which the period in which the statement was processed is less than or equal to the period specified in Delete Quick Send Stmt Dtl From only if the status of the statement’s Quick Send request is completed.

Delete History From
Fiscal year when the software should begin deleting customer history.
Delete Customers with no activity since (check box)
Select to delete the information of all customers with zero balances and no activity since the date entered.

Begin Processing (button)
Click to start the detail deletion process.
Close Statement Cycle (08.590.00)

Used to close customer statement cycles after the statement cycles are complete in preparation for printing customer statements. Running Close Statement Cycle (08.590.00) updates last statement date and balance for the cycle, customer and document records. This process may be run any time statements need to be printed.

![Figure 130: Close Statement Cycle (08.590.00)](image)

**Note:** As with Age Customer Detail (08.530.00), Statement Date cannot be changed. If you need to change the statement date, close Close Statement Cycle (08.590.00) and choose File | Business Date on the menu bar. This opens a window containing a calendar that you can use to change the business date. Select a new date (this will serve as the statement cycle closing date), close the calendar, and then reopen. The file menu has an option for Business Date. Select a new date, close the calendar and then reopen Close Statement Cycle (08.590.00).

**Statement Date**
Date the software should use as the statement cycle closing date; default is the current business date.

**Age A/R before closing**
Select to recalculate document aging information before closing statement cycles. If you select this option, you do not need to run Age Customer Detail (08.530.00) separately. If you do not select this option, the software uses the aging information without recalculating the aging balances. The aging process will use the Statement Date. If there is a reason the aging should be done as of a different date, it should be run separately in Age Customer Detail (08.530.00).

**Include Future Documents**
Select to include the future-period documents of the statement cycle(s) you select as part of the current statement cycle closing.

**Selected**
Select to close the statement cycle.

**Statement Cycle ID**
Identification code of each customer statement cycle.
**Last Aging Date**
Statement cycle date when the statement cycle’s customer documents were last aged.

**Last Statement Date**
Statement cycle date when the statement cycle’s customer statements were last printed.

**Select All (button)**
Click to select all statement cycles.

**Clear Selections (button)**
Click to deselect all statement cycles.

**Begin Processing (button)**
Once the options are set and the cycles selected, click to start the statement cycle closing process.
Setup and Integrity Screens

AR Setup (08.950.00)

Used to adapt the Accounts Receivable module to the structure of your business. AR Setup (08.950.00) contains numerous tabs used to define accounts receivable information. Some of the settings in the window cannot be changed once the system is in use. For the most part, however, the settings provide default settings designed to speed data entry and reduce errors.

Caution: Before entering information in AR Setup (08.950.00), you must first set up at least part of the chart of accounts in General Ledger’s Chart of Accounts Maintenance (01.260.00), customer sales terms in Shared Information’s Terms Maintenance (21.290.00), at least one customer class in Customer Class (08.290.00), and statement cycles in Statement Cycle (08.280.00).
AR Setup, Invoice Accounts Tab

Information about the company’s general ledger accounts and subaccounts used as the default Accounts Receivable module accounts and subaccounts. Some of the accounts/subaccounts provide default values to data entry screens or processes; others are used for new customer classes in Customer Class (08.290.00), which are then used to fill fields in Customer Maintenance (08.260.00).

Most of the account/subaccount entries on this tab can be overridden in other windows and/or during data entry. The defaults are designed to reduce entry errors and to help facilitate consistency. The exceptions to this are Default Discount Account, Default Finance Charge Account on the Invoice Accounts tab and Default NSF Charge Account on the Payment Accounts tab. The settings on these tabs will control posting of those items for all customers.

Accounts Receivable Account
Account to debit for customer sales. When you are setting up new customer classes in Customer Class (08.290.00), the value from this field will be used to fill AR Account on the Customer Defaults tab. A different account for a specific customer class may be entered at that time.

Accounts Receivable Subaccount
Subaccount to debit for customer sales. When you are setting up new customer classes in Customer Class (08.290.00), the value from this field will be used to fill AR Subaccount on the Customer Defaults tab. A different subaccount for a specific customer class may be entered at that time.

Default Cash Account
Bank account to debit for customer payments. When you are entering cash receipts, the values from this field will be used to fill Account on the Payment Application (08.030.00), Payment/Memo tab or Document Account on Payment Entry (08.050.00). A different account may be entered at that time.
Default Cash Subaccount
Subaccount to debit for customer payments. When you are entering cash receipts, the values from this field will be used to fill Subaccount on the Payment Application (08.030.00), Payment/Memo tab or Document Subaccount on Payment Entry (08.050.00). A different subaccount may be entered at that time.

Default Discount Account
Contra-revenue account to debit for payment discounts given to customers. The account entered here will be used by the system for posting the discount amounts whenever a payment discount is given on a receipt. This entry may not be overridden.

Default Discount Subaccount
Contra-revenue subaccount to debit for payment discounts given to customers. The subaccount entered here will be used by the system for posting the discount amounts whenever a payment discount is given on a receipt. This entry may not be overridden.

Default Finance Charge Account
Income account to debit for finance charges you levy on customers. The account entered here will be used by the system for posting the amounts generated by Apply Finance Charges (08.520.00). This entry may not be overridden.

Default Finance Charge Subaccount
Income subaccount to debit for finance charges you levy on customers. The subaccount entered here will be used by the system for posting the amounts generated by Apply Finance Charges (08.520.00). This entry may not be overridden.

Default Income Account
Revenue account to credit for customer purchases. When you are setting up new customer classes in Customer Class (08.290.00), the value from this field will be used to fill AR Sales Account. A different account for a specific customer class may be entered at that time.

Default Income Subaccount
Revenue subaccount to credit for customer purchases. When you are setting up new customer classes in Customer Class (08.290.00), the value from this field will be used to fill AR Sales Subaccount. A different subaccount for a specific customer class may be entered at that time.
AR Setup, Payment Accounts Tab

Used to set up and display default payment accounts. As with the default invoice accounts on the Invoice Accounts tab, some of the fields provide values to data entry screens or processes while others are used for new customer classes on Customer Class (08.290.00), which are then used to fill fields on Customer Maintenance (08.260.00).

Most of the account and subaccount entries on this tab can be overridden in other screens or during data entry. The defaults are designed to reduce entry errors and to help facilitate consistency.

The exception to this is Default NSF Charge Account. These settings will control posting of NSF charges for all customers.

![Image of AR Setup, Payment Accounts Tab]

**Figure 133: Payment Accounts tab of AR Setup (08.950.00)**

**Default NSF Charge Account**

Account credited for non-sufficient funds (NSF) check bank charges made to customers when Charge NSF Fee is selected in Application Inquiry/Reversal (08.240.00).

**Default NSF Charge Subaccount**

Subaccount credited for non-sufficient funds (NSF) check bank charges made to customers when Charge NSF Fee is selected in Application Inquiry/Reversal (08.240.00). This subaccount cannot be changed during data entry.

**Default Prepayment Account**

Liability account to credit for customer prepayments. The account entered here will be used to fill Prepay Account when you are setting up new customer classes on the Customer Class (08.290.00), Customer Defaults tab. A different account for a specific customer class may be entered at that time.
Default Prepayment Subaccount
Liability subaccount to credit for customer payments. The subaccount entered here will be used to fill Prepay Subaccount when you are setting up new customer classes on the Customer Class (08.290.00), Customer Defaults tab. A different subaccount for a specific customer class may be entered at that time.

Default Small Balance WO Account
If Type is set to Small Balance, this account is used to default Account in the Document area on Small Balance/Credit Write Off (08.450.00). This is the default account to debit for small balance write-offs. A different account can be entered, if necessary, in that screen.

Default Small Balance WO Subaccount
If Type is set to Small Balance, this subaccount is used to default Subaccount in the Document area on Small Balance/Credit Write Off (08.450.00). This is the default subaccount to debit for small balance write-offs. A different subaccount can be entered, if necessary, in that screen.

Default Small Credit WO Account
If Type is set to Small Credit, this account is used to default Account in the Document area on Small Balance/Credit Write Off (08.450.00). This is the default account to credit for small credit write-offs. A different account can be entered, if necessary, in that screen.

Default Small Credit WO Subaccount
If Type is set to Small Credit, this subaccount is used to default Subaccount in the Document area on Small Balance/Credit Write Off (08.450.00). This is the default subaccount to credit for small credit write-offs. A different subaccount can be entered, if necessary, in that screen.
AR Setup, GL Options Tab

Used to set up the general ledger options for the Accounts Receivable module.

![AR Setup, GL Options Tab](image)

**Figure 134: GL Options tab of AR Setup (08.950.00)**

**GL Posting Option**

Controls the level of detail at which the software posts accounts receivable activity to the general ledger. Options are:

- **Summary** — For each batch, summarize the transactions in the batch and post only a single transaction for each unique combination of account, journal type, document type, subaccount, document-level company ID, transaction type, transaction-level company ID, and DrCr indicator. When batches are released, the total amount to be posted to each general ledger account and subaccount is calculated and one entry is made for each of the above combinations.

- **Detail** — All transactions in the batch will be posted in full detail unless they are charged to an account where Summarize All But GL is selected in Posting Options on Chart of Accounts Maintenance (01.260.00) in the General Ledger module (which will be posted in Summary as explained above). The individual entries from the invoices, memos, and payments will appear in the general ledger in Account History Detail (01.300.01) and on the Detail General Ledger (01.620.00) report.

**Note:** You may prefer to see detail posting, as it makes it easier to review activity in an account if each entry includes the customer name or a description of the item. However, while it is useful to have the detail in the income accounts, detail posting also creates a multitude of line items in the checking account and especially in the accounts receivable account, where there will be a line for each invoice, memo and receipt.

To help alleviate this problem, there is an option in General Ledger’s Chart of Accounts Maintenance (01.260.00) which allows you to set the posting detail level on an account-by-account basis. At Posting Options, you can select Post in Detail or Summarize All But GL. By setting the checking and accounts receivable accounts to Summarize All But GL, you can still have detail posting in the income accounts.
**Note:** Keep in mind that the posting options in the Accounts Receivable module must be set correctly in order to get the desired result in the general ledger. If you want detail posting in general ledger, AR Setup (08.950.00) must be set to Detail posting, as well as Posting Options in Chart of Accounts Maintenance (01.260.00). If you set the Accounts Receivable module to Summary posting, the posting will be done in summary regardless of the settings in Chart of Accounts Maintenance (01.260.00).

**Note:** If you have a high level of activity, you should consider Summary posting. Detail posting can result in much larger data files and reports. With the drill-down capabilities in the general ledger history screens, you still have the ability to view the original data entry screens. The one shortfall is that the Detail General Ledger (01.620.00) report will not include the line-item detail.

**Current Period Number**

Current fiscal period and year for the Accounts Receivable module. The period can be entered here when you are first setting up the module. The period number is used by the system as the default to populate Period To Post during data entry (invoices, memos, payments, etc.). A different period number may be entered at that time, if necessary.

**Caution:** Once transactions have been entered, Current Period Number cannot be changed.

**Years to Retain History**

Maximum number of fiscal years prior to the current year that the software should retain customer history. The system tracks net sales, cost of goods sold, debit memos, credit memos, finance charges, discounts and receipts for each customer, by period. This history information appears in Customer History (08.261.00) and on several of the reports. The entry here can be changed at any time. However, if the number of years is increased, history which has already been deleted will not be recovered.

This value is used to calculate **Delete History From** on Delete AR Detail (08.550.00) to determine the fiscal year from which to delete accounts receivable history records.

**Periods to Retain Tran Detail**

Maximum number of periods prior to the current period that the software should retain accounts receivable activity: the number of periods for which invoices, receipts, and adjustments will be retained once they are closed. For example, if the field is set to 12, any closed items older than 12 accounting periods will be deleted when detail is deleted from the module. The field here can be changed at any time. However, if it is lengthened, history which has already been deleted will still not show up.

This value is used to calculate **Delete Detail From** on Delete AR Detail (08.550.00) to determine the fiscal year from which to delete accounts receivable documents.

Open documents are never deleted, regardless of age. An unpaid invoice will remain in the system forever.

**Note:** The detail delete process will delete documents for which the period in which the document was closed is less than or equal to the period specified in **Delete Detail From** on Delete AR Detail (08.550.00) and only if all associated documents are also going to be deleted. Invoice-type documents will be deleted only if all payment-type documents that were applied to them are being deleted. Payment-type documents will be deleted only if all invoice-type documents to which they were applied are also being deleted.

For example, if a partial payment was applied to an invoice in a period less than or equal to the **Delete Detail From** period, and the invoice was not fully paid until a period greater than the **Delete Detail From** period, neither the payment nor the invoice would be deleted.

**Pds to Retain Quick Send Stmt Dtl**

Maximum number of periods prior to the current period that the software should retain accounts receivable statement detail when statements are transmitted electronically to the customer. For
example, if the field is set to 12, any detail for statements older than 12 accounting periods will be deleted when detail is deleted from the module. The value entered can be changed at any time. However, if it is lengthened, history which has already been deleted will not reappear.

This value is used to calculate **Delete Quick Send Stmt Dtl From** on **Delete AR Detail** (08.550.00) to determine the fiscal period from which to delete statement detail.

**Note:** The detail delete process will delete statement detail for which the period in which the statement was processed is less than or equal to the period specified in **Delete Quick Send Stmt Dtl From** on **Delete AR Detail** (08.550.00).

**Nbr of Pds in Avg Days to Pay**

Maximum number of periods prior to the current period that should be included in the average-days-to-pay calculation. **Customer Maintenance** (08.260.00) and some of the reports include a field showing the average number of days it takes the customer to pay invoices. The setting here will determine the number of periods (in addition to the current period) that will be included in the calculation.
AR Setup, Customer Defaults Tab

Used to specify default customer information.

![Customer Defaults tab of AR Setup (08.950.00)](image)

**Default Statement Cycle**

Identification code of the default statement cycle. The statement cycle ID entered here will be used to fill **Statement Cycle** on the **Customer Maintenance** (08.260.00), **Other Options** tab when new customers are being set up. A different ID may be entered at that time.

**Default Customer Class**

Identification code of the default customer class. The customer class ID entered here will be used to fill **Class ID** in **Customer Maintenance** (08.260.00) when new customers are being set up. A different class ID may be entered at that time.
Default Statement Type
Controls the default level of detail printed on customer statement. The statement type selected will be used as the default Statement Format for new customers in Customer Maintenance (08.260.00). The setting can be changed on a customer-by-customer basis. Options are:

- Balance Forward — Print customer statements in a balance-forward format, which shows less detail, similar to the detail level of credit card and utility bill statements. The statement has a line with the total from the last statement, followed by the invoices, adjustments and payments created since the last statement.
- Open Item — Print customer statements in an open-item format, which shows the information of all open items regardless of the date of the items.

Default Ship Complete Action
Select to specify the default Ship Complete option on customer orders and shippers. Used as the default Ship Complete on the Order Management tab of Customer Maintenance (08.260.00).

- Ship Complete — If the available inventory quantity is insufficient to fill the entire order, no shipment will take place until additional inventory is received to fill the entire order.
- Partially Ship-Cancel Remainder — If the available inventory quantity is insufficient to fill the entire order, a partial shipment will be made and the remainder of the order will be cancelled (no backorder is created).
- Backorders Allowed — If the available inventory quantity is insufficient to fill the entire order, a partial shipment will be made and a backorder will be created for the remainder of the order.
- n/a — Default value not specified.

Default Customers to Auto Apply Payments (check box)
Select to automatically apply the payments and credit memos of all customers to their oldest invoices, debit memos, or finance charges when you enter payments. In Customer Maintenance (08.260.00), there is an option to automatically apply payments. If you select Default Customers to Auto Apply Payments, new customers will automatically be set up with Auto Apply Payments selected on the Customer Maintenance (08.260.00), Other Options tab, but it can be changed (that is, to not automatically apply payments) at any time.

Allow Small Balance Write Off in Payment Applications (check box)
Select to allow small balance write-offs on Payment Applications (08.030.00). The small balance write-off process is normally done in Small Balance/Credit Write Off (08.450.00). The Balance Write-Off button in Payment Applications (08.030.00) can be used to write off small balances during the payment application process if this option is selected in AR Setup (08.950.00).

Maximum Small Balance
Maximum amount, specified in base currency, that can be written off in Payment Applications (08.030.00). If you want to write off amounts greater than this, they must be written off using Small Balance/Credit Write Off (08.450.00).

Automatically Generate NSF Check Bank Charge (check box)
Select to allow a charge to a customer’s account for a check voided in Application Inquiry/Reversal (08.240.00). In Application Inquiry/Reversal (08.240.00), you can void previously entered receipts and treat them as NSF checks. If Automatically Generate NSF Check Bank Charge is selected and Void Selected Application (NSF Check) in Process on Application Inquiry/Reversal (08.240.00) is also selected, the Charge NSF Fee check box will be activated. The amount of the charge is obtained from NSF Check Bank Charge.
NSF Check Bank Charge
If the system is set to automatically create a charge for NSF checks (that is, Automatically Generate NSF Check Bank Charge is selected), this is the amount of the NSF check charge to apply to a customer for a voided check in Application Inquiry/Reversal (08.240.00).

Age Payments, Prepayments and Credit Memos (check box)
Select to enable the aging of unapplied payments, prepayments, and credit memos. If selected, Age Customer Detail (08.530.00) will age the unapplied payment-type documents based on their document dates. If not selected, these will be applied against the outstanding invoice-type documents by document date (oldest first). Any remaining credit balance will be placed in the current bucket.

Payment Application Sort Default Area
Specifies the default document sort order (the order in which open invoices and debit memos appear) in the Detail area of Payment Application (08.030.00). A different sort order can be selected during payment application.

By Document Type
Sort by the type of document.

By Reference Number
Sort by original reference number with the lowest numbers at the top of the list.

By Due Date
Sort by due date (oldest at the top).

Customer View Default Area
When Customer Activity (08.260.04) is opened from within Customer Maintenance (08.260.00), controls which customer documents are available for review (the level of detail displayed) on Customer Activity (08.620.04). Once the screen is opened, the option can be changed from within the screen. Also, the default setting selected here can be changed at any time.

Current plus Open Documents
Displays customer’s paid and open documents from the current period plus open documents from prior and future fiscal periods which were closed (paid) during the current period.

Open Documents Only
Displays only the customer’s open documents: unpaid invoices, unpaid debit memos, unapplied payments and unapplied credit memos.

All Documents
Displays all of the customer’s paid and open documents. This includes all documents in the system for the customer, for as far back as transaction detail has been retained.
AR Setup, Finance Charge Setup Tab

Used to specify finance charge maintenance information for your business. If you do not charge interest on past due invoices, you do not need to complete this tab.

Figure 136: Finance Charge Setup tab of AR Setup (08.950.00)

Annual Finance Charge Percent

Annual finance charge percentage used to calculate customer document finance charges. Enter 12% as 12.00.

Minimum Finance Charge

Smallest finance charge assessed to the customer. This field can be used to keep the system from charging small amounts for finance charges. The monthly finance charge for a customer with a past due balance will be at least this amount.

Always Charge Minimum (check box)

Select to assess a finance charge for past-due customer documents for which the calculated finance charges are less than the minimum finance charge. When this option is selected, all customers with a past-due balance will be charged at least the minimum finance charge. If it is not selected, customers with a past-due balance that calculates to be less than the minimum finance charge will not be assessed a finance charge.

Compound Finance Charge (check box)

Select to compound the customer finance charges for past-due customer documents (calculate finance charges on previously assessed finance charges which are still unpaid).

When **Compound Finance Charge** is selected, the following formula is used for the calculation:
(current invoice, debit memo, or finance charge balance) \times (\text{annual finance charge percentage}/365) \times (\text{current date} - \text{last finance charge due date or invoice, debit memo, finance charge due date, whichever is first})

If you do not select **Compound Finance Charge**, the following formula is used for the calculation:

\[(\text{current invoice or debit memo balance}) \times (\text{annual finance charge percentage}/365) \times (\text{current date} - \text{last finance charge due date or invoice, debit memo, finance charge due date, whichever is first})\]

**Apply Payments to Finance Charges First Area**

If you are auto applying payments, the order in which the software applies payments to outstanding finance charges when using *Payment Application* (08.030.00) or *Payment Entry* (08.050.00).

- **No, use Document Date Order**
  Applies payments to outstanding customer documents in due-date order, which is the oldest to most current due date.

- **Yes, Pay Finance Chgs First**
  Applies payments to outstanding customer finance charges before applying them to outstanding customer documents, regardless of due date.

- **Prompt as Payments are Entered**
  Prompts you to indicate whether the payment should be applied to finance charges or open customer documents when entering payments in *Payment Application* (08.030.00) and *Payment Entry* (08.050.00).
AR Setup. Other Options Tab

Used to make system-level decisions that affect the operation of the Accounts Receivable module.

![Other Options tab of AR Setup (08.950.00)](image)

**Last Batch Number**

Last number assigned to a transaction batch. This field is maintained by the system and tracks the last batch number used. If you want batch numbers to start at a particular point, a different number may be entered here at any time.

With a new installation, the batch number in all the modules starts at 000000. While the system has no problem with duplicate batch numbers from different modules, it can be confusing for users and create problems when trying to print GL reports selected by batch number. To help avoid confusion, consider starting the batch numbers for each module at a different point. For example, the general ledger batch numbers could start with 100000, the Accounts Payable batch numbers at 200000, and the accounts receivable batch numbers at 300000.

**Auto Reference Numbering (check box)**

Select to have the software assign reference numbers to accounts receivable documents (invoices and memos) automatically, based on the current value shown in Last Reference Number. Clear this option if you want to assign reference numbers manually.

**Caution:** Invoice reference numbers must be unique within the application database.

**Note:** During initial setup, you may need to clear Auto Reference Numbering to enter old invoice numbers. When setup is complete, Auto Reference Numbering can be selected again.
Last Reference Number

Last reference number assigned to a document. This field is maintained by the system and tracks the last reference number used. If you want reference numbers to start at a particular point, a different number may be entered here at any time.

**Last Reference Number** accommodates document numbering schemes up to 10 positions long: four-position schemes, six-position schemes, etc. When defining the **Last Reference Number** numbering scheme for automatic reference numbering (see “Auto Reference Numbering” above), type a starting sequence value containing the exact number of character positions to use for document reference numbers.

- Type 000000 to use a six-position numbering scheme and number the next document entered with the 000001 reference number.
- Type 000000010 to use an eight-position numbering scheme and number the next document entered with the 00000011 reference number.

If you want to use a four-position number but you type 0000000000, the software will number the next document entered with the 0000000001 reference number.

After you define the **Last Reference Number** numbering scheme and reference number, the software automatically increments the reference by one for each new document entered.

**Caution:** With a new installation, the reference number in all the modules starts at 000000. Invoice reference numbers must be unique within the application database.

**Note:** **Last Reference Number** is also used by the Flexible Billing module and Field Service Management invoicing to generate their invoice numbers. The Order Management module, however, generates invoice numbers based on the values entered in **Invoice Numbers** on the Order Types (40.200.00), Numbers tab.

Post Payment Discount into Company of Invoice (check box)

If checked, payment discounts in a multi-company database will be posted to the company of the invoice. Otherwise, payment discounts will be posted to the company of the payment.

Tran Description Default

Controls the default value used for transaction detail line descriptions. The system can be set to automatically enter text at Description for each detail row of transactions entered in Invoice and Memo (08.010.00). The description text is included when posting to the General Ledger module in detail and appears on the Detail General Ledger (01.620.00) report. In addition, the description text appears on invoices, debit memos, credit memos, and cash sales printed using the Invoice/Memo Forms (08.760.00) report. Options are:

- **Combination ID and Name** — Begin all transaction detail line descriptions with a customer ID-customer name combination. If the user enters a description, it will replace the customer name portion of the description; the customer ID prefix will remain.
  
  For the detail posted to the general ledger accounts receivable account, the description will be the customer ID and name, regardless of any text entered in **Description** at the document level.

- **Customer ID** — Begin all transaction detail line descriptions with a customer ID. If the user enters text, the Customer ID is added to the beginning of Description. If the total characters in the ID and the text entered are too long for the field, the text entered by the user is truncated.
  
  For the detail posted to the general ledger accounts receivable account, the description will be the customer ID, regardless of any text entered in **Description** at the document level.

- **Customer Name** — Begin all transaction detail line descriptions with a customer name. If the user enters text, only the text is used; the customer name is dropped from the field.
  
  For the detail posted to the general ledger accounts receivable account, the description will be the customer name, regardless of any text entered by the user in **Description** at the document level.
• User Entered Description Only — All transaction detail lines should consist only of a user-entered description (nothing is entered automatically at Description).

For the detail posted to the general ledger accounts receivable account, the description will be the text entered in Description at the document level.

**Note:** It is a good idea to have some level of default entry. Otherwise, if the data entry persons do not make an entry, the transactions in the general ledger revenue accounts will have no description, making it difficult to analyze activity in an account without tracing the entries back to their source.

**Credit Limit Checking Area**

In this area you select settings that will be used to check a customer’s credit.

**Credit Checking Type**

Controls the type of credit checking that will be performed in Invoice and Memo (08.010.00) for customers whose balances and documents exceed the credit limit restrictions you have established. There are four options available for the credit checking type, which place varying degrees of restrictions on creating new invoices for customers with delinquent balances or whose balances exceed their credit limit.

**Note:** Credit checking for sales order and shippers in the Order Management module is controlled by the values entered in Credit on the Customer Maintenance (08.260.00), Customer Information tab.

The credit checking process takes place when new invoices are entered. The system reviews the customer records, checking to see whether the customer’s oldest open invoice is older than the number of days specified in Days Past Due or if the new invoice will cause the customer’s balance to go over the credit limit (which is set for each customer in Limit on the Customer Maintenance (08.260.00), Customer Information tab).

If either situation is found, the system will react based on one of the following options:

• Combined Amount and Days — Perform both Limit Amount and Days Past Due checking.

• Limit Amount — Give a warning for any invoices that will cause a customer’s balance to exceed the credit limit entered in Limit on the Customer Maintenance (08.260.00), Customer Information tab by more than the values specified in OverLimit Type/Amount. If the customer balance is over the credit limit but within the buffer, a warning appears, indicating that the limit has been exceeded by an allowable amount. Ignored if a customer’s credit limit is zero. Past due invoices are not considered.

• Days Past Due — Give a warning if the customer’s oldest open invoices are past due by a number of days greater than the value in Days Past Due. The credit limit is not considered.

• Warning Only — Give a warning if the customer fails either the Limit Amount or Days Past Due checks.

**Note:** This value works the same as the Combined Amount and Days value and is a legacy from previous versions of the software in which the credit checking values controlled credit checking for sales orders.

**Days Past Due**

Maximum number of days a customer’s oldest invoice can be past due before the software warns about overdue invoices. This field is not available if Limit Amount is selected in Credit Checking Type.
**OverLimit Type/Amount**

Used to determine the type of warning message given if the customer fails any of the credit checks where the Credit Checking Type includes a Limit Amount check. Options are:

- **Amount** — Use a fixed monetary amount as the maximum overlimit value.
- **Percent** — Use a percentage of the customer’s credit limit as the maximum over limit value. The system calculates an over limit amount based on the percentage specified.

This field is not available if Days Past Due is selected.

**Sales Tax Default Area**

Specifies where the default sales tax ID should be obtained for each new document transaction detail line entered during accounts receivable document (invoice) entry. This setting can be changed at any time.

**Previous Line on Document**

Obtains the default sales tax ID from the previous transaction detail line.

**Customer Defaults**

Obtains the default sales tax ID based on the Default From value on the Customer Maintenance (08.260.00), Defaults tab.

**Allow Sales Tax Entry (check box)**

Select to activate the detailed tax record function, allowing entry of multiple tax IDs and amounts for each detail row, in invoices and adjustments. Tracking the taxes in this manner provides the information necessary for detailed tax reports, in the Shared Information module. If this option is not selected, sales taxes will not be calculated. Taxes can still be entered as a separate line item.

**Decimal Places Area**

You define decimal characteristics in this area.

**Qty**

Number of decimal places that will be allowed during invoice and adjustment entry, for quantity fields. During data entry, the system calculates the amount for each line item based on the quantity and unit price entries. The amounts are rounded based on Decimal Places specified in Currency Maintenance (24.250.00) for the transaction or base currency. If the Currency Manager module is not installed, the number of decimal places for the base currency is specified in Decimal Places on the GL Setup (01.950.00), Currency Info tab.

**Price**

Number of decimal places that will be allowed during invoice and adjustment entry, for unit price fields. During data entry, the system calculates the amount for each line item based on the quantity and unit price entries. The amounts are rounded based on Decimal Places specified in Currency Maintenance (24.250.00) for the transaction or base currency. If the Currency Manager module is not installed, the number of decimal places for the base currency is specified in Decimal Places on the GL Setup (01.950.00), Currency Info tab.

**Number of documents to display in Payment Applications screen (08.030) before message**

Maximum number of documents that can be listed on Payment Applications (08.030.00) without causing the software to generate a message. In Payment Applications (08.030.00) when you enter a Customer ID, the open documents for the customer are displayed in the Detail area of the screen. If the customer has a large number of open items, they can take a while to load and may take up several pages of the window.
If you enter a limit here, the system will immediately display a customer's documents if they have fewer than the limit. For those over the limit, you will be prompted to select whether or not you want the documents displayed. If not, the Detail area of the screen remains blank and you can enter specific invoice numbers (or use the F3 lookup function to search for items).

**Quick Print (printer icon)**

Click the printer icon to print the accounts receivable setup report. The accounts receivable setup report shows all information that has been entered within the accounts receivable setup record. This can be used as a record to review *AR Setup (08.950.00)* options.
AR Integrity Check (08.990.00)

Used to verify the completeness and accuracy of accounts receivable information. AR Integrity Check (08.990.00) should be run at least monthly with any noted errors reconciled or corrected. There are three options which verify the data in the Accounts Receivable module and do not change any data. The other two options will change the data in the customer records.

**Caution:** Do not select Correct Customer Balances to Total Doc Balance or Rebuild AR History from Documents without running the other three verification processes first. Also, a backup of the database should be done before running either integrity check function.

![AR Integrity Check (08.990.00)](image)

**Figure 138: AR Integrity Check (08.990.00)**

**Verify Posted AR Batches**
Select to review all released accounts receivable batches to ensure that they were transferred correctly to the general ledger (that is, they are complete and accurate in the general ledger). The process looks at each batch and ensures that there are documents for the batch and that the document amounts accumulated to the batch control total. If there are differences, an event log entry will be created.

**Verify Customer Balances**
Select to review all customer records to verify that the sum of the customer’s open document balance equals the customer’s associated current and future balance amounts. If there is a difference, an event log entry will be created.

**Correct Customer Balances to Total Doc Balance**
Select to review all customer records and update (recompute) the records as necessary to agree with their supporting open document balances. Before you run this function, you should ensure that all documents in the database are complete and correct. Run Verify Posted AR Batches, Verify Customer Balances, and Verify Payment Applications before you run this function. Correct Customer Balances to Total Doc Balance is available only if Verify Customer Balances is selected.

**Verify Payment Applications**
Select to review the application process for all payments and credit memos to ensure that both adjusting and adjusted document records were updated (correctly applied to the database). If there are any errors, an event log entry will be created.
Rebuild AR History from Documents
Select to update the customer history records by summarizing the accounts receivable documents for each customer by period. Do not run this process without first running the three AR Integrity Check (08.990.00) verification options.

Verify Periods of Closing
Select to verify that the document period closed is populated with the correct value. If there are errors, it will note which document is not correct.

Correct Periods of Closing
Select to verify and correct all document periods of closing. If there are errors detected in the period of closing, this option will populate the period closed with the correct value.

Begin Processing (button)
Once you have selected the integrity check functions to run, click to start the integrity checking process.
Reports

Statements (08.600.00)

Use to print or electronically transmit statements for customers after all invoices, memos, and payments have been entered. Statements are processed according to statement cycle (a means of identifying and grouping customers with similar characteristics whose statements should be printed at the same time). Each customer is given a statement cycle ID in order to assign the customer to the correct statement cycle. When statements for a statement cycle are processed, the statements of all customers in the statement cycle group are included.

Figure 139: Statements (08.600.00)

Note: A statement prints only if Print Statements is selected for the customer on the Other Options tab of Customer Maintenance (08.260.00).

Note: Do not print the statements for a statement cycle without first applying finance charges (if necessary), aging customer detail, and closing the statement cycle. If you print statements without completing these preliminary operations, the items and balances shown on the statements will be incorrect.
Report Tab

Report Format
Specifies the type of statements to print. Options are:

- **Standard** — Print the statement using the Microsoft Dynamics SL statement format.
- **Multi-Currency** — Print the statements using the Microsoft Dynamics SL statement format and include multi-currency information if such information is available from the Currency Manager module.
- **Plain Paper** — Print the statement using the Microsoft Dynamics SL statement format to plain paper.

Options Tab
Fields that allow you to print your company name on statements and to define up to two lines of custom text to be printed on statements.

**Print Company Name on Statements**
Select to print your company’s name on the customer statements; not necessary if your company name is preprinted on statement forms.

**Statement Message Line 1**
The first of up to two lines of custom text to be printed on customer statements. This custom message capability can be used for various purposes: season’s greetings, sale announcements, request for prompt payment, and many others. The message can be changed according to the information you want to communicate to each different statement cycle group.

**Statement Message Line 2**
The second of up to two lines of custom text to be printed on customer statements. This custom message capability can be used for various purposes: season’s greetings, sale announcements, request for prompt payment, and many others. The message can be changed according to the information you want to communicate to each different statement cycle group.

Select Tab
Fields used to select the specific statement cycle to be printed. For example, the following entries:

- **Field**: a08600_wk.customer_stmtcyclid
- **Operator**: Equal
- **Value**: 01
  
  Print statements for statement cycle 01.

To print statements for a specific customer or range of customer, use the a08699_wrk.custid field and enter a customer ID (for example, CT0133) or a selection mask (for example, CT01??) at **Value**.

Company Selection Tab
Fields that allow you to select the company or companies for which you want to print customer statements.
Aged AR (08.610.00)

List of all currently open accounts receivable documents and their aging balances as defined by the aging categories established on Statement Cycle (08.280.00).

<table>
<thead>
<tr>
<th>Date</th>
<th>Thursday, June 28, 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>08.280.200</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Name</th>
<th>Telephone</th>
<th>Current</th>
<th>1 TO 30</th>
<th>31 TO 60</th>
<th>61 TO 80</th>
<th>81 TO 120</th>
<th>OVER 120</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tom Smith</td>
<td>(555) 555-1234</td>
<td>750.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>750.00</td>
</tr>
<tr>
<td>John Doe</td>
<td>(555) 555-1234</td>
<td>600.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>600.00</td>
</tr>
<tr>
<td>Mary Johnson</td>
<td>(555) 555-1234</td>
<td>450.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>450.00</td>
</tr>
<tr>
<td>Richard Brown</td>
<td>(555) 555-1234</td>
<td>300.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>300.00</td>
</tr>
<tr>
<td>Sarah Lee</td>
<td>(555) 555-1234</td>
<td>150.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>150.00</td>
</tr>
</tbody>
</table>

Figure 140: Aged AR (08.610.00)

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Detail by Days Past Due** — Generate the report in a detailed format that includes in-depth customer information and the days-past-due aging information of all documents for each customer reported.

- **Summary by Days Past Due** — Generate the report in a summarized format that includes selected customer information (ID, name, statement cycle ID) and the document totals of each past-due aging category only.

- **Detail by Days Outstanding** — Generate the report in a detailed format that includes in-depth customer information and the aging information of all outstanding documents for each customer reported.

- **Det by Days Outstanding – MC** — Generate the report in a detailed format that includes in-depth customer information and the aging information of all outstanding documents for each customer reported, and multiple-currency information if it is available from the Currency Manager module.

- **Detail by Days Past Due – MC** — Generate the report in a detailed format that includes in-depth customer information, the days-past-due aging information of all documents for each customer reported, and multiple-currency information, if such information is available from the Currency Manager module.

- **Summary Customer Balances** — Generate the report as a summary of customer aging balances; the software updates the information on this version of the report when payments are entered, not applied.

The days-outstanding and days-past-due summary and detail formats are date-sensitive reports. When you generate these reports, the software calculates their aging information as of the report date you enter. You can reprint days-outstanding and days-past-due Aged AR reports for any prior date and be assured that their aging information is presented accurately as of the report date. Also, the software
records the period when payments are applied to invoices, not the actual date. For this reason, these versions of the Aged AR report assume that all payment applications are effective on the payment’s document date.

Options Tab

Sort by Customer Name

Select to sort by Customer Name.
Period Sensitive Aged AR (08.611.00)

List of all open accounts receivable documents and their aging balances as defined by the aging categories established on Statement Cycle (08.280.00) as of a specified fiscal period. This report can be used to tie out accounts receivable and general ledger amounts as of a particular period, regardless of whether documents have been entered to a future period or the period has been closed.

Figure 141: Period Sensitive Aged AR (08.611.00)

Report Tab

Report Format
Specifies the type of report to print. Options are:

- **Historical** — Generates the report for the specified period. Amounts are specified in base currency.
- **Historical - MC** — Generates the report for the specified period. Amounts are specified in multiple currencies.

Options Tab

Sort by Customer Name
Select to sort by Customer Name.
Customer Trial Balance (08.620.00)

List of accounts receivable currently open document balances and related activity per customer. For each customer, the report lists the customers’ invoices, any invoice adjustments, payments applied to accounts receivable documents, and the customer’s current balance.

If a payment is applied to more than one document, Customer Trial Balance (08.620.00) lists the payment under each document to which the payment is applied. Any payment amount remaining unapplied is listed at the bottom of the report.

Report Tab

Report Format

Specifies the documents to include in the report. Options are:

- **Open plus Current Period** — Generate the report in a format that includes all open documents and any documents closed in the current or future periods. This is the most common month-end report format for the Customer Trial Balance (08.620.00) report.

- **Open Document Only** — Generate the report in a format that includes open customer documents only.

- **All Documents** — Generate the report in a format that includes all customer documents.

- **Open plus Current Period - MC** — Generate the report in an open-plus-current-period-closed format that includes multiple-currency information (if such information is available from the Currency Manager module).

- **Open Documents Only - MC** — Generate the report in an open-documents-only format that includes multiple-currency information.
• **All Documents - MC** — Generate the report in an all-documents format that includes multiple-currency information.

**Options Tab**

**Sort by Customer Name**
Select to sort by Customer Name.
Customer Period Trial Balance (08.621.00)

Period-sensitive Customer Trial Balance (08.620.00) report. Includes a list of accounts receivable documents that were open and their open balances as of the end period specified on the Report tab, plus documents that were closed between the beginning and ending period values specified on the Report tab.

In instances where a voucher is posted to a future period and a check posted to the current period, the future document will be subtracted from the balance and will impact the balance of the report. However, on the line where the future document has impacted the balance, an asterisk (*) will be displayed and the following message will be displayed as a footnote on the report:

* Document has a related parent document in a future period that is impacting the balance.

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Prior Period** — Generates the report in a format that includes all documents that were open as of the specified end period, plus documents that closed during the period bracketed by the values entered at Beg/End Period.

- **Prior Period – MC** — Generates a multi-currency version of the report.

Beg/End Period

Beginning and ending period numbers of a range of accounting periods with customer activity to report; all documents are listed from the beginning and ending periods, plus all periods in between the two.

Options Tab

Sort by Customer Name

Select to sort by Customer Name.
Account Distribution (08.630.00)

Lists all accounts receivable documents entered in an accounting period or range of periods. Use this report to balance your asset accounts and to verify the posting of accounts receivable transactions to the general ledger.

Account Distribution (08.630.00) should reconcile to Posted Transaction List (01.620.00) in the General Ledger module. If the two reports do not reconcile, Posted Transaction List may contain transactions affecting accounts receivable records that were entered through the General Ledger module rather than through the Accounts Receivable module. Such transactions are identified by the general ledger (GL) transaction type on Posted Transaction List (01.620.00).

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Standard** — Generate the report in the standard Account Distribution report format.
- **Multi-Currency** — Generate the report in a format that includes multiple-currency information, if such information is available from the Currency Manager module.

Beg/End Period

Beginning and ending period numbers of a range of accounting periods with customer activity to report; all documents are listed from the beginning and ending periods, plus all periods in between the two.
AR Transactions (08.640.00)

Lists accounts receivable information entered in the Accounts Receivable and Order Management modules during the current account period. Use to locate the information of current-period documents by their batch number, reference number, or transaction type.

Figure 144: AR Transactions (08.640.00)

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Standard** — Generate the report in the standard AR Transactions report format.
- **Multi-Currency** — Generate the report in a format that includes multiple-currency information, if such information is available from the Currency Manager module.

Beg/End Period

Beginning and ending period numbers of a range of accounting periods with customer activity to report; all documents are listed from the beginning and ending periods, plus all periods in between the two.
Customers (08.650.00)

List of customer information. Included in the list for each customer are the period-to-date and year-to-date transactions that make up the customer's current accounts receivable balance. Use to obtain up-to-date sales information on a specific customer or customers.

Figure 145: Customers (08.650.00)

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Detail** — Generate the report in a detailed format that includes all customer information entered on *Customer Maintenance* (08.260.00).

- **Summary** — Generate the report in a summarized format that includes only selected customer information from *Customer Maintenance* (08.260.00), plus each customer’s average days to pay, year-to-date sales amounts, and current and future accounts receivable balances.
Customer History (08.651.00)

Lists each customer’s period- and year-to-date accounts receivable activity as this information is displayed on Customer History (08.261.00).

Figure 146: Customer History (08.651.00)

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Standard** — Generate the report in the standard Customer History format.
- **Balances** — Generate the report in a format that includes customer period- and year-to-date balances only.
Document Register (08.660.00)

Lists the details of all open accounts receivable documents, including those that are to post to prior or future periods, entered during a period or range of periods. Use to aid accounts receivable document inquiries and maintenance.

![Table of Document Register (08.660.00)]

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Standard** — Generate the report in the standard Document Register report format.
- **Multi-Currency** — Generate the report in a standard format that includes multiple-currency information, if such information is available from the Currency Manager module.

Beg/End Period

Specifies the beginning and ending period numbers of a range of accounting periods with customer activity to report. On Document Register (08.660.00), all documents are listed from the beginning and ending periods, plus all periods in between the two.

Options Tab

Include Closed Documents

Select to include closed documents in the report.
Recurring Invoices (08.670.00)

Lists the information of all recurring invoices entered on Recurring Invoice Maintenance (08.270.00). A recurring invoice is an invoice issued at regular intervals for the same amount each time. Typical uses include standardized product orders and monthly retainer fees. Regular accounts receivable invoices are created from recurring invoice records.

If you use recurring invoices, have a current copy of Recurring Invoices (08.670.00) on hand. The posting cycle for regular invoices generated from recurring invoices is determined by the dates listed on this report. These dates help you estimate posting cycles.

Figure 148: Recurring Invoices (08.670.00)

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Standard** — Generate the report in the standard Recurring Invoices report format.
- **Multi-Currency** — Generate the report in a format that includes multiple-currency information, if such information is available from the Currency Manager module.

Options Tab

Exclude Tax Info

Select to exclude tax information from the report.
Statement Cycles (08.680.00)

Lists the information of all customer statement cycles defined on Statement Cycle (08.280.00).

<table>
<thead>
<tr>
<th>Statement Cycle</th>
<th>Last Aging Date</th>
<th>Last Print Date</th>
<th>Aging Band</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5/20/1999</td>
<td>9/20/1999</td>
<td>30</td>
<td>Current Due</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>60</td>
<td>30 Days Oustide</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Over 90</td>
<td>30 Days Oustide</td>
</tr>
<tr>
<td>2</td>
<td>5/20/1999</td>
<td>9/20/1999</td>
<td>7</td>
<td>Current Due</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>14</td>
<td>1 Month Oustide</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Over 21</td>
<td>1 Month Oustide</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Over 30</td>
<td>1 Month Oustide</td>
</tr>
</tbody>
</table>

Figure 149: Statement Cycles (08.680.00)

Report Tab

Report Format

A statement cycle is a customer classification tool used to identify and group customers with similar characteristics (for example, geographic location) whose statements should be printed at the same time. Grouping customers into statement cycles allows you to print statements for specific groups of customers at different times, eliminating long statement printing runs that typically result when all customer statements are produced at the same time.
Customer Classes (08.690.00)

Lists the information of all customer classes defined on Customer Class Maintenance (08.290.00).

Figure 150: Customer Classes (08.690.00)

Report Tab

Report Format

Used to identify and group customers with similar characteristics (wholesale customers, retail customers, etc.). They facilitate reporting the information of specific customer types and also make it easier to establish customer defaults (default statement cycle, default payment applications option, etc.) when you are entering new customer information.
Sales Analysis by Customer (08.710.00)

Compares each customer’s period- and year-to-date sales to total company sales for the current fiscal year (based on the Period to Report) and, optionally, for the prior fiscal year. Use to analyze sales, cost of sales, and profitability by customer and to perform current- to prior-year sales analysis comparisons. Calculations listed in the report columns are:

- **Pct of Sales** — Percent of total company sales attributed to each customer; calculated by dividing total customer sales by total company sales.

- **Pct of Profit** — Percent of total company profit attributed to each customer’s sales; calculated by dividing gross profit on total customer sales by total company gross profit.

- **Margin Profit** — Profit margin on each customer’s sales; calculated by dividing the gross profit on each customer’s sales by the total sales to the customer.

### Figure 151: Sales Analysis by Customer (08.710.00)

### Report Tab

#### Report Format

Specifies the type of report to print. Options are:

- **Current Year** — Generate the report in a format that includes current-year customer sales information only.

- **With Prior Yr. Comparison** — Generate the report in a format that includes both current- and prior-year customer sales information.

#### Period to Report

Fiscal period and year for which to generate the report.
Sales Analysis by Class (08.720.00)

Compares each customer class period- and year-to-date sales to total company sales for the current fiscal year (based on the Period to Report) and, optionally, for the prior fiscal year. Also includes the individual sales information of each customer in each customer class reported. Use to analyze sales, cost of sales, and profitability by customer class and customer and to perform current- to prior-year sales analysis comparisons.

Calculations listed in the report columns are:

- **Pct of Sales** — Percent of total company sales attributed to each customer class; calculated by dividing total customer class sales by total company sales.
- **Pct of Profit** — Percent of total company profit attributed to each customer class’ sales; calculated by dividing gross profit on total customer class sales by total company gross profit.
- **Margin Profit** — Profit margin on each customer class’ sales; calculated by dividing gross profit on each customer class’ sales by the total sales to the customer class.

Figure 152: Sales Analysis by Class (08.720.00)

### Report Tab

**Period to Report**

Fiscal period and year for which to generate the report.

### Options Tab

**Print Prior Year**

Select to include prior-year information on the report.
Sales Analysis by Salesperson (08.730.00)

Compares each salesperson’s period- and year-to-date sales to total company sales for the current fiscal year based on the period to report. Use to analyze sales, cost of sales, and profitability by salesperson.

Calculations listed in the report columns are:

- **Pct of Sales** — Percent of total company sales attributed to each salesperson; calculated by dividing total salesperson sales by total company sales.

- **Pct of Profit** — Percent of total company profit attributed to each salesperson’s sales; calculated by dividing gross profit on total salesperson sales by total company gross profit.

- **Margin Profit** — Profit margin on each salesperson’s sales; calculated by dividing the gross profit on each salesperson’s sales by the salesperson’s total sales.

![Figure 153: Sales Analysis by Salesperson (08.730.00)](image)

**Report Tab**

**Period to Report**

Fiscal period and year for which to generate Sales Analysis by Salesperson (08.730.00).
Sales by Customer (08.740.00)

Lists the details of customer invoices and memos entered during an account period or range of periods. Use to obtain a by-period breakdown of the accounts receivable documents entered for each customer and to analyze customer sales volumes and the profitability of sales to each customer.

**Note:** The asterisks in this report indicate that the particular amount is not included in the document total. Order Management distinguishes between trade discounts, freight charges, miscellaneous charges, and sales tax in a document. In order to include these amounts in the document total, click on the **Options** tab for the report and select the desired check boxes.

---

**Figure 154: Sales by Customer (08.740.00)**

The **Margin Pct** column lists the profit margin on each item sold to the customer. It is calculated by dividing the gross profit on each sale (Extended Price minus Extended Cost) of an item by the item’s selling price.

### Report Tab

**Report Format**

Specifies the type of report to print. Options are:

- **Detail** — Generate the report in a detailed format that includes all related sales information for each customer document listed: document number and type, document date, inventory item ID and description, unit, quantity, unit price, extended cost, and extended price amounts.

- **Summary** — Generate the report in a summary format that includes selected sales information for each customer.

---

<table>
<thead>
<tr>
<th>DocID</th>
<th>Date/Time</th>
<th>Customer Name</th>
<th>Customer ID</th>
<th>Item ID</th>
<th>Unit</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Extended Cost</th>
<th>Extended Price</th>
<th>Margin Pct</th>
</tr>
</thead>
<tbody>
<tr>
<td>000009</td>
<td>12/1/1999</td>
<td>Test 1</td>
<td>T1234</td>
<td>3456</td>
<td>PE</td>
<td>1</td>
<td>$100.00</td>
<td>100</td>
<td>100.00</td>
<td>100.00</td>
</tr>
<tr>
<td>000010</td>
<td>12/2/1999</td>
<td>Test 2</td>
<td>T1235</td>
<td>6789</td>
<td>PE</td>
<td>2</td>
<td>$150.00</td>
<td>150</td>
<td>150.00</td>
<td>100.00</td>
</tr>
</tbody>
</table>

---

* Notes include trade discounts, freight charges, miscellaneous charges, and sales tax.
Beg/End Period
Beginning and ending period numbers of a range of accounting periods with customer activity to report; all documents are listed from the beginning and ending periods, plus all periods in between the two.

Options Tab

Include Trade Discounts
Select to include trade discount amounts in the totals.

Include Freight charges
Select to include freight charge amounts in the totals.

Include Misc. Charges
Select to include miscellaneous charge amounts in the totals.

Include Sales Taxes
Select to include sales tax amounts in the totals.
Sales by Commission (08.750.00)

Lists the details of salespersons' commission sales during an accounting period or range of periods. Use to calculate the commission amounts earned by each salesperson and analyze the profitability of each salesperson's efforts.

Only sales initiated in the Accounts Receivable module are listed on this report.

Figure 155: Sales by Commission (08.750.00)

The Margin Pct column lists profit margin on each item or service associated with a salesperson. It is calculated by dividing the gross profit on each sale of an item or service by the item or service selling price.

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Commission on Issued Invoices** — Generate the report in a format that includes salesperson commission information for all invoices issued to customers.

- **Commission on Partial Pmts.** — Generate the report in a format that includes salesperson commission information for only customer invoices that are partially paid.

- **Commission on Paid Invoices** — Generate the report in a format that includes salesperson commission information for only customer invoices that are paid in full.
**Beg/End Period**
Beginning and ending period numbers of a range of accounting periods with salesperson activity to report. Documents are listed for the date range you specify.

**Options Tab**

**Commission on PROFIT instead of SALES**
Select to base commission calculations on profits.

**Include Trade Discount in Commission**
Select to include trade discounts in commission calculations.

**Include Freight in Commission**
Select to include freight charges in commission calculations.

**Include Misc. Charges in Commission**
Select to include miscellaneous charges in commission calculations.

**Include Sales Taxes in Commission**
Select to include sales taxes in commission calculations.
Sales by Commission – All (08.751.00)

Lists the details of salespersons’ commission sales during an accounting period or range of periods. Use this report to calculate the commission amounts earned by each salesperson and analyze the profitability of each salesperson’s efforts.

Sales are included from all modules that create invoices, credit memos, or debit memos. This includes documents created in the Accounts Receivable Invoice and Memo (08.010.00), Order Management Invoices (40.680.00), Service Contracts Service Contract Invoice (SN.640.00), Service Dispatch Service Call Invoice (SD.640.00), and Flexible Billings Invoice Print (BI.INV.00) screens.

This report is created using SQL Server Reporting Services (SSRS).

![Figure 156: Sales by Commission – All (08.751.00)](image)

The Margin Pct column lists profit margin on each item or service associated with a salesperson. It is calculated by dividing the gross profit on each sale of an item or service by the item or service selling price.

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Commission on Issued Invoices** — Generate the report in a format that includes salesperson commission information for all invoices issued to customers.
- **Commission on Partial Pmts.** — Generate the report in a format that includes salesperson commission information for only customer invoices that are partially paid.
- **Commission on Paid Invoices** — Generate the report in a format that includes salesperson commission information for only customer invoices that are paid in full.
Beg/End Period
Beginning and ending period numbers for a range of accounting periods with salesperson activity to report. Documents are listed for the date range you specify.

Options Tab

Commission on PROFIT instead of SALES
Select to base commission calculations on profits.

Include Trade Discount in Commission
Select to include trade discounts in commission calculations.

Include Freight in Commission
Select to include freight charges in commission calculations.

Include Misc Charges in Commission
Select to include miscellaneous charges in commission calculations.

Include Sales Taxes in Commission
Select to include sales taxes in commission calculations.
Invoice/Memo Forms (08.760.00)

Lists the invoices, debit memos, credit memos, and cash sales you distribute to customers. If you need to print these documents and you are not using the Order Management, Flexible Billings, Service Dispatch, or Service Contracts modules, you can do this using the Invoice/Memos Forms (08.760.00) report. For documents printed using Invoice/Memos Forms (08.760.00), note that:

- Printing invoices, debit memos, credit memos, and cash sales does not create or update any financial information.
- Documents printed using this screen print in the regular 8.5" x 11" service invoice format.
- If you decide to include your company’s name on the documents printed, the software will use your company’s name as it is entered on GL Setup (01.950.00).

When preparing to print invoices, debit memos, credit memos, and cash sales, it is often helpful to generate AR Transaction (08.640.00) as an aid to selecting which documents to print. For more information about printing documents, see “Printing Invoices, Debit Memos, and Credit Memos” on page 106.

Note:

- Documents must be released for posting before they can be printed. Also note that if the other modules listed here are being used, invoices will be printed from that module.
- If you want to preview what the printed document will look like, before the document is released, use AR Invoice Preview (QQ.082.20) or the Invoice Preview button in Invoice and Memo (08.010.00).
• Invoices and debit memos for customers set up for Quick Send on the **Quick Send** tab on *Customer Maintenance* (08.260.00) are transmitted electronically according to the customer’s Quick Send preferences instead of being printed. The document will also be transmitted to each additional recipient setup for the customer on *Additional Recipients* (08.260.08).

**Figure 157: Invoice/Memo Forms (08.760.00)**

**Caution:** Use the **Select** tab to select the specific invoices to be printed. If you do not, every invoice in the system will print.
Report Tab

Report Format
Specifies the type of form to print in the regular 8.5” x 11” invoice format. The format options are:

- **Standard Forms** — Print the invoice on an invoice form using the Microsoft Dynamics SL invoice format.
- **Plain Paper Forms** — Print the invoice on plain paper using the Microsoft Dynamics SL invoice format.

Options Tab

Print Job ID’s instead of Inventory ID’s
Select to print job IDs in place of inventory IDs on invoices and memos.

Print company name on invoices
Select to include your company’s name on invoices as it is entered on GL Setup (01.950.00). Select this option if you are using forms which do not have the company’s name preprinted on the form.

Invoice Message
A user-defined message which will print on invoices and memos. Enter any text you want to include on invoices. Remember, this text will be on every invoice you print in this session. The field is 50 characters long.
Document History (08.770.00)

Lists all accounts receivable documents, including open and paid invoices, and open and fully-applied adjustments.

<table>
<thead>
<tr>
<th>Date</th>
<th>Transaction No.</th>
<th>Customer ID</th>
<th>Type</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/31/1993</td>
<td>000001</td>
<td>PA</td>
<td>121050</td>
<td>Statement</td>
<td>$2,000</td>
</tr>
<tr>
<td>01/01/1994</td>
<td>000002</td>
<td>PA</td>
<td>121050</td>
<td>Statement</td>
<td>$1,000</td>
</tr>
<tr>
<td>02/02/1994</td>
<td>000003</td>
<td>PA</td>
<td>121050</td>
<td>Statement</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Figure 158: Document History (08.770.00)

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Detail** — Generate the report in a detailed format that includes all information related to each customer document.
- **Summary** — Generate the report in a summarized format that includes only the reference number, transaction type, batch number, customer ID, terms, discount and due dates, posted and closed, description, discount and document amounts for each document.
- **Detail, Multi-Currency** — Generate the report in a detailed format that includes multiple-currency information, if such information is available from the Currency Manager module.
- **Summary, Multi-Currency** — Generate the report in a summarized format that includes multiple-currency information.
AR Batch Register (08.800.00)

An audit trail tool for monitoring accounts receivable batch numbers used and batch distribution during the current accounting period. As a further auditing aid, it can also list account distributions. If you have set up the General Ledger module to generate batch control reports automatically, AR Batch Register (08.800.00) can serve as a summary batch control report should any of the original batch control reports be lost.

Complete (C status) batches list account distribution amounts, however, these distributions are not posted to general ledger accounts. Void (V status) and deleted (D status) batches do not show account distribution amounts.

![AR Batch Register - With Account Distribution (08.800.00D)](image_url)

Figure 159: AR Batch Register – With Account Distribution (08.800.00D)
### Report Tab

#### Report Format

Specifies the type of report to print. Options are:

- **Summary** — Generate the report in a summarized format that includes the batch number, status, journal type, periods entered and posted, data entry screen number, batch control amount for each batch.

- **With Account Distribution** — Generate the report in a summarized format that includes summary information plus account distributions.

- **Summary, Multi-Currency** — Generate the report in a summarized format that includes multiple-currency information, if such information is available from the Currency Manager module.

- **With Account Distribution, MC** — Generate the report in a summarized, multiple-currency format that includes account distributions.

#### Beg/End Period

Beginning and ending period numbers of a range of accounting periods with batch activity to report; all batches will be listed from the beginning and ending periods, plus all periods in between the two.
AR Edit (08.810.00)

Lists document and transaction information for accounts receivable batches, except voided batches. Use when editing accounts receivable batches before posting batch amounts to general ledger accounts and as a record of the documents in a batch released for posting.

Figure 161: AR Edit (08.810.00)

Report Tab

Report Format

Specifies the type of report to print. Options are:

- **Standard** — Generate the report in a format that includes all batches entered during the period(s) specified in **Beg/End Period**, including those already posted to the general ledger.

- **Multi-Currency** — Generate the report in a format that includes all batches entered or posted for the period(s) specified in **Beg/End Period** plus multiple-currency information, if such information is available from the Currency Manager module.

Beg/End Period

Beginning and ending period numbers of a range of accounting periods with batch activity to report. All batches are listed from the beginning and ending periods, plus all periods in between the two.
Payment Applications (08.820.00)

Lists payments and credit memos applied to accounts receivable documents during a specific time period and invoices and debit memos to which payments and credit memos have been applied.

**Figure 162: Payment Applications (08.820.00)**

**Report Tab**

**Report Format**

Specifies the type of report to print. Options are:

- **Detail** — Generate the report in a detailed format that includes the reference and batch numbers, document type, customer information, doc date, period to post, document and discount amounts, amount applied, and any remaining balance of each payment or memo, plus information on the invoices and/or debit memos to which they are applied.

- **Summary** — Generate the report in a summarized format that includes the summary information on payments and credit memos. This version does not include information on the documents to which the payments were applied.

- **Detail, Multi-Currency** — Generate the report in a detailed format that includes multiple-currency information.

- **Summary, Multi-Currency** — Generate the report in a summarized format that includes multiple-currency information, if such information is available from the Currency Manager module.

**Beg/End Period**

Beginning and ending period numbers of a range of accounting periods with payment activity to report; all payments and credit memos are listed from the beginning and ending periods, plus all periods in between the two.
Glossary

Access Rights
A set of permissions that define the parts of the system an authorized user may access as well as the user’s rights to alter any information.

Accounts Receivable Setup
Accounts Receivable configuration options that allow you to tailor the module's operation to the specific needs of your company.

Accounts Receivable System-Level Decisions
Decisions that affect the operation of the Accounts Receivable module. These decisions include how to assign a document reference number, how to display transaction line descriptions, how to enter sales tax defaults, and how to perform credit checking.

Active Account Status
Customer who is eligible for all accounts receivable services. The software processes all of an active customer’s documents without any restrictions.

Active User
A user who is currently logged on to Microsoft Dynamics SL.

Address ID
Unique identifying codes assigned to customer address information. An address ID can be any alphanumeric code you care to assign.

Admin Hold Account Status
A customer is on administrative hold. The software does not permit new document entry for this customer. However, you can apply and enter payments on Payment Application (08.030.00) and Payment Entry (08.050.00).

Application
One of the accounting modules, such as Accounts Payable or Accounts Receivable.

Application Database
A database that contains all of the accounting data for one or more financial entities.

Auto Reference Numbering
If you select automatic reference numbering on the Other Options tab of AR Setup (08.950.00), the software automatically assigns numeric-only numbers to orders and increments the order number by one (000242, 000243, etc.) for each new order entered.

Batch
A group of documents. The batch fields on a screen apply to all listed documents.
Coding Formats
For accurate, efficient data storage and retrieval, each data record receives a unique identifying code that distinguishes it from all other data records. These codes can be numeric, alphabetic, or alphanumeric. Depending on the data record type, the codes are either assigned automatically or manually by you.

Coding Scheme
A system of arranging letters and/or numbers into meaningful data record identifiers (IDs and numbers) that distinguish each record from all other records in the database.

Counter Sales
Sales orders for which payment is received at the same time goods are transferred from seller to buyer and the sales order invoice is created. Because receipt of goods, invoice creation, and invoice payment occur at the same time, counter sales do not require shipment confirmation.

Credit Memo
An adjustment that reduces the amount of a customer invoice or provides an open credit balance. Credit memos are typically created when customers return previously purchased merchandise.

Customer Class ID
Typically used to identify and group customers with similar characteristics. They facilitate reporting the information of specific customer types and also make it easier to establish customer defaults when you are entering new customer information. A customer class ID can be any alphanumeric code you care to assign.

Customer Classes
Used to identify and group customers with similar characteristics, such as wholesale customers.

Customer Defaults
Information that applies to the majority of your customers. Setting up default customer information can increase the speed of entering customer records. When you enter a new customer record, the software automatically enters the default information, which you can change as needed.

Customer ID
Unique identifying codes assigned to each customer’s information that distinguish the customer from all other customers in the database. A customer’s ID can be any alphanumeric code you care to assign.

Data Item
A single value in a single field.

Debit Memo
An adjustment that increases the amount on a customer invoice or removes an open credit balance.

Doc Share
A feature that enables you to make documents accessible to customers on the Web by placing them on a Microsoft Office SharePoint site.
Document
An individual record in a batch. You can display document fields on a screen in either grid or form view.

Finance Charge Maintenance
Information that involves specifying the annual finance charge percentage, minimum finance charge, whether or not to charge the minimum finance charge, whether or not to compound finance charges, and whether or not to apply customer payments to finance charges first.

Fiscal Period
Consists of the period number and fiscal year. The period number is the month number starting with the first month in the fiscal year. The fiscal year is the calendar year in which the fiscal year begins.

Form View
A portion of a data entry screen showing all the fields for one record. The form view helps when you need to see all the fields in one record. Toggle between form and grid view using F4.

General Ledger Accounts
Used to debit or credit customer accounts based on transactions in the Accounts Receivable module.

Grid View
A portion of a data entry screen showing all the data items for all the records in rows and columns. The grid view is useful when comparing values in detail records. Toggle between grid and form view using F4.

Inactive Account Status
A customer who is not active. The software does not permit new document entry for this customer, and the customer’s ID and name do not appear in possible values. To apply or enter a payment on Payment Application (08.030.00) or Payment Entry (08.050.00), change the customer’s status.

One Time Account Status
Status of a one-time customer’s account. One-time customer information is deleted when the customer’s account has no open documents and meets the maximum number of periods set for retention of transaction details.

Price Level
Separate price lists for the same inventory items. Price levels are often used to establish different item prices for different customer groups and to identify contract price schedules. The software uses price levels in the Order Management module to determine the appropriate item prices to charge when you produce sales orders.

Recurring Invoice ID
An invoice issued at regular intervals for the same amount each time. Typical uses include standardized product orders and monthly retainer fees. Regular accounts receivable invoices are created from recurring invoice records. A recurring invoice ID can be any alphanumeric code you care to assign.
Recurring Invoices
Invoices issued at regular intervals for the same amount each time. Typical uses include standing orders and monthly service contracts. Recurring invoices helps save time when preparing invoices for customers who purchase the same items or services at regular intervals.

Reference Number
Unique identifying codes assigned to accounts receivable documents. In the Accounts Receivable module, reference numbers can either be numeric or alphanumeric.

Sales Terms
Determines how the software calculates a customer’s document amount at payment time.

Sales Territories
Used to identify and group salespersons or customers with similar geographic areas.

Salesperson ID
Unique identifying codes assigned to each salesperson’s information (name, address, commission percentage, etc.). A salesperson ID can be any alphanumeric code you care to assign (for example, an abbreviated version of the salesperson’s name or a letter-number combination).

Salesperson Information
Associating a default salesperson with each of your customers enables the tracking and report sales by salesperson. If you do not want to track sales by salesperson, use Salesperson Maintenance (08.310.00) to set up sales categories to track sales by other groupings, such as by country or region.

Shipper
An Order Management document normally created from a sales order used mainly for picking and packing items at an inventory site in order to fill the associated sales order. When order shipment is confirmed, the shipper is closed and an invoice number is assigned to it to convert the shipper to an invoice. This Order Management-generated invoice can then be confirmed and released using the Accounts Receivable module.

Statement Cycle ID
A customer classification tool used to identify and group customers with similar characteristics whose statements should be printed at the same time. Grouping customers into statement cycles allows you to print statements for specific groups of customers at different times, eliminating long statement printing runs that typically result when all customer statements are produced at the same time. A statement cycle ID can be any alphanumeric code.

Statement Cycles
A customer classification tool used to identify and group customers with similar characteristics whose statements should be printed at the same time.

Template
A set of options, such as the printing and sorting options of a report, that is saved for later use.

Terms ID
Unique identifying codes assigned to customer payment terms information. A terms ID can be any alphanumeric code you care to assign.
Trade Discount Percentage
Additional discount percentage that the software should deduct from the customer’s document amounts at order time. For example, a customer who purchases in very large volumes might receive an additional 5% discount in addition to the regular price level discount.
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