



# Infor VISUAL Accounts Receivable User's Guide

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# Chapter 1: Customer Maintenance

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## What is Customer Maintenance?

Use Customer Maintenance to enter and maintain your customer database. Much of the information you specify here is used in other areas of the system.

## Starting Customer Maintenance

Select **Sales, Customer Maintenance**.

If you are licensed to use Projects/A&D functionality, the Sales menu label is replaced with Contracts. The Sales label is used in this chapter.

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# Adding Customers

To add customers:

- 1 In the Customer ID field, specify the customer ID. To comply with the European Union GDPR rules, we recommend that you do not use persona information, such as a name, for the ID. See "Individual Privacy" on page 4–1 in the System Administration guide.
- 2 Enter the customer's address information in the Sold To address fields.
- 3 If the billing address for the customer is different than the Sold to address, enter the billing address in the Bill to address fields.
- 4 Click the **Web Site Edit URL** button to specify the URL for the customer company's web site. After you enter the URL, click the **View URL** button. After you click the View URL button, the system activates the URL link. Click the link to open the web site.

When you specify the URL in edit mode, the http:// prefix is attached automatically.

- 5 Click the **General** tab.
- 6 Specify this information:

**SIC Code** – If your customer uses a Standard Industry Classification code, click the **SIC Code** arrow or browse button and select the code.

SIC codes are government codes that group companies by similar industries.

**Industrial Code** – If your customer uses an Industrial code, click the **Industrial Code** arrow and select the code for this customer.

**ACK Code** – To specify a default acknowledgment code for this customer, click the **ACK Code** arrow and select the code to use.

**Discount Code** – Click the browse button and select a discount code for this customer. The discount code you specify in this field is used in Customer Order Entry in the line item field entitled Disc %.

Specify discount codes in the Discount Codes dialog box. See "Specifying Discount Codes" on page 1-27 in this guide.

**Label ID** – To set up a default label set for this customer, click the **Label ID** browse button and select the label to use.

**Internal Customer** – If this customer is an internal customer, select this check box.

If you are licensed to use multiple sites, customers you designate as internal are used when you create internal purchase orders. Use internal purchase orders to move inventory between two sites in different accounting entities.

**Sales Rep ID** – Click the **Sales Rep ID** browse button to select the code for the salesperson that services this customer.

Use the Sales Rep dialog box to add sales representatives. See "Adding Sales Representatives" on page 1-28 in this guide.

**Territory** – Click the **Territory** arrow or browse button and select the sales territory in which the customer is located.

**Market** – Click the **Market** arrow and select a Market code for this customer. The customer's market is used to obtain part price information. Only markets that you have entered in Part Maintenance appear as possible selections; you cannot enter a unique value.

**Priority** – Enter a customer priority. A customer priority can be any numeric value between -9 and 99. Use a customer prioritization scheme to establish the overall level of urgency you should attach to customers and their orders.

**Account Open** – Click the calendar button and select the date on which your company opened this customer's account.

If you leave this field blank, the current date is entered in this field when you save the new customer information.

**Account Modified** – Each time you make changes to this account, the date of the change is entered in the Account Modified field.

**RMA Required for Return** – If you require the customer to have an RMA before returning materials, select the RMA Required for Return check box.

7 Click the **Save** toolbar button.

## Specifying Customer Contact Information

Use the Contact tab to specify the customer's primary contact. To specify the primary contact:

Click the **Contact** tab and specify the customer contact using one of these methods:

Select an alternate contact with a registered Contact ID - Click the Contact browse button and select a contact from the browse table showing contacts assigned to the customer. Select the Primary check box. Click the Save toolbar button.

Select a contact from all contacts with a registered Contact ID - Click the Contact browse button and then click the Associate existing contact toolbar button. Select a contact from the Contacts dialog and click Ok. In the Contacts for Customer dialog, select the Primary check box. Click the Save toolbar button.

Specify a new contact in the Customer Maintenance window - When no primary contact exists for the customer the contact fields are empty. Enter the contact information in the fields and click Save. The contact becomes the primary contact, and a Contact ID is generated.

Specify a new contact in the Contacts for Customer dialog - Click the Contact browse button. Click the **Add New Contact** button and specify contact information in the General tab and Address tab fields. Select the Primary check box for that contact and click the Save toolbar button.

You can also assign contacts to customers in the Contact Maintenance window.

To clear the Contact tab, click the **Contact** browse button and clear the **Primary** check box. Click the **Save** toolbar button. The Contact tab is cleared. The contact is still associated with the customer, but is no longer the customer's primary contact.

## Editing Contact Information

The changes you make in the Contact tab are also made in Contact Maintenance. You can view or edit this information:

**Contact** – The contact's full name is displayed. The Contact ID field is not modifiable.

**Position** – Specify the contact's position or title in the company.

**Salutation** – Specify the salutation to use for correspondence with this customer contact. You can specify a new salutation or click the arrow and select a salutation from the list.

**E-Mail Address** – Specify the contact person's E-Mail address.

**Phone/Ext** – The contact's business telephone number, with area code and extension is displayed. This may be a direct line to the contact, or a generic company line.

**Fax** – Specify the area code and Fax number.

**Mobile Phone** – Specify the contact person's mobile/cellular phone number.

**Web User ID** – If this customer has given you a Web User ID to access their website, specify the User ID.

**Web Password** – If this customer has given you access to their website, specify the password here.

**Confirm** – If you specified a Web Password, confirm the password by retyping it in the Confirm Password field.

## Specifying Entity Credit Limit Information

Use the Entity Credit Limit tab to specify your customer's credit information. If you are licensed to use multiple entities, you can define credit limit information for each of your entities. If you are licensed to use a single site, define credit limit information on an enterprise-wide basis.

To define entity credit limit information:

- 1 Click the **Entity Credit Limit** tab.
- 2 If you are licensed to use multiple entities, click the Entity ID drop-down field and select the entity for which you are defining credit limit information. All information you define on this tab applies to the selected entity only. If you are licensed to use a single entity, this field is unavailable.
- 3 Specify this information:

**Credit Limit** – Specify the amount of credit you want to extend to this customer. The limit is expressed in the selected entity's entity currency.

If you enter an order for this customer and the credit limit is exceeded, a warning message is displayed.

**Credit Balance** – The amount of credit the customer has not used is inserted. The setting you specified in the Customer Balance Method section in Accounting Entity Maintenance determines how this value is calculated. One of these totals is subtracted from the Credit Limit to determine the credit balance:

- Open Orders + Uninvoiced Shipments + Open A/R Invoices
- Uninvoiced Shipments + Open A/R Invoices
- Open A/R Invoices

You cannot edit this field.

**Recv. Age Limit** – Specify the number of days after which you will no longer allow orders to be taken without a payment from the customer. When the Age Limit is exceeded, a message is displayed indicating that the new order exceeds the limit.

**Credit Status** – Click the arrow and select a status for this customer. You can select:

**OK** – You can enter orders without restrictions for this customer.

**On Hold** – You cannot enter orders for this customer or make shipments to this customer.

**Orders on Hold** – This customer cannot place orders.

**Shipments on Hold** – You cannot send shipments to this customer.

**Credit Limit Control** – Specify whether users can save orders for customers who have exceeded the credit limit. Click the arrow and select one of these options:

**Override Allowed** – Select this option to allow users to save orders for customers who have exceeded their credit limit. A dialog box is displayed to warn users that the credit limit has been exceeded, but users can still save orders.

**No Override** – Select this option to prevent users from saving orders for customers who have exceeded their credit limit. A dialog box is displayed informing users that the customer has exceeded the credit limit.

**Ship Credit Limit Control** – Specify whether to check the customer's credit limit when orders are shipped. If you decide to check the customer's credit limit, and the customer has exceeded the credit limit, you can specify whether users are allowed to ship the order. Specify one of these options:

**No Credit Evaluation** – Select this option if you do not want to check the customer's credit limit when the shipment is saved. If you select this option, then the customer's credit limit is checked only when sales orders are saved.

**Override Allowed** – Select this option to allow users to save packlists for customers who have exceeded their credit limit. A dialog is displayed to warn users that the credit limit has been exceeded, but users can still save packlists.

**No Override** – Select this option to prevent users from saving packlists for customers who have exceeded their credit limit. A dialog is displayed informing users that the customer has exceeded the credit limit.

**# Days Oldest Unpaid Invoice** – The system identifies the customer invoice on which net payment has been outstanding the longest. The system calculates the number of days that payment is delinquent and displays the result in the # Days Oldest Unpaid Invoice field. The system calculates the number of days based on your selection in the Oldest Open Invoice section.

- 4 In the Oldest Open Invoice section, select how to define the oldest past due customer invoice. This information is used in conjunction with the Recv. Age Limit field in Customer Order Entry. If the customer has an unpaid invoice older than the receivable age limit, you are warned. If you are

creating a new customer, the default value defined in Application Global Maintenance is used. You can override the default setting by clicking one option:

**Determined by Invoice Date** – If you click this option, the date of the invoice is used to identify the oldest past due invoice.

**Determined by Due Date** – If you click this option, the date by which the full amount of the invoice should be paid is used to identify the oldest past due invoice.

- 5 In the Credit Threshold section, specify credit ratings thresholds for the customer. Credit ratings are expressed as the percentage of the credit line that the customer has consumed. If you specify credit thresholds and a credit limit in the Credit Limit field, the appropriate credit rating icon is displayed in the Customer Order Entry window. You can see at a glance if the customer is credit-worthy.

Specify this credit rating information:

**Acceptable** – The upper limit of the Good credit rating is 100%. You cannot change this value. Specify the lower limit of the Good credit rating. You must enter a whole number.

**Warning** – The number you specified as the lower limit of the Good credit rating is inserted in the upper limit field of the Warning credit rating. Specify the lower limit of the Warning credit rating. You must enter a whole number.

**Unacceptable** – The number you specified as the lower limit of the Warning credit rating is inserted in the upper limit field of the Unacceptable credit rating. A 0 is inserted for the lower limit of the unacceptable credit rating.

- 6 In the Settlement Threshold section, specify the settlement ratings thresholds for the customer. If you specify settlement thresholds, the appropriate settlement rating icon is displayed in the Customer Order Entry window. You can see at a glance if the customer has a good track record of paying invoices on time when you enter a new order. Settlement ratings are expressed as the percentage of invoices that the customer paid on time.

Specify this information:

**Today - ## days** – Specify the time period to use to evaluate payments. The number of days you specify is subtracted from the current date. Payments made during that time period are evaluated. For example, to evaluate payments over the last year, specify 365. This number must be greater than the number you specified in the Recv Age Limit field.

**Acceptable** – The upper limit of the Good settlement rating is 100%. You cannot change this value. Specify the lower limit of the Good settlement rating. You must enter a whole number.

**Warning** – The number you specified as the lower limit of the Good settlement rating is inserted in the upper limit field of the Warning settlement rating. Specify the lower limit of the Warning settlement rating. You must enter a whole number.

**Unacceptable** – The number you specified as the lower limit of the Warning settlement rating is inserted in the upper limit field of the Unacceptable settlement rating. A 0 is inserted for the lower limit of the unacceptable settlement rating.

- 7 Click **Save**.

## Specifying Accounting Information

Click the **Accounting** tab to specify your customer's financial information.

Specify this information:

**Terms** – Click the **Terms** button and select the default payment terms for this customer. See "Entering Information into the Terms Table" on page 2–16 in the System-wide Guide.

If you do not specify a value, then the default terms that are specified on the Defaults tab in Application Global Maintenance are inserted when you save the record. If you do not specify a value in the Terms field and default terms have not been defined in Application Global Maintenance, then Due on Receipt is inserted. If you do not specify a value in the Terms field and default terms have not been defined in Application Global Maintenance, then the terms ID that is specified in the Due on Receipt ID field in Application Global Maintenance is inserted. If the Due on Receipt ID field is blank, then the first ID in the database that meets the criteria for due on receipt is used.

**Tax ID Number** – If you have NOT enabled VAT, specify the customer's Tax Identification number. If you have enabled VAT the VAT tab is displayed in the Customer Maintenance window.

**Currency ID** – Click the **Currency ID** browse button and select the default currency for this customer. After you save transactions with this customer, you cannot change this ID.

**Default Transaction Currency** – Click the **Def Trans. Currency** browse button and select the default transaction currency to use for this customer. This may be different than the Currency ID.

**Default Tax Group ID** – If you have NOT enabled VAT, click the **Def Tax Grp ID** browse button and select the default tax group to which you want this customer to belong. If you have enabled VAT the VAT tab is displayed in the Customer Maintenance window.

**Default A/R Account ID** – Click the **Default A/R Acct ID** browse button and select the default accounts receivable account for this customer.

If you are not licensed to use the Project or Aerospace and Defense features, these fields are unavailable:

- Deferred Rev Account ID
- Liquidation Account ID
- P/B Credit Account ID

**Customer is tax exempt** – If your customer is exempt from paying taxes, select the **Customer is Tax Exempt** check box.

**Allow Invoice Over Payments** – To allow invoices for over payments for this customer, select this check box.

**Compute tax on wholesale price** – To have taxes computed based on the wholesale price instead of the retail price, select the **Compute Tax on Wholesale Price** check box. Clear this check box to compute taxes based on the retail price.

**Print dunning letters when appropriate** – To print a dunning letter when this customer exceeds the receiving age limit, select the **Print Dunning Letters When Appropriate** check box.

**Allow Closed Period Invoice Adjustments** – To allow adjustments to closed periods for this customer, select the **Allow Closed Period Invoice Adjustments** check box.



**Suppress Printing of Invoices** – If you do not want to print the current customer's invoices, select this check box. If you select this option, you can manually print the customer's invoices from within Invoice Entry. Additionally, if you select this option, any invoices for the current customer are displayed on the List of Unprinted Invoice(s) report, which you can access from within the Invoice Forms window.

**Suppress Printing of Customer Statement** – If you do not want print customer statements for this customer, select this check box. If you select this option, the customer will not be included when you run Customer Statements in Receivables Invoice Entry.

## Specifying User Defined Information

Use the User Defined tab of the Customer Maintenance window to specify any customized information you have set up for your customer.

To specify User Defined information:

- 1 Click the **User Def** tab.
- 2 Click the **User Defined Field Layout ID** arrow and select the set of User Defined fields to use.
- 3 Specify information in the fields.
- 4 Click **Save**.

Select **Maintain, User Defined Field Labels** to set up the fields in this tab. See "Setting Up User-defined Field Labels" on page 4-18 in the Concepts and Common Features guide.

## Specifying VAT Information

If you enabled VAT in Accounting Entity Maintenance, click the **VAT** tab to enter your customer's financial information.

Specify this information:

**VAT Registration** – Specify the customer's VAT Registration number.

**VAT Code** – Click the browse button and select a VAT Code for the customer.

**Invoice VAT Book Code** – Click the arrow and select the appropriate VAT Book for the customer.

**Memo VAT Book Code** – Click the arrow and select the appropriate VAT Book for the customer.

**Customer is VAT Exempt** – If the customer is not required to pay VAT, select the **Customer Is VAT Exempt** check box.

**VAT is Discounted If Within Terms** – To apply a discount to the VAT portion of the customer's invoice if the customer pays within the terms time limit, select the this check box.

**VAT is Always Discounted** – To apply a discount to the VAT portion of the customer invoice regardless if the invoice is paid within the terms, select this check box. Customers must request this privilege from the government.

**Customer VAT Code Overrides Part VAT** – Depending on the governmental status of the customer, the VAT code may be derived from the customer or from the part. To use the VAT code assigned to the customer instead of the VAT code assigned to the part, select this check box. To use the VAT code assigned to the part instead of the VAT code assigned to the customer, clear this check box.

## Specifying Intrastat Information

Click the **Intrastat** tab to specify your customer's intrastat information.

Specify this information:

**Port of Arrival** – Select the port at which this customer usually receives its goods.

**Port of Transshipment** – Select the port of transshipment for this customer. A port of transshipment is the location from which goods are shipped.

**Country ID** – Select the customer's country ID.

**Nature of Transaction** – Select the nature of transaction for this customer.

**Nature of Return Transaction** – Select the nature of return transaction for this customer. By default, this transaction code is used for a return transaction.

**Mode of Transport** – Select the method by which goods are delivered to the customer's port of arrival.

**Siret Number** – Enter the customer's siret number. A siret number is a French company ID number.

## Specifying Order Management Information

Use Order Management options to establish specific ordering protocols for each customer. Because each customer is different, you can take advantage of the order management tab to create a profile that reflects a customer's needs and ordering habits.

If you are licensed to use multiple sites, specify order management information on a site-by-site basis. If you are licensed to use a single site, specify order management information on an enterprise-wide basis.

To gain access to the Alternate Warehouse button, select the **Allocations Require Warehouse/Location** check box in the Accounting Entity Maintenance window.

To specify order management information:

- 1 Click the **Order Mgt** tab.
- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are defining order management information. If you are licensed to use a single site, this field is unavailable.
- 3 Specify this information:
  - Primary Warehouse** – Click the browse button to select the primary warehouse from which you ship products to this customer.

If you specify a primary warehouse ID, the warehouse ID is used as the default warehouse in customer orders and other transactions where you must specify a warehouse ID for the customer. You can override the default warehouse on individual transactions.

**Customer Type** – Click the arrow and select the priority type for the customer.

Use customer types to prioritize customers based on their ordering needs and habits.

When you select a customer type, you are asked if you want to update the customer record with the standard priority, allocation fence, and reallocation setting defined on the customer type. If you click Yes, the values from the customer type are inserted in the Allocation Rate and Disbursement Rate fields and the Reallocate check box. You can override these values.

Specify customer types in Accounting Entity Maintenance. See “Entering Customer Types” on page 3-16 in the System-wide guide.

**Priority Code** – The Disbursement fill rate, a value called “Fill Rate” in the Priority Code line item table, also appears in the Disbursement fill rate field. This value specifies how much of the available quantity in a warehouse is available to the customer at the time of order fulfillment. For example, if a customer fill rate is 100, the customer is allowed access to 100% of the available stock; if the customer fill rate is 70, the customer is allowed access to 70% of available stock. This rate is used when Quantity Available to Customer is figured in the Order Management Window.

**Order Fill Rate** – In the Order Fill Rate field, enter an Order Fill Rate for the customer. An Order Fill Rate is a number between 0 and 100 that indicates the minimum percentage of the Quantity Ordered the customer will accept. For example, an order fill rate of 100 for a customer order line for 1,000 parts, indicates that the full order quantity must be allocated before the customer will accept the order; an order fill rate of 80 for a C/O line of 1,000, indicates that 80% of the Order Quantity must be allocated before the customer will accept the order. Minimum Fill Rates for C/O lines appear in the Customer Order Entry line item table in the Min Fill Rates column.

**Fill Rate Type** – Click the **Fill Rate Type** arrow and select a Fill Rate type.

**Line Level** – When unavailable inventory for a part on an order line item reaches the fill rate threshold, the line item is canceled.

**Whole Order** – When unavailable inventory for a part on an order line item reaches the fill rate threshold, the whole order is canceled.

**Allocation Fence** – Enter the number of days within which the Allocation Utility considers an order from a customer. If an order's desired ship date is outside the allocation fence, the Allocation Utility ignores it during allocation.

**Customer Order Allocation Level** – When you are using the Auto Allocate function, click the arrow and select the type of allocation you want used:

**Full Allocation** – This selection requires you to make sure that each customer order has allocated supply before accepting the order.

**Partial Allocation** – This selection allows you to allocate supply to the order, but makes the allocation optional.

**Customer Alternate Warehouses** – Click the Alternate Warehouses button to select alternate warehouses for this customer. If the customer's primary warehouse is unavailable, these secondary warehouses are used. This browse button is available only if you selected the Allocations Require Warehouse/Location option in Accounting Entity Maintenance.

**Customer WIP/VAS** – Set up the extra services required by your customer for the parts they purchase.

**WIP (Work-In-Process)** – Parts that make up an order may require extra services before they are shipped to a customer or transferred to another warehouse. For example, parts in an order may require price tag printing and application.

**VAS (Value Added Service)** – Often the distribution center is required to include services for customer orders other than picking and packing. These services are termed Value Added Services and they include:

- Ticketing
- Packaging
- Private Labeling
- Kit Assembly
- Final Finishing
- White Boxing

These processes are managed during the picking process and they are tracked within Work-In-Process staging areas.

See “Creating a Customer with the Copy Function” on page 1-17 in this guide.

**Disbursement Fill Rate** – Specify the Disbursement Fill Rate by entering how much of the available quantity in a warehouse is available to the customer at the time of order fulfillment. For example, if a customer fill rate is 100, the customer is allowed access to 100% of the available stock; if the customer fill rate is 70, the customer is allowed access to 70% of available stock.

**Reallocation** – Before creating new allocations, existing allocations may be removed. If you select this check box, the Allocation Utility removes and recalculates allocations for this customer. If this customer type has Reallocation as a default setting, this check box is selected when you accept the Customer Type default information.

**Consolidate Orders** – Consolidation is the process of combining license-plated (or otherwise uniquely identified) inventory into a single container. Partial pallets may be consolidated, broken cases may be consolidated. Generally, this means combining of things that have common characteristics, such as pallets of the same product.

Select the Consolidate Orders check box to allow order consolidation.

**Compliance Labeling** – Compliance Labeling is the process of labeling outbound cartons or pallets in the warehouse (moveable units) with a bar-coded label specific to a customer requirement. In the warehouse, there may be many differing label requirements.

Select the Compliance Labeling check box if you require that the ship-to address have compliance labeling.

**Auto Allocate** – Select this check box to override the auto allocation levels assigned in Accounting Entity Maintenance.

When you select this check box, the C/O Allocation field becomes active. From the C/O Allocation field, you can assign allocation levels for this customer.

**Email Invoices** – Use this check box to specify how invoices from the site are generated in Invoice Forms for the customer. Select this check box to e-mail invoices to the customer. When you generate invoices for the site in Invoice Forms, invoices for this customer will not be printed. A PDF of the invoice will be created and saved to the file location specified in the Document Maintenance window. After invoice generation is complete, use the Email Invoices dialog in Invoice Forms to send the e-mails.

You can specify the customer contacts who receive e-mailed invoices in the Email Documents dialog. See “Specifying E-mail Lists for Documents” on page 1–26.

Clear this check box to print invoices to mail to the customer.

- 4 Click **Save**.

## Setting Up WIP/VAS Information

Set up WIP/VAS information on the Order Management tab.

- 1 Click the **Customer ID** arrow and select the customer to use.
- 2 Click the Accounting tab, and click the **Site ID** arrow to select the customer’s site for which you want to set up WIP/BVAS information.
- 3 Click the **Order Mgt** tab.
- 4 Click the **Customer WIP/VAS** browse button.
- 5 Click the **Insert** button.
- 6 Double-click the **Part ID** column header and select the part you want to use from the list.
- 7 Double-click the **WIP/VAS ID** column header.

The WIP/VAS for Warehouse dialog box appears.

The WIP/VAS dialog box contains the following information:

**WIP/VAS ID** – The ID of the Work-in-Process or Value Added Service that you assigned in Accounting Entity Maintenance.

**Description** – A description of the WIP/VAS ID.

**Unit Price** – The price per unit for the WIP/VAS.

- 8 Select the appropriate line item and click the **OK** button.
- 9 Click in the Prompt Status column and select how you want the user prompted. You can select:
  - Confirm** – Select this option if the customer requires confirmation before the performance of any WIP/VAS.
  - Do Not Ask** – Select this option if the customer does not require WIP/VAS.
  - Order** – Select this option if the customer requires the order of WIP/VAS without conformation.
- 10 Click the **Save** button.

- 11 When you have finished entering WIP/VAS code for the part you will sell to this customer, click the **Close** button.

The WIP/VAS for Warehouse dialog box closes.

## Deleting Customer WIP/VAS Information

To remove a WIP/VAS line completely:

- 1 In the WIP/VAS for Warehouse dialog box, select the appropriate line you want to delete.
- 2 Click the **Delete** button.

An X appears in the row header indicating you have marked it for deletion.

- 3 When you have marked all the lines you want, click the **Save** button.

The lines you marked from the list are removed.

## Specifying E-Commerce Information

Click the **E-Commerce** tab to enter your customer's electronic data information.

Specify this information:

**EDI Trading Partner** – If the customer is an EDI trading partner, select the **EDI Trading Partner** check box.

**Pool Code** – Enter the code for the pooling area. Up to 20 alphanumeric characters are allowed in this field.

**Intermediate Consignee** – Enter the name of the intermediate consignee. The intermediate consignee is the person or group to whom you are entrusting the goods while they are in transit to the customer. Up to 20 alphanumeric characters are allowed for this field.

**Generate ASN (856)** – To have an ASN (Advance Ship Notice) document generated that provides the receiver with advance data on incoming shipments, select the **Generate ASN (856)** check box. The ASN (856) standard format contains the contents of a shipment of goods and any additional shipment information, and is usually transmitted when the shipment is ready to be transported.

To use consolidation features in the Shipping Entry window, this check box must be selected.

The supplier electronically sends the 856 Ship Notice/Manifest, commonly referred to as an 856 or ASN, to their customer when a shipment leaves the supplier's dock. The ASN describes the items being shipped, quantity shipped, shipper number, container structure, etc. The 856 informs the customer that a shipment is on the way. This provides the customer with in transit information and the ability to automate the receiving process. The ASN is usually required to be sent within one hour of the truck leaving the supplier's dock or prior to the shipment arriving at the customer's receiving location, whichever is shorter. The information on the ASN comes from the shipper, which should be generated by scanning the barcode labels of the containers being loaded on the truck.

**Hold Transfer of ASNs** – Select the **Hold Transfer of ASNs** check box to hold the transfer of ASN information until you have reviewed the data and given it final approval. This setting allows you to accept orders, fulfill them, print and create pack lists, and generate ASNs and invoices without sending the ASN using VMDI Generate.

**Accept 830** – Select the Accept 830 check box if the customer accepts production schedules (Planning Schedule with Release Capability).

**Accept 862** – Select the Accept 862 check box if the customer accepts shipping schedules.

**Consolidate Ship Line** – Select the **Consolidate Ship Line** check box if you want all lines from customer orders added to the same pack list, and the order's quantity listed in total at the bottom of the first, and only, page. For orders of multiple parts, lines are consolidated by part. For example, a ten line order, with 5 lines of one part and 5 lines of second, will display two lines on the pack list: one for the total of the first part, and one for the total of the second. See the example in the appendix for more information.

If you leave this check box cleared, order lines are shown on the pack list, two per page.

**Generate WSA (945) (GENERATE\_WSA)** – Select the Generate WSA (945) check box to generate a Warehouse Ship Advance notice document that provides the shipping warehouse with information on outgoing shipments. The WSA (945) standard format displays the contents of a shipment of goods and any additional shipment information, and is usually transmitted when the shipment is ready to be transported.

The Generate WSA check box on the E-Commerce tab acts as a global setting for all of your customers's shipping addresses. If you do NOT want to send WSAs to specific customer addresses, use the E-Commerce tab of the Shipping Address window.

**Hold Transfer of WSAs (HOLD\_TRANSFER\_WSA)** – Select the Hold Transfer of WSAs check box to hold the transfer of WSA information until you have reviewed the data and given it final approval. Use this feature to maintain control over what VMDI data you are exporting.

**Takes Discounts Even if Over Due By** – If the customer accepts discounts even if an order is over due by a certain number of days, select the Take Discounts Even if Over Due By check box and then enter a number of days.

## Specifying Language Forms Information

Because some international companies have requirements for issuing documentation in the home language of the company with which they are dealing, you may need to be able to select from multiple languages when dealing with different aspects of international customer orders. For example, a situation may call for you to produce an order acknowledgment in German, a packlist in French, and an invoice in Italian. Use the Languages tab to set default Sold To and Bill To Language IDs for customers. Only use these IDs if a customer is an international customer. If a customer is a domestic trading partner, you do not need to specify this information.

Click the **Lang Forms** tab to enter your customer's language information.

Specify this information:

**Language ID (Sold To)** – Click the **Language ID (Sold To)** browse button and select the language you want to associate with the customer's main address.

**Language ID (Bill To)** – Click the **Language ID (Bill To)** browse button and select the language you want to associate with this customer's bill to address.

## Specifying Shipping Information

Click the **Shipping** tab to specify your customer's shipping information.

Specify this information:

**Carrier ID** – Specify a preferred carrier code for shipments to this customer. When a shipment is made, this carrier is used by default. You can override the default value in Shipping Entry. Add carrier codes in Application Global Maintenance.

**Default Shipto ID** – Specify the default address for shipments to this customer. You can override the default value in Shipping Entry.

**Free on Board** – Specify the Free on Board code for this customer. Use this code to specify the point during the shipping process that this customer becomes responsible for freight charges.

**Ship Via** – Click the **Ship Via** browse or arrow button and select a ship via code for shipments to this customer. Add ship via codes in Application Global Maintenance.

**Ship Charge Acct** – If you have specified the customer account to charge when shipments are sent by the selected ship via method, the account ID is displayed. See "Adding Customer Shipment Accounts" on page 1–23 in this guide.

**Customer Accepts Partial Shipments** – If the customer accepts partial shipments, select the **Accepts Partial Shipments** check box. If the customer only accepts full shipments, clear this check box. If you use consolidated sales, ensure that you select this check box. See "Consolidated Sales" on page 7-35 in the Sales guide..

**Accepts Early Orders** – To allow shipments of orders to this customer prior to the desired ship date specified on the customer order, select this check box. After you select the check box, specify the number of days before the desired ship date that you can ship orders to this customer. If you cannot ship orders to this customer prior to the desired ship date, clear this check box.

**Pallet Details Required** – If pallet details are necessary for all shipments to this customer, select this check box. To generate pallet details, you must specify carton information for a part.

**Match Invoice ID to Packlist ID** – To use the same ID for both the packlist and A/R invoice, select this check box. If you select this check box, you must print Before Shipment packlists to match the packlist ID and invoice ID. See "Matching Invoice IDs to Packlist IDs" on page 6–3 in this guide.

If you do not want to use the same ID for the packlist and the invoice, clear this check box.

**Customs Documentation** – In the Customs Documentation section, click one of these options:

**Do Not Print** – If you do not want to print customs documentation for this customer, click this option.

**Print by Packlist** – To print customs documents for this customer by packlist, click this option. Only consolidated packlists are eligible for printing as customs documents.

**Print by Bill of Lading** – To print customs documents for this customer by bill of lading, click this option.



## Specifying 3PL Information

Use the 3PL tab to specify your customer's distribution information. To specify this information:

- 1 Click the 3PL tab.
- 2 Click **Insert**.
- 3 Double-click the **Sell To Customer ID** browse button to select the 3PL customer participating in the delivery of goods to the primary customer. The customer's name is displayed in the Sell To Customer Name column.
- 4 Click **Save**.

## Adding Specifications

To add specifications, click the **Specs** tab. Enter the specification text into the field.

## Creating a Customer with the Copy Function

You can copy an existing customer record to create a new customer record:

- 1 Click the Customer ID browse button and select the record to copy.
- 2 In the Customer ID field, specify a new ID.
- 3 Click **Save**.

## Editing Customer Information

To edit customer information:

- 1 Select the customer whose information you want to edit.
- 2 Click the Accounting tab, and click the **Site ID** arrow to select the site in which you added the customer.
- 3 Make any necessary changes to the customer information.

You can change any field in the Customer Maintenance window except Customer ID: If you change the Customer ID, a new customer is created.

- 4 When you have finished editing your customer information, click the **Save** toolbar button.

## Inactivating Customers

To inactivate a customer, clear the Active check box. When you inactivate a customer, the customer cannot be used in any new transactions. The customer record and all associated transactions are retained in your database.

## Deleting Customer Records

**Caution:** Deleting a customer record permanently removes the information from your database. You CANNOT recover deleted customer information.

**1** In the Customer Maintenance window, open the customer record you want to delete.

**2** Click the **Delete** toolbar button.

A dialog box appears, prompting you to confirm the deletion

**3** To delete the customer record, click the **Yes** button. To cancel the deletion, click the **No** button.

The customer is removed from the database, though the Customer Maintenance window still contains the customer information.

If the customer is linked to other records in your database, a dialog box is displayed informing you that the customer cannot be deleted.

**4** To clear the customer information from the window, click the **New** toolbar button or close the Customer Maintenance window.

**Note:** If you have not clicked the New toolbar button or closed the Customer Maintenance window, you can recover the record you have deleted by clicking the **Save** button.

# Maintaining Shipping Addresses

You cannot delete shipping addresses that you have referenced on customer orders.

If a customer uses a shipping address that is different from the mailing address, enter it using this procedure. A customer can have as many different shipping addresses as necessary. During customer order entry, you can select a shipping address from this table.

If you are licensed to use multiple sites, you must select a site ID on the Order Mgt tab before accessing the Shipping Address dialog box to set up order management information for the alternate address.

## Adding Shipping Addresses

To add a shipping address:

- 1 Select **Sales, Customer Maintenance**.
- 2 If you are licensed to use multiple sites and want to set up order management information for the alternate address, click the Order Mgt tab. Click the Site ID arrow and select the site to use. If you do not want to set up order management information for the alternate address, you do not need to perform this step.

If you are licensed to use a single site, this field is unavailable.

- 3 In the Customer ID field, specify the ID of the customer for whom you are adding addresses.
- 4 Select **Maintain, Shipping Addresses**.
- 5 Click **Insert**.
- 6 In the Shipto ID field, specify a unique ID for this address.
- 7 Specify the Name and Address for this ShipTo ID.
- 8 Specify this information:

**Pallet Details Required** – Click the arrow and specify if Pallet Details are required for this address. You can select **Default Customer, Yes**, or **No**. If you select Default Customer, the Pallet Details Required setting on the Shipping tab is used for this address.

**Active** – If you currently use this address, select this check box. If the address is no longer in use, clear this check box.

**Discount Code** – To associate a discount code with this address, click the browse button and select the code to use.

**Carrier ID** – Click the **Carrier ID** browse button and select a preferred carrier code for shipments to this address.

**Free on Board** – Click the **Free on Board** arrow and select an FOB code for shipments to this address.

**Ship Via** – Click the **Ship Via** arrow and select a ship via code for shipments to this address.

**Sales Rep ID** – Click the **Sales Rep ID** browse button to select the code for the salesperson that services this address.

**Territory** – Click the **Territory** arrow and select the sales territory in which the address is located. You can also enter the territory manually.

**Default Tax ID Group** – Click the **Def Tax Grp ID** browse button and select the tax group to use with this address.

**Tax ID Number** – If you have NOT enabled VAT, enter the customers Tax Identification number for this address.

**Tax Exempt** – If your customer is exempt from paying taxes for shipments sent to this address, select the **Tax Exempt** check box.

**Default Ship Label** – Click the **Default Ship Label** browse button and select the label format you want to use for this address.

**Language ID** – Click the Language ID button to select a Language ID for the shipping address. For example, if this shipping address is in Germany, you may want to select German as the default Language ID for the shipping address.

**Default Label For Parts** – For the specific parts you send to this address for this customer, click the **Def Label For Parts** browse button and select the label you want used.

## Setting Additional Shipping Information

When you are using a shipping address, the information you enter for the address is used to override the information from the Customer Maintenance window.

The Shipping Address dialog box contains the following tabs in which you can enter the override information you want.

- VAT
- Intrastat
- Order Management. If you are licensed to use multiple sites, you must select a site on the Order Mgt tab in the Customer Maintenance window before accessing the Alternate Addresses dialog box to specify this information. If you do not select a site ID, the Order Mgt tab is not displayed in the Alternate Addresses dialog box.
- User Defined
- E-Commerce

For more information, refer to the appropriate section earlier in this chapter.

## Copying Shipping Addresses

You can copy an address to create a new address.

To copy information:

- 1 Select **Sales, Customer Maintenance**.
- 1 In Customer Maintenance, specify the ID of the customer.
- 2 In the table, select the address to copy.
- 3 Click **Copy**.
- 4 To create a new line, click **Insert**.
- 5 Click in the new line and click **Paste**.

## Deleting Shipping Addresses

You can delete a customer's shipping address only if it is not used on any transaction.

If you no longer want to use an address that has been previously used on a transaction, inactivate the address. See "Inactivating Shipping Addresses" on page 1–21 in this guide.

To delete a shipping address:

- 1 Select **Sales, Customer Maintenance**.
- 2 In Customer Maintenance, specify the ID of the customer.
- 3 Select **Maintain, Shipping Addresses**.
- 4 In the table, select the shipping address to delete.
- 5 Click **Delete**.
- 6 Click **Save**.

## Inactivating Shipping Addresses

If you inactivate a shipping address, it can not be used on any new transactions. Use this procedure if you would like to discontinue use of an address but cannot delete it because it has been used on transactions.

- 1 Select **Sales, Customer Maintenance**.
- 2 In Customer Maintenance, specify the ID of the customer.
- 3 Select **Maintain, Shipping Addresses**.
- 4 In the table, select the shipping address.
- 5 Clear the **Active** check box.
- 6 Click **Save**.

## Searching for Customer Shipping Addresses

Shipping addresses are listed in the order in which you entered them. For customers with multiple addresses, use the search feature to find the address to use. You can search by ShipTo ID, Name, City, State, and Zip.

To search for an address:

- 1 Click **Search**.
- 2 In the row immediately beneath the header, click in the column to search and specify the search term. You can use % and \_ as wild cards. Use the % to replace any number of characters before or after your search term. For example, if you specified MA% in the city field, any addresses with a city beginning with MA are returned as results, such as Manchester and Macon. Use \_ to replace one character before or after your search term. For example, if you specified 0123\_ in the Zip field, the search would return any five-digit zip code that began with 0123, such as 01234 and 01239. It would not return a zip code with more than five digits or less than five digits. For example, a zip code of 01234-2020 would not be included in the results since it has more than five digits.
- 3 Click **Search**. Your search results are displayed in the table.

To clear the search filter and display all address, click the Search button twice.

## Adding Customer Shipment Accounts

When you ship items to customers, customers can request that you charge shipping costs directly to the accounts that the customers have with shipping providers. Use the Customer Shipping Charge Accounts dialog to specify a customer's default account numbers. You can set up one account number for each Ship Via method.

When you specify Ship Via information on the Shipping tab in Customer Maintenance or in the Shipping Addresses dialog, the account number associated with the Ship Via method that you select is inserted in the Ship Charge Acct field. You cannot edit the Ship Charge Acct Field in Customer Maintenance or in the Shipping Addresses dialog.

When you create a customer order or shipment, the default account number is inserted in the Ship Charge Acct field after you select a Ship Via method. You can override the default account number.

- 1 In Customer Maintenance, specify the ID of the customer for whom you are setting up shipment accounts.
- 2 Select **Maintain, Shipping Charge Accounts**.
- 3 Click **Insert**.
- 4 Specify this information:
  - Ship Via** – Select the shipping method for which you are specifying a customer account.
  - Account Number** – Specify the customer's account number.
- 5 Click **Save**.

## Maintaining Alternate Contacts

Use the Contact tab to specify the customer's primary contact. Specify additional contacts in the Alternate Contacts dialog. You can also assign contacts to the customer in Contact Maintenance, refer to "Specifying Customer Contact Information" on page 1–4.

You can manage basic information about your contacts directly in the Contacts for Customers window, but for complete functionality use the Contacts Maintenance window.

When you add an alternate contact, the contact is also added to the Email Documents list.

To add alternate contacts:

- 1 Select **Maintain, Alternate Contacts**.
- 2 Click the **Associate existing contact toolbar button**.
- 3 Select the **contact** and click **Ok** to add the contact as an alternate.

If the contact you want to use does not exist, you can add the contact to your database. To add a new contact, click the **Add New Contact** toolbar button and specify contact information in the General tab and Address tab fields.

- 4 If this contact is the customer's primary contact, select the **Primary** check box. Only one contact can be the primary contact.
- 5 Click the **Save** toolbar button.

To view details about a contact, select the contact in the table. These details are displayed in the General and Address tab fields:

**Name** – The contact's full name is displayed.

**Position** – The contact's occupation is displayed.

**E-Mail** – The contact's e-mail address is displayed.

**Phone/Ext** – The contact's business telephone number, with area code and extension is displayed. This may be a direct line to the contact, or a generic company line.

**Fax** – The contact's fax number is displayed.

**Mobile Phone** – The contact's cell phone number is displayed.

**Web User ID** – If you have a web site and require the contact to enter a user ID to access it, the contact's user ID is displayed.

**Web Password** – If you have a web site and require the contact to enter a User ID and password, the contact's password is displayed.

**Confirm Password** – If you specified a Web Password, confirm the password by retyping it in the Confirm Password field.

**Address** - The street address, city, state, zipcode, and country of the contact is displayed.

To disassociate an alternate contact from a customer:

- 1 Select the customer In the Customer Maintenance window.
- 2 Select **Maintain, Alternate Contacts**.



- 3 Select the contact to disassociate from the vendor in the Contacts for Customer dialog.
- 4 Click the **Remove contact association** toolbar button.
- 5 Click **Save** to save your selections.

## Specifying E-mail Lists for Documents

When you print documents related to customers, you have the option of e-mailing the documents to your customer contacts. To specify which documents to e-mail, use the Email Documents dialog.

To set up e-mail lists for customer documents:

- 1 In Customer Maintenance, specify the ID of the customer to set up.
- 2 Select **Maintain, Email Documents**.
- 3 In the dialog, each of the customer's alternate contacts is listed, including the primary contact. For each content, select which documents to send.
- 4 If you want to override the contact's default e-mail address, specify where to e-mail the documents in the **Send Docs to: Email Addr** column for each of the listed alternate contacts. This e-mail address is applied to the site indicated in the Document Site ID column.

The **Email Invoices** check box on the Order Mgt tab determines the actions that occur when you select the **Customer Inv** check box in the Email Documents dialog. If you select the Email Invoices check box for a site on the Order Mgt tab and also select the Customer Inv check box for a contact in that site, then a PDF of the invoice is generated when you create invoices in the Invoice Forms window. You can also send e-mails from the Print Invoice dialog in Accounts Receivable Invoice Entry window.

If you clear the Email Invoice check box on the Order Mgt tab for a site and select the Customer Inv check box for a contact in that site, then you can e-mail invoices only when you print an invoice in the Account Receivable Invoice Entry window.

- 5 Click **Save**.

When you print a report, select the **Send to document contents** check box to e-mail the document to the contacts you specified.

# Specifying Discount Codes

Use discount codes to assign a preset discount rate for a customer. This discount is taken when you enter the customer order.

This discount is different from the discounts you specify in the customer's payment terms. The discount in payment terms is applied when the customer pays the invoice.

To add discount codes:

- 1 Select **Maintain, Discount Codes**.
- 2 Click **Insert**.
- 3 Specify this information:
  - Discount Code** – Specify the ID for this code.
  - Description** – Specify a description of the code.
  - Discount Percent** – Specify the percent discount the customer received.
- 4 Click **Save**.

## Adding Sales Representatives

Use the Sales Reps dialog box to specify your sales reps and their default commissions. Use the information you set up for sales reps to generate the Sales Commission Report and to generate checks for sales reps in Accounts Payable. If you intend to pay sales representatives through Accounts Payable, you must specify a commission percentage.

Sales representatives can be either your direct employees or vendors. Before you specify sales reps in the Sales Reps dialog box, you should set up the vendor IDs and employee IDs for the sales reps.

To add sales representative information:

**1** Select **Maintain, Sales Reps**.

**2** Click **Insert**.

**3** Specify this information:

**Sales Rep ID** – Specify the ID for this sales rep. To comply with the European Union GDPR rules, we recommend that you do not use persona information, such as a name, for the ID. See "Individual Privacy" on page 4–1 in the System Administration guide.

**Name** – Specify the name of this sales rep.

**Def Comm %** – Specify the default commission percentage earned by this sales rep.

**Vendor ID** – If you pay the sales rep through Accounts Payable, click the Vendor ID browse button and select the vendor ID for this sales rep.

**Employee ID** – If you pay the sales rep through Payroll, click the Employee ID browse button and select the Employee ID for this sales rep.

**Earning Code** – Click the arrow and select the earning code for the sales rep.

**Pay Method** – Click the arrow and select the pay method for this sales rep. You can select Payables, Payroll, or Never.

**4** Click **Save**.

## Setting Up User Dimensions

If you use dimensional reporting, you can attach sales representative user dimensions to accounts receivable invoices and customer orders. You can set up different user dimensions for each sales rep. Use the User Dimensions for Sales Rep ID dialog box to specify which user dimensions to associate with a particular sales rep. Use the User Dimensions Priorities dialog box available in the Accounting Window to determine when the Sales Rep user dimension IDs should be used. See "Cost Centers" on page 2-1 in the General Ledger guide.

To associate user dimensions with sales reps:

**1** Select the row containing the sales rep for which you want to set up user dimensions.

**2** Click **User Dimensions....**

- 3 In the left pane, each user dimension group is listed. Expand the list under the user dimension group to view the transactions in which Sales Rep user dimensions can be used.

To assign the same dimensions to all transaction types, click the name of the dimension group in the left pane. All Subledgers is inserted in the Subledger field.

To assign dimensions to a particular transaction type, select the appropriate transaction type. The transaction type is inserted in the Subledger field.

- 4 Click **Insert**.

- 5 Specify this information:

**Valid From** – Specify the date the dimension assignment becomes effective.

**Debit Dimension** – Double-click the browse button and select the dimension to use for account debits.

**Credit Dimension** – Double-click the browse button and select the dimension to use for account credits.

- 6 Click **Save**.

## Setting Up Commission Sharing

To share commissions between sales reps:

- 1 Select the sales rep that shares the commission.

- 2 Click **Commission Sharing**.

- 3 Click **Insert** and specify this information:

**Sales Rep ID** – Click the arrow and select the sales rep that receives a percentage of the selected sales rep's commission. The sales rep you specify must already exist in the Sales Reps Table.

**Share %** – Specify the percentage of the total commission that the sales rep receives. This is a percentage of the commission amount, not a percentage of the sale amount.

- 4 Click **Save**.

## Specifying Languages

If you work with international customers, set up the languages you use for certain documents. Some international companies have requirements for issuing documentation in the home language of the company with which they are dealing. For example, an order acknowledgment may need to be issued in German, a packlist in French, and an invoice in Italian. Use Customer Maintenance to enter and maintain Language IDs and descriptions.

To maintain languages:

- 1 Select **Maintain, Languages**.
- 2 Click **Insert**.
- 3 Enter a unique two character alphanumeric identifier as an ID for the language.
- 4 Enter a description for the language. You may enter up to 20 alpha-numeric characters.
- 5 Click **Save**.

---

## Adding Customer Banks

Use the Customer Banks dialog box to set up bank information for the customer. You can set up multiple banks.

To add banks:

- 1 Click the **Customer ID** browse button and select the customer whose banks you are adding.
- 2 Select **Maintain, Banks**.
- 3 Click **Insert**.
- 4 Specify this information:

**Bank ID** – Specify an identification code for the customer's bank.

**Description** – Specify a description of the bank ID.

**Name** – Specify the name of the Customer Bank. This may be the name of the bank, or have some other type of identifier, such as the bank name and street for the branch.

**Street Address** – Specify the address for the bank.

**City** – Specify the name of the city where the customer's bank is located.

**State** – Specify the state or province where the customer bank is located.

**Zip** – Specify the customer bank's postal zip code.

**Country** – Specify the name of the country where the customer bank is located.

**Account #** – Specify the customer's bank account number for the bank location.

**IBAN** – Specify the customer's International Bank Account Number (IBAN), if available. This has not been widely adopted outside of European nations. It is not a mandatory field entry.

**SWIFT** – If the customer's bank is a member of the Society for Worldwide Interbank Financial Telecommunication (SWIFT), enter the SWIFT ID for the bank. This is not a required field.

**Branch ID** – Enter the identification code for the branch that the customer uses.

**Country ID** – Enter or select an identification code for the country where the branch is located. You can enter the Country ID manually, select it from the drop-down list, or click the browse button and select it from the list.

- 5 Click **Save**.

## Setting the Default Customer Bank

After you add Customer Banks, you can assign a default bank to use for the customer. Select the appropriate row on the table, and click the **Use as Default** button.

# Resetting Order Information

If you change certain information on a customer record, you can update existing customer orders with the new information. You can choose to reset all customer orders, customer orders with unshipped packlists, or customer orders with un-transmitted ASNs. You can also use this feature to update a single customer's information or information for all customers.

Customer order information is updated on an enterprise-wide basis.

To reset order information:

**1** Select **Maintain, Reset Order Information**.

**2** In the Reset section, select the orders to reset:

**ASN Not Transmitted** – To reset un-transmitted ASN information in customer orders, select the **ASN Not Transmitted** check box.

**Unshipped Packlists** – To reset unshipped pack list information in customer orders, select the **Unshipped Pack Lists** check box.

**Customer Orders** – To reset general customer order information in customer orders, select the **Customer Orders** check box.

**3** In the From section, select the source of the information:

**Customer Info** – To use information on the general customer record, select the **Customer Info** option button.

**Shipto Info** – To use information from shipping addresses, select the **Shipto Info** option button.

**4** Select the customers to reset.

**Current Customer Only** – To update information for the customer currently selected in Customer Maintenance, click this option. If you have not selected a customer record in the Customer Maintenance window, this option is unavailable.

**All Customers** – To update information for all your customers for whom there are customer orders, click this option.

**5** To update orders with certain statuses, select the **According to Customer Order Status** check box, then select the statuses to use:

**Firmed** – To reset specified information in Firmed orders for the customers, select the **Firmed** option button.

**Released** – To reset specified information in Released orders for the customers, select the **Released** option button.

**Closed** – To reset specified information in Closed orders for the customers, select the **Closed** option button.

**Cancelled** – To reset specified information in Cancelled orders for the customers, select the **Cancelled** option button.

**All** – To reset specified information in All orders for the customers, select the **All** option button. Selecting All causes the above four check boxes to be selected, and then they are disabled.



- 6** To update customer orders placed on certain dates, select the **According to Customer Order Date** check box and specify this information:

**On or After** – To update orders placed on or after a certain date, click the **On Or After** calendar button and specify the date to use. Any orders placed on that date or after are updated.

**On or Before** – To update orders placed on or before a certain date, click the **On or Before** calendar button and specify the date to use. Any orders placed on that date or before are updated.

- 7** To specify which specific information to update, click the **Select Columns** button.
- 8** Select the columns to change, then click the **Select** button to update the information or the **Deselect** button to omit the information from the update.
- 9** Click **Ok**.

The **Select Columns** dialog box closes, and you are returned to the **Reset Order Info** dialog box.

- 10** Click **Ok**.

The name of the customer that is being reset is displayed

After resetting according to your preferences, a dialog box is displayed, indicating how many customer orders were updated.

- 11** To close the dialog box and return to the **Customer Maintenance** window, click the **Ok** button.

# Specifying Pricing Information

You can set up pricing information for each part that the customer purchases from you. To set up this information:

**1** Select **Maintain, Part Pricing**

**2** Click **Insert**.

**3** Specify this information:

**Part ID** – Double-click the browse button and select the part this customer buys from you.

**Customer Part ID** – If the customer uses a different ID for the part, specify the ID in this field.

**Selling U/M** – Double-click the browse button and select the unit of measure you use to sell this part to the customer. For example,

**Effective Date** – Specify the date the pricing you set up takes effect.

**Discontinue Date** – Specify the date the pricing you set up for the customer expires.

**By Order/Ship Date** – Specify the transaction to which the effective date and discontinue date apply. Select one of these options:

**Orders** – Select this option if the customer order must be placed between the effective date and the discontinue date for the customer pricing to be used.

**Shipments** – Select this option if the shipment must be sent between the effective date and the discontinue date for the customer pricing to be used.

**Both** – Select this option to if either the customer order must be placed or the shipment must be sent between the effective date and the discontinue date.

**4** In the Price table, specify the price to charge the customer. Specify prices in the customer's default currency. The customer's default currency is displayed under the pricing table.

The part ID for which you are specifying pricing is inserted in the top left corner of the table. The Selling Unit Price you specified in Part Maintenance is inserted as the default price. Specify a quantity break and a price for each break. For example, to specify a price for up to 10 units, specify 10 in the quantity column and the price in the Price column. The default price applies to any quantity above the price break quantities you specify.

**5** Click **Save**.

When you place an order for this customer, the unit price you set up is inserted on the customer order line after you specify a part ID and a quantity.

The information you specify in this table is also inserted in the Customer Pricing table in Part Maintenance. Similarly, if you specified customer pricing information in Part Maintenance, the pricing information is also displayed in the Part Pricing dialog box in Customer Maintenance.

## Specifying Price Groups

The Customer Price Group and Customer Address Price Group features are reserved for future use.

## In-context Customer View Panel

Use the Customer View panel to view information about the selected customer. You can view summary information, detail information, and a chart. For information about setting up the summary and detail views, see "In-context View Panels" on page 9–1 in the Concepts and Common Features guide.

To access the panel, select **View, Customer View Panel**.

The Customer View Panel chart shows information about the customer's credit and outstanding balances for the accounting entity specified on the Entity Credit Limit tab. All values are shown in the accounting entity's functional currency.

These two lines are shown:

**Credit Limit** – A line is displayed for the customer's credit limit. The credit limit defined for the parent accounting entity of the site on the header is used.

**Credit Balance** – A line is displayed for the customer's credit balance. If the customer has a negative credit balance, then no line is displayed. The credit balance is calculated by subtracting the customer's outstanding balance from the credit limit. Specify how to calculate customer outstanding balance in Accounting Entity Maintenance.

The chart has four bars. The bars show totals for all sites in the selected accounting entity, including sites you are not allowed to access. When you click a bar, a grid is displayed showing transactions that contribute to the total value of the bar. The grid shows transactions created in your allowable sites only. As a result, the total of the transactions shown in the grid may not match the total shown by the bar.

This table shows the bars displayed in the chart:

Bar	This bar shows...	Click a bar to view
Orders	<p>The total amount of open orders. An open order has the status of On Hold, Firmed, or Released.</p> <p>Sales tax and VAT are not included in the amount calculations.</p>	<p><b>Order ID</b> – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry.</p> <p><b>Desired Ship Date</b> – The date that the customer wants the order shipped is displayed.</p> <p><b>Order Amt</b> – The monetary value of the order. If the order is late, then the amount is displayed in red. An order is considered to be late if it has not shipped by the desired ship date.</p> <p><b>Shipped Amt</b> – The monetary value of any shipments made against the open lines of the order. Shipments made against closed lines are not included in the calculation.</p> <p><b>Currency ID</b> – The functional currency ID of the selected accounting entity is displayed.</p> <p><b>Site ID</b> – The ID of the site where the transaction was created is displayed.</p>
Shipped	<p>The total amount of uninvoiced shipments.</p> <p>Sales tax and VAT are not included in the amount calculations.</p>	<p><b>Packlist ID</b> – The ID of the packlist used to ship the order. Click the ID to open the shipment in Shipping Entry.</p> <p><b>Shipped Amount</b> – The monetary value of the shipment. If the order did not ship before the desired ship date, then the value is displayed in red.</p> <p><b>Shipped Date</b> – The date that the order shipped is displayed.</p> <p><b>Ship Via</b> – The shipping method used to ship the order is displayed.</p> <p><b>Currency ID</b> – The functional currency ID of the selected accounting entity is displayed.</p> <p><b>Site ID</b> – The ID of the site where the transaction was created is displayed.</p> <p><b>Order ID</b> – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry.</p>

Bar	This bar shows...	Click a bar to view
Invoices	<p>The total amount of unpaid invoices.</p> <p>Sales tax and VAT are included in the amount calculations.</p>	<p><b>Invoice ID</b> – The ID of the invoice is displayed. Click the ID to open the invoice in Invoice Entry.</p> <p><b>Balance Amount</b> – The total outstanding balance is displayed. If the amount is overdue, then the amount is displayed in red.</p> <p><b>Invoice Date</b> – The date of the invoice is displayed.</p> <p><b>Invoice Amount</b> – The total amount of the invoice is displayed. If the amount is overdue, then the amount is displayed in red.</p> <p><b>Paid Amount</b> – The amount paid to date is displayed.</p> <p><b>Currency ID</b> – The functional currency ID of the selected accounting entity is displayed.</p> <p><b>Site ID</b> – The ID of the site where the transaction was created is displayed.</p>
Total	<p>The sum of the orders, shipments, and invoices bars.</p>	<p>Information about all transactions that contribute to the customer balance. The information shown in the table is a combination of the other three bars. The Type column shows whether the transaction is a customer order, a packlist, or an invoice. Click an ID to open the transaction.</p>

## Activities

Activities are available in Customer Maintenance. Use activities to manually create reminders about follow-up items or to record information about interactions you have with customers.

To add a new activity, select **Edit, Activity Entry**. See "Creating Activities" on page 5–5 in the Concepts and Common Features guide.

To view existing activities, select **View, Activities**. To view all activities related to the sales cycle, select View, Activities from a blank Customer Maintenance window. To view all activities related to a particular customer, select a customer in Customer Maintenance before selecting View, Activities. All activities entered for the customer in Customer Maintenance are displayed, along with all activities entered for transactions with the customer. See "Activity Maintenance" on page 5–9 in the Concepts and Common Features guide.

## Viewing Audit History

If you are auditing columns in database tables related to customers, you can use the Audit History dialog to view a history of the changes made to the audited columns for a particular customer record.

A system administrator must grant you permission to view this dialog.

Use Audit Maintenance to set up the audit. See "Audit Maintenance" on page 5–1 in the System Administration guide.

Information is written to this dialog if you are auditing columns in these database tables:

- CUSTOMER
- CUSTOMER\_BANK
- CUSTOMER\_CONTACT
- CUSTOMER\_ENTITY
- CUSTOMER\_SITE
- CUST\_WIP\_VAS

To view audit history information:

**1** Select **Sales, Customer Maintenance**.

**2** Open a customer record.

**3** Select **Info, Audit History**.

**4** This information is displayed:

**ID** – The primary key of the database record that was changed.

**User ID** – The ID of the user who made the change.

**Date** – The date that the change was made.

**Field** – The database table and column that was changed.

**Old Value** – The original value.

**New Value** – The new value.

**Action** – The action that occurred to update the date. These actions are used:

**Insert** – A new value was created.

**Update** – An existing value was changed.

**Delete** – A value was deleted.

## Exporting Audit Information

You can export Audit Information to Microsoft Excel or to an XML file.



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## Exporting Audit Information to Microsoft Excel

To export the information to Microsoft Excel:

- 1 Select **Sales, Customer Maintenance**.
- 2 Open a customer record.
- 3 Select **Info, Audit History**.
- 4 In the table, select the rows to export.
- 5 Right-click the table and select **Send to Microsoft Excel**. Microsoft Excel is opened, and the rows you selected are inserted in the spreadsheet.

## Exporting Audit Information to XML

To export audit information to XML:

- 1 Select **Sales, Customer Maintenance**.
- 2 Open a customer order.
- 3 Select **Info, Audit History**.
- 4 In the table, select the rows to export.
- 5 Right-click the table and select **Send to XML**.

- 6 Specify this information:

**File Name** – Specify the name to use for the XML file.

**XML to Write** – Specify the content to include in the file. Click one of these options:

**Schema** – Click this option to export the schema only. The XML structure is exported, but no information from the table is exported.

**Document** – Click this option to export the rows that you selected in the Audit History table in XML format.

**Both** – Click this option to export both a schema file and a document file.

**Tags** – Specify the information to use for the XML tags. Click one of these options:

**Use column name** – Click this option to use the database column names for the tags.

**Use item name** – Click this option to use the column names as displayed in the Audit History table for the tags.

- 7 Click **Export**.

# Printing Customer Information

To print a list of your customers' information:

**1 Select File, Print.**

If you have selected a customer in the Customer Maintenance window, the customer's name is displayed in the Print dialog box.

**2 Click the Starting and Ending Customer ID browse buttons and select the customers with which you want to begin and end this report.**

To print all customers after a specific ID, enter only the Starting Customer ID.

To print all customers prior to a specific ID, enter only an Ending Customer ID.

To print a single customer, enter the same ID for the Starting and Ending Customer IDs.

To print all customers, leave the Starting and Ending Customer ID fields blank

**3 Click the arrow and select the output of the report. You can select:**

**Print** – To send the report to your printer, select the **Print** option.

**View** – To view the report using the report viewer, select the **View** option.

**File** – To send the report to text file, select the **File** option. Your report is prepared as a RTF file and a dialog box is displayed prompting you to enter the location and file name for the file to be saved.

**E-mail** – To attach the prepared report to an e-mail, select the **E-mail** option. The report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail.

**4 Select the information to include in the report::**

**Print Barcodes** – To include barcodes in the report, select the **Print Barcodes** check box and select a barcode type.

**Code39** – This barcode type, also known as Code 3 of 9, contains variable length, discrete symbology. You must have a Code 39 barcode font installed to view the barcode. If you do not have the Code 39 font installed, then the alphanumeric ID is displayed instead with a prefix and suffix. This pattern is used: \*%ID%\*.

**QR Code** – This is a two-dimensional or matrix barcode. QR stands for quick response.

**Print Associated Documents** – To print all of the documents you have associated with this customer, select the **Print Associated Documents** option. This option is available only if you are printing a report for a single customer and have selected the Print, E-mail, or HTML/Outlook output option.

**Send To Document Contacts** – To send this report to all of the contacts in this customer's Email Documents list, select the **Send To Document Contacts** option. This option is available only if you selected the E-mail or HTML/Outlook output option.

**PDF Format** –To attach a PDF (Portable Document Format) file to your e-mail instead of a RTF file, select the **PDF Format** check box in the Type section. This option is available only if you selected the E-mail output option.

**5 Click Ok.**

If you selected the Print output, a standard print dialog box appears allowing you to select the print quantity and range.



# Chapter 2: Customer Group Maintenance

This chapter includes these topics:

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Starting Customer Group Maintenance .....	2-3
Adding Customer Groups .....	2-4

## What is Customer Group Maintenance?

In certain cases, you may have more than one customer ID for a single customer. For example, if you have different credit and terms arrangements or different billing addresses to use with the same company, you would create separate customer IDs to manage these differences.

When you have different customer IDs for the same customer company, you can group them together in Customer Groups. When individual customer IDs are grouped together in Customer Groups, you can receive payment from the customer parent and apply them to invoices for the individual customer IDs.

If you are licensed to use multiple sites, you can use Customer Group Maintenance to group customer IDs that you use with different sites together under one parent customer.

# Starting Customer Group Maintenance

Select **Sales, Customer Group Maintenance**.

# Adding Customer Groups

Each customer ID can belong to only one customer group.

To add a customer group:

**1** In the header, specify this information:

**Customer Group ID** – Specify an ID for this customer group.

**Group Name** – Specify a description of the customer group ID.

**Bill to Address** – Specify the bill to address for the customer group.

**2** To add customer records to the customer group, click the **Insert** button.

**3** Double-click the **Customer ID** browse button and select the customer to add to the group. Each customer ID can belong to only one group.

**4** Click the Accounting tab and specify these settings:

**Allow Invoice Over Payments** – Select this check box to allow this customer group to make payments that exceed the invoice balance.

**Allow Closed Period Invoice Adjustments** – Select this check box to allow adjustments to invoices for customers in this customer group even if the period is closed.

**5** Click **Save**.



## Chapter 3: Accounts Receivable Invoice Entry

The Accounts Receivable system can be used to provide information about your company's credit sales and cash receipts as your company manufactures and ships products. Invoicing is the process of billing customers for the shipment of goods. The process of generating the invoices and posting them to the General Ledger creates records that include what the customer has bought, how much they owe, and when payment is due. It also identifies any payments past due.

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## Using A/R Invoice Entry

The Accounts Receivable Entry window allows you to generate invoices, copy invoices from manufacturing, create prepayments, issue credit memos, and produce management reports. You have the choice of generating invoices as soon as goods are shipped, or alternatively you may want to create invoices for goods shipped on a daily basis. If you are using the Shipping Entry function of VISUAL Financials, you should use the **Invoice Forms** option from either the **Sales** or **Receivables** menu to create the invoices.

The Accounts Receivable Invoice Entry functionality is in compliance with the single currency Euro regulations. All currencies are globally tracked by transaction. You can report in either the Euro or the Native currency. In regard to conversion and rounding issues, the standards established by the European Monetary Union (EMU) are adhered to.

The Accounts Receivable system provides important cash flow information vital to the effective management of your business.

Use the A/R Invoice Entry function for:

- Setting up Auto Numbering of Invoices
- Creating A/R Invoices
- Entering A/R Invoices
- Entering Prepayments from Customers
- Editing A/R Invoices
- Redistributing Transactions
- Listing Payments
- Using Collections
- Generating Credit Memos
- Creating Recurring Receivables
- Generating Recurring Receivables
- Setting/Resetting Exchange Rates
- Posting A/R Invoices to the General Ledger
- Configuring Line Item Tables
- Viewing A/R Invoice Entry Tables
- Creating A/R Invoice Notes/Specifications
- Printing A/R Reports and Transactions

---

A Typical A/R Processing Cycle is as follows:

- Enter customer orders using the Customer Order Entry function in Financials
- Record shipments to customers using the Shipping Entry function in Financials
- Print invoices using Invoice Forms
- Copy Invoices from Manufacturing & Post Invoices to the General Ledger
- Print the A/R Aging Report
- Process customer payments using the Accounts Receivable Cash Application function
- Post Cash Applications to the General Ledger
- Print the G/L Transaction Report

## Setting Up Auto Numbering

Use Automatic Numbering to generate the Invoice IDs. Using Auto Numbering can significantly reduce keystrokes, confusion and ensure proper control for document sequencing. Although Auto Numbering is not required, it is an extremely helpful feature. You would normally set up Automatic Numbering during implementation; however, you may activate Auto Numbering at any time.

If you want to modify your numbering scheme AFTER you have entered data into the system, you may do so using this feature; however, you cannot use duplicate numbers. If you try to assign a duplicate number, a warning message is generated and you are asked to supply a different number. The Auto Numbering window is accessible from the A/R Invoice Entry window, and the Invoice Forms window.

If you are licensed to use multiple sites, you can set up separate auto-numbering schemes for each site. This is highly recommended. If you set up separate auto-numbering schemes for each site, then all transaction IDs within a site will be sequential.

- 1 Select **Receivables, Invoice Entry** from the main menu.
- 2 Select **Edit, Auto Numbering** from the A/R Invoice Entry menu.
- 3 Enter the following information in the dialog box.

**Site ID** – If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are setting up automatic numbering. If you are licensed to use a single site, this field is unavailable.

**Next Sequential Number** – Enter the next Sequential Number that you want used for the numeric portion of the Invoice ID. This number may be up to 7 digits in length.

**Alphanumeric Prefix/Alphanumeric Suffix** – Assign any alphanumeric Prefix or suffix.

These are case sensitive; you should use capitals for all letters.

**Number of Decimal Digits** – Enter the total number of digits in the numeric portion of the ID.

**Show Leading Zeroes** – If you want leading zeros to be included in a number, select the **Show Leading Zeroes** check box. Leading zeroes keep all IDs the same number of characters in length. This number is used to generate the proper number of leading zeros.

- 
- 4 Click the **Save** button to save the changes, or **Cancel** to close the dialog box without saving the changes.

## Defining Invoice Entry Preferences

You can configure Receiving Invoice Entry to default specific dates upon creation of invoices.

- 1 From the Invoice Entry Options menu, select **Preferences**.
- 2 From the drop-down list, select the Default tab that you want to appear in the foreground when you access Invoice Entry.

Make your selection from: General, Sold To/Bill To, VAT/ESL, or Distribution. If you leave the default value of <None>, the General tab appears by default.

- 3 Make the appropriate check box selections as follows:
  - **Reset Invoice Date to system date on new invoice** – If you want the current system date to appear in the Invoice Date field on the General tab, select this check box. If you clear this check box, a date is not inserted in the field. This does not reset the date on existing invoices, but only applies to new ones.
  - **Reset Posting Date to system date on new invoice** – If you want the current system date to appear, by default, in the Posting Date field on the General tab, select this check box. If you clear this check box, a date is not inserted in the Posting Date field. This only applies to new invoices, and does not reset the date on existing invoices.
- 4 When you have made the appropriate selections, click **Done**.

This saves your preferences for Invoice Entry for Accounts Receivable.

## Creating Invoices for Accounts Receivable

Accounts Receivable invoices record information about what your customer has bought, how much they owe, and when payment is due. After you ship an order, you **MUST** create an invoice. You can immediately create an invoice as you generate shipments. You can also store invoices in manufacturing until you are ready to copy them into A/R Invoice Entry using the **Copy Invoices from Manufacturing** utility located under the **File** menu. In either case, the invoice information is extracted from the information supplied in Customer Order Entry.

There are two methods available to produce invoices:

- **Creating an A/R Invoice from the Print Invoice Forms window** – Select this option to create an invoice from Print Invoice Forms. Refer to Chapter 5, “Invoice Forms” for more information.
- **Creating an A/R Invoice from the A/R Invoice Entry window** – Two ways to create an A/R invoice in the A/R Invoice Entry window are offered.
  - Copy A/R invoices directly from Manufacturing. This option is discussed later in this chapter.
  - Manually enter A/R invoices in the A/R Invoice Entry window.

---

## Copying an A/R Invoice from VISUAL

- 1 Select **File, Copy Invoices from Manufacturing** from the A/R Invoice Entry window.  
The Copy Invoices from Manufacturing dialog box appears.
- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site from which you are copying invoices. If you are licensed to use a single site, this field is unavailable.
- 3 Click the **Browse** button beside the Starting Invoice ID to select the starting invoice to copy, or enter the starting invoice ID in the field provided.  
You can leave the Starting and Ending Invoice ID fields blank to copy all invoices not previously copied.
- 4 Click the **Browse** button beside the Ending Invoice ID to select the ending invoice to copy, or enter the ending invoice ID in the field provided.  
You can leave both the Starting and Ending Invoice ID fields blank to copy all invoices not previously copied.
- 5 Click the **Start** button.  
The invoices are copied.

If necessary, you can edit the invoices after they are created. After you review and/or edit the invoices, you must post them to the General Ledger. Edits made only at the A/R level will not update the manufacturing side; therefore, your edits will not appear on a duplicate invoice printed from the Report menu.

If you choose not to generate A/R invoices from Financials, or if you need to create an invoice for an order that did not ship (i.e., a storage charge), you must manually enter the invoices in Accounts Receivable using the A/R Invoice window.

## Starting A/R Invoice Entry

The A/R Invoice Entry module stores and processes information about monies owed to your company. You can use this information to produce invoices and track payments.

Select **Receivables, Invoice Entry** from the main menu.

## Entering A/R Invoices

If you decide not to use the invoice generation and printing option available in Financials, or you are invoicing for something (i.e. storage charge) that is not shipped, then you need to manually enter the invoices into Accounts Receivable.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are creating an A/R invoice. If you are licensed to use a single site, this field is unavailable.
- 2 Enter an Invoice ID if you are NOT using the Auto Numbering feature.

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If you ARE using Auto Numbering for A/R invoices, leave this field blank and a number will be assigned when you save the invoice.

- 3 Click the **Browse** button to select a Customer ID from the list, or enter the customer ID in the field provided.

This is the customer for whom you are generating the invoice.

When you select the Customer ID, the Sold To/Bill To information for the customer is displayed in the respective fields.

- 4 To assign a sales rep to this invoice, click the **Browse** button beside the Salesrep ID field to select a Sales Rep ID from the list, or enter the sales rep in the field provided.

- 5 Specify an Invoice Total in the Invoice Total field.

This is the total amount of the invoice. The detail line item amounts are required to equal this total.

The Paid to Date field displays the amount the customer has already paid toward this invoice.

The Balance Due field displays the amount the customer still owes on this invoice.

- 6 Check the **Printed** check box if you want to track invoices by printing in the Draft Mode status.

Edits to an invoice marked **printed is not allowed**. This is not a required field.

The Posted box when checked, informs you of the posted status of the invoice.

The field to the right of the Printed and Posted checkboxes indicates the date the invoice was printed/posted.

- 7 If necessary, click the **General** tab, then enter the following information in the **Type** group box.

**Invoice** – Select this option to create an invoice.

**Memo** – Select this option to create a memo.

**Unapplied** – Select this option to create an invoice strictly for an unapplied cash memo.

**Void** – Select this option to void a memo.

- 8 Click the arrow to select a currency ID for the invoice.

- 9 If necessary, click the **Calendar** button beside the Invoice Date field to enter an Invoice Date, or enter the invoice date in the field provided.

The current system date is the default.

- 10 If necessary, click the **Calendar** button beside the Posting Date field to select a posting date, or enter the posting date in the field provided. The period **MUST** be open or A (Active).

The current system date is the default. This is the date the information posts to the General Ledger.

If the Posting Date you specify is a prior or future period, you must post to that period in order to include this invoice's amounts in the ledger.

- 11 Click the Browse button beside the Receivables Acct field to select a receivables account in the General Ledger you want to post, enter the receivables account in the field provided, or leave this field blank to use the account defined for this customer on the Customer Maintenance G/L Interface Accounts Table.

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You can set up a default A/R Account in Customer Maintenance. The account in Customer Maintenance overrides the G/L differences if populated. See Chapter 6 for more detail.

- 12** If you are creating a Prepayment or Deposit by Customer, click the Browse button beside the Prepaid Order ID field to select a Prepaid Order ID from the list, or enter the Prepaid Order ID in the field provided.

See Entering Prepayments later in this chapter.

- 13** Click the Browse button beside the Prepaid Invoice ID to select a prepaid invoice ID from the list, or enter the prepaid invoice ID in the field provided.

- 14** The system inserts the default terms defined for the customer in Customer Maintenance. To change the terms, click the browse button and select a terms ID from the table.

- 15** If you use user dimensions, the dimension ID for debits associated with the customer is inserted in the header. You can override the dimension ID.

- 16** If you need to view Sold/Bill To information click the **Sold/Bill To** tab.

The send to address and bill to address tab dialog box appears for your review.

- 17** If you have VAT (Value Added Tax) enabled on your system, click the **VAT** tab.

The VAT tab appears.

- 18** Enter the following information in the VAT tab.

**VAT Books** – Click the Browse button to select a VAT Book from the list, or enter the VAT Book in the field provided.

VAT Books control the numbering sequence of all invoices and memos created when VAT is enabled. For more information, refer to Accounting Entity Maintenance in Chapter 3.

**VAT Reports** – Click the Browse button to output a VAT report. Refer to “Printing VAT Reports” on page 3–36.

**ESL Reports** – Click the Browse button to output an ESL report. Refer to “Printing ESL Reports” on page 3–39.

- 19** To review information about how this invoice was sent to the customer, click the **Distribution** tab. This information is listed:

**Distributed** – This check box is selected when the invoice has been e-mailed or printed. The date that the invoice was sent is displayed next to the check box.

**Method** – Specifies the method used to send the invoice: File, Email, Print, or EDI.

**File Type** – Specifies the type of document used to send the invoice: QRP, PDF, RTF, DOC, DOCX, TXT, CSV, XML, HTML, or VDI.

**File Path** – Specifies the directory path where the invoice document is located.

**File** – Specifies a click-able link to the document file.

- 20** To create detail lines on the invoice, click the **Insert** toolbar button to insert a row and add a detail line.

A new row appears in the table. The new row is automatically assigned a line number. The cursor appears in the Quantity field by default.

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- 21** Enter the quantity of the first item on the invoice.
- 22** Optionally (for your use), enter a description in the Reference column.
- Using a description clarifies the invoice line contents.
- The Order ID, Ln # (Packlist Line #) fields automatically populate from manufacturing shipments and do not apply to manual invoices.
- 23** Enter or select the G/L Account ID to which you want this line item amount credited. Double-click the column header to display the Chart of Accounts list. When you choose from the list, the G/L Account Description displays automatically.
- 24** Enter the amount of this line item in the Amount column.
- As you add or delete line items from the AR Invoice Entry line item table, the system calculates the total amount, fixed charge, tax or VAT, Duty, and Grand Total for all lines in the table. The system displays the amounts below the table.
- 25** Enter the commission percentage for the selected item on this invoice in the Commission % column. This option applies to invoices created manually in A/R Invoice Entry, and invoices created in Customer Order Entry. The commission percentage entered in this field overrides the commission percentage entered in Customer Order Entry. After the invoice is posted, changes to the commission percentage field are not allowed.
- 26** If you are using user dimensions, click the **User Dimension** browse buttons to add user dimensions to this invoice line. You can specify any dimension. You can view transactions associated with the dimensions you specify in the General Journal by Dimension dialog box in the Accounting Window.
- 27** Click the **Product Code** browse button to add a product code to this invoice line. You can view transactions associated with the product code you specify in the General Journal by Dimension dialog box in the Accounting Window.
- 28** In the Line Type field, specify one of the following:
- Invoice** – If the charge on the line is for a part or service, specify Invoice. You can also leave the Line Type field blank to specify an invoice line.
- Tax** – If the charge on the line is for taxes, specify Tax. After you select Tax, click the arrow in the Reference field and select the tax ID that applies to the line.
- Freight** – If the charge on the line is for freight, specify Freight.
- 29** Click the VAT Category browse button to select a VAT category for this invoice line.
- 30** To add Line Specs and/or Invoice Specs information to your invoice click the **Line Specs** or the **Invoice Specs** button.
- 31** If you are entering Customer Notes, A/R Customer Notes, and/or Invoice Notes information to your invoice, click the **Customer Notes**, **A/R Customer Notes**, or the **Invoice Notes** button.



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## Entering Prepayments

You may have customers that are required to prepay their orders, or give you a down payment for an order. You can accomplish this by using the A/R Invoice Entry window. The customer order **MUST** exist before you can specify it as a prepaid order. When you do this, the payment is connected to the Customer Order ID, so that when the order ships and the A/R invoice generates, the prepayment amount is automatically deducted from the balance due on the invoice.

Follow the procedures below to record a prepayment invoice:

- 1 Click the **New** toolbar button.
- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are creating a prepayment. If you are licensed to use a single site, this field is unavailable.
- 3 Click the Browse button to select an Invoice ID in the Invoice ID field if you are **not** using the Auto Numbering feature.

If you have set up Auto Numbering for A/R invoices, leave this field blank and a number will be automatically assigned.

- 4 Click the Browse button beside the Customer ID field to select the Customer ID from the list, or enter the Customer ID in the field provided.

This is the customer who is prepaying their order.

- 5 Click the Browse button beside the Salesrep ID field to choose a sales rep for this prepayment, or enter the Sales Rep ID in the field provided.

- 6 Enter the Invoice Total dollar amount in the Invoice Total field.

This is the amount of the prepayment, *not* the total order amount.

- 7 Click the **Printed** check box if you want to track invoices by printing in the Draft Mode status.

The date the invoice was printed is specified in the field beside the Print check box when the invoice is saved.

Edits to an invoice marked printed are not allowed. Use Draft Mode to view invoice(s) scheduled for prepayment. Uncheck the box to activate.

The Posted box informs you of the posted status of the invoice.

- 8 Click the **General** tab, if necessary, then select one of the following options.

**Memo** – Select this option to create a memo.

**Unapplied Cash** – Select this option to create an invoice strictly for an unapplied cash memo.

**Void** – Select this option to void an invoice.

- 9 Click the Browse button beside the Currency ID field to select a Currency ID from the list, or enter the Currency ID in the field provided.

The Currency defaults from the entry made in the Transaction Currency ID field in Customer Order Entry.

- 10 Click the **Calendar** button beside the Invoice Date field to select an Invoice Date from the list, or enter an invoice date in the field provided.

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Tab out of the field to use the current system date.

- 11 Click the **Calendar** button beside the Posting Date field to select a posting date from the list, or enter the posting date in the field provided.

Leave the field blank to use the current system date.

This is the date the information will post to the General Ledger. The calendar date for that period **MUST** be Open or Active.

If the Posting Date you specify is a prior or future period, you must post to that period in order to include this invoice's amount in the ledger.

- 12 Click the Browse button beside the Receivables Acct field to select a receivables account from the list, or enter a receivables account in the field provided.

Leave the field blank to use the account defined on the G/L Interface Accounts Table.

When selecting the G/L account, remember that you are entering a payment against an invoice.

- 13 Enter the Order ID for which the customer is prepaying in the Prepaid Order ID field.

Click the Browse button to select the order from the list, or enter the prepaid order ID in the field provided.

Entering the Order ID here creates the crucial link between the order and the invoice. This is the only way that the deposit nets against the invoice.

- 14 In the Terms field, the system inserts the default terms defined for the customer in Customer Maintenance. To change the terms, click the browse button and select a terms ID from the table.

- 15 Click the **User Dimension** browse buttons to add user dimensions to this prepayment.

- 16 Click the **Insert** toolbar button to insert a row and add a detail line.

A new row appears in the table. The new row is automatically assigned a line number. The recommended G/L Account on the prepayment invoice line is the Deferred Revenue Account specified in the G/L Interface table.

- 17 Click the **Save** toolbar button to save the entry.

When the customer order ships and an invoice is generated, a relationship between the order and a prepayment is detected and the invoice LESS the prepayment amount is generated.

You are now ready to apply the prepayment received against this invoice through Cash Application. For information on using Cash Application, refer to "Applying Payments to Invoices" on page 5-4.

## Editing A/R Invoices

You can edit invoices you enter manually provided that the invoices are not posted. You cannot edit any invoice that you have copied from manufacturing.

To edit A/R Invoices:

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the invoice was created. If you are licensed to use a single site, this field is unavailable.

- 
- 2 Click the **Browse** button beside the Invoice ID field to select an invoice ID from the list to edit, or enter the invoice ID in the field provided.
  - 3 Make the necessary changes.
  - 4 Click the **Save** button to save the changes.

## Editing Invoice Line Items

You can edit individual line items of unposted invoices. You can add line items, change existing line items, renumber lines, and delete line items.

### Adding Line Items

- 1 With the appropriate invoice in the A/R Invoice Entry window, click the **Insert** button.  
A new line item is added to the table.
- 2 Enter the appropriate line item information.
- 3 Click the **Save** button to update the invoice.

The line items **MUST** equal the amount in the Invoice Total field.

### Editing Line Items

- 1 With the appropriate invoice in the Invoice Entry window, move the cursor to the field you want to edit.
- 2 Make the necessary changes to the field.
- 3 Click the **Save** button to update the invoice.

### Renumbering Line Items

- 1 With the appropriate invoice in the Invoice Entry window, select **Edit, Renumber lines** from the menu.  
The line items are renumbered from oldest to newest.
- 2 Click the **Save** button to save the changes.

---

## Deleting A/R Invoices

You can completely remove an unposted invoice from the database, including all its line item details only **if the invoice has NOT been posted to the General Ledger. To reverse the action of the posted invoice, you must void it.**

**Caution:** Deleting an invoice permanently removes the information from the database. You cannot recover a deleted invoice. Be sure that you want to delete the invoice before continuing.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the invoice was created. If you are licensed to use a single site, this field is unavailable.
- 2 With the invoice that you want to delete in the A/R Invoice Entry window, click the **Delete** button. You are warned with a dialog box, informing you that the invoice information, including all details, will be permanently removed if you continue.
- 3 Click the **Yes** button to permanently remove the invoice, or the **No** button to leave the invoice in the your database.

The invoice is removed from the database.

If the products on the invoice were selected to be shipped, a dialog box appears notifying you that the customer order shipments (formerly) associated with this invoice are now eligible to be invoiced again.

## Voiding A/R Invoices

You may occasionally need to void an invoice to reverse the action of a posted invoice. For example, the invoice may have been entered incorrectly, or may be associated with the wrong customer. You can void both posted and unposted invoices. You cannot void an invoice that has payment(s) applied to it.

**Caution:** Do NOT use a void for merchandise returned to you from the customer. The transaction cannot be traced. Use the Return function of Shipping Entry in Financials instead.

## Voiding A/R Invoices that have NOT Been Posted

- 1 With the appropriate invoice in the A/R Invoice Entry window, click the **Void** box, located in the Type section of the window. The invoice is marked as voided.
- 2 Click the **Save** button.

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This invoice is not posted to the General Ledger. When you void an invoice, distribution records are created that reverse the original invoice/memo distributions. If you make the unposted voids within the current posting dates, neither the original distribution records nor the reversing records post to the General Ledger, if the dates are within the posting period. If you need to void an invoice that is in a prior period, that has NOT been posted, you may need to change the posting date to the current period. It is as if the invoice never existed. With the exception of the Customer History Report, the voided entry does not appear on any reports. For shipped items, the packlist becomes eligible for invoicing again.

## Voiding A/R Invoices that HAVE Been Posted

- 1 With the appropriate invoice in the A/R Invoice Entry window, click the **Void** box located in the Type group box on the General tab.
- 2 If the invoice is from a prior period, change the posting date to reflect one in the current period.  
Click the **Calendar** button beside the Posting Date field to select a Posting Date from the list, or enter the Posting Date in the field provided.
- 3 Click the **Save** button.
- 4 Post the transaction(s) to the General Ledger by selecting **Edit, Post to General Ledger** from the menu.

The void invoice request is processed, which in effect reverses the action.

If you want to void the invoice and it is in a closed period, you need to reopen that period before you can perform the void.

The items on the packlist are reversed, and are reinstated in inventory and become eligible for invoicing again.

## Redistributing Transactions

If you make any changes or revisions to an invoice, select **Redistributing Transactions** to recalculate and redistribute the transaction(s). This functionality is provided as a way to “refresh” and update the database tables. This function corrects any out of balance conditions. You can only redistribute transactions to a previously saved unposted transaction.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the invoice was created. If you are licensed to use a single site, this field is unavailable.
- 2 Open the unposted invoice in the A/R Invoice Entry window.
- 3 Make the necessary changes by overtyping the information in the field.  
You can change information in any field.
- 4 Click the **Save** button to save the changes.
- 5 With the unposted invoice open, select **File, Redistribute Transactions** from the menu.

The distribution record (invoice) is automatically updated.

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If changes or revisions are made to any Financial module, the transactions are automatically redistributed when you save and are reflected across all pertinent database tables.

## Listing Payments

Use List Payments to track your payments and view the list of payments made to the selected invoice. All payments made against an invoice are listed.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the invoice was created. If you are licensed to use a single site, this field is unavailable.
- 2 Open a paid (or partially paid) invoice in the A/R Invoice Entry window.
- 3 Select **Info, List Payments** from the menu.

## Accessing Payment Details from the List Payment Option

You can access the actual payment detail by double-clicking the line item or highlighting the line and then clicking the **View** button.

The window is populated with the actual payment information. The payment information could result from Cash Application or from an applied memo.

## Using Collections

You can access the Collections window directly from A/R Invoice Entry. Select Info, Collections.

See “Collections Window” on page 4-1 in this guide.

## Applying Credit Memos

Credit memos represent monies owed to the customer by your company, therefore they work opposite of an invoice. You may need to create a credit memo when a customer returns a product that has been shipped, there has been a price adjustment on an invoice previously entered or if you need to make a correction to a posted invoice.

There are two types of Credit Memos within VISUAL; Accounting Credits and Inventory Returns. Accounting Credits reflect adjustments that do not affect inventory. You can create the memo by creating a negative invoice for the amount of the credit or by clicking the **Make Credit Memo** button. You can apply the credit directly to an open invoice.

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If the credit affects inventory you must create a customer return in VISUAL Manufacturing's Shipping Entry window to report inventoried merchandise returned to you from the customer. The next time you create A/R invoices or copy invoices from Manufacturing, a credit memo for that return is automatically generated. When you run the **Post to General Ledger** function, these credit memos are posted along with the invoices.

## Reporting Returns

To report merchandise returned to you from the customer:

- 1 Select **Sales, Shipping Entry** from the main menu to open the Customer Shipments window.
- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you shipped the customer order. If you are licensed to use a single site, this field is unavailable.
- 3 Enter or select the Order ID, then click the **Shipment Return** toolbar button, or select **Edit, Return** from the menu.
- 4 Click the Browse button beside the RMA ID field to select an RMA ID from the list, or enter an RMA ID in the field provided.
- 5 Click the **Calendar** button beside the Return Date field to select a return date, or enter the return date in the field provided.

The default date is the current system date.

- 6 Enter the quantity to be returned in the Qty Returned field.
- 7 Click the **Assign Supply** button to assign the return to supply.  
You can assign the linked quantity issued and returned by part and/or by warehouse.
- 8 Click the **Part Traceability** button to specify the lot number of the returned part if your company uses this functionality. For additional information about traceability, refer to Chapter 19 in the Foundation volume of your Infor VISUAL user documentation.
- 9 Click the **Save** button in the Return window to save the return of the material.

A new packlist is created for the return. The new ship quantity on the new packlist reflects the (minuses) the return.

When you run the **Create A/R Invoices** or **Copy Invoice From Manufacturing** functions in Financials, A credit memo is automatically generated for the customer return. To copy from Manufacturing, you have to generate invoices from the invoice forms. Credit memos, invoices, and any manually entered credit memos are posted when you run the Post to General Ledger function.

## Entering Credit Memos

In some instances you may need to manually enter a credit memo for a customer. For example, when there is a price adjustment to an invoice previously entered into VISUAL, you need to manually enter a credit memo. These credit memos represent money you owe to the customer, so their function is the opposite of an invoice.

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If you are entering a credit memo for an invoice already created, you can use that invoice to create the credit memo.

- 1 Select Receivables, Invoice Entry from the main menu.

The A/R Invoice Entry window appears.

- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you are creating a credit memo. If you are licensed to use a single site, this field is unavailable.
- 3 Click the Browse button beside the Customer ID field to select a Customer ID from the list, or enter the Customer ID in the field provided.
- 4 Click the Browse button beside the Invoice ID field to select an Invoice ID from the list, or enter the Invoice ID in the field provided.

The invoice information is displayed into the A/R Invoice Entry window.

- 5 Click the **Make Credit Memo** button.

A new credit memo is created based on the information in the invoice. The invoice itself is not affected.

The sign on the invoice amounts, the invoice total, balance due, and line item amounts is reversed to negative amounts. Modify the credit amount and any other fields as necessary.

- 6 Click the **Save** button to save the changes (credit memo).

If you have an open invoice for the customer, you may want to apply this credit memo to it. For additional information about credit memo application, refer to “Applying Credit Memos to a Customer Invoice” on page 3–16.

If you are entering a general credit memo not for a particular invoice, you have to manually enter all required information. The procedures are the same as “Entering a Manual Invoice” earlier in this chapter, however the invoice total is a negative amount.

## Applying Credit Memos to a Customer Invoice

If there are outstanding open invoices for a customer for whom the credit memo was created, you can apply the credit memo to one or more of these open invoices.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the invoice was created. If you are licensed to use a single site, this field is unavailable.
- 2 Click the Browse button beside the Invoice ID field to select an invoice, or enter the Invoice ID in the field provided.
- 3 Select **Edit, Apply Credit Memo** from the menu.

The dialog box contains a table of available unpaid invoices for this customer.

- 4 Click the **Amount Applied** column in the line of the invoice that pertains to the amount to which you are applying this credit memo.



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The total amount of the credit is displayed into the Amount Applied column for the invoice. If you would like to apply only a portion of the credit to this invoice and the balance to others, you can enter an amount appropriate for this invoice and continue to apply amounts to other invoices until the total credit memo amounts are distributed.

It is not required to apply the entire memo balance at the same time. If a balance remains, you can apply it to other invoices at a later date.

- 5 Click the **Save** button to save the transaction(s).

The Apply Credit Memo dialog box closes. You are returned to the A/R Invoice Entry window. Notice that the amount applied increases the Paid to Date amount in the header row and the Balance due is recorded accordingly. This shows that the credit memo has been applied to open invoices.

Applied credit memos are not automatically posted to the General Ledger. To post the credit memos you must specify the memo(s) the next time you run Post to General Ledger.

## Creating Recurring Receivables

You can automatically create postings on a regular basis to apply to the General Ledger. You can arrange these postings applying an all recurring receivables, a defined group, or by a specific recurring receivable.

- 1 From the A/R Invoice Entry window, select **Maintain, Recurring Receivables** from the menu.
- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are creating a recurring receivable. If you are licensed to use a single site, this field is unavailable.
- 3 Enter a unique Recurring Receivable ID, or click the arrow to select an ID from the list.

The Recurring Receivable ID is stored in a different table than the regular Receivable ID; therefore, you should use a unique numbering sequence (unique within itself). There is no auto numbering feature available.

- 4 Click the Browse button beside the Customer ID field to select a Customer ID from the list, or enter the Customer ID in the field provided.

All of the customer information populates from the Customer Maintenance window. This includes the Sold To/Bill To, Currency and Terms information.

- 5 Enter the total dollar amount to apply in the Total field.

This value **MUST** represent the sum of the line items listed in the detail section of the window.

- 6 If you use User Dimensions, the user dimension associated with the customer is inserted. You can override this value.

- 7 Click the **General** tab, if necessary, and enter the following information:

**Type** – Select either Invoice or Memo.

**Currency ID** – Click the arrow, if necessary, to select a currency ID from the list. This field defaults from Customer Maintenance.

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**Group ID** – Use this ID in conjunction with the Generate Recurring Receivables function. For this reason, it is useful to group your receivables by types of receipts. This field is optional.

**Receivable Account** – Click the Browse button to select a Receivable Account from the list, or enter the Receivable Account in the field provided.

You must select a Receivable Account to which the receipts will be applied.

**Terms** – The system inserts the default terms defined for the customer in Customer Maintenance. To change the terms, click the browse button and select a term ID from the table.

**Salesrep ID** – Click the Browse button to assign a sales rep to the recurring receivable.

Due Upon Receipt is the default.

**8** Click the **Triggering** tab.

**9** Select one of the following option buttons.

**Always** – Choose this trigger when you expect to generate recurring receipts for this invoice on a daily basis or each time you run Generate Recurring Receivables. An invoice will generate for this request when Generate Recurring Receivables is selected as long as the invoice falls within the Maximum Application value and the Discontinue After date has not been reached.

**Weekly** – Choose this trigger when you want to generate recurring invoices on a weekly basis. You must select a day of the week. An invoice for this request is generated when Generate Recurring Receivables is selected as long as the invoice falls within the Maximum Application value and the Discontinue After date has not been reached.

**Monthly** – Choose this trigger when you want to generate recurring invoices on a monthly basis. You must select a day number of the month. An invoice for this request is generated when Generate Recurring Receivables is selected as long as the invoice falls within the Maximum Application value and the Discontinue After date has not been reached.

**Hold** – Choose this trigger when you do NOT want to generate recurring invoices at any time.

**10** Enter a numeric value in the Max applications field.

This is the maximum number of times you want to generate the invoice. The invoice may be scheduled to be paid in full after a specific number of payments.

The To date field indicates the number of times the invoice has been generated to date. You can change the To Date field or use the populated date from the initial recurring invoice entry.

**11** If you want to stop posting the recurring receivable after a certain date, enter the month, day and year in the Discontinue After field.

**12** Click the **Sold To/Bill To** tab to view the Sold To/Bill To information.

The Sold To/Bill To information is automatically populated from the information in Customer Maintenance. Make changes to this information in Customer Maintenance.

**13** If you have VAT (Value Added Tax) enabled, click the **VAT/ESL** tab.

The VAT/ESL information appears.

**14** Click the Browse button beside the VAT Book field to enter a VAT book for the selected receivable.

Create and maintain VAT Books in Accounting Entity Maintenance, on the VAT tab.

- 
- 15 Click the **Insert Row** button to add identification billing information.

To add rows for identification of the billing information you want to generate the correct receivable information.

For each line, enter the quantity, a description in the reference field, a G/L Account ID, (the Account Description is filled in automatically), and the amount.

To delete a line, click the appropriate row header, then click the **Delete Row** button. The line is removed from the table.

- 16 Click the **Save** button to save your information.

The fields in the Recurring Receivables dialog box are automatically cleared.

- 17 Click the **Clear** button to clear all information from the window.

Click the **Delete** button to delete all information in the window.

- 18 Click on **Close** to close the Recurring Receivables window and return to the invoice.

## Generating Recurring Receivables

After you create postings for receivables that occur on a recurring basis, you can have them automatically run on a preset time schedule.

- 1 From the A/R Invoice Entry window, select **File, Generate Recurring Receivables** from the menu.
- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are generating recurring receivables. If you are licensed to use a single site, this field is unavailable.
- 3 Click the **Calendar** button beside the Posting Date field to select a posting date, or enter the posting date in the field provided.

The current system date is the default. The date **MUST** be within an active period.

- 4 In the Recurring Receivables to Apply group box, select the appropriate application radio button:

**Apply All Recurring Receivables Defined** – Select this option if you want to generate recurring invoices for all eligible requests, regardless of the Group ID or Recurring Receivable ID. The system scans all of the invoice requests and selects the ones qualified by the due date of either weekly or monthly and that are not dated on or after the Discontinue After Date.

**Apply Recurring Receivables in Group** – Select this option if you want to generate recurring receivables for a specific group or all eligible requests in a selected Group ID.

Click the arrow beside the Group ID field to assign a specific group.

Leave the Group ID blank to assign all eligible Group IDs. The system scans all of the invoice requests for the Group ID entered and selects the ones qualified by due date of either weekly or monthly and that are not dated on or after the Discontinue After Date.

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**Apply Specific Recurring Receivables** – Select this option if you want to generate recurring receivables for the specified ID. An invoice is generated for the request, as long as the Discontinue After Date has not elapsed.

Click the arrow beside the Recurring Receivable ID field to select the recurring receivable.

- 5 Click the **OK** button.

These invoices are posted to the G/L with the next posting of A/R Invoices.

Click the **Cancel** button to cancel your request without posting to the G/L.

## Setting/Resetting Exchange Rates

You may have customers that operate in a country with a different currency. The **Set/Reset Exchange Rates** feature allows you to set or reset a particular company's invoices to convert to become compatible with the system currency. The ability to track currencies in their environment becomes successful.

If Exchange Rates are not physically set on the order, you can set the rate directly on the invoice as long as the invoice has NOT been posted.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you created the invoice. If you are licensed to use a single site, this field is unavailable.
- 2 Click the **Invoice ID** browse button and select the invoice for which you are setting exchange rates.
- 3 Click the **Set/Reset Exchange Rates** toolbar button, or select **Edit, Set/Reset Exchange Rates** from the menu.
- 4 If necessary, click the **Calendar** button at the bottom of the dialog box to select a date for the exchange rate that you want to set for the invoice, or enter the date in the field provided.
- 5 Click the **Lookup Rates** button to set the exchange rate.  
The rate in effect is displayed based on the date.
- 6 Click the **Close** button to exit the dialog box and return to the A/R Invoice Entry window.

## Commission Sharing

You can choose to share sales commissions for the invoice between sales reps from the A/R Invoice Entry window.

- 1 With the appropriate invoice in the A/R Invoice Entry window, select the **Commission Sharing** toolbar button, or select **Edit, Commission Sharing** from the menu.

**Note:** You must have a Sales rep selected in the Sales Rep ID field in order to access this dialog box.

- 2 To enter a sales rep, select the **Insert** button, then enter the following information.

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**Sales Rep ID** – Enter the sales rep ID in the appropriate field. The sales rep you enter must be in the database of existing sales reps.

**Name** – This field is automatically populated with the name of the sales rep you selected.

**Share %** – Enter the percentage that this sales rep receives as part of the whole percentage entered in the Commission column on the A/R Invoice Entry window.

- 3 To delete a sales rep from the sharing commission list, select the sales rep you want to delete, then click the **Delete** button.
- 4 Click the **Clear** button to clear all sales reps entered in the table.
- 5 Click the **Close** button to exit this dialog box and return to the A/R Invoice Entry window.

## Posting Invoices

After you have verified that your invoice entries are correct, you need to post them to the General Ledger. DO NOT post to the General Ledger if you need to modify or void any invoices.

To post to the General Ledger:

- 1 Select **File, Post to G/L** from the A/R Invoice Entry menu.
- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are posting invoices. If you are licensed to use a single site, this field is unavailable. If the One Tx per Batch check box is selected, then one batch for each transaction is created. If the check box is not displayed, then the batch will contain all transactions in the run. Specify the setting to use in Accounting Entity Maintenance.
- 3 Click the **Calendar** button beside the Batch Date field to select a batch date, or enter the batch date in the field provided.

The Batch Date field defaults to the current system date.

When you Tab out of the field, the accounting period appears in the field directly below the date.

- 4 Check the **Current User Only** check box to post only your A/R invoices.

If you leave this box unchecked, all unposted invoices that match the date criteria are posted regardless of the user.

- 5 Click the **Start** button to begin the posting process.

A dialog box asking if you want to preview the posting entries to the General Ledger appears.

- 6 Click the **Yes** button to display the Print G/L Transactions dialog box. See “Printing G/L Transactions” on page 3–30 for more information.

Click the **No** button to proceed with the posting without viewing, printing, or outputting the transactions first.

A dialog box appears, asking you if you want to post to the general ledger.

- 7 Click the **Yes** button to post the transactions, or click the **No** button to stop the process.

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You are informed of the batches that are processed. If any errors are detected during the posting, a message appears. You can return to the A/R Invoice Entry window and resolve the problem. If the posting is successful, another dialog box appears, asking if you want to print the batches. Either way, the A/R invoice transactions post to the ledger.

## Viewing Batch Information

You can information about the batch used to post the transaction.

### 1 Select **View, View Batch Information**.

You can use the **Previous** and **Next** buttons to move between batches.

The Entry Date, Accounting Period, Site ID, Description, and Batch Type information are automatically populated.

This information is displayed in the table:

**Trans ID** – The Transaction ID is a simple line number that is used as a reference for the transaction detail line.

**G/L Account ID** – The G/L Account ID indicates the ID for the account associated with the debit or credit transaction within the Journal Batch.

**G/L Account Description** – This is a brief description of the G/L Account. This information comes from the Account table. You can modify the Account Description within the Accounting Window.

**Site ID** – The Site ID indicates the site in which the transaction was made.

**Debit** – The Debit column indicates the amount, in the transaction currency, that the current transaction line withdraws from the Account on the current line.

**Credit** – This column indicates the amount, in the transaction currency, that the current transaction line deposits into the Account on the current line.

**Reference** – The Reference column contains any reference information that you entered on the original Journal Entry line.

**Currency ID** – This column indicates the ID for the transaction currency.

**Native** – This column indicates whether the currency is a Native or Non-Native currency. If it is native, this column contains a Y. If it is non-native, the column indicates N.

### 2 To view transactions for a specific currency, select the currency from the Display Currency drop-down list.

To exit the Batch Information dialog box, click **Close**.

## In-context Customer View Panel

Use the Customer View panel to view information about the selected customer. You can view summary information, detail information, and a chart. For information about setting up the summary and detail views, see "In-context View Panels" on page 9–1 in the Concepts and Common Features guide.

To access the panel, select **View, Customer View Panel**.

The panel shows information for the parent accounting entity of the site specified on the header.

These two lines are shown:

**Credit Limit** – A line is displayed for the customer’s credit limit. The credit limit defined for the parent accounting entity of the site on the header is used.

**Credit Balance** – A line is displayed for the customer’s credit balance. If the customer has a negative credit balance, then no line is displayed. The credit balance is calculated by subtracting the customer’s outstanding balance from the credit limit. Specify how to calculate customer outstanding balance in Accounting Entity Maintenance.

The chart has four bars. The bars show totals for all sites in the selected accounting entity, including sites you are not allowed to access. When you click a bar, a grid is displayed showing transactions that contribute to the total value of the bar. The grid shows transactions created in your allowable sites only. As a result, the total of the transactions shown in the grid may not match the total shown by the bar.

This table shows the bars displayed in the chart:

Bar	This bar shows...	Click a bar to view
Orders	<p>The total amount of open order lines. A line is open if one of these conditions is met:</p> <ul style="list-style-type: none"> <li>The line has a status of On Hold, Firmed, or Released.</li> <li>The line has a status of Inherit, and the order header has a status of On Hold, Firmed, or Released.</li> </ul> <p>Sales tax and VAT are not included in the amount calculations.</p>	<p><b>Order ID</b> – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry.</p> <p><b>Desired Ship Date</b> – The date that the customer wants the order shipped is displayed.</p> <p><b>Order Amt</b> – The monetary value of the order. If the order is late, then the amount is displayed in red. An order is considered to be late if it has not shipped by the desired ship date.</p> <p><b>Shipped Amt</b> – The monetary value of any shipments made against the open lines of the order. Shipments made against closed lines are not included in the calculation.</p> <p><b>Currency ID</b> – The functional currency ID of the selected accounting entity is displayed.</p> <p><b>Site ID</b> – The ID of the site where the transaction was created is displayed.</p>

Bar	This bar shows...	Click a bar to view
Shipped	The total amount of uninvoiced shipments.	<p><b>Packlist ID</b> – The ID of the packlist used to ship the order. Click the ID to open the shipment in Shipping Entry.</p> <p><b>Shipped Amount</b> – The monetary value of the shipment. If the order did not ship before the desired ship date, then the value is displayed in red.</p> <p><b>Shipped Date</b> – The date that the order shipped is displayed.</p> <p><b>Ship Via</b> – The shipping method used to ship the order is displayed.</p> <p><b>Currency ID</b> – The functional currency ID of the selected accounting entity is displayed.</p> <p><b>Site ID</b> – The ID of the site where the transaction was created is displayed.</p> <p><b>Order ID</b> – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry.</p>
	Sales tax and VAT are not included in the amount calculations.	
Invoices	The total amount of unpaid invoices.	<p><b>Invoice ID</b> – The ID of the invoice is displayed. Click the ID to open the invoice in Invoice Entry.</p> <p><b>Balance Amount</b> – The total outstanding balance is displayed. If the amount is overdue, then the amount is displayed in red.</p> <p><b>Invoice Date</b> – The date of the invoice is displayed.</p> <p><b>Invoice Amount</b> – The total amount of the invoice is displayed. If the amount is overdue, then the amount is displayed in red.</p> <p><b>Paid Amount</b> – The amount paid to date is displayed.</p> <p><b>Currency ID</b> – The functional currency ID of the selected accounting entity is displayed.</p> <p><b>Site ID</b> – The ID of the site where the transaction was created is displayed.</p>
	Sales tax and VAT are included in the amount calculations.	
Total	The sum of the orders, shipments, and invoices bars.	Information about all transactions that contribute to the customer balance. The information shown in the table is a combination of the other three bars. The Type column shows whether the transaction is a customer order, a packlist, or an invoice. Click an ID to open the transaction.



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## Activities

Activities are available in AR Invoice Entry. Use activities to manually create reminders about follow-up items or to record information about interactions you have with customers.

To add a new activity, select **Edit, Activity Entry**. See "Creating Activities" on page 5–5 in the Concepts and Common Features guide.

To view existing activities, select **View, Activities**. To view all activities related to the purchasing cycle, select View, Activities from a blank Invoice Entry window. To view all activities related to a particular invoice, select the invoice in Invoice Entry before selecting View, Activities. See "Activity Maintenance" on page 5–9 in the Concepts and Common Features guide.

## Document Lifecycle

The Lifecycle Document Viewer shows you documents linked to the sales or purchasing document that you are currently viewing. You can drill down to view all linked documents.

You can access the Sales lifecycle from AR Invoice Entry. These documents are included in the Sales lifecycle:

- Estimates
- Customer orders
- Work orders linked to customer orders
- RMAs
- Shipments
- AR Invoices
- AR Payments

To access the Lifecycle Document Viewer, select **Info, Document Lifecycle....**

See "Document Lifecycle" on page 8–1 in the Concepts and Common Features guide.

## Source and Target Buttons

When you are viewing a transaction, you can use the source and target toolbar buttons to view related transactions. Use the source button to view the previous transaction in the lifecycle. Use the target button to view the next transaction in the lifecycle.

In AR Invoice Entry, the Source button is labeled Packlist. Click the button to open the packlist. The Target button is labeled Payment. It is available if you have created a customer payment for the invoice. Click the Target button to open the payment.

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## Printing Reports and Transactions

Printing reports and transactions is the best way to review your work. Many of the printing routines allow you to print unposted transactions, thus allowing you to check the results BEFORE you permanently post to the General Ledger. As with almost all print programs in VISUAL, it is possible to print to a file, print to your workstation (view), print to a printer, or send the report via e-mail.

When printing reports, Euro compliant users you have the option to print either in the Transaction, Account, Euro or Tracking currency value.

## Printing Invoices

You can print the invoice that is currently being displayed in the A/R Invoice Entry window. This feature is useful if you want to print invoices entered manually, or report an invoice that was edited. You might also want to print invoices before posting them to the General Ledger.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you created the invoice. If you are licensed to use a single site, this field is unavailable.
- 2 Click the **Invoice ID** browse button and select the invoice to print.
- 3 Select **File, Print Invoice** option from the A/R Invoice Entry menu.
- 4 Click the arrow to select a language ID, if necessary.
- 5 Select the Format that you want to use for this invoice from the Format group box.
  - Standard** – The default format.
  - Print Form** – Select this option if you want to print the invoice on a laser printer.
  - User-Defined 1/2/3** – You can define other formats using Quest or Centura Report Builder.x You can define up to three user-defined formats.
- 6 If you want to print only sample forms and not the actual invoice, select the **Print Samples Only** check box located in the Samples group box.
- 7 Select the number of samples you want to print (if any) in the Samples group box. You may want to print one or more sample invoices to ensure that it is aligned properly on the form.
  - Zero Sample Forms** – This option prints the actual invoice without printing a sample.
  - 1 Sample Form** – This option prints one sample form before printing the actual invoice.
  - 3 Sample Forms** – This option prints three sample forms before printing the actual invoice.
- 8 Ensure that the printer is connected and that the form is aligned properly in the printer. For more information on aligning, please see your Printer's documentation.
- 9 Click the arrow to select one of the output types from the drop-down menu.
  - Print** – Use the Print option to send your reports to a printer.
  - View** – Use the View option to send your report to a report view application so you can see the report on screen.
  - File** – Use the File option to send the report to a text file and save it to your computer.

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**E-Mail** – Select this option to send the report in a Rich Text Format by email. If you want to convert this document to PDF (Portable Document Format), select the **PDF Format** check box. If you want to send this e-mail to all of the contacts associated with this document, select the **Send to Document Contacts** check box.

If you selected E-Mail, when you generate the report the system attaches the file to an email.

If you selected the Send to Document Contacts check box, the e-mail is addressed to the associated contacts and the e-mail is sent without any further input from the user.

**10** Select the **Draft Mode** check box to print a draft of the invoice.

If you are satisfied with the printed draft of the invoice, you can reprint the invoice in regular mode (draft mode unchecked).

**11** Click the **OK** button.

The invoice is output to your printer.

Click the **Cancel** button to exit the Print Invoice dialog box without printing the invoices.

Click the **Print Setup** button to modify printer options.

## E-mailing Invoices

You can use this feature to e-mail your A/R invoices to customer contacts. This feature is useful if you want to e-mail invoices instead of, or in addition to, printing. You can also use this feature to preview the invoices selected to be e-mailed before sending them to the recipients. The e-mailing invoices process allows you to preview, e-mail, and print invoices by site, customer, beginning and ending dates, and invoice types. When you click Run the process is launched and the e-mails are consolidated by customer and by site.

**Note:** If no e-mail address is associated with a contact, the e-mail is generated for preview, where you can then add the e-mail address of the recipient.

To e-mail invoices to customers, make sure that you have set up this information in Customer Maintenance for the site from which you are generating invoices:

- On the Order Mgt tab, ensure that the **Email Invoices** check box is selected.
- In the Email Documents dialog, ensure that you have selected the Customer Inv check box for at least one contact.

To e-mail invoices:

- 1** From the A/R Invoice Entry window, select **File, Email Invoices**.
- 2** If you are licensed to use multiple sites, click the **Site ID** arrow and select the site or sites in which you created invoices. If you select **\*\*All\*\*** in the Site ID field, all sites are selected. If you are licensed to use a single site, this field is unavailable.
- 3** To e-mail invoices to a particular customer, specify the Customer ID in the Customer ID field.
- 4** Specify a date range in the Begin Date and End Date fields for the invoices that you want to e-mail.

If you do not specify a date range all invoices for the selected customer and sites are e-mailed.

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- 5 Select the check box of the types of transactions that you want to e-mail. You can select any of these types of invoice documents:
- AR Invoices** – Select this check box to e-mail Account Receivables invoices to the contact’s e-mail address associated with the customer. If you access the Email Invoices dialog from the Account Receivables Invoice Entry window, this check box is already selected.
- MFG Invoices** – Select this check box to e-mail manufacturing invoices to the contact’s e-mail address associated with the customer. If you access the Email Invoices dialog from the Account Receivables Invoice Forms window, this check box is already selected.
- Progress Billing** – Select this check box to e-mail progress billing invoices to the contact’s e-mail address associated with the customer. If you access the Email Invoices dialog from the Progress Billing Entry window or the Project Billing Entry window, this check box is already selected.  
Invoices Progress Billing
- 6 Select one of these check boxes to display distributed invoices or invoice drafts:
- Show Distributed Invoices** – Select this check box to view invoices that have already been e-mailed or printed.
- Show Invoice Drafts** – Select this check box to display invoice drafts in the Email Invoices table. Clear this check box to display only finalized invoices.
- 7 To review e-mails before you send them, select the **Preview Emails** check box. After you click the **Run** toolbar button, the e-mails are opened for your review. The content of the e-mail is generated based on the e-mail template that you set up for AR Invoices in Notification Maintenance.
- To send e-mails without reviewing them first, clear the check box.
- 8 Select or specify information in the Email Invoices table:
- Email** – Select the check box in this column for each invoice that you want e-mailed. When you click the **Run** toolbar button, e-mails are created for the selected invoices. If the check box is clear, no e-mails are created for the invoice.
- Print** – Select the check box in this column to print the invoices to the default printer. When you click the **Run** toolbar button, the selected invoices are printed.
- 9 Review this information in the Email Invoices table:
- Customer ID** – Specifies the Customer ID.
- Customer Name** – Specifies the customer name.
- Site ID** – Specifies the Site ID of the record.
- Invoice ID** – Specifies the Document Invoice ID. If the document invoice is a draft, then the ID displays “Draft” as a suffix.
- Invoice Type** – Specifies the document invoice type created. If the **Print Only** check box was selected for the document invoice type, then draft is added as a suffix to the invoice type. These are the invoice types: AR Inv for an Account Receivables invoice, Memo for an Account Receivables memo, Mfg Inv for a Manufacturing invoice, and PB Event for a Progress Billing invoice. If you are licensed to use Project/A&D functionality, then PB is used for Project Billing.
- File Exists** – Specifies a ‘Y’ if the document invoice file exists, and ‘N’ if it does not.

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**File Link** – Specifies the file path to the invoice. You can click the file path to drill down to the invoice and further review the invoice details.

**Invoice Date** – Specifies the invoice date for Account Receivables invoices and Manufacturing invoices.

**Invoice Amount** – Specifies the invoice amount for Account Receivables invoices, Manufacturing invoices, and Progress Billing invoices.

**Currency ID** – Specifies the currency identifier applied to the invoice.

**Prepaid Order ID** – Specifies the Prepaid Order ID listed on the invoice for a customer deposit or prepayment.

**Prepaid Invoice ID** – Specifies the Prepaid Invoice ID listed.

**Last Distributed** – Specifies the date that the invoice was last distributed.

**Recipients** – Specifies a listing by e-mail address of those customer contacts receiving the invoice distribution.

- 10 You can select all invoices in the Email Invoices table for e-mailing by clicking the **Email - check all rows** toolbar button. Click the **Email - uncheck all rows** toolbar button to clear all invoices from being e-mailed.
- 11 You can select to all invoices in the Email Invoices table for printing by clicking the **Print - check all rows** toolbar button. Click the **Print - uncheck all rows** toolbar button to clear all invoices from being printed.
- 12 Click the **Run** toolbar button to e-mail and print the invoices or draft invoices with **Email** and **Print** check boxes selected. A message is displayed noting the processed invoices.

If any invoices are misprinted you can reprint them using the Print Duplicate Invoice options.

## Setting up your E-mail Preferences

Accounts receivable invoices are e-mailed using your preferred e-mail client. Make sure that your e-mail settings are correctly configured for your installed e-mail client.

To setup your e-mail preferences:

- 1 From your Email Invoices dialog, select **Options, Mail Client Settings**.
- 2 Select your installed e-mail client to be the default from the **Email Client** drop-down list.
- 3 Specify your server address in the Server Address field. Use your e-mail's host name of the outgoing SMTP server address, for example smtp.example.com.
- 4 Specify the server port number to use in the Server Port field. The port number is used by the outgoing SMTP mail server. Commonly used port numbers are 25, 465, and 587, but check with your e-mail service.
- 5 Specify the user name for your default e-mail account in the User Name field. This is often your full e-mail address.

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- 6 Specify your user password in the User Password field. This is the password that you use to sign in to your default e-mail account.

Select and hold your mouse down on the **Show** check box to view your password; otherwise, the field display is automatically encrypted.

- 7 To enable SSL (Secure Socket Layer) security, which is required by some SMTP providers, select the **Use SSL Security** check box.
- 8 Click **Save**.

## Printing G/L Transactions

The G/L Transaction report is available from Invoice Entry and Cash Application. Both reports have the same format but different content. The report printed from the A/R Invoice Entry window shows only invoice activity. Reports printed from the A/R Cash Application window show only cash receipt activity. In either case, you have the option of printing posted or unposted transactions. This allows you to print unposted transactions and review them before posting them to the ledger. You can print the reports in System, Euro or any Tracking currency in both reports. The default is the base reporting Currency ID.

- 1 Select **File, Print G/L Transactions** from the menu.

The Print G/L Transactions dialog box also appears if you preview your postings when posting to the General Ledger.

- 2 Do one of these steps:

- To print a standard report, click the **Standard** tab, and specify this information:

**Site ID** – If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which to view G/L Transactions. If you are licensed to use a single site, this field is unavailable.

**By Accounting Period** – Click this option to generate the report by accounting period.

**End Date of Accounting Period** – Click the **Calendar** button to select any date within an accounting period, or enter the end date in the field provided.

The ending date of the accounting period is automatically determined.

**Fiscal Period** – The fiscal period is entered when an end date is selected.

**By Batch ID** – Click this option to generate the report by Batch ID.

**Starting Batch ID** – Click the Browse button to select the starting batch ID, or enter the starting batch ID in the field provided.

**Ending Batch ID** – Click the Browse button to select the ending batch ID, or enter the ending batch ID in the field provided.

- To print an advanced report, click the **By Accounting Period** option, then click the **Advanced** tab. Specify this information:

**Report Calendar ID** – Click the **Report Calendar ID** arrow and select the reporting calendar to use for the report.

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**Fiscal Year** – Click the **Fiscal Year** browse button and select the fiscal year for the report.

**Site ID(s)** – Click the **Site ID(s)** arrow and select the sites to include in the report. When you select multiple sites, shared tracking currencies are identified and inserted in the Report Currency field. If a shared tracking currency does not exist, “Not Available” is inserted in the Report Currency field. If “Not Available” is displayed, clear site selections until a shared currency can be identified.

- 3 Click the arrow beside the Report Currency ID to select a currency from the list. If you are printing a standard report, the entity currency associated with the site is inserted. If you are printing an advanced report and are printing the report for multiple sites, the drop-down list shows the tracking currencies shared by the selected sites. If no shared tracking currencies are found, “Not Available” is inserted. You cannot run the report if a shared tracking currency is not found. Clear site selections until a shared tracking currency ID is displayed in the drop-down list.

- 4 Click the arrow to select one of the output types from the drop-down menu.

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the General Ledger to a text file. You are then able to edit the file using any text editor.

**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.

- 5 In the **Sequence** group box, select one of the following options.

**G/L Account ID** – Select this option to sort G/L Transactions by Account ID.

**Invoice ID, G/L Account ID** – Select this option to sort by Invoice ID, then by G/L Account ID.

**Batch ID, G/L Account ID** – Select this option to sort by Batch ID, then by G/L Account ID. This option is only active when the Batch Number option is selected.

**Batch ID, Invoice ID** – Select this option to sort by Batch ID, then by Invoice ID. This option is only active when the Batch Number option is selected.

- 6 In the Transactions group box, select one of the following options.

**Print Unposted Tx** – Select this option to print unposted transactions.

**Print Posted Tx** – Select this option to print posted transactions. This option is only active when the Batch Number option is selected.

- 7 Click the **Print** button to output the information.

Click the **Close** button to exit the dialog box without outputting the information.

Click the **Print Setup** button to modify printer options.

If you selected **Print** as the output, a standard Windows Print dialog box appears. You can print selected pages, and modify printer options by clicking on the **Setup** button. Click the **OK** button to print G/L transactions.

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## Printing Aged Receivables Reports

The Accounts Receivable Aging report gives you a listing by customer(s) of all outstanding invoices due and the age of the invoice(s). Use this report to verify open invoices and at month end to reconcile your General Ledger Accounts Receivable Balance.

After you have verified that your invoice entries are correct, you must post them to the General Ledger. Do NOT post to the General Ledger if any invoices need to be modified or deleted.

After periodic revaluation of the Aging Report, as grouped by customer currency, the report should reflect the same currency balances as on the General Ledger. This holds true ONLY immediately following revaluation from each currency that you report. You can produce the report in system or any tracking currency.

**1** Select **File, Print Aged Receivables** from the A/R Invoice Entry menu.

**2** Enter the following information in the Print Aged Receivables dialog box.

**Site ID(s)** – If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

**Receivable Account** – Click the arrow to select either an individual receivable account or all receivable accounts from the list.

Selecting “all” accounts from the list creates a consolidated aging report.

**As Of Date** – Click the **Calendar** button to select an As of Date, or enter a start date in the field provided.

The current system date is the default, which shows all open invoices to date. If you would like the report as of another date, enter it here and only invoices open on or before that date will print. You may save your settings by pressing the **Save as Default** button.

**3** Enter the aging periods for this report in the **Aging Periods** group box.

You can enter four periods for which to report in the Aging Periods fields. The Aging Periods allows you to set how this report will show invoices. The defaults are aging periods of 30, 60, 90 & 120 days.

Select the **Save as Default** button to override the defaults as a one-time instance or save them as your individual override defaults.

**4** Click the arrow beside the Report Display field and select one of the output report types from the drop-down menu.

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the General Ledger to a text file. You are then able to edit the file using any text editor.

**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.

**5** In the Currency ID field, click the arrow and select the currency for the report. If you are printing a report for a single site or multiple sites in the same entity, you can select any currency that the parent entity uses. If you are printing a report for multiple sites in multiple entities, the drop-down



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list shows the currencies shared in common by the parent entities of the selected sites. If no common currencies are found, "Not Available" is inserted. Clear site selections until a common currency ID is displayed in the drop-down list, or select **\*\*Native\*\*** to generate the report in the native currencies of the transactions. If you select **\*\*Native\*\***, report grand totals are not available.

- 6 Enter one of the following options in the **Customers** group box.

**All Customers** – Select this option to print all customers.

**Customer** – Select this option to print a specific customer. Use this prompt in conjunction with the **Invoices** setting, where you can print all invoices or all invoices of a specific currency.

If you selected the Customer option, you need to enter a Customer ID in the Customer ID field. Click the Browse button to select a Customer ID from the list, or enter the Customer ID in the field provided.

- 7 Select one of the following options in the **Report Type** group box.

**Summary** – This option prints line totals by customer.

**Detail** – This option prints all open invoice for each customer.

- 8 Select one of the following options in the **Aging Basis** group box. The Aging Basis tells the system how to age the invoices.

Age the invoices from the **Invoice Date** or from the **Due Date**, which is based on the terms for the customer.

- 9 In the **Sort By** group box, select the **Currency ID** check box if you want to sort by currency.

- 10 In the **Sort By** group box, select one of the following sort options. If you selected the **Currency ID** check box, the Currency ID will be sorted first, then by **Customer ID** or **Customer Name**.

**Customer ID** – Select this option to sort the report by Customer ID.

**Customer Name** – Select this option to sort the report by customer name.

- 11 Select the type of invoice that you want to print from the **Invoices** group box.

**All Invoices** – Select this option to print all invoices.

**All Invoices of Currency** – Select this option to print all invoices of a specific currency.

If you selected All Invoices of Currency, you must also select the type of currency to print. Click the arrow to select a Currency ID from the list.

- 12 To check/calculate the currency rates if printing invoices in a foreign currency, click the **Rates** button.

For additional information about rates, refer to "Setting/Resetting Exchange Rates" on page 3–20.

- 13 Click the **Print Setup** button to modify printer options.

- 14 Click the **OK** button to output the information.

If you selected **Print** as the output, a standard Windows Print dialog box appears.

Make your selections, then click the **OK** button.

The Aged Receivables Report prints.

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## Printing Customer History Reports

The Customer History Report in the A/R Invoice Entry window provides you with current and historical financial information about your customers. It provides you with an overview of each customer's payment history and can be very helpful when working with customers who have questions about their accounts, related invoices, and payments.

- 1 To print customer history on a specific customer, click the Browse button beside the Customer ID field in the A/R Invoice Entry window and select the appropriate customer.

If you want to print all customer history, there is no need to select a customer.

- 2 Select **File, Print Customer History** from the A/R Invoice Entry menu.
- 3 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.
- 4 Click the **Calendar** button beside the Start Date field to select a start date, or enter the start date in the field provided.

Leave this field blank to print a complete history. However, if your database is large and contains several thousand transactions, the resulting report could take a long time to print.

- 5 Click the arrow beside the Report Display field to select one of the following output options.

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the output to a text file. You are then able to edit the file using any text editor.

**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.

- 6 Select one of the following options in the **Customers** group box.

**Print Current Customer** – Select this option to print the customer you selected in the A/R Invoice Entry window.

**Print All Customers** – Select this option to print the history of all customers in the database.

- 7 Click the Print Setup button to modify printer options.
- 8 Click the **OK** button to output the information.

If you selected **Print** as the output, a standard Windows Print dialog box appears.

Make the appropriate selections then click the **OK** button.

The Customer History Report prints.

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## Printing Customer Statements

Customer Statements are simply statements for your customer that show outstanding invoice amounts. The report defaults to print in the customers base currency. You can also produce the report in system or any tracking currency. Print Customer Statements in the A/R Invoice Entry window.

If you do not want to print Customer Statements for a particular customer, you can select the **Disallow Printing of Customer Statements** check box on the Accounting Tab in Customer Maintenance to prevent the system from printing the report. If you run the Customer Statements report for multiple customers, the system skips any customers that have the Disallow Printing of Customer Statements check box selected.

- 1 To print statements for a particular customer, select a Site ID, then click the Browse button beside the Customer ID field to select a customer ID from the list, or enter the customer ID in the field provided.

If you want to print statements for all customers in the database, or for a range of customers, there is no need to select a customer in the A/R Invoice Entry window.

Select **File, Print Customer Statements** from the menu.

- 2 Enter the following information in the Print Customer Statements dialog box.

**Site ID(s)** – If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

**As Of Date** – Click the **Calendar** button to select an As Of Date, or enter the date in the field provided.

This allows you to specify to include all invoices prior to and up to this date.

**Previous Balance Date** – Click the **Calendar** button to select a previous balance date, or enter the date in the field provided.

If you are running the balance forward statement, this option totals all open invoices prior to and up to this date.

**Days Overdue** – Enter the number of days overdue, if applicable.

**Language ID** – If necessary, click the arrow to select a Language ID, or enter a language ID in the field provided.

- 3 Click the arrow beside the Report Display field to select one of the following output types from the menu.

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the output to a text file. You are then able to edit the file using any text editor.

**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.

- 4 Enter one of the three options in the **Customers** group box.

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**Current Customer** – Select this option to print statements for the selected customer in the A/R Invoice Entry window.

**All Customers** – Select this option to print statements for all customers in the database.

**Print Customer Range** – Select this option to print statements for a specified range of customers.

To specify a range, you must click the Browse button beside the Starting Customer ID field to select Customer ID to begin statement printing, and an ending customer ID beside the Ending Customer ID field to end statement printing.

The system skips any customers that have the Suppress Printing of Customer Statement option selected in the Accounting tab in Customer Maintenance.

**5** Select the **Include Credit Balances** check box located in the Customers group box, to filter out customers who have statements with an open balance or a credit value.

**6** Select one of the following options in the Format group box.

**Open Item Statement** – This statement option displays all open items.

**Open Item Balance Forward Statement** – This statement option displays all balance forward open items.

**User defined formats** – This statement option displays user specific formats defined using Quest or Centura Report Builder.

**7** Click the Print Setup button to modify printer options.

Click the **Print** button.

**8** Make the appropriate selections from the Print dialog box, then click on **OK**.

The Customer Statement Report prints.

## Printing VAT Reports

VAT (Value Added Tax) reports are specific to European manufacturers who sell goods within Europe. VAT applies to goods sold within a given country, not goods leaving or entering the country.

VAT is usually product-related rather than destination-related. Since the United States relies on different form of sales tax, the Sales Tax Group Maintenance feature in Financials is disabled when the VAT option is enabled in Accounting Entity Maintenance.

VISUAL 6.2 version includes several VAT enhancement features to properly handle VAT statutory requirements:

- Ability to Tax Freight (maintained in Accounting Entity Maintenance)
- VAT Category Codes (a Belgium requirement)
- VAT Discounts in Accounting
- VAT Codes at the Customer/Vendor level
- Overrides of VAT codes by Customer/Vendor or Part ID
- VAT reports default to “draft” mode

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- 1 From the Accounts Receivable Invoice Entry window, select **File, Print VAT Reports** from the menu.

The Value Added Tax Reports window appears.

- 2 Enter the information in the following fields.

**To Country ID** – Click the arrow to select the Country ID from the list, or enter the Country ID in the field provided.

The default is to print all country IDs.

**Year** – Enter the year you are reporting.

**Period** – Enter the reporting period that works in conjunction with reporting type.

**Report #** – Enter the next sequential report number to use. You can enter any report number that has already been created. The report is automatically assigned a number to one at the beginning of the new year.

If you assigned automatic numbering in Accounting Entity Maintenance, this field is automatically populated using the settings you requested.

**Report Currency** – Click the arrow to select the report currency from the list.

**From/To** – This field indicates the date range of the reporting period.

Depending on what you choose in the **Period Type** group box (discussed in step 4) determines whether or not you have the option to select a date range. The **Monthly, Quarterly, and Yearly** selections are preset dates that are automatically populated in the From/To field. However, if you choose the **User Defined** radio button, you must select the date range for the reporting period.

To select a date range, click the **Calendar** button beside the appropriate field to select the date you want, or enter the date in the field provided.

- 3 Enter one of the following options in the **Select Using** group box.

**Invoice Date** – Select this option to include transactions using the From/To field based on the invoice date.

**Posting Date** – Select this option to include transactions using the From/To field based on the posting date.

- 4 Enter one of the following options in the **Period Type** group box. The dates in the From/To field are automatically populated for Monthly, Quarterly, and Annually selections.

**Monthly** – Select this option to print a monthly VAT report.

**Quarterly** – Select this option to print a quarterly VAT report.

**Annually** – Select this option to print an annual VAT report.

**User Defined** – Select this option to print the VAT report using specific dates in the From/To field.

- 5 Click the arrow to select the type of output for this report.

**Print** – Select this option to output the file to a printer. The file will be sent to the selected default printer in Printer Setup. When the Print dialog box appears, click on **Ok**.

**View** – Select this option to see what the output will look like before you print it. When the information appears on the window, you can scroll through and printed if you want a hard copy.

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**File** – To save the report to a text file. When you click on **Ok**, the Print to File dialog box appears.

Specify the destination directory and filename in the Filename field. If a destination is not specified, the text file is placed in the same directory that the program files were placed in when the database was installed (i.e. the default VMFG).

Click the **Include field names on first output line** if you want to output column labels.

Click **Ok** and the file that can be edited using any text editor is created.

**E-mail** – Select this option to send the report as an .RTF attachment through Microsoft Outlook.

- 6** Select any of the check boxes that apply to this report.

**Draft Mode** – If you do NOT want to commit any reports to the database, click the **Draft Mode** check box.

In Draft mode, you can create a scenario to see what the line item quantity would be when you change the reporting frequency. This mode also allows you to print a report and makes sure all the necessary data is there.

When you generate this report, all of the lines included in the report are flagged (according to the specifications) on the database as reported. You can only request this report once. A “work around” is allowed for this one-time only report. Request to rerun the report in “draft mode.” If you request to run the report in draft mode (after the report has initially been run) click on the **Show Reported Lines** option.

You may want to incorporate a procedure to use the Draft mode to confirm accuracy prior to running the actual reports.

**Show Reported Lines** – If you request to run the report in draft mode (after the report has initially been run) click on the **Show Reported Lines** option to print reported lines.

**Report Freight Separately** – Select this check box to print freight separately.

- 7** Specify what type of order to print your VAT report by selection one of the following options in the **Sort By** group box. Choose from Customer ID, Country ID, Invoice ID, Invoice Date, VAT Code, and VAT Category.
- 8** Choose the type of transactions you want to print for your report in the **Report Type** group box. Choose from one of the following options: Receivables, Payables, Receivables/Payables Summary, and VAT Book.

If you select the VAT Book option, you must also supply the VAT Book by clicking the Browse button beside the VAT Book field, or entering the VAT Book in the field provided.

- 9** Enter one of the following support formats in the **Format** group box.

**Standard** – Select this option to print the VISUAL standard format for this report. For an example of this report, refer to “Reports” in Appendix A of this manual.

**User Defined 1/2/3** – Select this option to print a user defined format. These options are not available if you have not created a format.

.QRP files are used to define formats as follows: Note: x is 1, 2, or 3

VAT Payables/Payables VAT Book: VJVATPUx.QRP.

VAT Receivables/Receivables VAT Book: VJVATRUx.QRP.

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VAT Summary: VVATSUX.QRP.

**10** Click the **Print Setup** button to modify printer settings.

**11** Click the **Print** button to output the report.

Click the **Close** button to exit this dialog box without printing the VAT report.

## Printing ESL Reports

ESL reports are specific to European manufacturers that sell products outside Europe. The European Community (EC) requires that goods sold and manufactured in Europe be tracked so that their origin and destination are recorded in some permanent way. Each manufacturer and distributor of goods must report items sold and distributed, where they were manufactured or obtained, and where they were sent, including intermediate distribution points, when the origin or destination is outside of the country where the manufacturer or distributor resides. Only VAT registered companies are required to provide Intrastat information. Intrastat uses the Country IDs to track good movements, allowing only those goods that have been sold to outside countries to appear on the Intrastat report.

You can also print ESL (European Sales List) reports from this option. ESL reports are a VAT report that is based on goods reported under Intrastat.

**1** From the A/R Invoice Entry window, select **File, Print ESL Reports** from the menu.

**2** Enter the appropriate information in the following fields:

**Country ID** – This option exists to view data by country. For dispatches, the country selected is the *to* country. For arrivals, the country selected is the *from* country.

Click the arrow to select a Country ID, or enter the Country ID in the field provided. All countries is the default.

Create Country IDs in Application Global Maintenance.

**Year** – Enter the reporting year.

**Period** – Enter the reporting period. The reporting period reflects the date range of the report.

**Report #** – Enter the next sequential report number to use. You can enter any report number that has already been created. The report number is automatically assigned to one at the beginning of the new year. Set the report sequence number in Accounting Entity Maintenance.

**Period Type** – Select the appropriate period type: **Monthly**, **Quarterly**, or **Annually**.

The period and year default to the date range of the current date. You can only change the Period Type in draft mode.

**3** Select one of the following output types from the drop down list.

**Print** – Select this option to output the file to a printer. The file will be sent to the selected default printer in Printer Setup. When the Print dialog box appears, click on **Ok**.

**View** – Select this option to see what the output will look like before you print it. When the information appears on the window, you can scroll through and printed if you want a hard copy.

**File** – To save the report to a text file. When you click on **Ok**, the Print to File dialog box appears.

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Specify the destination directory and filename in the Filename field. If a destination is not specified, the text file is placed in the same directory that the program files were placed in when the database was installed (i.e. the default VMFG).

Click the **Include field names on first output line** if you want to output column labels.

Click **Ok** and the file that can be edited using any text editor is created.

**E-mail** – Select this option to send the report as an .RTF attachment through Microsoft Outlook.

- 4 Enter any of the following check boxes that apply.

**Draft Mode** – If you do NOT want to commit any reports to the database, click the **Draft Mode** check box.

In Draft mode, you can see what the line item quantity would be if the reporting frequency were changed. This mode also allows the user to print a report and make sure all the necessary data is there. You have the option of editing data from this dialog box by clicking the **Edit** button. Refer to step 8 for more information.

**Show Reported Lines** – If you request to run the report in draft mode (after the report has initially been run) click on the **Show Reported Lines** option to print reported lines.

**Include Invoices for Customer** – Select to include customers with a VAT number, or customers without a VAT number in the report.

**Sort By** – Choose to sort your report by Customer ID, Country ID.

**Format** – Select either the standard VISUAL format, or one of the three user-defined formats, if applicable.

Reporting supports the following user defined formats:

- 5 Click the **Print Setup** button in the ESL Report dialog box to modify printer settings.

- 6 Click the **Print** button to print the report.

The report is printed. To view an example of the ESL report, refer to “Reports” in Appendix A of this manual.

Click the **Close** button to exit this dialog box without printing the ESL report.

## Customizing User Defined Report Format Labels

If you have created user-defined report formats for the Invoice, Customer Statement, ESL, or VAT reports, you can customize the labels that are displayed for the formats in the report dialog boxes.

To customize the labels:

- 1 Select **Admin, Preferences Maintenance**.

- 2 Click the **Insert** button.

- 3 Specify this information:

**Section** – Specify **AccountsReceivable**.

**Entry** – Specify the user-defined label to change. Specify one of these entries:



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**RenameESLUD1, RenameESLUD2, RenameESLUD3** – Specify these entries to change the user-defined report format labels in the Intrastat/ESL report dialog.

**RenameVatUD1, RenameVatUD2, RenameVatUD3** – Specify these entries to change the user-defined report format labels in the VAT report dialog.

**RenameInvUD1, RenameInvUD2, RenameInvUD3** – Specify these entries to change the user-defined report format labels in the Invoice report dialog.

**RenameCustUD1, RenameCustUD2, RenameCustUD3** – Specify these entries to change the user-defined report format labels in the Customer Statement report dialog.

**Value** – Specify the new label for the user-defined report.

- 4 Click **Save**.



## Chapter 4: Collections Window

The Collections module enhances the collections and credit management efforts of the Receivables Department by tracking the status of open receivables. By use of notes within the Collections Module, you can track and monitor discussions with customers either through the customer order or the invoice. You can access the information by customers individually or by all customers, by currency, or by tardiness for a thorough review of your collection invoice data. The module displays all invoices currently held in the Accounts Receivable system. **Invoices that you print from VISUAL but do not pass to Accounts Receivable are not visible on the Collections module.** To view those invoices, you need to copy from VISUAL Manufacturing first.

This chapter includes:

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### Accessing the Collections Window

The Collections window is accessible from the A/R Invoice Entry window, and the **Receivables** menu option from the main menu.

Select **Receivables, Collections Window** from the main menu.

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## Setting/Resetting Collection Schedules

Use Setting/Resetting Collection Schedules when you and your customer establish a new collection schedule agreement to set, convert, or reschedule existing delinquent invoices.

- 1 Access the Collections window, either as described in “Using Collections” on page 3–14 or “Accessing the Collections Window” on page 4–1.
- 2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites for which you are setting collection schedules. If you are licensed to use a single site, this field is unavailable.
- 3 Enter or select a Customer ID with unpaid invoices. You can enter the Customer ID manually, or you can click the browse button to select it from the list that appears.

You can press **Previous Customer ID in Set** and **Next Customer ID in Set** toolbar buttons to move sequentially to the next customer or previous customer in the list, which populates the window with the customer’s open item information. By using this feature, you address all of the open items in your database.

- 4 Click the arrow next to the Currency ID field to select a Currency ID from the list.

If you are viewing information for multiple sites, the drop-down list shows the tracking currencies shared by the selected sites. If no shared tracking currencies are found, “Not Available” is inserted. Clear site selections until a shared tracking currency ID is displayed in the drop-down list.

- 5 If you want to display only late invoices, click the **Show only late invoices** check box at the bottom of the window.
- 6 To view the invoice transaction, select the detail line, then click the **View Invoice** button, or you can open the specific invoice that you want to view by double-clicking the highlighted invoice.
- 7 Click the **View Orders** toolbar button to view open orders for a particular customer or for all customers in your database.

To change the status of one or more invoices, select the invoice(s) you want to change, then click the appropriate button located below the table.

The Select All button allows you to select all invoices within the table.

**Release** – Click this button to change the invoice to a released status.

**Hold** – Click the **Hold** button to change the invoice to a Hold status.

Another way to change the status of an invoice is to change each invoice in the table. Click in the appropriate cell under the Status column. An arrow appears. Click the arrow to select either a Released, or Hold status.

- 8 When you are finished with the Review Orders dialog box, click the **Save** button to save your changes, or the **Cancel** button to exit without saving changes.

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## Using the Collection Payment Schedule

Use the Collection Payment Schedule function to track and schedule payments on unpaid invoices based on the customer's promise to pay.

If you have multiple unpaid invoices for the same customer, you can schedule to track them together. You can monitor the schedules for collection activity and follow-up using the assignment of promissory dates and amounts. You can arrange an auto schedule using a starting date, period length and number of periods or payment amounts to create the schedule. If multiple invoices are part of the schedule, auto schedule applies payments based on each invoice's order of age until each invoice is completely paid.

You can establish collection schedules manually or through the Auto Schedule feature. If a schedule does not exist for a customer, the schedule defaults to full payment of the invoice(s) on their original due date.

- 1 To manually or automatically set up payment schedules, highlight the invoice(s) that you want to schedule for collection from the Collections window.

Several ways are offered to select the invoice lines:

- Drag the cursor to highlight several consecutive invoices.
- Use the SHIFT key and the arrow key simultaneously.
- Use the CTRL key and highlight each line to select non-consecutive rows.

- 2 After you select the invoice line(s) you want to schedule, either click the **Setup Payment Schedule** toolbar button, or from the Edit menu, select **Select Receivable Payment Schedule**.

## Creating Automatic Payment Schedules

Use the Auto Collection Payment Schedule function to establish payment amounts agreed to by your customer to satisfy outstanding balances.

To Create an automatic Payment Schedule:

- 1 From the Collections window, select all invoices that you want to include in the payment schedule.
- 2 Click the **Setup Payment Schedule** toolbar button.
- 3 Enter information in the following fields to create a payment schedule:

**Start date** – Click the **Calendar** button beside the Start Date field to select a start date, or enter a start date in the field provided.

It is assumed that the Collection Schedule begins on the first day of the period following the current system date.

**Period length** – This is the number of days, weeks, months that you schedule the collection payment promise. This field allows you to specify how frequently your customer promises to pay.

**Payment Amount** or **Number of Periods** – The next two fields establish the promise value in the Payment Schedule.

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If you designate a specific Payment Amount, the promises are applied against the oldest invoice in the plan for this amount until the invoice is paid in full and continues to the next oldest invoice until all invoices have been scheduled (provided multiple invoices have been assigned to the schedule).

If you specify a Number of Periods, a payment amount is calculated that 'pays in full' the invoice(s) over that number of periods. This amount is then applied to the invoice(s) on a 'first in first out' basis.

- 4 Click the **Auto Schedule** button, then move the Auto Schedule payments dialog box so that the Collections Schedule box is viewable.

The payment promise information is assigned to the invoice(s) information on the Collection Schedule.

- 5 Select the appropriate view check boxes.

There are two check boxes that affect the manner in which the data is displayed in the window. The **Combined Invoices** check box enables you to view combined activities for multiple invoices entered on the same day into one line on the window. The Invoice ID column on these lines reads **Multiple Invoices**.

The **Combine History** check box summarizes all activity prior to the "current" date into one line on the window.

- 6 Click **Print** to print a hard copy of the Auto Payment Schedule.

You can recalculate your payment schedule as many times as necessary before committing to a schedule.

- 7 Click **Save** to save the Payment Schedule.

## Creating Manual Payment Schedules

Create manual payment schedules by physically setting the payment plan within the payment table. When you select either a single invoice or a combination of invoices, the Total Due and Balance Due amounts appear above the payment table at the top of the window. It is important to note that the Scheduled Payment Amounts (individually or in total) cannot exceed the Total Due. If the Total Scheduled Payment Amount exceeds the Total Due, an error message appears, stating that the Collection schedule is invalid. You must assess the schedule and make adjustments accordingly.

- 1 From the Collections window, select all invoices that you want to include in the payment schedule.
- 2 Click the **Setup Payment Schedule** button.

The Auto Schedule Payments dialog box appears.

- 3 Click the **Close** button to exit the Auto Schedule Payments dialog box to view the Collections Schedule window.

The Collections Schedule window appears.

Each invoice selected appears in the payment schedule table as one detail line displaying the total amount due under the **Scheduled Payment** column.

---

The last two lines represent the total lines and are recalculated each time a payment is made by the customer.

**Thru Today** – This indicates the total amount that the customer owes as of the current system date.

**Total** – This indicates the total overall amount that the customer owes.

- 4 To create more than one payment for an invoice, click the cell under the **Scheduled Payment** column that you want to change, and enter the first payment amount.

Press the TAB or ENTER key and the Total Due, Balance Due, Amortized Invoice Balance, and the Cumulative Amount Owed are recalculated.

- 5 Click the **Insert** button to add another payment for the invoice.

The active line is indicated by a black arrow in the row header.

- 6 If you selected more than one invoice for the payment schedule, the last invoice listed is highlighted and an arrow appears in the Invoice ID cell.

Click the arrow to select the appropriate invoice.

- 7 Press the TAB key, or click in the appropriate cell under the Date column to enter the date the customer pays the next payment.

- 8 Press the TAB key, or click the appropriate cell under the **Scheduled Payment** column to enter the payment amount for the next payment.

Press the TAB or ENTER key and the Total Due, Balance Due, Amortized Invoice Balance, and the Cumulative Amount Owed are recalculated.

- 9 Repeat steps 4 through 8 where necessary. If your payment amounts exceed the invoice amount, or the total amount due, a dialog box is displayed that indicates the amount you entered is invalid. You must correct the payment schedule for that invoice before continuing.

- 10 To delete a payment row, select the row then click the **Delete** button located directly beneath the table, beside the **Insert** button.

**Caution:** There are two **Delete** buttons on the Collections Schedule window. Make sure you select the correct button for the function you want to perform. The **Delete** button located directly beneath the payment table and beside the **Insert** button deletes a row within the Payment Schedule table. The **Delete** button at the bottom of the Collections Schedule window deletes the entire payment schedule.

- 11 Select one or both of the check boxes, if necessary.

These two check boxes affect the manner in which data is displayed in the window. The **Combined Invoices** check box enables you to view combined activities for multiple invoices entered on the same day into one line on the window. The Invoice ID column on these lines reads Multiple Invoices.

The **Combine History** check box summarizes all activity prior to the “current” date into one line on the window.

- 
- 12 When you have completed the payment schedule, click the **Save** button to save your payment schedule.

Click the **Close** button to exit the Collections Schedule window after saving the payment schedule, or exit without saving the payment schedule.

Click the **Delete** button to delete a saved schedule, or clear the unsaved schedule from the table.

- 13 Click the **Print** button to print a hard copy of the payment schedule.

## Viewing Invoices and Orders

The Collections window allows you to view details of invoices using the A/R Invoice Entry window, and orders using the Collections window.

### Viewing Invoices

- 1 In the Collections Window table, select the invoice that contains the details you want to view.
- 2 Click the **View Invoice** toolbar button, or from the View menu, select **Invoice**.
- 3 To return to the Collections window, click the **X** button in the top right corner, or select **File, Exit** from the A/R Invoice Entry menu.

### Viewing Orders

- 1 In the Collections Window table, select the invoice that contains the details you want to view.
- 2 Click the **View Order** toolbar button, or from the View menu, select **Order**.
- 3 You can release or put a hold on orders listed in this dialog box.

Select the order(s) you want to release or hold, then click the **Release** or **Hold** button located below the table.

To select all orders, click the **Select All** button, then select the appropriate **Release** or **Hold** button.

- 4 Click the **Save** button to save your changes, or the **Cancel** button to exit the dialog box without saving changes.

## Working with Notations

Notations (notes, for short) are free form text used exclusively for internal documentation purposes. Although they are associated with the customer order in much the same way as specs, they are fundamentally different:



- 
- Notes are exclusively for the internal use of your business. They are NOT included on any outgoing paperwork.
  - Individual note entries are automatically date/time stamped, and maintained as separate entries. You can scroll through the notes attached to an invoice or customer for histories of information. This is different from specs, where you can modify the entire block of text at any point as a single object.

All notations in Financials function in the same way.

There are four types of notes in the Collections window:

- **Customer Notes** – Use Customer Notes to keep a running journal associating the current Customer with the invoice. The notes can be used for internal dialogs regarding the customer. Customer notes are NOT linked to any invoice, but to the current customer. If no customer is selected, the Customer Notes are not active. Customer Notes are accessed by pressing the **Customer Notes** toolbar button on the Collections window, or by selecting **Notes, Customer Notations** option from the menu.
- **Invoice Notes** – Use Invoice Notes to associate notations to the particular invoice. You can use them for internal information concerning this specific invoice. Invoice Notes are accessed by pressing the **Invoice Notations** toolbar button in the Collections window, or by selecting **Notes, Invoice Notations** option from the menu.
- **Customer Collection Notes** – Use Customer Collection Notes to associate customer collection agreements to the invoice. You can use the notes for reviewing and updating unpaid invoice collection diary notes. Use this feature to document and track for easy recall related collection discussions/conversations with the customer.
- **Invoice Collection Notes** – Use Invoice Collection Notes to track specific customer issues that relate directly to collection efforts concerning a particular invoice. You can then establish a payment schedule for unpaid invoices.

The customer notes and invoice notes work in basically the same way. The difference between them is that customer notes reference the general customer notes data, whereas invoice notes are tied to the invoice.

The customer collection notes and invoice collection notes are available to record, as a permanent record, invoice collection discussions between the department and the customer. A Schedule option is available to allow for the scheduling of payments for invoices including the Due dates and Invoice amounts.

## Configuring Line Item Tables

The Collections window allows you to add or remove columns in the Collections detail table.

- 1 Select **Options, Configure Line Item Table** from the Collections menu.

The table contains a line for each column shown in the table. The Column Name is the internal VISUAL column name and begins with the letters **col**. The name is usually close to the column's function and/or title.

The attribute column controls the visibility of the columns, showing Visible or Hidden. The Title column shows the text that appears in the column header.

- 
- 2 To show or hide columns, select the appropriate row and click **Make Visible** or **Make Hidden** buttons located below the table. You can use **Select All** or **Deselect All** if you want to show or hide most of the columns at once.
  - 3 To modify column titles, click in the field you want to edit, then enter the appropriate information. You can use the @ sign in titles to indicate a line break, to specify titles to appear on multiple lines.
  - 4 Click the **OK** button to complete the operation. Note that this also saves the current column sizes and positions.

**Caution:** Do not hide any columns that are required in VISUAL. If this happens, you receive the normal error message that a field needs an entry when you try to use the application.

## Printing Reports

The Collections window contains four reports available for printing: Aged Receivables, Customer History, Customer Statements, and Invoice.

### Printing Aged Receivables Reports

The Accounts Receivable Aging report gives you a list by customer(s) of all outstanding invoices due and the age of the invoice(s). Use this report to verify open invoices and at month end to reconcile your General Ledger Accounts Receivable Balance.

After you have verified that your invoice entries are correct, you must post them to the General Ledger. Do NOT post to the General Ledger if any invoices need to be modified or deleted.

After periodic revaluation of the Aging Report, as grouped by customer currency, the report should reflect the same currency balances as on the General Ledger. This holds true ONLY immediately following revaluation from each currency that you report. You can produce the report in system or any tracking currency.

- 1 Click the **Print** toolbar button, or select **File, Print Aged Receivables** from the Collections menu.
- 2 Enter the following information in the Print Aged Receivables dialog box.

**Site ID(s)** – If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

**Receivable Account** – Click the arrow to select either an individual receivable account or all receivable accounts from the list.

Selecting “all” accounts from the list creates a consolidated aging report.

**As Of Date** – Click the **Calendar** button to select an As of Date, or enter a start date in the field provided.

---

The current system date is the default, which shows all open invoices to date. If you would like the report as of another date, enter it here and only invoices open on or before that date will print. You may save your settings by pressing the **Save as Default** button.

- 3** Enter the aging periods for this report in the **Aging Periods** group box.

You can enter four periods for which to report in the Aging Periods fields. The Aging Periods allows you to set how this report will show invoices. The defaults are aging periods of 30, 60, 90 & 120 days.

Select the **Save as Default** button to override the defaults as a one-time instance or save them as your individual override defaults.

- 4** Click the arrow beside the Report Display field and select one of the output report types from the drop-down menu.

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the General Ledger to a text file. You are then able to edit the file using any text editor.

**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.

- 5** In the Currency ID field, click the arrow and select the currency for the report. If you are printing the report for multiple sites, the drop-down list shows the tracking currencies shared by the selected sites. If no shared tracking currencies are found, “Not Available” is inserted. Clear site selections until a shared tracking currency ID is displayed in the drop-down list, or select \*Native\* to run the report in each document’s native currency. If you choose \*Native\*, report grand totals are not available.

- 6** Enter one of the following options in the **Customers** group box.

**All Customers** – Select this option to print all customers.

**Customer** – Select this option to print a specific customer. Use this prompt in conjunction with the Invoices setting, where you can print all invoices or all invoices of a specific currency.

If you selected the Customer option, you need to enter a Customer ID in the Customer ID field. Click the Browse button to select a Customer ID from the list, or enter the Customer ID in the field provided.

- 7** Select one of the following options in the **Report Type** group box.

**Summary** – This option prints line totals by customer.

**Detail** – This option prints all open invoice for each customer.

- 8** Select one of the following options in the **Aging Basis** group box. The Aging Basis tells the system how to age the invoices.

Age the invoices from the **Invoice Date** or from the **Due Date**, which is based on the terms for the customer.

- 9** In the **Sort By** group box, select the **Currency ID** check box if you want to sort by currency.

- 10** In the **Sort By** group box, select one of the following sort options. If you selected the **Currency ID** check box, the Currency ID will be sorted first, then by **Customer ID** or **Customer Name**.

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**Customer ID** – Select this option to sort the report by Customer ID.

**Customer Name** – Select this option to sort the report by customer name.

**11** Select the type of invoice that you want to print from the **Invoices** group box.

**All Invoices** – Select this option to print all invoices.

**All Invoices of Currency** – Select this option to print all invoices of a specific currency.

If you selected All Invoices of Currency, you must also select the type of currency to print. Click the arrow to select a Currency ID from the list.

**12** To check/calculate the currency rates if printing invoices in a foreign currency, click the **Rates** button.

**13** Click the **Print Setup** button to modify printer options.

**14** Click the **OK** button to output the information.

If you selected **Print** as the output, a standard Windows Print dialog box appears.

Make your selections, then click the **OK** button.

The Aged Receivables Report prints.

## Printing Customer History Reports

The Customer History Report in the Collections window provides you with current and historical financial information about your customers. It provides you with an overview of each customer's payment history and can be very helpful when working with customers who have questions about their accounts, related invoices, and payments.

**1** To print customer history on a specific customer, click the Browse button beside the Customer ID field and select the appropriate customer.

If you want to print all customer history, there is no need to select a customer.

**2** Select **File, Print Customer History** from the Collections menu.

**3** If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

**4** Click the **Calendar** button beside the Start Date field to select a start date, or enter the start date in the field provided.

Leave this field blank to print a complete history. However, if your database is large and contains several thousand transactions, the resulting report could take a long time to print.

**5** Click the arrow to select one of the following output options.

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the output to a text file. You are then able to edit the file using any text editor.

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**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.

- 6 Select one of the following options in the Customers group box.

**Print Current Customer** – Select this option to print the customer you selected in the Collections window.

**Print All Customers** – Select this option to print the history of all customers in the database.

- 7 Click the **Print Setup** button to modify printer options.

- 8 Click the **OK** button to output the information.

If you selected **Print** as the output, a standard Windows Print dialog box appears.

Make the appropriate selections then click the **OK** button.

The Customer History Report prints.

## Printing Customer Statements

Customer Statements are statements for your customer that show outstanding invoice amounts. The report defaults to print in the customers base currency. You can also produce the report in system or any tracking currency.

- 1 To print statements for a particular customer, click the Browse button beside the Customer ID field to select a customer ID from the list, or enter the customer ID in the field provided.

If you want to print statements for all customers in the database, or for a range of customers, there is no need to select a customer in the Collections window.

- 2 Select **File, Print Customer Statements** from the menu.

- 3 Enter the following information in the Print Customer Statements dialog box.

**Site ID(s)** – If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.

**As Of Date** – Click the **Calendar** button to select an As Of Date, or enter the date in the field provided.

This allows you to specify to include all invoices prior to and up to this date.

**Previous Balance Date** – Click the **Calendar** button to select a previous balance date, or enter the date in the field provided.

If you are running the balance forward statement, this option totals all open invoices prior to and up to this date.

**Days Overdue** – Enter the number of days overdue, if applicable.

**Language ID** – If necessary, click the arrow to select a Language ID, or enter a language ID in the field provided.

- 4 Click the arrow beside the Report Display field to select one of the following output types from the menu.

---

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the output to a text file. You are then able to edit the file using any text editor.

**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.

- 5 Enter one of the three options in the **Customers** group box.

**Current Customer** – Select this option to print statements for the selected customer in the Collections window.

**All Customers** – Select this option to print statements for all customers in the database.

**Print Customer Range** – Select this option to print statements for a specified range of customers.

To specify a range, you must click the Browse button beside the Starting Customer ID field to select Customer ID to begin statement printing, and an ending customer ID beside the Ending Customer ID field to end statement printing.

- 6 Select the **Include Credit Balances** check box located in the Customers group box, to filter out customers who have statements with an open balance or a credit value.

- 7 Select one of the following options in the Format group box.

**Open Item Statement** – This statement option displays all open items.

**Open Item Balance Forward Statement** – This statement option displays all balance forward open items.

**User defined formats** – This statement option displays user specific formats defined using Quest or Centura Report Builder.

- 8 Click the **Print Setup** button to modify printer options.

Click the **Print** button.

- 9 Make the appropriate selections from the Print dialog box, then click on **OK**.

The Customer Statement Report prints.

## Printing Invoices

You can print a specific invoice from the Collections window using the Print Invoice feature.

- 1 Highlight the invoice you want to print from the table.

- 2 Select **File, Print Invoice** from the menu.

- 3 Click the arrow to select a Language ID from the list if you have set up language forms.

To create language IDs, refer to “Specifying Language Forms Information” on page 1–15 of this book.

- 4 Enter one of the following options in the **Format** group box.

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**Standard** – This is the default format.

**Print Form** – Select this option if you are printing to a laser printer.

**User-defined 1/2/3** – If you have defined other formats using Quest or Centura Report Builder, these formats are available using one of these options.

5 Select the **Print Samples Only** check box if you want to print a sample invoice. This allows you to check printer alignment.

6 Select one of the following options in the Samples group box.

**Zero Sample Forms** – Select this option to print the invoice without printing sample forms.

**1 Sample Form** – Select this option to print one same form before printing your invoice.

**3 Sample Forms** – Select this option to print three sample forms before printing your invoice.

7 Click the arrow to select one of the following output types for your report.

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the General Ledger to a text file. You are then able to edit the file using any text editor.

**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.

8 Select the **Draft Mode** check box to verify the accuracy of the report before officially printing the invoice.

9 Click the **OK** button to continue.

Click the **Print Setup** button to modify printer settings.

Click the **Cancel** button to cancel printing and return to the Collections window.





## Chapter 5: Cash Application

After you have shipped goods and invoiced your customers for those goods, you receive payments on those invoices. To enter these payments, use Cash Application from the Receivables menu of Financials. This application allows you to apply cash receipts to specific invoices by customer. When you post the transactions to the General Ledger, the Cash account is debited and the A/R account is credited, while also marking the invoices paid.

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## Introducing Cash Application

For each Account/System (Euro)/and Tracking currency, any difference between the rate applied to the invoice and the rate applied to cash receipts is recorded as an exchange gain or loss as required by the Generally Accepted Accounting Principles (GAAP) and International Accounting Standards (IAS). The Multi-Currency write-off issues are addressed successfully and the proper write-off amounts are generated and they are allocated to the appropriate default Currency ID or the G/L Interface Table Accounts. You can view the write-off values prior to saving and posting to the General Ledger.

The System Administrator can set security over the variation between the exchange rate in effect on the date of application to the rate manually set during Cash Application.

## Starting Cash Application

Follow these procedures to implement the process of inputting received invoices.

Select **Receivables, Cash Application** from the main menu.

## Assigning Deposit IDs

You must assign a Deposit ID to all cash receipts when you enter them in the A/R Cash Application module. Assigning a Deposit ID links a payment check to a specific bank deposit.

To assign a new Deposit ID:

**1** Type the new Deposit ID in the Deposit ID field.

**2** Press the TAB key to move to the Description field.

The Deposit ID is recognized as new and not on the existing table. A dialog box appears, asking if you want to add the Deposit ID.

**3** Click the **Yes** button to add or the **No** button to cancel.

If you clicked the **Yes** button, the Add Deposit ID dialog box appears.

**4** Enter the following information in the Add Deposit dialog box.

**Description** – Enter a pertinent description in the description field to describe the Deposit.

**Date** – Click the **Calendar** button to select a date to deposit the received invoice, or enter the date in the field provided.

The current system date is the default.

**5** Click the **OK** button to assign the new deposit ID to the invoice, or the **Cancel** button to exit without saving the new deposit ID.

**6** Click the **Save** toolbar button.

To assign an existing Deposit ID:

- 
- 1 If the Deposit ID has already been established, click the Browse button beside the Deposit ID field to select the Deposit ID from the list, or enter the existing Deposit ID in the field provided.
  - 2 Click **Save** toolbar button.

## Setting Up Auto Numbering

Use the Auto Numbering function to generate the Transaction ID. Using this function can significantly reduce keystrokes and confusion. Although it is not required, it is highly recommended that you use this feature. You would normally setup Automatic Numbering during implementation; however, you can activate Automatic Numbering at any time.

If you want to modify your numbering scheme **after** you have entered data, you may do so here. You cannot, however, use duplicate numbers. If you try to assign a duplicate number, a warning message is generated asking you to supply a different number.

If you are licensed to use multiple sites, you can set up a different auto-numbering scheme for each of your sites. This is highly recommended. If you set up a different auto-numbering scheme for each site, then transactions within a single site will be numbered consecutively.

- 1 Select **Edit, Auto Numbering for General Journal** from the Cash Application menu.
- 2 Enter the following information in the Setup Automatic Numbering dialog box.

**Site ID** – If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which to set up automatic numbering. If you are licensed to use a single site, this field is unavailable.

**Next Sequential Number** – Enter the next number that you want to use for the numeric portion of the Transaction ID.

This number can be up to seven digits long.

**Alphanumeric Prefix/Suffix** – Assign any Alphanumeric Prefix or Suffix in the corresponding fields.

These are case sensitive; you should use capitals for all letters.

**Number of Decimal Digits** – Enter the total number of digits in the numeric portion for the ID.

This number is used to generate the proper number of leading zeroes, if you select that option.

**Show Leading Zeros** – If you want leading zeroes to be included in a number, select the **Show Leading Zeroes** check box.

This keeps all IDs the same number of characters in length.

- 3 Click the **Save** button to save the changes, or the **Cancel** button to close the dialog box without saving the changes.

---

## Setting Up the Preferences Maintenance for Auto Numbering of Deposit IDs

An auxiliary tool is offered that you can use to automatically assign the Deposit ID as the current system date. You can set the auto numbering either globally or at a specific workstation.

In Preferences Maintenance, find the Visual Financials section. For the DateAsDepositID entry, specify Y.

## Applying Payments to Invoices

When you receive a payment from a customer, you need to apply the amount to the open invoices for that customer. You can receive payment in any currency.

To apply payments to invoices:

- 1 Click the Browse button beside the Bank Account ID field to select a Bank Account ID from the list, or enter the Bank Account ID in the field provided.

This is the Bank to which the payment is deposited.

- 2 If you are licensed to use multiple sites, click the **Cash Mgmt Site ID** arrow and select the site that processes the transaction. The site you specify in the Cash Mgmt Site ID field can manage payments for sites, provided that all sites involved in the transaction share at least one common tracking currency. Tracking currencies are defined at the accounting entity level.

The site specified in this field receives the payment for all invoices involved in the transaction. The cash management site also maintains any underpayment or overpayment information. If you are receiving payment for invoices from multiple sites, the system generates transactions to distribute funds from the cash management site to the other sites. The accounts used for these payment distributions are the general ledger intercompany cash accounts you set up in Financials Application Global Maintenance.

To pay invoices within a single site only, make sure that the site ID on the invoices you select for payment match the site ID you specified in the Cash Mgmt Site ID field.

- 3 In the Allocate cash by section, specify whether you are receiving payment from a customer or a customer group. To receive money from customers that are members of a customer group, click the **Customer Group** option. If you select the Customer Group option, you can receive payment from multiple customers as long as they are a member of the same customer group. To pay an individual customer, click the **Customer** option.

If you are licensed to use multiple sites, you can receive payment for invoices for multiple customer generated in multiple sites. See the description of the Cash Mgmt Site ID field for limitations. All sites involved in the transaction must share at least one tracking currency.

- 4 Click the Browse button beside the Customer ID field to select a Customer ID from the list. If you selected Customer Group in the Allocate cash by section, click the Customer Group browse button to select the group from whom you are receiving payment.

This identifies the customer from whom you received the payment.

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A list of all open invoices and unapplied credit memos for that customer is displayed. This list appears in the detail area of the table window.

- 5 Click the arrow beside the Payment Currency ID field to select a Currency ID from the list.
- 6 Enter the Payment ID information. For example, you can use this field to enter the number of the check received by the customer.
- 7 Click the arrow beside the Payment Method field to select a payment method from the list. Choose from **Check**, **Export File**, **BACS**, **Credit Card** or **Wire**..
- 8 Click the **Calendar** button beside the Payment Date field to select the payment date, or enter the payment date in the field provided.

This is the date of the customer check or the date from the bank acknowledgment.

The current system date is the default.

- 9 Click the **Calendar** button beside the Posting Date field to select the posting date, or enter the posting date in the field provided.

This is the date you want the Cash Application transaction to post to the General Ledger. The current system date is the default if you do not enter a date.

- 10 Specify the Payment Amount of the check in the Payment Amount field.
- 11 Click the Browse button to select a Deposit ID in the Deposit ID field, or specify the Deposit ID for reconciling and security purposes.

If you leave this field blank, an ID is generated based on the Next Number as specified using the auto number function. If you use the **Use Date for Deposit ID** switch in Preferences Maintenance, the current system date is applied as the Deposit ID. **This field is mandatory.**

When you enter a Deposit ID, a check is performed for any previous use of the ID in conjunction with the current bank account. If the ID does not exist, you are prompted to enter a description for the deposit, then all related information is populated. If the Deposit ID has already been used, and the Deposit ID has cleared the bank, an error message is generated.

Refer to “Assigning Deposit IDs” on page 5–2 for more information.

To allow for easy entry of multiple checks for one deposit, the fields do not clear.

You can manually override the Deposit ID field to correct errors if necessary.

You can build a Deposit Slip Form by sequentially entering several cash receipts. Select the Deposit Entry window in Cash Book to view the receipts on each deposit.

A Cash Receipts Report is available to view accounts/deposits by customer and date.

You can print a Deposit Slip report in detail or in summary for a specified range. See “Printing the Deposit Slips Report” on page 5–16 for more information.

- 12 Click the **Calendar** button beside the Deposit Date field to select a deposit date, or enter the deposit date in the field provided.
- 13 If you use user dimensions, when you select a Bank ID on the header, the dimension ID for debits associated with the bank is inserted. You can override the dimension ID.
- 14 In the line item table of the invoice, use the scroll bar or the arrows to view the Payment Discount Applied column and the Original Invoice Terms Discount Basis column.

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Enter any discounts you want to use (in addition to those already defined in the Terms for the customer which were applied to the original invoice) for each invoice in the Discount Applied column.

The Invoice Balance adjusts automatically when you tab out of the field and reflects the discount applied. Payments received within the discount terms automatically populate depending on the terms discount basis, calculating discount applied on either Goods only, Goods plus freight or Goods, freight and tax.

If you are using user dimensions, the dimension ID from the invoice header is inserted on the line. You can override the dimension ID.

- 15 Click the **Auto Apply** toolbar button to apply the payment to the invoice automatically, or select **Edit, Auto Apply** from the menu. To manually apply a payment to an invoice, refer to step 13.

The check is applied on a first-in/first-out (FIFO) basis. This applies the check to the oldest invoice first. The payments applied appear in red in the **Payment** column.

The Account Balance field is automatically populated with the total amount owed by the customer.

When a payment is applied, the Amount Applied and Amount Remaining fields are calculated. The Amount Applied field indicates the dollar amount that has been applied to one or more of the invoices for the selected customer. The Amount Remaining field indicates the dollar amount of payment not yet applied to the customer balance.

Click the **Clear Applications** button to undo the Auto Apply request if the calculations are incorrect (i.e. the discounts taken on auto apply are not taken by the customer).

- 16 To manually apply the check to an invoice, select the line that contains the invoice in the table.

Enter the payment amount you want to apply in the Payment field.

You can make a partial payment on an invoice, but you CANNOT overpay an individual invoice. If you attempt it, a dialog box appears, stating that the "Payment amount exceeds the invoice balance amount."

Whenever you apply payments to an invoice, the total amount applied is calculated and it is displayed in the Applied field. The amount remaining to be applied is displayed in the Remaining field. When you apply payments, these fields are updated. For each line item, the Invoice Balance is adjusted and it is reduced by the amount of the payment applied.

- 17 You can enter a description for each invoice in the Reference field (providing this is not an overpayment, in which case the Invoice ID it creates is entered in this field).

- 18 Review the payment information you have entered.

You can manually adjust any payment information, even if you used Auto Apply to allow the payment to be applied.

You can also clear all payment applications you have made to this point by clicking the **Clear Applications** button.

- 19 Click the **Save** toolbar button to save all of the payment information you have added to invoices.

The amount of the customer check may exceed the total of all open invoices. When this situation occurs, The Amounts Differ dialog box appears. This dialog box allows you to specify how you want to handle the overpayment, either by creating a credit memo for the amount or posting the overpayment to an account in the ledger.

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Refer to “Applying Write-off Differences” on page 5–7 for information on this dialog box.

The next step you must perform is to post the batch to the General Ledger. See “Posting to the General Ledger” on page 5–10.

## Applying Write-off Differences

Write-offs occur when you apply a currency to an invoice and a different currency to a cash receipt for payment of the shipped goods. The cash currency is converted to the invoice currency and any difference between the rate applied to the invoice and the rate applied to cash receipts is recorded as an exchange gain or loss as required by the GAAP and IAS. The proper write-off amounts are generated and allocated to the appropriate default Currency ID or the G/L Interface Table Accounts.

Follow the procedures for the appropriate condition; applying an overpayment, an underpayment or a credit memo.

## Applying Overpayments

You are not allowed to overpay an individual invoice; however, the customer’s check may represent an overpayment of the total of all open invoices. In this case when you save the payment information, the Amounts Differ dialog box appears asking you how you want to handle the overpaid amount.

- 1 Select one of the four choices for handling this situation.

**Create Unapplied Cash Memo for Balance** – This option creates a credit memo. An Invoice ID is automatically assigned and it is displayed in the Reference field of the A/R Cash Application window on the line item it creates. An example would be Posted to memo IV06674AR. The credit memo amount appears in the Payment field of the window. The G/L Account ID field displays the account identifier of the general ledger account to which the payment is posted. You can view the credit memo on the A/R Invoice entry window and apply it to a future A/R Invoice for that customer. See “Applying Credit Memos” later in this chapter.

**Post Balance to Over/Underpayment G/L Account** – This option creates a transaction that posts the overpayment to the A/R Cash Application Over/Short account defined in the G/L Account Interface Accounts table. The transaction amount appears in the Payment field for the line item created in the A/R Cash Application window. The reference field displays Posted as over/underpayment. The G/L Account ID field displays the account identifier of the ledger account to which the account is posted.

**Post to Specific G/L Account** – This option posts the overpayment to the ledger account you specify in the Account ID field. The transaction amount appears in the Payment field for the line item created in the A/R Cash Applications window. The Reference field displays Posted directly to account. The G/L Account ID field displays the account identifier you specified.

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**Post Balance to Exchange Rate G/L Account** – This option posts the overpayment to the Realized Exchange Gains Account defined in the G/L Account Interface Accounts table. The transaction amount appears in the Payments field for the line item created in the A/R Cash Application window. The reference field displays Posted directly to Exchange Rate. The G/L Account ID field displays the account identifier you specified.

- 2 Click the **Ok** button.

After you create the transaction, you must post it to the ledger by using **Edit, Post to General Ledger** from the A/R Cash Application menu.

## Applying Underpayments

The amount you apply to an open invoice may on occasion be larger than the amount you received. The customer, for example, may have taken an unauthorized discount. To close the invoice AND record the underpayment, refer to the following instructions.

- 1 With the invoice selected in the A/R Cash Application window, enter the amount of the payment in the Payment Amount field.
- 2 Use the scroll bar or the arrows to view the **Payment** column in the table.

Enter the Payment amount of the **total amount owed**. If there is an underpayment, the Payment Amount field will be less than the amount entered in the **Payment** column.

- 3 When all necessary information is entered, click the **Save** toolbar button.
- 4 Select one of the three options.

**Post Balance to Over/Underpayment Account** – This option creates a transaction that posts the underpayment to the A/R Cash Application Over/Short account defined in the G/L Account Interface Accounts table. The transaction amount appears in the Payment field for the line item created in the A/R Cash Application window. The reference field displays Posted as over/underpayment. The G/L Account ID field displays the account identifier of the ledger account to which the account is posted.

**Post to specific G/L account** – This option posts the underpayment to the ledger account you specify in the Account ID field. The transaction amount appears in the Payment field for the line item you created in the A/R Cash Applications window. The Reference field displays Posted directly to account. The G/L Account ID field displays the account identifier you specified.

**Post Balance to Exchange Rate G/L Account** – This option posts the underpayment to the Realized Exchange Losses Account defined in the G/L Account Interface Accounts table. The transaction amount appears in the Payments field for the line item created in the A/R Cash Application window. The reference field displays Posted directly to Exchange Rate. The G/L Account ID field displays the account identifier you specified.

- 5 Click the **Ok** button.

After you create the transaction, you must post it to the ledger by using **Edit, Post to General Ledger** from the A/R Cash Application menu.



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## Applying Credit Memos

If you choose not to use the Apply Credit Memo function in the A/R Invoice Entry window, you can “pay” them in the Cash Application window. If you are not entering an actual check, you cannot use Cash Application to apply credit memos. The Cash Application function does not allow you to save a payment if the amount is zero or less.

- 1 Enter the Bank Account ID, Cash Mgmt Site ID, Customer ID, Check ID, Check Date, Posting Date and amount of the check received into the respective ID fields for the customer.

All open or unapplied credit memos are displayed, along with the open invoices for the customer.

- 2 Select the line for the appropriate credit memo from the line item table and enter the same negative amount in the **Payment** column.

The Invoice Balance for the credit memo is displayed as zero.

- 3 Select the invoice or invoices that equals the amount of the credit memo that you want to apply and enter the amount or amounts you want in the invoice(s) in the **Payment** column.

This is interpreted as if the invoice amounts were paid by check.

- 4 If the credit memo does not exactly match the invoice, enter a partial payment to an invoice.

This marks the credit memo and the invoices as paid, but does not create the link that would have been established if you had used the **Apply Credit Memo** function in the A/R Invoice Entry window. See “Posting to the General Ledger” on page 5–10.

- 5 Click the **Save** button to save the transactions.

- 6 Post the transactions to the General Ledger by using the **Edit, Post to General Ledger** menu option.

## Setting/Resetting Exchange Rates

You may have customers who operate in a country with a different currency. The Set/Reset Exchange Rates feature allows you to set or reset a particular company’s orders to be converted to become compatible with the system currency.

You can set or reset the rate as long as the invoice has NOT been posted.

To reset exchange rates:

- 1 Call the invoice that you want to reset the Exchange Rate into the Cash Application.
- 2 Click the **Set/Reset Exchange Rates** toolbar button, or select **Edit, Set/Reset Exchange Rates** from the menu.
- 3 Click the **Calendar** button at the bottom of the dialog box to select a date to view exchange rates, or enter the date in the field provided.

The information for the currency is populated.

- 4 To set the exchange rate press the **Lookup Rates** button.
- 5 Click the **Close** button to close the dialog box.

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## Redistributing Transactions

If you make any changes or revisions to an invoice, select this feature to recalculate and redistribute the transaction(s). This functionality is provided as a way to “refresh” and update the database tables. This function corrects any out-of-balance conditions. You can only apply to a previously saved unposted transaction.

If you want to apply a change, you must use the Redistribute Transactions option for each invoice as required.

- 1 Call up the unposted invoice from the A/R Invoice Entry window.
- 2 Make the necessary adjustment(s).
- 3 Click the **Save** button to save the changes.
- 4 With the unposted invoice open, select **File, Redistribute Transactions** from the menu.

The distribution record (invoice) is automatically updated of the modifications.

If you make changes or revisions to any Financial module, transactions are automatically redistributed when you save and are reflected across all pertinent database tables.

## Sending and Receiving VISUAL/Financials Information

The **Send To** function allows you to electronically send information from an open VISUAL/Financials window to another VISUAL/Financials user. You can share elaborate work orders, schedules, purchase orders, customer orders, reports, invoices or payment information with associates that would otherwise have to either recreate the window through identical information entry or move to your workstation to view the window.

Refer to "Using E-mail to Send and Receive VISUAL Documents" on page 4–52 in the Financials Administrative book for more detailed information on Sending and Receiving VISUAL/Financials information.

## Posting to the General Ledger

After you have verified that your Cash Application entries are correct, you must post them to the General Ledger.

To post to the General Ledger:

- 1 Select **File, Post to G/ L** from the A/R Cash Application menu.
- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you are posting distributions. If you are licensed to use a single site, this field is unavailable. If the One Tx per Batch check box is selected, then one batch for each transaction is created. If the check box is not displayed, then the batch will contain all transactions in the run. Specify the setting to use in Accounting Entity Maintenance.

- 
- 3 Click the **Calendar** button beside the Batch Date field to select a batch date, or enter the batch date in the field provided.

When you Tab out of the field, the period and year display in the field directly beneath the date.

The Batch Date field automatically displays the default, current system date.

All unposted Cash Application transactions dated up to and including the Batch date are posted.

- 4 Select the **Current User Only** check box to post only your cash applications.

If you leave the box unchecked, all unposted transactions that match the date criteria are posted.

- 5 Click the **Start** button to begin the posting process.

The A/R Check Maintenance dialog box appears, asking if you want to preview the posting to the General Ledger.

- 6 Click the **No** button to proceed with the posting without viewing, printing or outputting the transactions first. Click the **Yes** button to view the Print G/L Transactions dialog box.

If you chose to preview the posting, the Print G/L Transactions dialog box appears.

You have several options within this dialog box. You can reference the information by sequence: by G/L Account ID; by Payment ID, G/L Account ID; by Batch, G/L Account ID; and by Batch, Payment ID. You also have the option of choosing to Print unposted txs (transactions) or Print posted txs (transactions).

You can direct the output to the screen (View), a printer (Print) or an external file (File).

See "Printing G/L Transactions" later in this chapter for more information on the options available in the Print G/L Transactions dialog box.

- 7 Click the **OK** button to view, print, or send the G/L Transactions report.

After you have completed the output, another A/R Payment Maintenance dialog box appears, asking you if you want to Post to the General Ledger.

- 8 Click the **Yes** button to continue and post the transactions to the General Ledger, or the **No** button to stop the process.

If you chose to post the transactions, you are informed of which accounts are posted. If any errors are found during posting, a message appears. You can return to the A/R Cash Application window and make any corrections if necessary. If the posting is successful, a dialog box appears asking if you want to print the batches. Either way, the A/R Cash Application transactions are posted to the ledger.

## Viewing Batch Information

You can information about the batch used to post the transaction.

- 1 Select **Edit, View Batch Information**.

You can use the **Previous** and **Next** buttons to move between batches.

The Entry Date, Accounting Period, Site ID, Description, and Batch Type information are automatically populated.

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This information is displayed in the table:

**Trans ID** – The Transaction ID is a simple line number that is used as a reference for the transaction detail line.

**G/L Account ID** – The G/L Account ID indicates the ID for the account associated with the debit or credit transaction within the Journal Batch.

**G/L Account Description** – This is a brief description of the G/L Account. This information comes from the Account table. You can modify the Account Description within the Accounting Window.

**Site ID** – The Site ID indicates the site in which the transaction was made.

**Debit** – The Debit column indicates the amount, in the transaction currency, that the current transaction line withdraws from the Account on the current line.

**Credit** – This column indicates the amount, in the transaction currency, that the current transaction line deposits into the Account on the current line.

**Reference** – The Reference column contains any reference information that you entered on the original Journal Entry line.

**Currency ID** – This column indicates the ID for the transaction currency.

**Native** – This column indicates whether the currency is a Native or Non-Native currency. If it is native, this column contains a Y. If it is non-native, the column indicates N.

- 2 To view transactions for a specific currency, select the currency from the Display Currency drop-down list.

To exit the Batch Information dialog box, click **Close**.

## Voiding Payments

You may need to void a payment you have already entered and posted to the General Ledger. For example, you may have entered and posted a check from a customer that failed to clear the bank due to a lack of funds. Use this procedure to enter voided check transactions in the payment amounts needed.

You can void more than one check on a deposit, if necessary. When you void a payment, the original deposit transaction is left unchanged, and a separate entry is created in the Cash Book for that void. Reference numbers are applied to the original transaction and the voided transaction for accurate audit trails.

- 1 In the Bank Account ID field, select the bank account in which the payment was created.
- 2 In the Cash Mgmt Site ID field, select the cash management site for the payment.
- 3 Click the Browse button beside the Payment ID field to select a payment ID from the list, or enter a payment ID in the field provided.
- 4 Click the **Void** check box.
- 5 Change the posting date to a date within the current fiscal period, if required.

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The voided transaction is defaulted to the current system date, however you can choose another date if necessary.

Click the **Calendar** button beside the Posting Date field to select a posting date, or enter the posting date in the field provided.

**6** Click the **Save** toolbar button.

A separate entry is entered for each check voided in the Cash Book, along with a reference to the original deposit transaction. A reference is added on the original deposit slip about the voided transaction(s).

The original invoice is then changed from a paid status to an unpaid status, and the invoice is recalculated for discounts, if necessary, based on the original invoice date. Any overpayments or underpayments are also reversed.

**7** After you void the check, use the **Post to General Ledger** feature from the **Edit** menu to post the voided transaction.

If you have not posted the check to the General Ledger, simply click the **Void** box and save. This procedure maintains a record of the check but does not post activity to the General Ledger.

## Activities

Activities are available in AR Cash Application. Use activities to manually create reminders about follow-up items or to record information about interactions you have with customers.

To add a new activity, select **Edit, Activity Entry**. See "Creating Activities" on page 5–5 in the Concepts and Common Features guide.

To view existing activities, select **View, Activities**. To view all activities related to the purchasing cycle, select View, Activities from a blank Invoice Entry window. To view all activities related to a particular invoice, select the invoice in Invoice Entry before selecting View, Activities. See "Activity Maintenance" on page 5–9 in the Concepts and Common Features guide.

## Document Lifecycle

The Lifecycle Document Viewer shows you documents linked to the sales or purchasing document that you are currently viewing. You can drill down to view all linked documents.

You can access the Sales lifecycle from Cash Application. These documents are included in the Sales lifecycle:

- Estimates
- Customer orders
- Work orders linked to customer orders
- RMAs
- Shipments
- AR Invoices

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- AR Payments

To access the Lifecycle Document Viewer, select **Info, Document Lifecycle...**

See "Document Lifecycle" on page 8–1 in the Concepts and Common Features guide.

## Source and Target Buttons

When you are viewing a transaction, you can use the source and target toolbar buttons to view related transactions. Use the source button to view the previous transaction in the lifecycle. Use the target button to view the next transaction in the lifecycle.

In Cash Application, the Source button is labeled Invoice. Click the button to open the AR invoice. The Target button is not displayed.

## Printing the G/L Transaction Report

This report allows you to review posted transactions to date.

**1** Select **File, Print G/L Transactions** from the A/R Cash Application menu.

**2** Do one of these steps:

- To print a standard report, click the **Standard** tab, and specify this information:

**Site ID** – If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which to view G/L Transactions. If you are licensed to use a single site, this field is unavailable.

**By Accounting Period** – Click this option to generate the report by accounting period. If you select this option, specify the end date of the accounting period to include in the report.

**End Date of Accounting Period** – Click the **Calendar** button to select any date within an accounting period, or enter the end date in the field provided.

The ending date of the accounting period is automatically determined.

**Fiscal Period** – The fiscal period is entered when an end date is selected.

**By Batch ID** – Click this option to generate the report by Batch ID. If you select this option, specify which batches to include in the report.

**Starting Batch ID** – Click the Browse button to select the starting batch ID, or enter the starting batch ID in the field provided.

**Ending Batch ID** – Click the Browse button to select the ending batch ID, or enter the ending batch ID in the field provided.

- To print an advanced report, click the **By Accounting Period** option, then click the **Advanced** tab. Specify this information:

**Report Calendar ID** – Click the **Report Calendar ID** arrow and select the reporting calendar to use for the report.

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**Fiscal Year** – Click the **Fiscal Year** browse button and select the fiscal year for the report.

**Site ID(s)** – Click the **Site ID(s)** arrow and select the sites to include in the report. When you select multiple sites, shared tracking currencies are identified and inserted in the Report Currency field. If a shared tracking currency does not exist, “Not Available” is inserted in the Report Currency field. If “Not Available” is displayed, clear site selections until a shared currency can be identified.

- 3 Click the arrow beside the Report Currency ID to select a currency from the list. If you are printing a standard report, the entity currency associated with the site is inserted. If you are printing an advanced report and are printing the report for multiple sites, the drop-down list shows the tracking currencies shared by the selected sites. If no shared tracking currencies are found, “Not Available” is inserted. You cannot run the report if a shared tracking currency is not found. Clear site selections until a shared tracking currency ID is displayed in the drop-down list.

- 4 Click the arrow to select one of the output types from the drop-down menu.

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the General Ledger to a text file. You are then able to edit the file using any text editor.

**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.

- 5 In the **Sequence** group box, select one of the following options.

**G/L Account ID** – Select this option to sort G/L Transactions by Account ID.

**Invoice ID, G/L Account ID** – Select this option to sort by Invoice ID, then by G/L Account ID.

**Batch ID, G/L Account ID** – Select this option to sort by Batch ID, then by G/L Account ID. This option is only active when the Batch Number option is selected.

**Batch ID, Invoice ID** – Select this option to sort by Batch ID, then by Invoice ID. This option is only active when the Batch Number option is selected.

- 6 In the Transactions group box, select one of the following options.

**Print Unposted Tx** – Select this option to print unposted transactions.

**Print Posted Tx** – Select this option to print posted transactions. This option is only active when the Batch Number option is selected.

- 7 Click the **Print** button to output the information.

Click the **Close** button to exit the dialog box without outputting the information.

Click the **Print Setup** button to modify printer options.

If you selected **Print** as the output, a standard Windows Print dialog box appears. You can print selected pages, and modify printer options by clicking on the **Setup** button. Click the **OK** button to print G/L transactions.

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## Printing the Deposit Slips Report

This report allows you to review deposit slips.

- 1 Select **File, Print Deposit Slips** from the A/R Cash Application menu.
- 2 In the **Cash Mgt Site ID(s)** field, click the arrow and select the cash management sites to include in the report. If you are licensed to use a single site, this field is unavailable.
- 3 Click the Browse button beside the Starting Deposit ID field to select a starting deposit ID from the list, or enter the starting deposit ID in the field provided.

To print all Deposit Slips, leave the Starting and Ending fields blank.

- 4 Click the Browse button beside the Ending Deposit ID field to select an ending deposit ID from the list, or enter the ending deposit ID in the field provided.

To print all Deposit Slips, leave the Starting and Ending fields blank.

- 5 Click the arrow to select the output type from the list.

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the General Ledger to a text file. You are then able to edit the file using any text editor.

**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.

- 6 To print a summary of deposit slips, select the **Summary** check box.

If you want to print detail, make sure the **Summary** check box is unchecked.

- 7 Click the **Print Setup** button to modify printer options.

Click the **Cancel** button to exit the dialog box without producing the Deposit Slips report.

- 8 Click the **Ok** button to output the information.

If you selected **Print** as the output, a standard Windows Print dialog box appears.

Make the appropriate selections then click the **Ok** button.

The Deposit Slips Report prints.

## Printing the Cash Receipts Report

This report allows you to review deposit slips.

- 1 Select **File, Print Cash Receipts** from the A/R Cash Application menu.
- 2 Click the arrow beside the Bank Account ID to select an account ID from the list.  
You can specify one bank or select **<All>** to print all Bank Account information.



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- 3 If you are licensed to use multiple sites, click the **Cash Mgt Site ID(s)** arrow and select the cash management sites to include in the report. If you are licensed to use a single site, this field is not available.
  - 4 Click the **Calendar** button beside the Starting Date field to select a starting date, or enter the starting date in the field provided.

To print out all Dates, leave the Starting and Ending fields blank.
  - 5 Click the **Calendar** button beside the Ending Date field to select an Ending date, or enter the ending date in the field provided.

To print out all Dates, leave the Starting and Ending fields blank.
  - 6 Click the Browse button beside the Starting Payment ID field to select a starting payment ID from the list, or enter the starting payment ID in the field provided.

To print out all Payment IDs, leave the Starting and Ending fields blank.
  - 7 Click the Browse button beside the Ending Payment ID field to select an ending payment ID from the list, or enter the ending payment ID in the field provided.

To print out all Payment IDs, leave the Starting and Ending fields blank.
  - 8 Click the arrow beside the Report Currency ID to select a currency from the list. If you are printing a report for a single site or multiple sites in the same entity, you can select any currency that the parent entity uses. If you are printing a report for multiple sites in multiple entities, the drop-down list shows the currencies shared in common by the parent entities of the selected sites. If no common currencies are found, "Not Available" is inserted. Clear site selections until a common currency ID is displayed in the drop-down list, or select **\*\*Native\*\*** to generate the report in the native currencies of the transactions. If you select **\*\*Native\*\***, report grand totals are not available.
  - 9 Click the arrow to select an output type from the list.

**Print** – Select this option to output the file to a printer.

**View** – Select this option to see what the printed output will look like before you print it.

**File** – Select this option to save the General Ledger to a text file. You are then able to edit the file using any text editor.

**E-Mail** – Select this option to send the report as a rich text file attachment through Microsoft Outlook.
  - 10 Select one or more of the following check boxes.

**Summary** – Select this check box to view a summary of the Cash Receipts report.

**Print Active Payments** – Select this check box to include active payments on the report.

**Print Void Payments** – Select this check box to include voided payments on the report.

You can print the report by Summary, Active Payments only or by Voided Payments. Click the appropriate check box.
  - 11 Select one of the options in the **Sort By** group box.

**Payment ID** – Select this option to sort cash receipts by payment ID.

**Deposit ID** – Select this option to sort cash receipts by deposit ID.

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**12** Click the **Print Setup** button to modify printer options.

Click the **Cancel** button to exit this dialog box without producing the Cash Receipts report.

**13** Click the **Ok** button to output the information.

If you selected Print as the output, a standard Windows Print dialog box appears.

Make the appropriate selections then click the **Ok** button.

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## Chapter 6: Invoice Forms

The Invoice Forms feature allows you to print invoices before posting them to the General Ledger. Printing invoices allows you to review entries before posting occurs. Printing invoices is also a necessary step in creating A/R Invoices from shipped customer orders produced in Financials.

You can set up automatic numbering, edit actual freight, and customize your printing output.

This chapter includes:

<b>Topic</b>	<b>Page</b>
Accessing Invoice Forms.....	6-2
Creating Invoices for Accounts Receivable .....	6-4
Printing Invoices .....	6-10

## Accessing Invoice Forms

Use the Invoice Forms window to print invoices, create A/R invoices, set up automatic numbering, and edit actual freight.

To access Invoice Forms, select **Sales, Invoice Forms**. You can also select **Receivables, Invoice Forms**.

## Setting Up Auto Numbering

Use Automatic Numbering to generate the Invoice IDs. Using Auto Numbering can significantly reduce keystrokes, confusion, and ensure proper control for document sequencing. Although Auto Numbering is not required, it is an extremely helpful feature. You would normally set up Automatic Numbering during implementation; however, you may activate Auto Numbering at any time.

To modify your numbering scheme AFTER you have entered data into the system, you may do so using this feature; however, you cannot use duplicate numbers. If you try to assign a duplicate number, a warning message is generated and you are asked to supply a different number.

If you are licensed to use multiple sites, you can set up different auto-numbering schemes for each site.

**1** Select **Edit, Auto Numbering**.

**2** Enter the following information in the dialog box.

**Site ID** – If you are licensed to use multiple sites, click the **Site ID** arrow and select the site for which you want to set up automatic numbering. If you are licensed to use a single site, this field is unavailable.

**Next Sequential Number** – Enter the next Sequential Number that you want used for the numeric portion of the Invoice ID.

This number may be up to 7 digits in length.

**Alphanumeric Prefix/Alphanumeric Suffix** – Assign any alphanumeric Prefix or suffix.

These are case sensitive; you should use capitals for all letters.

**Number of Decimal Digits** – Enter the total number of digits in the numeric portion of the ID in the Number of Decimal Digits field.

**Show Leading Zeroes** – If you want leading zeros to be included in a number, select the **Show Leading Zeroes** check box. Leading zeroes keep all IDs the same number of characters in length.

This number is used to generate the proper number of leading zeros.

**3** Click the **Save** button to save the changes, or **Cancel** to close the dialog box without saving the changes.

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## Matching Invoice IDs to Packlist IDs

Optionally, you can use the packlist ID as the invoice ID. Set up this functionality at the customer level.

- 1 Select **Sales, Customer Maintenance**.
- 2 Click the **Customer ID** browse button and select the customer whose invoice IDs should match the packlist IDs.
- 3 Click the **Shipping** tab.
- 4 Select the **Match Invoice ID to Packlist ID** check box.
- 5 Click **Save**.
- 6 When you are ready to ship an order to a customer, print a Before Packlist ID. If you do not print a Before Packlist ID, then the invoice ID will not match the packlist ID:
  - a Select **Sales, Shipping Entry**.
  - b If you are printing the packlist for a particular order, specify the ID of the order in the Order ID field. Otherwise, leave this field blank.
  - c Select **File, Print Pack Lists**.
  - d In the Print section, click **Before Shipment**.
  - e If you are printing the packlist for the order that you selected in the main Shipping Entry window, click **Current Order**. Otherwise, use the filters to print packlists. See "Creating Packlist IDs Before Shipment" on page 9-18 in the Sales guide..
  - f Click **Ok**.
  - g If the packlist is printed correctly, click **Yes** in the dialog.
  - h When you are prompted to save the packlist ID, click **Yes**.
- 7 Complete the shipment.
- 8 Generate the invoice for the shipment. The invoice ID is the same as the packlist ID.

# Creating Invoices for Accounts Receivable

Accounts Receivable invoices record information about shipments made from your customer orders, how much they owe, and when payment is due. After you ship an order, you **MUST** create an invoice. You can immediately create an invoice as you generate shipments. The invoice information is extracted from the information supplied in Customer Order Entry.

There are two methods available to produce invoices:

- **Creating an A/R Invoice from the Print Invoice Forms window** – Select this option to create an invoice from the Invoice Forms window. This option is discussed in this chapter.
- **Creating an A/R Invoice from the A/R Invoice Entry window** – Select this option to copy an invoice directly from Manufacturing.

## Create an A/R Invoice for the Customer Order Through the Invoice Forms Option

If you selected the Retain excess balance for future shipments option on the Shipment Trk tab in Site Maintenance, certain options may be disabled in Invoice Forms. If at least one customer order has been partially shipped and has a pre-invoice applied to it, the system disables the Create A/R Invoices, Combine All Packlists for an Order on One Invoice, and Combine All Packlists for a Customer on One Invoice options. You can re-activate these options by generating invoices for pre-invoiced orders with partial shipments. To identify these orders, print the List of Pre-Invoiced Orders with Partial Shipments report. Then, use the Generate/Print One Invoice option available on the File menu to generate an invoice for each order in the List of Pre-Invoiced Orders with Partial Shipments report. After you generate each invoice, the system reactivates the Create A/R Invoices, Combine All Packlists for an Order on One Invoice, and Combine All Packlists for a Customer on One Invoice options.

See "Specifying Shipment Tracking Information" on page 4–10 in the System-wide guide.

If you are licensed to use multiple sites, create invoices on a site-by-site basis.

**1** Select **Receivables** or **Sales, Invoice Forms**.

**2** Specify this information:

**Site ID** – If you are licensed to use multiple sites, click the **Site ID** arrow and select the site whose invoices you are generating. If you are licensed to use a single site, this field is unavailable.

**Invoice Through Date** – Click the **Calendar** button to select a date, or enter the date in the field provided.

All invoices up to and including the date entered are generated.

**Starting Form Number** – If you setup Automatic Numbering, this field is not active. The form number is automatically entered.

If you do not have automatic numbering, enter the form number in the field provided.

**Language ID** – If you trade internationally and have set up language forms, click the arrow to select a Language ID from the list.

Language forms allow you to print invoices in the customer's native language.

**3** Select any printing options that apply:

**Print Draft - do not save invoice #s** – Normally the Invoice Forms command saves the Invoice ID and Invoice Date with each packlist. This indicates that the packlist has been invoiced. If you just want to print invoices without marking the packlist in this way, check this option.

**Use Pre-Numbered Forms** – If you are using preprinted invoice forms, select the **Use Pre-numbered Forms** check box and enter the Starting Form Number and Form Prefix. The Form Prefix and Starting Form Number are combined to produce the appropriate identification for the invoice. For example, if you entered INV- in the Form Prefix field and 8 in the Starting Form Number field, the system would generate an invoice ID of INV-8. If you are generating more than one invoice, the system will number them sequentially beginning with the value you specify in the Starting Form Number field.

**Create A/R Invoices** – Select this check box to automatically generate A/R invoices for each invoice printed. If this box is not checked, you will need to copy the invoices into A/R Invoice Entry.

**Print Traceable Part Properties** – Select this check box to print traceable part properties.

**Combine All Packlists for an Order on one Invoice** – If checked, all packlists for a customer order will be placed on one form.

**Combine All Packlists for a Customer on one Invoice** – Select this check box to combine all packlists for a customer that were shipped from the site that you specified in the Site ID field. One invoice for each currency used on the customer's orders is created.

**New Invoice on ShipTo Change** - This check box becomes available If you selected the Combine All Packlists for a Customer on One Invoice check box. Select this check box to generate separate invoices for each ShipTo address.

**Sort by Customer ID (new only)** – If checked, invoices by Customer ID are printed. For example, with this setting invoices are created for customer "ABLEMAN" first. Select this check box if you are printing new invoices, not if you are printing duplicates.

**4** Select one of these options to choose the type of format to print.

Choose from **Standard**, **Print Form** (use when printing to a laser printer), and three **User Defined** options (you must define these options before they are enabled). The standard form called is named VMINVFRM.QRP. The print form (for laser printer) is named VMINVFM1.QRP. In order for user defined options to be available, your forms directory must contain forms named VMINVUD1.QRP, VMINVUD2.QRP, VMINVUD3.QRP, respectively.

**5** If you are e-mailing invoices, use the Email File Format section to specify the format for the attachment. You can select either PDF or RTF format.

Invoices will be e-mailed if these conditions exist: a valid file path location, an Email Invoices check box that is selected by site in the Customer Maintenance window, and the contact or contacts are selected to receive e-mailed documents. If all of these conditions exist the PDF or RTF invoices are e-mailed when you click Run in the Email Invoices window. Invoices that do not meet these conditions are printed.

**6** Select the following in the **Samples** group box.

**Print Samples Only** – If this option is checked, then only the sample forms you specify print. This is useful to assure that you can setup correctly before a large invoice run. It is also useful when designing your invoice form, to see whether all fields line up properly.

Select from **Zero Sample Forms**, **1 Sample Form**, or **3 Sample Forms**.

- 7 Specify this information in the **Default Settings** group box.

This specifies the Invoice Date to be used for invoices.

**Current Date** – The current date is used for the invoice date of all invoices printed.

**Shipped Date** – The shipped date of each packlist is used for that packlist's invoice date.

**Specified Date** – Enter the date you want to be used for the invoice date of all invoices printed.

If you select the **Specified Date** radio button, you must enter a date by clicking the **Calendar** button, or enter the specified date in the field provided.

- 8 To print all invoices, select the **Print** button to print invoices for all uninvoiced shipments. Separate invoice lines are produced for each line item, freight, and application tax.

The Print dialog is displayed.

Select the appropriate information then click **OK** to print, or **Cancel** to exit without printing.

- 9 To print duplicate invoices, select the **Print Duplicate Invoices** button to reproduce invoices that have previously been generated.

The Packlists - By Invoice ID dialog is displayed.

Select the invoices you want to print using the search feature and the **Descending** option, then click **OK** to continue.

Specify any information in the Print dialog, then click **OK** to print the invoices.

- 10 To print one invoice, select **File, Print Once Invoice**.

The Packlists - Eligible for Invoice dialog is displayed.

Select the invoices to print using the search feature and the **Descending** option, then click **OK** to continue.

Specify any information in the Print dialog, then click **OK** to print the invoices.

## E-mailing Invoices

You can use this feature to e-mail your A/R invoices to customer contacts. This feature is useful if you want to e-mail invoices instead of, or in addition to, printing. You can also use this feature to preview the invoices selected to be e-mailed before sending them to the recipients. The e-mailing invoices process allows you to preview, e-mail, and print invoices by site, customer, beginning and ending dates, and invoice types. When you click Run the process is launched and the e-mails are consolidated by customer and by site.

**Note:** If no e-mail address is associated with a contact, the e-mail is generated for preview, where you can then add the e-mail address of the recipient.



To e-mail invoices to customers, make sure that you have set up this information in Customer Maintenance for the site from which you are generating invoices:

- On the Order Mgt tab, ensure that the **Email Invoices** check box is selected.
- In the Email Documents dialog, ensure that you have selected the Customer Inv check box for at least one contact.

To e-mail invoices:

- 1 From the A/R Invoice Entry window, select **File, Email Invoices**.
- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site or sites in which you created invoices. If you select **\*\*All\*\*** in the Site ID field, all sites are selected. If you are licensed to use a single site, this field is unavailable.

- 3 To e-mail invoices to a particular customer, specify the Customer ID in the Customer ID field.
- 4 Specify a date range in the Begin Date and End Date fields for the invoices that you want to e-mail.

If you do not specify a date range all invoices for the selected customer and sites are e-mailed.

- 5 Select the check box of the types of transactions that you want to e-mail. You can select any of these types of invoice documents:

**AR Invoices** – Select this check box to e-mail Account Receivables invoices to the contact's e-mail address associated with the customer. If you access the Email Invoices dialog from the Account Receivables Invoice Entry window, this check box is already selected.

**MFG Invoices** – Select this check box to e-mail manufacturing invoices to the contact's e-mail address associated with the customer. If you access the Email Invoices dialog from the Account Receivables Invoice Forms window, this check box is already selected.

**Progress Billing** – Select this check box to e-mail progress billing invoices to the contact's e-mail address associated with the customer. If you access the Email Invoices dialog from the Progress Billing Entry window or the Project Billing Entry window, this check box is already selected.

- 6 Select one of these check boxes to display distributed invoices or invoice drafts:

**Show Distributed Invoices** – Select this check box to view invoices that have already been e-mailed or printed.

**Show Invoice Drafts** – Select this check box to display invoice drafts in the Email Invoices table. Clear this check box to display only finalized invoices. To display draft account receivables invoices from Progress Billing also select the Show Invoice Drafts check box.

- 7 To review e-mails before you send them, select the **Preview Emails** check box. After you click the **Run** toolbar button, the e-mails are opened for your review. The content of the e-mail is generated based on the e-mail template that you set up for AR Invoices in Notification Maintenance.

To send e-mails without reviewing them first, clear the check box.

- 8 Select or specify information in the Email Invoices table:

**Email** – Select the check box in this column for each invoice that you want e-mailed. When you click the **Run** toolbar button, e-mails are created for the selected invoices. If the check box is clear, no e-mails are created for the invoice.

**Print** – Select the check box in this column to print the invoices to the default printer. When you click the **Run** toolbar button, the selected invoices are printed.

- 9 Review this information in the Email Invoices table:

**Customer ID** – Specifies the Customer ID.

**Customer Name** – Specifies the customer name.

**Site ID** – Specifies the Site ID of the record.

**Invoice ID** – Specifies the Document Invoice ID. If the document invoice is a draft, then the ID displays “Draft” as a suffix.

**Invoice Type** – Specifies the document invoice type created. If the **Print Only** check box was selected for the document invoice type, then draft is added as a suffix to the invoice type. These are the invoice types: AR Inv for an Account Receivables invoice, Memo for an Account Receivables memo, Mfg Inv for a Manufacturing invoice, and PB Event for a Progress Billing invoice. If you are licensed to use Project/A&D functionality, then PB is used for Project Billing.

**File Exists** – Specifies a ‘Y’ if the document invoice file exists, and ‘N’ if it does not.

**File Link** – Specifies the file path to the invoice. You can click the file path to drill down to the invoice and further review the invoice details.

**Invoice Date** – Specifies the invoice date for Account Receivables invoices and Manufacturing invoices.

**Invoice Amount** – Specifies the invoice amount for Account Receivables invoices, Manufacturing invoices, and Progress Billing invoices.

**Currency ID** – Specifies the currency identifier applied to the invoice.

**Prepaid Order ID** – Specifies the Prepaid Order ID listed on the invoice for a customer deposit or prepayment.

**Prepaid Invoice ID** – Specifies the Prepaid Invoice ID listed.

**Last Distributed** – Specifies the date that the invoice was last distributed.

**Recipients** – Specifies a listing by e-mail address of those customer contacts receiving the invoice distribution.

- 10 You can select all invoices in the Email Invoices table for e-mailing by clicking the **Email - check all rows** toolbar button. Click the **Email - uncheck all rows** toolbar button to clear all invoices from being e-mailed.

- 11 You can select to all invoices in the Email Invoices table for printing by clicking the **Print - check all rows** toolbar button. Click the **Print - uncheck all rows** toolbar button to clear all invoices from being printed.

- 12 Click the **Run** toolbar button to e-mail and print the invoices or draft invoices with **Email** and **Print** check boxes selected. A message is displayed noting the processed invoices.

If any invoices are misprinted you can reprint them using the Print Duplicate Invoice options.

## Setting up your E-mail Preferences

Accounts receivable invoices are e-mailed using your preferred e-mail client. Make sure that your e-mail settings are correctly configured for your installed e-mail client.

To setup your e-mail preferences:

- 1 From your Email Invoices dialog, select **Options, Mail Client Settings**.
- 2 Select your installed e-mail client to be the default from the **Email Client** drop-down list.
- 3 Specify your server address in the Server Address field. Use your e-mail's host name of the outgoing SMTP server address, for example smtp.example.com.
- 4 Specify the server port number to use in the Server Port field. The port number is used by the outgoing SMTP mail server. Commonly used port numbers are 25, 465, and 587, but check with your e-mail service.
- 5 Specify the user name for your default e-mail account in the User Name field. This is often your full e-mail address.
- 6 Specify your user password in the User Password field. This is the password that you use to sign in to your default e-mail account.

Select and hold your mouse down on the **Show** check box to view your password; otherwise, the field display is automatically encrypted.

- 7 To enable SSL (Secure Socket Layer) security, which is required by some SMTP providers, select the **Use SSL Security** check box.
- 8 Click **Save**.

## Editing Actual Freight

You can edit the actual freight costs for each order on an invoice, if necessary, before printing. The value entered here prints as a line item when generating the invoice, and is included in the invoice total.

- 1 Select **Edit, Actual Freight**.
- 2 Click the appropriate field under the Actual column to edit the actual cost of freight for that order.
- 3 After you enter the actual freight cost for all necessary packlist IDs, click the **Save** button.

Click the **Close** button to exit this dialog box without saving your changes.

## Printing Invoices

From within the Invoice Forms window, you can print various invoices and reports. This allows you to verify any invoices prior to printing them. You can generate these reports:

- Print Invoices
- Generate/Print One Invoice
- Print Duplicate Invoice(s)
- Print List of Unprinted Invoices

The Invoice Forms window's File menu's Print function prints all invoices that meet the criteria defined on the Invoice Forms Window. When you select the Print option, a Windows Print dialog box is displayed. For additional information about the Print dialog box, refer to your Windows system documentation.

## Generating/Printing a Single Invoice

Use the Print One Invoice feature to generate a single invoice instead of generating a range of invoices.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site whose invoice you are generating. If you are licensed to use a single site, this field is unavailable.
- 2 Select **File, Generate/Print One Invoice**.  
If you are licensed to use multiple sites, the table displays the packlists in the selected site that are eligible for invoicing.
- 3 Select the packlist ID you want to print. Make your selection by clicking the appropriate table row.
- 4 To print the invoice, you can either double-click the table row, or you can click the table row and click the **Select and Close** toolbar button.

A Windows Print dialog box appears. For additional information about the Print dialog box, refer to your Windows system documentation.

## Printing Duplicate Invoices

You may need to print additional copies of invoices that have already been printed. The invoices that are displayed on the list vary based on the information you enter on the Invoice Forms window.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site whose invoice you are generating. If you are licensed to use a single site, this field is unavailable
- 2 Select **File, Print Duplicate Invoice(s)**.  
The table displays invoices created in the site that you selected.
- 3 Select one or multiple invoices. You can select a single invoice by clicking on the appropriate row, or you can select multiple invoices by pressing and holding the CTRL key and clicking each

individual invoice line, or selecting a range by pressing and holding the SHIFT key and clicking the beginning and ending Invoice IDs for the print range.

- 4 Click **OK** to print the selected invoice(s). To exit the list of Packlists without making a selection, click **Cancel**.

When you click OK, a Windows print dialog box appears. For additional information about the Print dialog box, refer to your Windows system documentation.

## Printing a List of Unprinted Invoices

To view a list of all invoices that have not been printed, but you do not want to generate the printed invoice, you can do so through the Print List of Unprinted Invoices function.

- 1 From the Invoice Forms window's File menu, select **Print List of Unprinted Invoices**.

- 2 Make the appropriate selections for the unprinted invoices you want to view, as follows:

**Sites** – If you are licensed to use multiple sites, click the **Site(s)** arrow and select the sites for which you want to print a list of unprinted invoices. You can select more than one site. If you are licensed to use a single site, this field is unavailable.

**Invoice Date Range** – Enter or select a From and Through date range to use for the invoices. This indicates when the invoices were initially generated. These fields are optional. If you enter a specific range, only invoices that fall within the date range are included. If you leave the Invoice From Date field blank, all invoices generated up to and including the current system date are included.

**Customer ID Range** – You can select a range of customers for whom you want to view unprinted invoices. Enter or select the Starting and Ending Customer IDs for the range. If you want the list to include unprinted invoices for a particular customer, enter or select the same Customer ID for both the Starting and Ending fields. To print all customers, leave these fields blank. You can manually enter the Customer IDs or you can click the associated browse buttons to select the Customer IDs from the list that appears.

**Sequence** – Select the sort sequence to use for the unprinted invoices. Make your selection by either Invoice Date, Customer ID or Invoice ID. By default, the Invoice Date is selected as the sort Sequence.

**Output Format** – From the drop-down list, select how you want to output the list. Make your selection from either View, Print, File or E-mail.

- 3 If you need to define the print parameters, click the **Print Setup** button.
- 4 Click **OK** to generate the list of unprinted invoices and output based on the selection you made for the Output Format in Step 2. The report lists the unprinted invoices, the native amount of each invoice, and the amount of each invoice converted to system currency. At the end of the report, the system includes the number of unprinted invoice and the total amount in system currency of the unprinted invoices.

To exit the dialog without generating the list, click **Cancel**.

## Printing Pre-Invoiced Orders with Partial Shipments

Use this report to identify pre-invoiced orders that have been partially shipped. If you selected the Retain excess balance for future shipments option on the Shipment Trk tab in Site Maintenance, you can use this report to identify the orders you must generate individually to reactivate the Create A/R Invoices, Combine All Packlists for an Order on One Invoice, and Combine All Packlists for a Customer on One Invoice options in Invoice Forms.

See "Selecting a Partial Shipments with Pre-Invoiced Orders Option" on page 2–43 in the System-wide guide.

**1 Select File, Print List of Pre-Invoiced Orders with Partial Shipments.**

**2 Specify the parameters for the report:**

**Sites** – If you are licensed to use multiple sites, click the **Sites** arrow and select the sites to include in the report. You can select more than one site. If you are licensed to use a single site, this field is unavailable.

**Shipment From Date and Shipment Through Date** – To list only those orders that have shipments made against them during a certain time period, specify the date range of the shipments in the Shipment From Date and Shipment Through Date fields. By default, the system inserts the current date in the Shipment Through Date. To view all orders with shipments through the current date, leave the Shipment From Date field blank.

**Starting Customer ID and Ending Customer ID** – To view orders for a certain range of customers only, use the Starting Customer ID and Ending Customer ID fields to specify the range of customers. The system will print orders with partial shipments for the customers you specify in the Starting Customer ID and Ending Customer ID fields, along with all customers whose IDs are alphabetically between the starting customer ID and ending customer ID. To view orders with partial shipments for a single customer, specify the same customer ID in the Starting Customer ID and Ending Customer ID fields. To view orders for all customers, leave the Starting Customer ID and Ending Customer ID fields blank.

**Sequence** – Select the sort order for the report. You can sort the report by Packlist Date, Customer ID, or Packlist ID.

**Output** – Select the output method for the report. You can select Print, View, File, or E-mail.

**3 Click Ok.** The system outputs the report using the parameters you specified.

## Chapter 7: Progress Billing Entry

Progress billing is the billing of a customer in increments for goods and/or services before the actual goods or services are available for you to deliver. For example, a customer may have contracted your company for a project that takes months to complete. The customer has agreed to pay a set amount at certain times over the life of the project, or at the completion of predetermined operations of the work order.

Progress costing is the procedure of expensing costs incrementally for goods and/or services as a result of revenue recognition taking place during progress billing.

The actions taken at each event are subject to the agreement made between your company and the customer and are affected by accepted accounting practices. Progress Billing and Progress Costing allow you to implement almost any billing and costing scheme.

If you are licensed to use multiple sites, set up progress billing on a site-by-site basis.

This chapter includes:

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## What are “Events”?

A billing event is a planned step that results in the creation of an invoice for presentation to the customer, and a posting to the G/L based on revenue recognition parameters that you have set up on that event.

Billing is organized as a user-defined series of events. You can define events for each customer order line item. Each line item may have virtually any number of events.

There are two mechanisms that trigger events, EVENT\_DATE and MILESTONE\_ID. During analysis of the event table, the user-defined EVENT\_DATE is compared to the run date of the program. If the event date is less than or equal to the run date of the program, the event triggers. If the date does not trigger the event, each operation of the related work order having the same Milestone ID is examined. If all operations in the set are closed (or cancelled) the event triggers. Only events that have not yet been triggered are analyzed. Therefore, **if you set the triggered flag manually, the event is never considered for triggering.**

You can specify revenue recognition as either a flat amount or a percentage of the customer order line, but not both. You can also define the account to be credited.

You can define the amount to bill as either a flat amount or a percentage, but not both. Billing amount and revenue recognition are independent of each other.

Costing is a function of milestone completion and is associated with revenue recognition. Costing is performed from the milestone and work order point of view and revenue is recognized from the event and billing point of view. It is important to note that costing is carried out (i.e., cost of goods sold based on Revenue Recognition) as milestones are completed; however, billing cannot be triggered from a milestone in this circumstance. You are warned when this connection is missing.



## What is a "Milestone"?

A milestone is a point in time. Typically, a milestone is the completion of a specified operation in a work order or master. Each operation of a milestone must have the Milestone ID in it. This permits the correct functioning of a multi-level work order and also permits out of sequence milestones.

## How Does Billing Occur?

Billing is carried out via one or more A/R invoices prepared specifically from event information. Note that the shipping of a line item automatically disables billing as a function of events. Pre-shipment invoices are only created by events if the line item ship quantity is zero.

All billing invoices are marked with the Order ID having the event(s) that triggered the prepayment invoices. This is the same for prepayments invoices; the invoice generator program needs no change to handle shipment generated invoices.

## Recognizing Revenue

You can set the intervals at which your company recognizes revenue during the life of the customer order. Revenue recognition is usually tied to the recognition of costs (the ability to expense costs to cost of goods sold). You cannot recognize the cost of selling something unless you also recognize the price you paid for it. The difference is the gross profit margin of the particular sale. While your company is manufacturing an item, it is an asset whose value is continuously increasing. When you ship the item, it loses its status as an asset and becomes both revenue and the cost of delivering the item.

Long term projects often occur across accounting period boundaries. Therefore, your company is not making any money on this project while it is in process. Progress Billing allows you to obtain payment for goods while they are being created, typically by satisfying the customer's set milestones in process. When the project is completed to a specified point, the customer agrees to pay your company for the work done to that point. You can establish several milestones.

When you receive payment from the customer, you must either accept the payment as a deposit without any revenue recognition or accept it as real revenue. Accepting the payment as real revenue usually occurs only when the customer's payment is nonrefundable.

## Costing

The Costing Utilities are responsible for calculating the value of all active work orders and the posting of that value as of a given point in time. Two types of postings occur for work orders: a work in process posting and a finished goods receipt posting.

Progress Billing and costing affects work in process postings based on revenue recognition.

For example, consider an operation that is associated with Milestone A. When the operation is complete (i.e., the status is closed and/or the quantity reported is at or above the end quantity of the operation), it is recognized that the cost of that operation must be expensed according to Milestone A's setup. Assume that only sequence 10 is in that milestone, and that all other operations are either in another milestone or are not associated with a milestone at all.

The posting for the finished goods receipt side of the work order includes a debit to the milestone's expense account, and a credit to the work in process account for the work order.

Ultimately, all work orders are posted to finished goods inventory. The cost of goods sold is a function of the shipment. Costs flow from work in process, to finished goods inventory, to cost of goods sold. This flow is caused by inputs to work in process such as issues and labor, then by receipts to finished goods inventory (which may be the result of a shipment), and then by shipments to the customer. Each step must take place to provide the necessary audit of the process via the manufacturing journals. This means that costs expensed from milestones are temporary in nature. When you close the order after you have fully received it, the value is debited to finished goods inventory and credited from either work in process inventory or milestone expense accounts.

In almost all cases, this action is merely a re-categorization of the costs from the milestone's expense account to the cost of goods sold expense account, both part of the profit/loss statement. Only if the shipment and receipt are separated (because no line item reference was installed to the work order) can the re-categorization go from the milestone's expense account to the finished goods account, thereby crossing the boundary from the profit/loss statement back to the balance sheet.

## Accessing Progress Billing Entry

To access Progress Billing Entry, select **Sales, Progress Billing Entry** or **Receivables, Progress Billing Entry**.

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## Setting Up Progress Billing Events

Use Progress Billing Entry to specify how and when invoices should be generated for a specific customer.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which you created the customer order. If you are licensed to use a single site, this field is unavailable.
- 2 In the Order ID field, click the browse button and select the order to progress bill.
- 3 Highlight the customer order line item for which you want to specify an event, then select **Edit, Billing Events**.
- 4 Click **Insert**.
- 5 Specify information in these fields:

**Description** – Specify a description for the event in the Description field.

**Billing** – Specify the amount to bill the customer when the event occurs. This is the amount that is billed to the customer when the event occurs. You can specify the billing value as a dollar amount or a percentage of the entire customer order by selecting the appropriate radio button.

**Revenue** – Specify the amount of revenue to recognize when the event occurs. This is the amount of the billing value that is realized revenue for your company. You can specify the revenue value as a dollar amount or a percentage of the billing value by selecting the appropriate radio button.

If you do not enter a value in the Revenue field, it is assumed that the entire billing amount for the event is unrealized revenue.

**Account ID** – Specify an account for the unrealized revenue.

If you do not enter an account in this field, the account defaults to the G/L Interface table.

- 6 Specify a date in the Event Date field OR a Milestone ID in the Milestone ID field.  
You can trigger the progress billing by either event date or milestone, but you CANNOT have both in one event.  
See “Creating Milestones” on page 7–8 for more information on milestones.
- 7 Click **Save**.

## Creating Milestones

You can trigger progress billing by either event dates or milestones. A milestone is a point in time. Typically, a milestone is the completion of a given operation in a work order associated with the customer order. Each operation of a milestone must have the Milestone ID in it. This permits the correct functioning of a multi-level work order and also permits out of sequence milestones.

To create a milestone:

- 1 Highlight the appropriate line item in the Progress Billing Entry window. The line must have a work order associated with it. If the line does not have a work order associated with it, you can set up the association. See “Associating Line Items to Work Orders” on page 7-8 in this guide.
- 2 Select **Edit, Milestones**.
- 3 Select the operation to use as the milestone.
- 4 Enter an ID in the Milestone ID field, then press the TAB key.
- 5 Enter a description for the milestone in the Description field. This is an optional field.
- 6 Enter or select the appropriate cost accounts for material, labor, burden, and service in the appropriate account fields.
- 7 Click the **Set Operation to Milestone** button.
- 8 Click the **Save** button.

The operation is saved as a milestone. When the operation occurs, the event is triggered.

- 9 You can clear a milestone on an operation by selecting the operation that contains the milestone you want to clear, then clicking the **Clear Operation Milestone** button.
- 10 Use the **Copy From** and **Delete** buttons for editing milestone operations.  
Click the **Cancel** button to exit this dialog box without saving changes.

## Associating Line Items to Work Orders

You can change or create an association between a Progress Billing line item and a work order.

- 1 Highlight the line for which you want to create the association.
- 2 Select **Edit, Associate Line Item to Work order**.
- 3 Click the Browse button to select a Base ID from the table. If you are licensed to use multiple sites, only work orders created in the site selected in the Progress Billing Entry window are listed in the table.
- 4 Click **OK**.

# Printing Invoices

After the event is triggered, and the specified action occurs, you can print the customer invoice for that event.

- 1 Select **File, Print Invoices** from the menu.
- 2 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site whose invoices you want to print.
- 3 If you do NOT have automatic numbering enabled on your system, you can enter a beginning form number for your invoice(s) in the Starting Form Number field.

If you have enabled automatic numbering on your system, this field is inactive. The invoice(s) are automatically numbered for you.

- 4 If the invoice is attached to an international order, select a Language ID for the invoice.
- 5 Select the appropriate date for printing from the **Date Setting** group box.

**Current** – Select this option to print only the current invoice.

**Event Date** – Select this option if you want the event date that you entered in the **Edit Events** dialog box used as a trigger for progress billing.

**Specified** – Select this option to print invoices for a specific date.

If you select Specified, use the **Calendar** icon to select a date.

- 6 Select the appropriate print options.

**Print Only - Do Not Save Invoice #** – Select this option if you do not need to use the invoices that were generated. You may not need to use them if you are using pre-numbered forms.

**Use Pre-numbered Forms** – Select this option if you are using forms with preprinted invoice numbers.

If you select this option, enter the starting form number in the Starting Form Number field.

**Use Current Exchange Rates** – Select this option to have the latest exchange rates from Currency Exchange Rate Maintenance used.

- 7 Select how you want the report printed:

**Print** – You are presented with standard print options. After you are finished making the appropriate selections, click **Ok**.

**View** – The report is generated for you to view before it prints. The report appears on your screen.

**File** – You are presented with a dialog box you can use to select a file name and location to which you want to print the report.

**E-mail** – Select this option to send the report in a Rich Text Format (.RTF) through electronic mail. When you click **Ok**, the report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation.

- 8 Select the appropriate option in the Format group box.

You can select the standard QRP format, or one of three user-defined formats.

- 9 If necessary, select the appropriate sample options from the Samples group box.

**Print Samples Only** – Select this option to print a sample invoice. This is helpful to check if you have set up your printer correctly for printing invoices.

**Zero Sample Forms**– Select this option if you do NOT want to print any sample invoices before printing actual invoices.

**1 Sample Form** – Select this option to print one sample invoice before printing actual invoices.

**3 Sample Forms** – Select this option to print three sample invoices before printing actual invoices.

**10** If necessary, click on the **Print Setup** button to select Print options.

**11** Click **OK** to print the invoices.

## Printing Duplicate Invoices

You can print duplicate customer invoices for events.

**1** If you are licensed to use multiple sites, click the Site ID arrow and select the site that contains the invoices to print. If you are licensed to use a single site, this field is unavailable.

**2** Select **File, Print Duplicate Invoice(s)** from the menu.

The system lists invoices eligible for reprinting. If you are licensed to use multiple sites, only invoices created in the site you selected are displayed.

**3** Highlight the invoice you want to reprint and click **OK**. You can select multiple invoices.

**4** Enter the necessary information. See “Printing Invoices” on page 7–9.

## Printing Deferred Revenue Status Reports

You can print a detailed record or summary of a customer’s deferred revenue status for an order. Use these reports to monitor customer balances and deferred amounts.

**1** If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the order was placed. If you are licensed to use a single site, this field is unavailable.

**2** Click the **Order ID** arrow and select the order to use for the deferred revenue status report.

**3** Select **File, Print Deferred Revenue Status Report** from the menu.

The current Order ID, Customer ID, and Site ID appear unavailable at the top of the dialog box for your reference.

**4** Select a Starting Date and an Ending Date for the report.

**5** Select the output for the report:

**Print** – You are presented with standard print options. After you are finished making the appropriate selections, click **OK**.

**View** – The report is generated for you to view before it prints. The report appears on your screen.



**File** – You are presented with a dialog box you can use to select a file name and location to which you want to print the report.

**E-mail** – Select this option to send the report in a Rich Text Format (.RTF) through electronic mail. When you click **Ok**, the report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation.

- 6 Select the appropriate option from the Customers group box.

**Current Customers** – Select this option if you want the report to include only the current customer. The current Customer ID appears at the top of the window.

**All Customers** – Select this option if you want the report to include all customers.

Select the appropriate option from the Sequence group box.

**Order ID** – Select this option if you want the report sequenced by Order ID.

**Customer ID** – Select this option if you want the report sequenced by Customer ID.

- 7 Select the appropriate option from the Orders group box. The options in this group box are unavailable if you selected All Customers in the Customers group box.

**Current Orders** – Select this option if you want the report to include only the current order for the current customer.

**All Orders** – Select this option if you want the report to include all orders for the current customer.

- 8 Select the appropriate option in the Sequence group box.

**Order ID** – Select this option to output the report by Order ID.

**Customer ID** – Select this option to output the report by Customer ID.

- 9 Select the appropriate option from the Type group box.

**Summary** – Select this option to view a summary of a customer/order deferred revenue status.

**Detail** – Select this option to view detailed information about a customer/order deferred revenue status.

- 10 Click the **Ok** button.

If you selected **Print**, a standard print options dialog box appears. Make the necessary selections to print the report.

If you selected **View**, the report appears on your screen for you to view before printing.

If you selected **File**, a dialog box appears that you can use to name the file and the location to which you want the report printed.

If you selected **E-mail**, the report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation.

## Printing Milestone Status Reports

You can print the status of milestones and events in customer orders. Define the content of the report by specifying which events to include in the report.

- 1 If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the order was placed. If you are licensed to use a single site, this field is unavailable.
- 2 Click the **Order ID** arrow and select the order to use for the milestone status report.
- 3 **Select File, Print Milestone Status Report.**

The current Order ID, Customer ID, and Site ID appear unavailable at the top of the dialog box. These are only for your reference.
- 4 Select a Starting Date and an Ending Date for the report.
- 5 Select the events you want printed on the report in the Show Events group box.

**Not Ready to Trigger** – Select this option if you want those events that are not ready to trigger to be printed.

**Ready to Trigger** – Select this option if you want those events that are ready to trigger to be printed.

**Already Triggered** – Select this option if you want those events that have already triggered to be printed.
- 6 Select how you want to print the report:

**Print** – You are presented with standard print options. After you are finished making the appropriate selections, click **Ok**.

**View** – The report is generated for you to view before it prints. The report appears on your screen.

**File** – You are presented with a dialog box you can use to select a file name and location to which you want the print the report.

**E-mail** – Select this option to send the report in a Rich Text Format (.RTF) through electronic mail. When you click Ok, the report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation.
- 7 Select the appropriate option from the Customer group box.

**Current Customers** – Select this option if you want the report to include only the current customer. The current Customer ID appears at the top of the window.

**All Customers** – Select this option if you want the report to include all customers.
- 8 Select the appropriate option from the Sequence group box.

**Order ID** – Select this option if you want the report sequenced by Order ID.

**Customer ID** – Select this option if you want the report sequenced by Customer ID.
- 9 Select the appropriate option from the Orders group box. The options in this group box are unavailable if you selected All Customers in the Customers group box.

**Current Orders** – Select this option if you want the report to include only the current order for the current customer.

**All Orders** – Select this option if you want the report to include all orders for the current customer.
- 10 Click the **Ok** button.

If you selected **Print**, a standard print options dialog box appears. Make the necessary selections to print the report.

If you selected **View**, the report appears on your screen for you to view before printing.

If you selected **File**, a dialog box appears that you can use to name the file and the location to which you want the report printed.

## Printing Order Invoice Status Reports

You can print the status of one customer order invoice or all customer order invoices.

**1** If you are licensed to use multiple sites, click the **Site ID** arrow and select the site in which the order was placed. If you are licensed to use a single site, this field is unavailable.

**2** Click the **Order ID** arrow and select the order to use for the report.

**3** Select **File, Print Order Invoice Status Report**.

The current Order ID, Customer ID, and Site ID appear unavailable at the top of the dialog box. These are only for your reference.

**4** Select a Starting Date and an Ending Date for the report.

**5** Select the output for the report:

**Print** – You are presented with standard print options. After you are finished making the appropriate selections, click **Ok**.

**View** – The report is generated for you to view before it prints. The report appears on your screen.

**File** – You are presented with a dialog box you can use to select a file name and location to which you want the print the report.

**E-mail** – Select this option to send the report in a Rich Text Format (.RTF) through electronic mail. When you click Ok, the report is prepared as a RTF file and it is attached to a Microsoft Outlook e-mail. See your Microsoft Outlook user documentation.

**6** Select the appropriate option from the Customers group box.

**Current Customers** – Select this option if you want the report to include only the current customer. The current Customer ID appears at the top of the window.

**All Customers** – Select this option if you want the report to include all customers.

**7** Select the appropriate option from the Sequence group box.

**Order ID** – Select this option if you want the report sequenced by Order ID.

**Customer ID** – Select this option if you want the report sequenced by Customer ID.

**8** Select the appropriate option from the Orders group box. The options in this group box are unavailable if you selected **All Customers** in the Customers group box.

**Current Orders** – Select this option if you want the report to include only the current order for the current customer.

**All Orders** – Select this option if you want the report to include all orders for the customer in the currently selected site.

**9** Click the **Ok** button.

If you selected **Print**, a standard print options dialog box appears. Make the necessary selections to print the report.

If you selected **View**, the report appears on your screen for you to view before printing.

If you selected **File**, a dialog box appears that you can use to name the file and the location to which you want the report printed.

## Chapter 8: Accounts Receivable Inquiry

The Accounts Receivable Inquiry system can be used to provide you with detailed information vital to the effective management of your business concerning your customers transactions. Information from entries in the Accounts Receivable module create the base. The Accounts Receivable module stores and processes information about monies owed to your company.

Use this module to match-up payments against invoices and to identify possible exchange differences. The module enables you to further analyze customer orders, aged debts, and to view monthly summary information. You can elect to view the pertinent information by individual customer or by its entirety. You can also request the information to display in any currency you have set up within the system, including System, Tracking or Native Currency (system, customer, transaction or tracking).

This chapter includes:

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### Starting Accounts Receivable Inquiry

The Accounts Receivable Inquiry program displays customer details.

The Accounts Receivable Inquiry program uses the top portion of the window to display summary information and the bottom portion for invoices, credit notes and payments. Invoices and unallocated credits appear on the left side in black while allocated payments and credits appear on the right side. For easy identification, the payments appear in blue and the credit notes appear in magenta.

A/R Inquiry is available from the Receivables menu.

To open the A/R Inquiry window:

- 
- 1 Select **Receivables, Receivable Inquiry** from the main menu.

The A/R Inquiry window contains both entry fields and action buttons.

- 2 Enter the following information in the Receivable Inquiry window.

**Customer ID** – Click the Browse button to select a customer from the table, or enter the customer ID in the field provided.

When you select a select or enter a valid Customer ID, additional customer-related information appears on the tabs on the right of the Receivable Inquiry header. For additional information about the information that appears, refer to “Understanding Additional Customer Receivable Inquiry Information” on page 8–3.

**Site ID(s)** – If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to view in the window. If you are licensed to use a single site, this field is unavailable.

**Display Currency** – Click the **Display Currency** arrow to select a currency from the list. If you are viewing a single site, the entity currency associated with the site is inserted. If you are viewing multiple sites, the drop-down list shows the tracking currencies shared by the selected sites. If no shared tracking currencies are found, “Not Available” is inserted. You cannot view information if a shared tracking currency is not found. Clear site selections until a shared tracking currency ID is displayed in the drop-down list.

If you are viewing closed items the invoice and the allocated payment / credit may be at different exchange rates, therefore an exchange difference is calculated and displayed.

- 3 Enter the following information in the **Invoices** group box.

**All invoices** – Select this option to include all invoices regardless of currency.

**All invoices of Currency** – Select this option to include all invoices of the specific currency only.

The fields are populated with the pertinent information for the requested vendor invoice.

If you select all invoices, you should also verify and/or select the currency of the requested vendor invoices.

- 4 Click the **Search** toolbar button to search the table results for specific attributes.

There are two columns that enable you to search; the Invoice ID column and the Payment ID column. Simply double-click the column header to display the corresponding list. When you choose from the list, the associated information displays automatically. Select the further defining sort selections to display only the items wanted.

- 5 Click the row header to highlight the row that you want invoice details.

- 6 Click the **Invoice details** button to display specific details of an invoice.

- 7 Click the row header to highlight the row.

- 8 Click the **Payment details** toolbar button to display specific details of a payment.

- 9 To enter Customer Notes information to your inquiry click the **Customer Notes** toolbar button, or press the SHIFT + F7 key.

See “Working with Notations and Specifications” on page 8–10.

- 10 To enter Invoice Notes information to your inquiry click the **Invoice Notes** button or press the F7 key.

- 
- 11** To enter Invoice Specs information to your inquiry, click the **Invoice Specifications** toolbar button or press the F6 key.
- 12** To view the next customer ID, click the **Next Customer ID** toolbar buttons.
- To view the next or previous customer ID in the set, click the **Previous Customer ID in Set**, or **Next Customer ID in Set** toolbar buttons.

## Understanding Additional Customer Receivable Inquiry Information

When you enter or select a valid (existing) Customer ID, the tabs that appear in the Receivable Inquiry window header are populated. By default, the Accounting tab appears in the foreground, with the Credit, Sold/Bill To, and Orders tabs behind it.

### Understanding Accounting Information

**Customer Currency** – This indicates the currency that your customer uses. Define this information within Customer Maintenance, on the Accounting tab. For additional information, refer to "Specifying Accounting Information" on page 1–8 in this guide.

**Def Trans Currency** – If the default transaction currency differs from the Customer Currency, the default currency for transactions is displayed in this field. This information carries over from the Customer Maintenance window's Accounting Tab. For additional information, refer to "Specifying Accounting Information" on page 1–8 in this guide.

**Receivables** – This field indicates the total accrued amount owed to you by the customer, minus the total amount you have received from the customer. As they make payments to you, this value decreases, based on the payment amounts from applied credit memos.

**Last Payment Date** – This system-maintained date reflects the last calendar date on which you received payments from the customer.

**Average Days to Pay** – The average number of days it takes for the customer to pay you is calculated.

**Paid Invoices** – This incremental number, based on received and applied credits from the customer, indicates the total number of invoices the customer has paid to you.

### Understanding Credit Information

For more information on the fields listed, refer to "Specifying Entity Credit Limit Information" on page 1–5 in this guide.

**Credit Limit** – This field indicates the defined limit you placed on the customer's credit with you. This information is copied from the Customer Maintenance Credit Limit tab.

**Recv Age Limit** – The Receivables Age Limit is the maximum number of days after a missed payment that you allow a customer place an order. This information comes from the Customer Maintenance window's Credit Limit tab.

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**Credit Status** – The Credit Status value is copied from the Customer Maintenance window’s Credit Limit tab. This may have a value of OK, On Hold, Orders on Hold, or Shipments on Hold.

**Credit Limit Control** – This value carries over from the Customer Maintenance window’s Credit Limit tab and indicates whether you allow the customer to exceed their credit limit. This either indicates Override OK or No Override.

## Understanding Sold/Bill To Information

The Sold/Bill To tab indicates the Sold To and Bill To addresses from the Customer Maintenance header. Typically, the Sold To address is the location where you ship the material, or the main address for the customer, while the Bill To address is location where you send your invoices for payment.

## Understanding Orders Information

**Open Orders** – This field indicates the value for the total amount ordered by the customer, minus the total amount you have shipped to them. This is indicated in the assigned Customer Currency from the Accounting tab.

**Last Order Date** – This field indicates the system date when the customer last ordered material from you.

## Selecting Viewing Options

Determine the transactions that you want to display using the options found under the View menu. Use this feature to track open invoices/items, invoices paid this period, all paid invoices and invoices that are partly paid or allocated. A list of transactions pertinent to the selected customer is displayed.

Select **View, Open Items** from the Receivable Inquiry window.

Only the open items that pertain to the specified criteria are populated. These should include invoices not yet fully paid, credit notes not allocated and cash not allocated.

OR Select **Closed this period** from the View menu of the Receivable Inquiry window.

The invoices fully paid this period are populated.

OR Select **View, Closed all** from the Receivable Inquiry window.

All of the invoices fully paid since the account was opened are populated.

OR Select **View, Part paid/allocated** from the Receivable Inquiry window.

All of the invoices where the total amount is greater than the paid amount are populated.

If a line in Receivable Inquiry contains an invoice ID, you can view the invoice in Invoice Entry. Select a line containing an invoice ID, then select **View, Invoice Entry**. The system opens the selected invoice in Receivable Invoice Entry. If you do not select a line, or if the line does not contain an invoice ID, the system deactivates the Invoice Entry option.



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If a line in Receivable Inquiry contains a payment ID, you can view the invoice in Payment Entry. Select a line containing a payment ID, then select **View, Payment Entry**. The system opens the selected payment in Cash Application. If you do not select a line, or if the line does not contain a payment ID, the system deactivates the Payment Entry option.

To display more detailed allocation information, highlight the line on the A/R Inquiry table that you want to view, then click the **Invoice detail** button or the **Payment details** button.

The window is populated with the following transaction detail information in column format. Refer to the following column descriptions when viewing this table.

**Type** – I = Invoice, M = Credit Note, U = Unallocated cash

**Customer** – Customer ID

**Invoice ID** – Invoice ID as entered or generated by the system.

**Invoice Date** – Date given when invoice entered/created.

**Invoice Currency** – Native currency of the invoice transaction.

**Invoice Amount** – Total invoice amount converted according to your selection.

**Discount** – Discount given on this invoice.

**Payment ID** – Customer's check number.

**Payment Date** – Date given when payment entered.

**Payment Currency** – Native currency of the payment transaction.

**Payment Applied** – Amount allocated to invoice in accordance with the display currency.

**Balance** – Amount outstanding on the invoice.

**Exchange Difference** – Payment Amount - Invoice Amount (system currency).

**Invoice Rate 1F=>S** – Exchange rate applicable on invoice date.

**Payment Rate => 1FtoS** – Exchange rate applicable on payment date.

**Full Payment Amount** – Total payment amount. If the amount is greater than the payment amount, payment has been used to pay more than 1 invoice or unallocated cash has been created.

**Payment or Credit Note** – Indicates whether the amount was a payment, or a credit note.

**Invoice Notes** – If invoice notes exist for this detail line, the appropriate check box is automatically selected.

**Collection Notes** – If collection notes exist for this detail line, the appropriate check box is automatically selected.

**Invoice Specs** – If invoice specifications exist for this detail line, the appropriate check box is automatically selected.

**Terms** – The terms that were set up in Receivables Invoice Entry for this invoice line.

**Site ID** – The site in which the invoice line was created.

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## Selecting Info Options

Three functional modules are offered to further detail your customer information: Summary By Month, Customer Orders, and Aging. You can use these options for individual customers or for all customers.

### Summary By Month

- 1 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to view in the summary. If you are licensed to use a single site, this field is unavailable.
- 2 Click the **Summary** toolbar button, or select **Info, Summary** from the menu.  
The (Monthly) Summary tracks the financial calendar and then totals the invoices, credits and payments for each period.
- 3 Highlight a period and click the **Display** button to populate the period totals.
- 4 Highlight a period and click the **Details** button to display transaction details for that period in date order.

### Customer Orders

- 1 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to view in the summary. If you are licensed to use a single site, this field is unavailable.
- 2 Click the **Orders** toolbar button, or select **Info, Orders** from the menu.  
The (Customer) Orders module shows the site selected from the Receivable Inquiry window, and a history of orders, by individual customer or by all customers. Highlight an order and click the **Details** button to view transaction details for that period in date order.

### Aging

Click the Browse button beside the Customer ID field to enter a customer in the Receivable Inquiry window, or enter the Customer ID in the field provided.

- 1 Click the **Aging** toolbar button, or select **Info, Aging** from the menu.

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2 Specify this information:

**Site ID(s)** – If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to view in the dialog box. If you are licensed to use a single site, this field is unavailable.

**As Of Date** – Specify the date to use to calculate aging.

**Receivable Account** – Click the down-arrow and select the account whose transactions you want to view. Select **\*\*All\*\*** to view information for all accounts.

**Display Currency** – Click the arrow to select a currency from the list. If you are viewing information for a single site, the entity currency associated with the site is inserted. If you are viewing information for multiple sites, the drop-down list shows the tracking currencies shared by the selected sites. If no shared tracking currencies are found, “Not Available” is inserted. You cannot view information if a shared tracking currency is not found. Clear site selections until a shared tracking currency ID is displayed in the drop-down list.

**Aging Periods** – Specify the aging “buckets” to use. The default is 30, 60, 90 and 120 days.

**Aging Basis** – In the Aging Basis section, select which document date to use in the aging calculation. You can click Invoice Date or Due Date.

**Invoices** – In the Invoices section, specify which invoices to display in the table. Click All Invoices to display all invoices. Click All Invoices of Currency to display only invoices generated in a particular currency. Click the **Currency ID** arrow and select the currency to use.

The Aging (Display Aged Debt) tracks the aging analysis for any selected customer or for all receivables. The default periods of 30, 60, 90 and 120 days can be edited as necessary. The receivable account defaults to the account as set in the G/L Interface Table, the aging basis is computed by invoice date and in the initial display currency defaults to system currency. You can overwrite any of these options to re-display the aging details by over typing the appropriate entries and then pressing the **Display** button.

# In-context Customer View Panel

Use the Customer View panel to view information about the selected customer. You can view summary information, detail information, and a chart. For information about setting up the summary and detail views, see "In-context View Panels" on page 9–1 in the Concepts and Common Features guide.

To access the panel, select **View, Customer View Panel**.

The chart shows information at the accounting entity level. To specify the accounting entity to view, use the Site/Entity field to select a site that belongs to the accounting entity you want to view.

These two lines are shown:

**Credit Limit** – A line is displayed for the customer’s credit limit.

**Credit Balance** – A line is displayed for the customer’s credit balance. If the customer has a negative credit balance, then no line is displayed. The credit balance is calculated by subtracting the customer’s outstanding balance from the credit limit. Specify how to calculate customer outstanding balance in Accounting Entity Maintenance.

The chart has four bars. The bars show totals for all sites in the selected accounting entity, including sites you are not allowed to access. When you click a bar, a grid is displayed showing transactions that contribute to the total value of the bar. The grid shows transactions created in your allowable sites only. As a result, the total of the transactions shown in the grid may not match the total shown by the bar.

This table shows the bars displayed in the chart:

Bar	This bar shows...	Click a bar to view
Orders	<p>The total amount of open order lines. A line is open if one of these conditions is met:</p> <ul style="list-style-type: none"> <li>The line has a status of On Hold, Firmed, or Released.</li> <li>The line has a status of Inherit, and the order header has a status of On Hold, Firmed, or Released.</li> </ul> <p>Sales tax and VAT are not included in the amount calculations.</p>	<p><b>Order ID</b> – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry.</p> <p><b>Desired Ship Date</b> – The date that the customer wants the order shipped is displayed.</p> <p><b>Order Amt</b> – The monetary value of the order. If the order is late, then the amount is displayed in red. An order is considered to be late if it has not shipped by the desired ship date.</p> <p><b>Shipped Amt</b> – The monetary value of any shipments made against the open lines of the order. Shipments made against closed lines are not included in the calculation.</p> <p><b>Currency ID</b> – The functional currency ID of the selected accounting entity is displayed.</p> <p><b>Site ID</b> – The ID of the site where the transaction was created is displayed.</p>

Bar	This bar shows...	Click a bar to view
Shipped	<p>The total amount of uninvoiced shipments.</p> <p>Sales tax and VAT are not included in the amount calculations.</p>	<p><b>Packlist ID</b> – The ID of the packlist used to ship the order. Click the ID to open the shipment in Shipping Entry.</p> <p><b>Shipped Amount</b> – The monetary value of the shipment. If the order did not ship before the desired ship date, then the value is displayed in red.</p> <p><b>Shipped Date</b> – The date that the order shipped is displayed.</p> <p><b>Ship Via</b> – The shipping method used to ship the order is displayed.</p> <p><b>Currency ID</b> – The functional currency ID of the selected accounting entity is displayed.</p> <p><b>Site ID</b> – The ID of the site where the transaction was created is displayed.</p> <p><b>Order ID</b> – The ID of the customer order is displayed. Click an ID to open the order in Customer Order Entry. If you are viewing the Customer View Panel in Customer Order Entry, then the order you select replaces the order you were viewing in order entry.</p>
Invoices	<p>The total amount of unpaid invoices.</p> <p>Sales tax and VAT are included in the amount calculations.</p>	<p><b>Invoice ID</b> – The ID of the invoice is displayed. Click the ID to open the invoice in Invoice Entry.</p> <p><b>Balance Amount</b> – The total outstanding balance is displayed. If the amount is overdue, then the amount is displayed in red.</p> <p><b>Invoice Date</b> – The date of the invoice is displayed.</p> <p><b>Invoice Amount</b> – The total amount of the invoice is displayed. If the amount is overdue, then the amount is displayed in red.</p> <p><b>Paid Amount</b> – The amount paid to date is displayed.</p> <p><b>Currency ID</b> – The functional currency ID of the selected accounting entity is displayed.</p> <p><b>Site ID</b> – The ID of the site where the transaction was created is displayed.</p>
Total	<p>The sum of the orders, shipments, and invoices bars.</p>	<p>Information about all transactions that contribute to the customer balance. The information shown in the table is a combination of the other three bars. The Type column shows whether the transaction is a customer order, a packlist, or an invoice. Click an ID to open the transaction.</p>

## Working with Notations and Specifications

Notations (notes, for short) are free form text used exclusively for internal documentation purposes. Although they are associated with the customer order in much the same way as specs, they are fundamentally different:

- Notes are designed exclusively for the internal use of your business. They are NOT included on any outgoing paperwork.
- Individual note entries are automatically date/time stamped, and maintained as separate entries. You can scroll through the notes attached to an invoice or customer for histories of information. This is different from specs, where you can modify the entire block of text at any point as a single object.

All notations in Financials function in the same way.

There are four types of notes that work with the A/R Inquiry window:

- Customer Notes
- Invoice Notes
- Customer Collection Notes
- Invoice Collection Notes

The customer notes and invoice notes work in basically the same way. The difference between them is that customer notes reference the general customer notes data, whereas invoice notes are tied to the A/R invoice.

The customer collection notes and invoice collection notes are available to record, as a permanent record, invoice collection discussions between the department and the customer. A Schedule option is available to allow for the scheduling of payments for invoices including the Due dates and Invoice amounts.

**Customer Notes** are running notes associated with the current Customer ID attached to the A/R invoice. The notes can be used for internal dialogs regarding the customer. Customer notes are NOT linked to any A/R invoice, but to the current customer. If no customer is selected, the Customer Notes are not active. Customer Notes are accessed by pressing the **Customer Notes** button on the A/R Invoice Entry window, or by selecting the **Customer Notations** option from the Notes menu.

**Invoice Notes** are associated with the invoice as a whole. You can use them for internal information concerning this particular invoice. Invoice Notes are accessed by pressing the **Invoice Notes** button on the A/R Invoice Entry window, or by selecting the **Invoice Notations** option from the Notes menu.

**Customer Collection Notes** are associated with the invoice for use in collections. You can use the notes for reviewing and updating unpaid invoice collection diary notes. Use this feature to document and track for easy recall related collection discussions/conversations with the customer. Additional features include the availability to make your selection of the invoice in Ascending or Descending order, re-sizing current columns for best-fitting your data. When you select the <All>, the currency list box becomes available to select which currency to display in the table. If a currency is selected only customer invoices with the selected currency will be displayed. Column heading mouse clicks replace the radio buttons previously used for sorting. The **Descending** check box has been replaced with column heading mouse clicks. A single click on a column heading will sort the table in ascending order, while a second single click the column heading will change the sort to descending order. A double click on a column heading will re-size the column to best fit the data. Access is also granted to the various notation types from this window.

**Invoice Collection Notes** are associated with the customer invoice for use in tracking specific issues that relate to collection efforts of a particular invoice. You can then establish a payment schedule for unpaid invoices. Additional features include the availability to make your selection of the invoice in Ascending or Descending order, re-sizing current columns for best-fitting your data, and an "<All>" choice was added to the Customer ID list box to replace the "All Customers" check box. When this option is chosen the currency list box becomes available to select which currency is wanted. Column heading mouse clicks replace the radio buttons previously used for sorting. A single click on a column heading will sort the table in that column in ascending order, while a second single click the column heading will change the sort to descending order. A double click on a column heading will re-size the column to best fit the data. Access is also granted to the various notation types from this window.

## Printing Overdue Invoices

You can print overdue invoices for one or all customer(s) from the Receivables Inquiry window.

- 1 Click the **Print** toolbar button, or select **File, Print Overdue Invoices** from the Receivable Inquiry menu.
- 2 If you are licensed to use multiple sites, click the **Site ID(s)** arrow and select the sites to include in the report. If you are licensed to use a single site, this field is unavailable.
- 3 Click the **Currency ID** arrow and select the currency for the report. If you selected more than one site, the
- 4 Enter the following information in the **Customers** group box.

**All Customers** – Select this option to print overdue invoices of all customers in the database.

**Customer** – Select this option to print overdue invoices for a specified customer.

If you select the **Customer** radio button, you must select a Customer ID from the Customer ID field. Click the Browse button to select the Customer ID from the list, or enter the Customer ID in the field provided.

- 5 Enter one of the following options in the **Overdue Basis** group box.

**Invoice Date** – Select this option to calculate the overdue date based on the invoice date.

**Due Date** – Select his option to calculate the overdue date based on the due date.

- 6 Enter one of the following options in the **Sort By** group box.

**Customer ID** – Select this option to sort your report by Customer ID.

**Customer Name** – Select this option to sort your report by customer name.

- 7 Enter the following information.

**Overdue by \_\_ Days** – You have the option to print only the invoices that are overdue by a certain number of days. Enter the number of days you want overdue invoices printed in the field.

If you leave this field blank, all overdue invoices are printed.

**Include Credits** – Select this check box if you want overdue invoices that have been credited included.

**Report** – Click the arrow to select one of the following options from the list.

- **Print** – Use the Print option to send your reports to a printer.
- **View** – Use the View option to send your report to a report view application so you can see the report on screen.
- **File** – Use the File option to send the report to a text file and save it to your computer.
- **E-Mail** – Select this option to send the report in a Rich Text Format through electronic mail. If you want to convert this document to PDF (Portable Document Format), select the **PDF Format** check box. If you want to send this e-mail to all of the contacts associated with this document, select the **Send to Document Contacts** check box.

If you selected E-Mail, when you generate the report the system attaches the file to a Microsoft Outlook e-mail. For more information on addressing and sending the e-mail, refer to your Microsoft Outlook user documentation. If you are sending a PDF, the distiller is started, the document is converted to PDF, and it is attaches to the e-mail.

8 Click the **OK** button to output the report.

Click the **Print Setup** button to modify printer settings.

Click the **Cancel** button to exit this dialog box without printing the report.

## Other Output Formats

In addition to printing Overdue Invoices, Receivable Inquiry also provides the ability to export customer-specific information to a spreadsheet or an XML file format. This functionality allows you to save the information in a format that can be viewed by people who do not have VISUAL installed on their system.

From the Receivable Inquiry window's File menu, select either **Send to Excel** or **Send to XML**.

When you select **Send to Excel**, Microsoft Excel is opened and it is populated with the information from the inquiry table.

When you select **Send to XML**, a Send to XML dialog box appears.

1 In the File Name field, either manually enter the full path and name that you want to use for the file, or click the browse button.

If you click the browse button, a Windows Export File dialog box, similar to a Save As dialog, appears. Locate the directory where you want to save the XML file, and enter the appropriate File Name. When you click Save, the path and file name are inserted into the File Name field on the Send to XML dialog box.

2 In the **XML to Write** group box, select the type of information you want to appear on the XML output file, as follows:

**Schema** – Select Schema if you want to export the information on the inquiry table to an XML Schema file, which uses a .XSD file extension. This requires a means to view the output that is not included in VISUAL or your standard Windows installation. When you select this option, **\_Schema** is automatically appended to the end of the specified file name.



**Document** – Select Document if you want to export the inquiry table information to a simple .XML file. XML can be viewed in a web browser or various software applications, including Microsoft Word.

**Both** – Select Both if you want to generate both types of XML file formats. Both .XML and \_Schema.XSD appear in the specified directory.

- 3** In the **Tags** group box, select how you want to define the tags in your XML file. Make your selection from either Column Name or Item Name.

Because XML tags are case-sensitive the selection you make here determines whether the tag uses the database column headers (Item name - All caps), or result table column headers (Column name - Mixed case with underscores replacing spaces).

- 4** To save your file in XML, click **Export**. This sends the file to the appropriate XML type (saving as either XML, XSD, or both).
- 5** To exit the Send to XML dialog box, click **Close**. You must click Close, even after you export the file, to return to the Receivable Inquiry window.



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