Accounts Receivable

OSAS 7.6 User Guide

OSAS®

Accounts Receivable User's Guide

Version 7.6

2210.AR76

Printed in U.S.A. This manual is recyclable.

October 2010

Document Number 2210.AR76

This document has been prepared to conform to the current release version of OPEN SYSTEMS Accounting Software. Because of our extensive development efforts and our desire to further improve and enhance the software, inconsistencies may exist between the software and the documentation in some instances. Call your customer support representative if you encounter an inconsistency.

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CHAPTER 1

1

Introduction

Welcome to OSAS

Welcome to the Accounts Receivable application for OPEN SYSTEMS Accounting Software (OSAS). Accounts Receivable helps you manage your company's cash flow by tracking money owed to you by customers. Accounts Receivable also helps you analyze your receivables and better manage customer relations by producing timely statements, invoices, and reports.

Accounts Receivable plugs into Resource Manager, the foundation of OSAS. Consult the *Resource Manager User's Guide* for more information on basic OSAS functionality and details on how Resource Manager works within the OSAS system.

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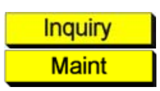
About This Guide

This guide describes the functions that make up the Accounts Receivable application and gives details on how Accounts Receivable fits into your existing business workflow. This guide is divided into these sections:

- Chapter 1 introduces OSAS and the Accounts Receivable application, and describes the basics of the Accounts Receivable system and how to navigate around OSAS.
- Chapter 2, Installation and Conversion, details how to install Accounts Receivable using Resource Manager and how to create or convert the data files it requires.
- Chapter 3, Getting Started, gives information and checklists on the steps you need to perform to set up Accounts Receivable.
- Chapters 4 through 12 contain function descriptions organized by menu. These chapters mirror the order that appears on the Accounts Receivable menu.
- The Appendixes contain supplementary material not directly related to Accounts Receivable functionality.
- The Index is a topical reference to the information in the rest of the chapters, and concludes this guide.

Conventions

This guide uses the following conventions to present information.



When the **Inquiry** or **Maintenance** commands (or both) are available for a field, the Inquiry and Maint flags appear in the margin. See page 1-30 and page 1-34 for more information on these commands.

When you see the phrase “use the **Proceed** (**OK**) command” in this guide, press **Page Down** in either text or graphical mode to continue. In graphical mode, you can also click **OK** to proceed.

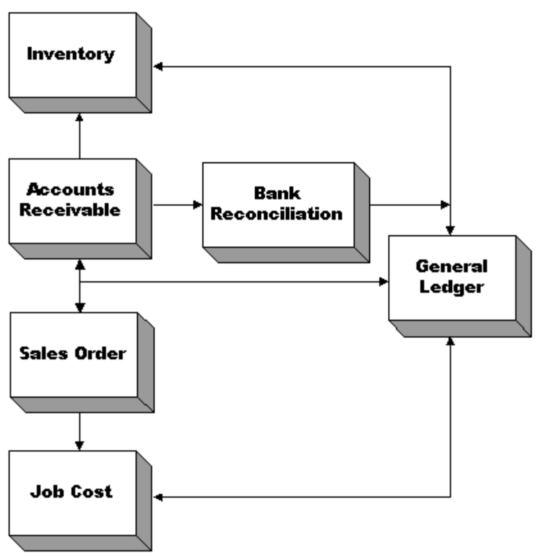
If a function or feature is only available if the Banking application is installed, this banking flag appears in the margin.

The Accounts Receivable System

Use the Accounts Receivable system to record billings you make to customers. It lends its tracking capabilities to other applications associated with tracking assets (Inventory, for example). It represents an asset; when you record a sale to customers, the transactions are expressed as gains to your source of revenue and losses to the assets you sold. For example, if you sell inventory items, the transaction represents a gain to your capital and a loss to inventory.

Application Interaction

Accounts Receivable can be used as a standalone application, but you get optimal use from it when you interface it with other applications.



When you interface applications, the information you enter in one application can be transferred to and used in other applications, reducing data entry time and errors. For more information about application interfaces, see page 3-7.

Menu Structure

The Accounts Receivable menu structure is similar to the structure of other OSAS applications: functions appear roughly in order of use.

File and Code Maintenance

Use the functions on the **File Maintenance** and **Codes Maintenance** menus to set up and maintain information about your customers. For example, use the **Customers** function to establish and update information about customers with which you usually do business.

The system uses various codes to define customers' records. Some of these codes are defined in File Maintenance functions; others are defined in Codes Maintenance functions. For example, terms codes, which serve as a shorthand method of entering terms of a transaction for a customer, should be set up in the **Terms** function on the **Codes Maintenance** menu before you set up the customer records in the **Customers** function on the **File Maintenance** menu.

Information Inquiry

Use the Information Inquiry functions to view (not change) information about customers, invoices, and history. If you are running OSAS through a multiuser network, several people can look up the same information at the same time.

Daily Work

After you establish the valid codes and IDs through the File Maintenance and Codes Maintenance functions, you can use the Daily Work functions to enter transactions that involve a sale. Use the Daily Work functions to track sales, record payments as they come in, track recurring entries as the money comes due, and work with transaction batches.

Open Invoices and Reports

Accounts Receivable offers three categories of reports: transaction, open invoice, and history.

The transaction reports reflect activity before you post. After you have produced all the transaction reports, you are ready to post.

The open invoice reports reflect money due but not necessarily paid after you post. You can use other functions on the **Open Invoices** menu to hold or release open invoices and to calculate finance charges for customers whose invoices are past due.

The history reports reflect activity after you post. After you have produced the history reports, you are ready to do periodic maintenance.

Use the report functions as often as you need to produce summarized information about transactions, commissions, sales analysis, and so on.

Periodic Processing

After posting over a period of time, enough information is kept in various files that the files can get too large and slow down your system. Use the **Periodic Maintenance** function to remove period-, quarter-, and year-to-date figures; year-to-date finance charges; and customer high balances. Use the **Purge Selected Files** function to remove specific information from the **ARHDxxx** (Additional Descriptions History), **ARINxxx** (Open Invoice), **ARRHxxx** and **ARRExxx** (Recurring Entries), **ARHIxxx** (Detail History), and **ARHSxxx** (Summary History) files according to the date you specify.

Master File Lists

Information that you enter in the File Maintenance functions is kept in master files. Use the Master File Lists functions to produce the contents of the files: details about sales reps, customers, ship-to addresses, recurring entries, and codes.

File Information

The information you enter in Accounts Receivable functions is stored in files. Each file falls into one of four categories: customer files, attribute files, temporary files, and history files. (OSAS does not make a distinction between categories of files. The files are described in terms of categories to give you a better idea of how each fits in.)

Customer Files

The customer files serve as permanent sources of customer information: data stays in the files until you remove it.

The **ARCUxxx** (Customer) file holds the following customer information, which you can enter directly through File Maintenance functions or by updating information from interfaced applications:

- Customer ID and description
- Customer name, address, and phone and fax numbers
- Terms code and distribution code
- Customer class, sales reps, and web and e-mail addresses
- Credit information
- Account information
- Tax information
- Balance information
- History information

The **ARCMxxx** (Credit Cards) file contains a list of the commonly used credit cards for each customer. The file can store the card numbers and types for reference or for verification during sales transactions and payments.

The **ARCCxxx** (Customer Comments) file holds comments about the customers you do business with. Initially you enter comments using the **Customers** function.

Attribute Files

The attribute files hold data that you can assign to each customer. These attributes often carry their own function names. These files serve as permanent sources of information: data stays in these files until you remove it.

The **ARDCxxx** (Distribution Account Codes) file stores information about distribution accounts set up using the **Distribution Accounts** function. The codes serve as a shorthand method to enter the GL accounts for Accounts Receivable, Freight Charges, Sales Tax Liability and Other Charges to which you post accounting transactions for each customer.

The **ARTCxxx** (Terms Codes) file stores information about regular payment terms you set up using the **Terms** function. The codes serve as a shorthand method to enter terms in transactions and to assign terms to customers. As a result, you can receive payments from groups of customers based on the terms of payment.

The **ARSMxxx** (Shipping Methods) file stores information about your usual methods of shipping that you set up in the **Shipping Methods** function. The codes serve as a shorthand method to enter shipping information in transactions.

The **ARGLxxx** (GL Codes) file stores information about your sales and cost of sales GL accounts which you set up using the **GL Codes** function. The codes serve as a shorthand method for entering GL sales and cost of goods accounts in transactions when AR does not interface to the Inventory application.

The **ARFCxxx** (Finance Charge Codes) file stores information about the finance charge rates you assess on past due balances. You use these codes as a shorthand entry method for assigning finance charge rules to your customers.

The **ARDExxx** (Additional Descriptions) file stores additional descriptions you assign to line items. This file is used only if you elect to enter additional descriptive text for line items in the Resource Manager **Options and Interfaces** function.

The **ARPYxxx** (Payment Methods) file stores information about payment methods. When you define the methods using the **Payment Methods** function, you can specify the payment type, bank account ID, and debit general ledger account. When you set up customers, you can assign a default payment method. As money is collected and information is posted, history for each payment method is also kept in this file.

The **ARSRxxx** (Sales Rep) file stores information about sales representatives. When you set up the sales reps using the **Sales Reps** function, you can specify the sales rep's name and personal information, the employee ID, and how the commission is calculated (based on percentage, kinds of sales, and which parts of the sale are involved). You can also enter initial values for the history of the sales rep. As money is collected and information is posted, this information updates the month-to-date and year-to-date revenue collected through each sales rep. When you enter invoices, you can assign the sales reps who dealt with the customer.

The **ARSAxxx** (Ship-to Address) file stores information about shipping addresses. When you set up the shipping addresses using the **Ship-to Addresses** function, you can assign the associated customer ID, name and address, method of shipment, and tax group. Then when you set up customers, you can assign the shipping address where the goods for the customer are to be shipped.

The **ARRHxxx** and **ARREXxx** (Recurring Entries) files store information about transactions that come up repeatedly. The **ARRHxxx** file stores header and tax information about each recurring entry; the **ARREXxx** file stores line-item and tax information about each recurring entry.

The **ARRDxxx** (Recurring Additional Descriptions) file holds additional descriptions you assign to line items in a recurring entry. This file is used only if you elect to enter additional descriptive text for line items in the Resource Manager **Options and Interfaces** function. The additional text is printed on invoices after you copy the entry to the **ARTDxxx** and **ARTHxxx** files.

Resource Manager Files

The Resource Manager system has three files that Accounts Receivable uses: **RMCDxxx**, **RMTXxxx** and **RMGCxxx**. These files store Accounts Receivable-related information and serve as attribute files, but are stored as Resource Manager files, so they can be used by other applications as well.

The **RMCDxxx** (Tax Classes) file stores the tax classes and associated descriptions; for each number 00 through 99, enter a description. When you set up tax groups, you assign a percentage and other information to each tax class. When you set up a customer and assign a tax group, the set of tax classes for the tax group (and associated percentage markups) are assigned with it. Then when you enter a transaction for the customer and assign a line item to the transaction, you specify the tax class, and the associated percentage according to the customer’s tax group takes effect.

The **RMTXxxx** (Tax Locations) file stores the tax authorities and associated information. For the classes and descriptions defined in the **RMCDxxx** file, this file stores such information as whether the tax class is taxable, the percentage of markup, the amounts of taxable and nontaxable sales for the reporting period, the overall tax collected for each class of each group, the general ledger account number, the tax ID, and whether freight charges are to be taxed.

The **RMGCxxx** (Tax Groups) file stores information for each group of sales tax locations. This file groups one or more related tax locations together to arrive at an overall sales tax rate used to calculate the tax on a sale (for example, state, county, and city taxes can be grouped together for a combined effective sales tax rate).

Temporary Files

The temporary files store information created from an action you perform and send that information to a different file—usually a history file—when you post.

The **ARTDxxx** and **ARTHxxx** (Transaction) files store information about unposted invoices and miscellaneous credits. This information is entered independently of when payments are made. Each transaction record is assigned a number by the system. The **ARTHxxx** file stores the header information: the customer ID and various terms of the transaction. The **ARTDxxx** file stores line-item and tax information about the transaction.

The **ARCRxxx** (Cash Receipts) file stores unposted cash receipt information. You can enter this information either as totals information in the **Transactions** function or through the **Cash Receipts** function when you assign payments to existing transactions. For open invoice customers, you apply receipts against individual invoices. For balance forward customers, you apply them against outstanding balances. (Customers are designated as open invoice or balance forward in the **ARCUxxx** file.)

The **ARINxxx** (Open Invoice) file stores such summary information as the amount due and the due date of the sales and miscellaneous credits that were posted from the **ARTDxxx** and **ARTHxxx** files. The items remain on file until you purge them.

The **ARLSxxx** (Lot and Serialized Item) file, which is used only if Accounts Receivable interfaces with Inventory, stores the lot number, serial number, item number, location ID, transaction number, quantity and unit information, and associated line-item entry number when you enter a serialized item as a line item. When you post, those numbers are cleared from the **ARLSxxx** file.

The **ARBTxxx** (Batch Control) file keeps track of the transaction batches in use by each terminal. It is updated each time you enter or change a transaction.

The **ARCTxxx** (Transaction Control) file keeps track of the transactions in use by each terminal. It is updated each time you enter or change a transaction. When you complete a transaction, the record is deleted.

History Files

The history files get information as a result of a post.

The **ARHSxxx** (Summary History) file contains information for each item sold to each customer in each period. Three types of summary records are created: a company record, a customer record, and an item record. This file is used only if you elect to save summary history in the Resource Manager **Options and Interfaces** function.

The **ARHIxxx** (Detail History) file contains detailed information about accounts receivable transactions. This file is used only if you elect to save detail history in the Resource Manager **Options and Interfaces** function.

The **ARHDxxx** (Additional Descriptions History) file contains additional descriptions from entries that were posted to the **ARHIxxx** file. These descriptions can also be printed in the Detail History Report. This file is used only if you elect to use the additional descriptions option and to save detail history in the Resource Manager **Options and Interfaces** function.

File Interaction

The Accounts Receivable system tracks money paid in terms of customers. When you enter and post transactions, information is retained in or distributed to the appropriate files to keep the information up-to-date, make the information available through reports, and keep the system in balance.

Invoices and Miscellaneous Credits

You can enter invoices for sales or miscellaneous credits. When you enter either type of daily work, the key unit is the invoice. An invoice holds one or more sales or miscellaneous credits.

When you enter an invoice, you can record having received all the money or having received only some of it.

You can copy recurring entries to an invoice. Use the **Recurring Entries** function to define the run codes that identify recurring entries. The information is kept in the **ARRHxxx** and **ARREXXX** files.

Information about unposted invoices and miscellaneous credits is stored in the **ARTDxxx** and **ARTHxxx** files.

When you enter a line item for a serialized item or for an item kept in a lot, the lot number or the serial number, transaction number, and associated line-item entry number are stored in the **ARLSxxx** file.

If the description field for each line item is not long enough, you can enter 10 lines of additional descriptive text about each line item. The additional text is stored in the **ARDExxx** file and is printed on invoices and miscellaneous credit memos.

Producing Reports

Use the Transaction Reports functions to prepare invoices, produce reports, and post. The information comes from the **ARTDxxx**, **ARTHxxx**, and **ARCRxxx** files. When you post, information from these files is cleared and you cannot retrieve it.

Use the **Print Invoices** function to print invoices for your customers. You can print the invoices in batches or individually.

The **ARTDxxx** and **ARTHxxx** files provide information for the following journals:

- The Sales Journal provides a record of sales you entered in the **Transactions** function since the last posting period.
- The Miscellaneous Credits Journal provides a record of credits (for example, returns) you entered in the **Transactions** function since the last posting period.

The **ARINxxx** file provides information for several reports and for statements:

- The Open Invoice Report provides a list of invoices, miscellaneous credits, and cash receipts.

- The Aged Trial Balance provides up-to-date account balance information.
- The Cash Flow Report provides a summary of how much cash is due within any four aging periods.
- Statements provide a summary of the month’s transactions.
- The Customer Analysis Report provides an analysis of your customers’ activity.
- The Commissions Report provides a summary of commissions your sales representatives have earned.

The **ARCRxxx** file provides information for the following reports and journals:

- The Cash Receipts Journal provides a record of revenue you entered as received in the Cash Receipts and Edit Cash Receipts functions since the last posting period.
- The Methods of Payment Journal holds the same information as the Cash Receipts Journal but is organized by payment method. In this journal you can also single out information about a particular payment method.
- The Deposits Report provides information about which revenue was deposited with which bank accounts.

The **ARHSxxx**, **ARHIxxx**, and **ARCUxxx** files provide information for the following reports:

- The AR Analysis Report provides an analysis of your company’s outstanding receivables.
- The Sales Analysis Report provides an analysis of your company’s sales.
- The Detail History Report provides an analysis of trends in your sales based on detailed line-item information from each sale: which items are being sold most, which customers are buying most frequently, how much each item is being sold for, and so forth.

- The Customer Sales Report provides an analysis of customers' buying trends: how much you sold to your customers, the gross profit from each sale, the average invoice amounts, and the number of invoices.
- The Customer Activity Report provides an analysis of customer activity in terms of which customers bought the most.
- The Summary Invoice History Report provides a summary of invoices from detail history.
- The Promotional Analysis Report provides a means of comparing promotional pricing with other types of pricing.
- The Tax Audit Report shows sales tax calculated by income and location.
- The Sales Tax Report provides a record by tax group of sales tax collected from revenue since the last period.

Posting Transactions

After you are finished entering transaction and cash receipt information and producing the desired reports, you are ready to post transactions.

When you post transactions, several files are changed:

- Records are created in the **ARINxxx** file for each entry in the **ARTDxxx** and **ARTHxxx** files. Invoice due dates and discount dates are updated.
- Balances and sales history information are moved from the **ARTDxxx** and **ARTHxxx** files to the **ARCUxxx** file.
- The **ARCRxxx**, **ARTHxxx**, and **ARTDxxx** files are purged.
- Gross sales figures are updated in the **ARSRxxx** file.
- The taxable and nontaxable sales amounts are updated in the **RMTXxxx** file.
- Lot and serial numbers are removed from the **ARLSxxx** file.

- If you elected to save detail and summary history in the Resource Manager **Options and Interfaces** function, detailed line-item information is moved to the **ARHIxxx** file and summary totals information is moved to the **ARHSxxx** file.
- If Accounts Receivable interfaces with General Ledger, entries are made to the sales, sales tax, freight, miscellaneous, cash, discount, and accounts receivable accounts in the **GLJRxxx** (Journal) file. If a cost is associated with a line item, entries are also made to the inventory and cost-of-goods-sold accounts.
- If Accounts Receivable interfaces with Inventory, the **INHIxxx** (Detail History), **INHSxxx** (Summary History), **INLHxxx** (Lot History), **INLTxxx** (Lot Detail), **INQLxxx** (Quantity Locations), **INQTxxx** (Quantity Totals), **INSHxxx** (Serial History), and **INSNxxx** (Serial Numbers) files are updated; and average prices in the **INUPxxx** (Units Pricing) file are updated.
- If Accounts Receivable interfaces with Job Cost, the cost information in the **JOHIxxx** (Detail History) file is automatically updated, and the JOBSxxx (Jobs) file is optionally updated.
- The period-to-date history in the **ARPYxxx** file is updated.
- An open invoice is created in the **ARINxxx** file for the total of the payments in each credit card payment method.
- If Accounts Receivable interfaces with Bank Reconciliation, deposits for cash receipts update the **BRTRxxx** (Transactions) file.

Transactions, Cash Receipts, and Open Invoices File Relationships

Often the information in the **ARTDxxx** and **ARTHxxx** files, the **ARCRxxx** file, and the **ARINxxx** file overlaps. Depending on how you use Accounts Receivable, different files get used at different times.

The **ARTDxxx** and **ARTHxxx** files record transactions independently of how much money was paid. You enter information in this file through the **Transactions** function or by copying recurring entries through the **Copy Recurring Entries** function.

If you record totals information when you are entering transactions (indicating prepayment), the payment information is sent to the **ARCRxxx** file. You can also enter this information through the **Cash Receipts** function. The **ARCRxxx** file records money as received when it is entered. You can enter the transaction independently of entering money received for it, so the customer can pay all at once, some at the time of transaction and some later, or all of it at a later time or several later times.

When you post, the information from the **ARTDxxx**, **ARTHxxx**, and **ARCRxxx** files is moved to and reconciled in the **ARINxxx** file. This file sorts its information by invoice number, reconciles overall worth of the transaction with what was paid, and determines how much is owed. Information stays in this file until you use the **Periodic Maintenance** function.

Periodic Work

When your files become too large, you may clear some data using the Periodic Maintenance, Purge Selected Files, and Purge Customer Comments functions.

Periodic Maintenance

When you do Periodic Maintenance for period-end work, several things happen:

- Newly calculated finance charges are added to the **ARINxxx** and **ARCUxxx** files.
- Period-to-date accumulators are cleared and credit statuses are updated in the **ARCUxxx** file.
- Aging balances are updated in the **ARHSxxx** files.
- Month-to-date gross sales amounts are cleared in the **ARSRxxx** file.
- Month-to-date payments are cleared in the **ARPYxxx** file.
- Finance charges are posted to the **GLJRxxx** file (if Accounts Receivable interfaces with General Ledger). You can also make the system clear year-to-date finance charges in the **ARCUxxx** file.
- The period in the **ARPDxxx** table increments by one.

When you do Periodic Maintenance for quarter-end work, several things happen:

- All period-end tasks are done.
- Quarter-to-date totals are cleared in the **ARPYxxx** and **ARCUxxx** files.

When you do Periodic Maintenance for year-end work, several things happen:

- All period-end and quarter-end tasks are done.
- Last-year accumulators are updated and year-to-date accumulators are cleared in the **ARPYxxx** and **ARCUxxx** files.
- Year-to-date gross sales amounts are cleared in the **ARSRxxx** file. You can also make the system clear the high balance in the **ARCUxxx** file.

The following chart shows the effects of periodic maintenance on the **ARCUxxx** file:

Value	Updated (+ or -)	Increased	Decreased
General Information	Use the Customers function		
Customer Comments	Use the Customers function		
Sales PTD, QTD, YTD, and LY		Post sales	Post miscellaneous credits
Cash Receipts PTD, QTD, YTD, and LY		Post sales	Post miscellaneous credits
Discount Taken PTD, QTD, YTD, and LY		Post sales	Post miscellaneous credits
Discount Lost PTD, QTD, YTD, and LY		Post orders	Post miscellaneous credits

Value	Updated (+ or -)	Increased	Decreased
Last Invoice Number		Post sales	Post miscellaneous credits
Last Sale Date		Post sales	Post miscellaneous credits
Last Sale Amount		Post sales	Post miscellaneous credits
Last Payment Date		Post sales	Post miscellaneous credits
Last Payment Amount		Post sales	Post miscellaneous credits

Purge Selected Files

The following list shows the effects of purging selected files:

- Paid invoices with check dates before the date you specify are removed from the **ARINxxx** file.
- Detail history with invoice dates before the date you specify is removed from the **ARHIxxx** file.
- Summary history before the period/fiscal year you specify is removed from the **ARHSxxx** file.
- Recurring entries with cutoff dates before the date you specify is removed from the **ARRExxx**, **ARRHxxx**, and **ARRDxxx** files.

Purge Customer Comments

When you use the **Purge Customer Comments** function to remove customer comments you no longer need from the **ARCCxxx** file, the following things happen:

- Paid invoices with check dates before the date you specify are removed from the **ARINxxx** file.

- Detail history with invoice dates before the date you specify is removed from the **ARHIxxx** file.

- Summary history before the period/fiscal year you specify is removed from the **ARHSxxx** file.

- Recurring entries with cutoff dates before the date you specify is removed from the **ARRDxxx**, **ARRExxx**, and **ARRHxxx** files.

Productivity Reports

Accounts Receivable includes a number of productivity reports in Microsoft Excel® format. These reports connect directly to your OSAS data via the ODBC/ JDBC driver (included with OSAS 7.6) and allow you to use spreadsheet tools to manipulate the data as you want and produce charts and graphs to visualize trends.

The spreadsheet reports are listed on the **Productivity Reports** menu. Double-click a report name to automatically launch Excel or any other spreadsheet program capable of opening an Excel-formatted spreadsheet to open the report. Use the selection boxes to filter the information that appears in the report, or use the tools within your spreadsheet software to create charts and graphs from the report's data.

Starting OSAS

OSAS runs on an operating system supported by 150 MB of permanent storage and 4 MB of RAM. You may need additional space or memory, depending on the size of your data files and the operating system you use. Consult your reseller for more information.

In Windows

To start OSAS on a computer running Windows, double-click the OSAS shortcut on the desktop or access the program from the **Start** menu.

In Other Operating Systems

To start OSAS on an operating system other than Windows, enter osas at the operating system prompt. If your operating system has graphical capabilities, you can also use the OSAS shortcut to start OSAS.

Using Parameters

You can use the -u, -c, and -t parameters in OSAS shortcut properties or after the **osas** command so that the system automatically uses the appropriate user ID and company ID to save time logging in.

In Windows, open the OSAS shortcut's properties and enter these parameters after the path in the **Target** field (as in the example below; be sure to use the correct directories for your system).

C:\basis\bin\bbj.exe osasstrt.txt -q -tT00 **-c**D:\osas70\progrm\config.bbx **- -u**Sam **-c**H

Note: In Windows, the **-u**, and **-c**, parameters must follow the separation dash.

In other operating systems, enter the parameters after the osas command, as in this example:

osas **-t** T2 **-c** B

Note: You can enter these parameters in any order, but you must leave a space between the parameter mark (**-t** or**-c**) and the parameter itself.

Refer to the *Resource Manager User's Guide* for more information on these parameters.

Logging In

After you start OSAS, the login screen appears.

To log in to OSAS, enter your **User ID**, the **Company ID** you want to work with, and your **Password.** If you want to save your password so that you do not need to enter it again, select the **Save Password?** check box (or enter **Y** in text mode) to save your information. This check box appears only if the **Remember Password?** option is selected for your user ID in the **Users** function in Resource Manager.

Check the **Change Password?** box to change your password upon logging in. You will be prompted to enter and confirm your new password.

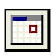
Finally, press **Enter** or click **OK** to log in.

This screen appears only after you have set up the system, including setting up users. See the *Resource Manager User's Guide* for information on setting up users and roles.

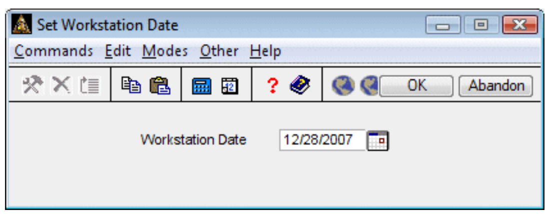
Roles

Roles limit use of the system and protect sensitive information. Each role allows access to specific applications, menus, and functions. If you cannot select a menu or function, your assigned role is not authorized for it. Use the **Roles** function (page 2-19) to set up roles.

Workstation Date



To change the workstation date, select **Workstation date** from the **File** menu, click the **Change Date** button on the toolbar, or press **F6**.



When the Workstation Date box appears, use the button or your keyboard to enter the date and press **Enter**.

Navigating OSAS

OSAS menus and functions are available in two modes: graphical and text. The graphical mode allows both keyboard and mouse commands and uses data entry fields and buttons similar to those found in any graphical software program. The text mode presents information in a simpler text format and uses keyboard commands to access functions and move around the screen. If you use an operating system that does not have graphical capabilities, the text mode is the only mode available.

You can use either text or graphical function screens independently of the main menu. For example, you can use text function screens while using the graphical main menu, and vice versa. Select **GUI Functions** from the **Modes** menu or press **Shift+F6** to toggle between the text and graphical modes for function screens.

When available, press **Shift+F5** to switch between graphical and text menu modes, or press **Shift+F6** to switch between modes on function screens. You can also use the Resource Manager **Defaults** function to select the default mode to use for the main menu and function screens.

In text mode, use the **Page Up**, **Page Down**, arrow, and **Enter** keys to move between menus, select and enter functions, and move around function screens. When a list of commands appears at the bottom of a function screen, press the highlighted letter to use a command. These methods also work in graphical mode, or you can use the mouse to click on fields and command buttons.

Graphical Mode

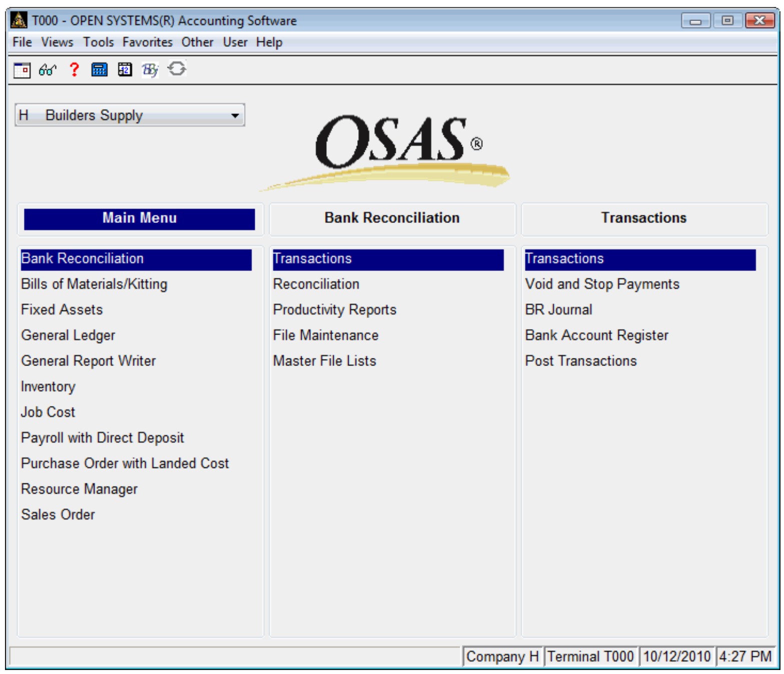
If you're familiar with other graphical software programs, you'll find it easy to navigate around the OSAS graphical mode, which uses buttons, toolbars, text entry boxes, and menus to help you move through your tasks.

Main Menu

If you use BBj in graphical mode, the main menu is available in two flavors: graphical and MDI. To switch between the two styles, press **Shift+F5**. If you use Visual PRO/5, the graphical main menu is the only graphical menu available.

Graphical Main Menu

The graphical main menu is shown below.

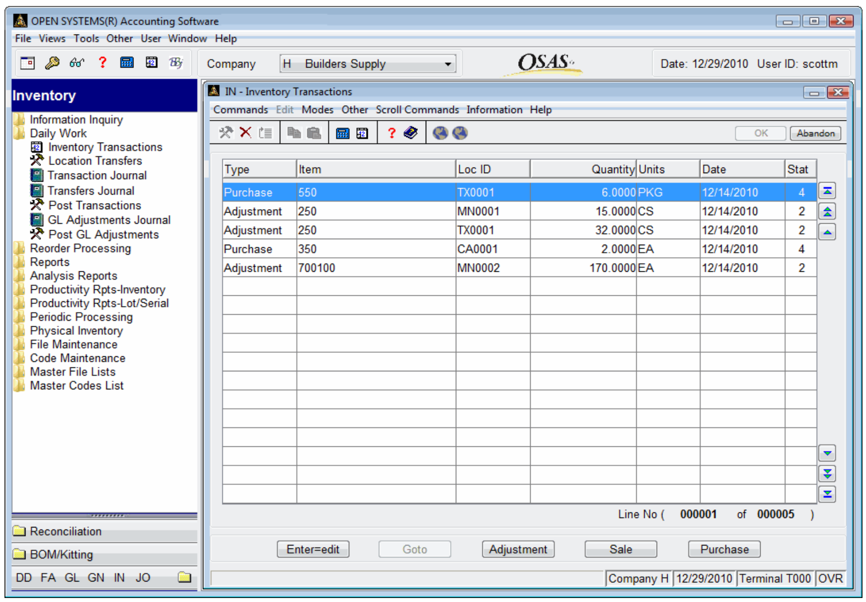


You can move around the graphical menu in these ways:

- Click an application to view that application's menu. Click a menu item to view its functions. Double-click a function name to enter that function.
- To exit from the graphical menu, click a different application or menu name or press **Tab** to return to the main menu.
- To exit from OSAS, click the **Close** box in the upper-right corner of the screen, press **F7**, or select **Exit** from the **File** menu.

MDI Main Menu

The MDI menu centralizes all OSAS functionality in one location: application menus and functions appear in a navigation pane on the left side of the screen, and function screens appear in the large pane on the right. Using this menu, you can open more than one function screen at a time and move or minimize screens as needed. However, you cannot open two functions that lock the same data file at the same time.

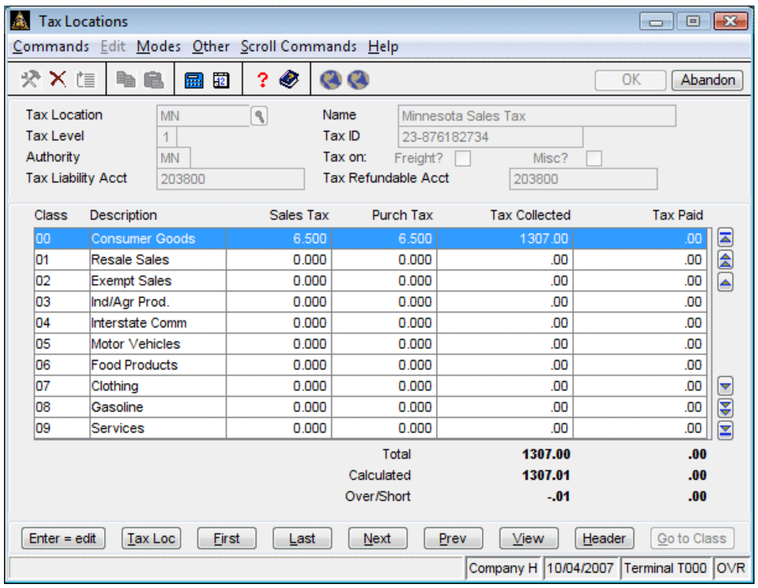


You can move around the MDI menu these ways:

- To view an application's menus, click that application's tab.
- To view the functions a menu contains, click the menu name. The menu expands to list the functions it contains. Click the function name to enter the function. The function screen appears in the right pane.
- To exit from a menu, click a different menu name or application tab. To exit from OSAS, click the **Close** box in the upper-right corner of the screen, press **F7**, or select **Exit** from the **File** menu.

Function Screens

Graphical screens contain the same functionality as text screens, presented in a graphical format that includes easy access to commands via the mouse.



You can move around the screen in these ways:

- Use the mouse or press **Tab** to move from field to field. Use the scroll buttons to move from line to line in scrolling regions.
- If a screen appears prompting for the kind of information to enter or maintain (such as on File Maintenance or Transactions screens), select the appropriate option and click **OK** to continue.
- Press **Page Down** if prompted to move to the next section.
- Click **Header** when it appears to return to the screen's header section.
- Press **F7** to exit the screen and return to the main menu.

Menus

Both the graphical main menu and graphical function screens contain drop-down menus that give you access to additional commands without using the function keys. While you can use the function keys to access commands in graphical mode, you may find it easier to access command through these menus.

To access a menu's commands, click a menu title. The commands for that menu appear, followed by any associated hot key combinations in brackets < >. To use a command, click the command name or press the hot key combination.

Refer to the *Resource Manager User's Guide* for more information on the menus available in OSAS and their commands.

Shortcut Menu

OSAS gives you quick access to commands relating to the screen you're using via a shortcut menu. The commands that are available depend on the function and the field you are currently using. To use these commands, click the right mouse button and select the command from the menu that appears.

On the main menu, the shortcut menu gives you access to commands that help you manage your **Favorites** menu, switch between sample and live data, perform certain setup tasks, and view function information. On function screens, this menu helps you access help documentation, move around the function screen, work with EIS dashboards, and so on.

Other Commands Menu

The **Other Commands** (or **F4**) menu is available on both graphical and text menu and function screens and gives you access to additional utilities and commands not directly related to the function you're currently using. Among other things, these commands open calculators or allow you to view or enter additional information. In text mode, press **F4** twice on the menu or once on function screens to access this menu.

Consult Appendix A in the *Resource Manager User's Guide* for more information on the commands available on the **Other Commands** menu.

Information Menu

The **Information** (or **Shift+F2**) menu is available in some graphical or text function screens in certain applications and gives you access to additional information about a customer, vendor, item, job, bill of material, or employee. The commands available on the **Information** menu are determined by the applications you have installed, and can include:

- General Information
- Comments
- History
- Documents
- Address Lookup

Not all of the commands above appear on every **Information** menu; instead, commands are available only as they are relevant to the task you are performing. For example, if you are entering a transaction in Accounts Receivable, you can access comments or documents about items or customers but not about employees or vendors.

Consult Appendix A in the *Resource Manager User's Guide* for more information on how to use the functions on the **Information** menu.

Favorites Menu

The **Favorites** menu gives you quick access to the OSAS functions you use most by allowing you to add selections for entire menus or particular functions to a custom menu. After you've set up the menu, select **Change to Favorites** from the graphical **Favorites** menu or press **F2** to access the functions.

The **Favorites** menu saves you time by eliminating the need to switch between applications. You can add functions from several different applications to the **Favorites** menu and access them all there rather than switching between applications on the main menu to access the functions you need.

To add a function to the **Favorites** menu, select the function you want to add and press **F10**. Press **F2** to switch to the **Favorites** menu to confirm that your selection was added.

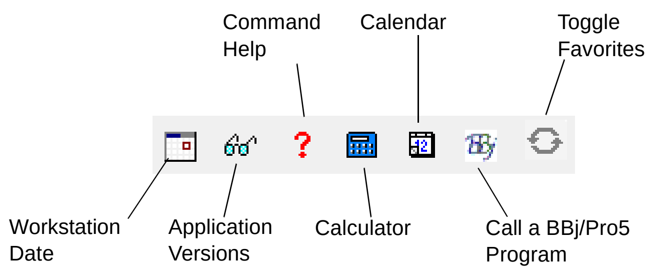
To remove a function from the menu, select the function on the **Favorites** menu that you want to remove and press **F10** again.

Toolbars

As with menus, graphical screens also contain toolbars that give you fast access to the most frequently used OSAS commands. The toolbar for the main menu differs slightly from that of function screens.

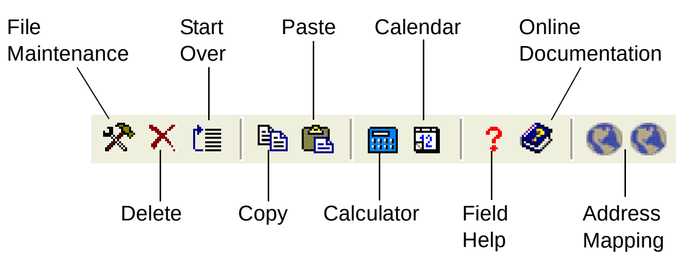
Main Menu Toolbar

The toolbar for the main menu is shown below. Click a button to access that command.



Function Screen Toolbar

The toolbar for function screens is shown below. Click a button to access that command.



Date Fields

If you use BBj in graphical mode, click the **Calendar** button when it appears next to date fields to open a calendar so that you can select the date you want to enter into that field.

Browse

If you use BBj in graphical mode, you can use the **Browse** button when it appears next to fields to navigate to directories and files and automatically enter file paths into that field. Click the **Browse** button to open the Select Directory/ File screen, then navigate to the directory or file and click **Open** to automatically enter the file path in the field.

Inquiry

The Inquiry command helps you look up and select valid entries for fields that are connected to master file records. For example, when you use the Inquiry command in a **Batch ID** field, OSAS lists all batches you have set up so that you can select the one you want to enter in that field. When the **Inquiry** button appears next to a field, you can either click the button or press **F2** to open the Inquiry screen and search for valid entries.

Maintenance

The Maintenance command allows you to enter or edit master file records on the fly from within functions. For example, you can use the Maintenance command to add a new customer or item from within the **Transactions** function. The Maintenance command is available when the **Maintenance** button appears on the toolbar. Click the button or press **F6** to open the File Maintenance function associated with that field and enter or edit a new master file record.

Address Mapping

When you are working with a screen that contains an address, use the **Address Mapping** command to view a map of that address. This command combines address information with the URL and search variables in the Resource Manager **Web Setup** function and the **Map Lookup ID** in the **Company Setup** function to direct your web browser to a mapping website and generate the map.

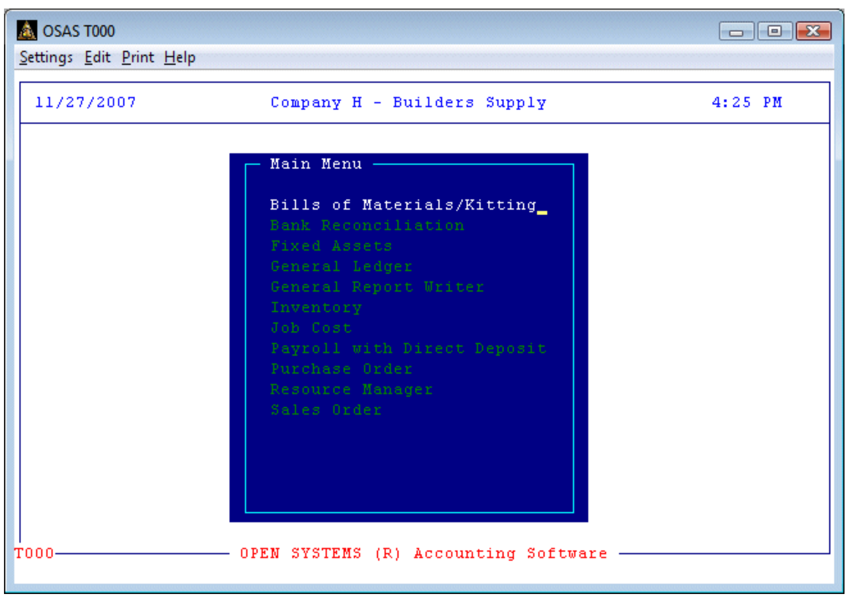
Note: Before you can view maps, you must set up mapping websites in the Resource Manager **Web Setup** function, select the **Map Lookup ID** to use in the Resource Manager **Company Information** function, and enter the path to your workstation's web browser in the Resource Manager **Defaults** function.

Text Mode

The OSAS text mode is available on all operating systems. If you use OSAS on an operating system that does not have graphical capabilities, the text mode is the only mode available. In text mode, all screens are presented in an easy-to-use textual interface that you navigate through using keyboard commands.

Main Menu

The text main menu is shown below.



When you select an application, the application's menu is superimposed over the main menu. Selecting an entry on an application menu opens a function screen or a submenu.

You can move around the text main menu in these ways:

- Use the arrow keys to move the cursor up and down to highlight the application you want. Then press **Enter** to select it.

- Press the first letter of the application you want to move the cursor to the first application beginning with that letter. Continue to press the letter key or the down arrow until the application you want is highlighted, then press **Enter** to select it.

- Use the mouse to click an application to view that application's menu.

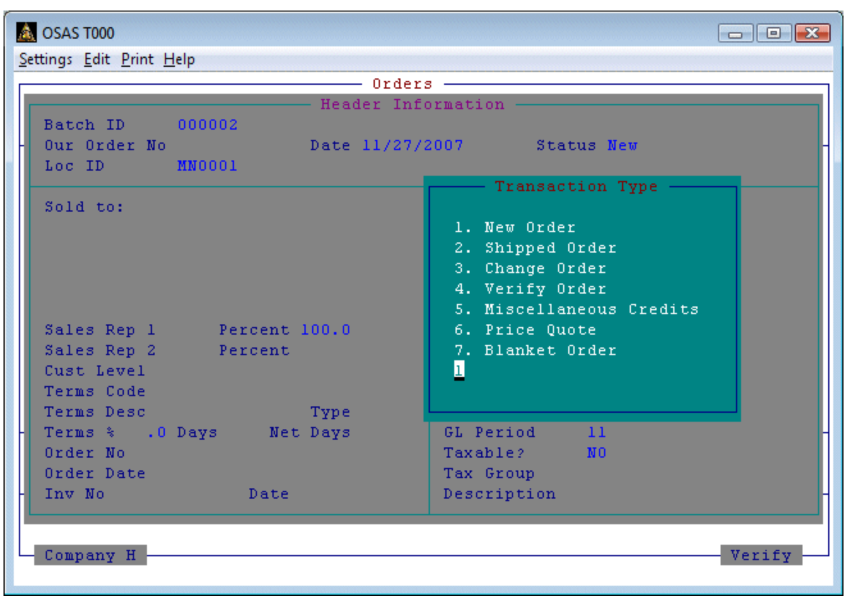
- To move to the first application on the menu, press **Home**. To move to the last application on the menu, press **End**.

- On an application menu, press **Page Up** to move to the menu immediately behind it. If you are several levels away from the main menu, you can return to the main menu by pressing **Page Up** repeatedly or by pressing **Tab** once.

- To exit from OSAS, press **F7**.

Function Screens

Like the text menu, OSAS text function screens can be used on all operating systems and in combination with graphical menus.



You can move around the screen these ways:

- Press **Enter** or the down arrow to move from field to field.
- To use a command that is listed in the command bar, press the highlighted letter.
- Use hot key commands to access information screens or to toggle commands on and off. Refer to Appendix B in the *Resource Manager User's Guide* for more information on these commands and their corresponding hot keys.
- If a screen contains more than one section, press **Page Down** when prompted to move to the next section.
- If a menu appears prompting you for the kind of information to enter or maintain (such as in the example and on Transaction and File Maintenance screens), select the appropriate option and press **Enter**.
- To exit the screen and return to the menu, press **F7**.

Menus

Like the graphical mode, the text mode also includes menus that give you access to commands that open additional utilities, show additional information about the task at hand, or set up a custom menu that contains frequently-used commands.

Refer to Appendix A in the *Resource Manager User's Guide* for full details about the menus available in OSAS.

Other Commands

The **Other Commands** (or **F4**) menu gives you access to additional utilities and commands not directly related to the function you're currently using. In text mode, press **F4** twice on the menu or once on function screens to access this menu. See page 1-27 for more information on this menu.

Information Menu

The **Information** (or **Shift+F2**) menu gives you access to additional information about a customer, vendor, item, job, bill of material, or employee. In text mode, this menu is available when the Info flag appears at the bottom of a function screen.

The commands on the menu are available only as they are relevant to the task you are performing. For example, if you are entering a transaction in Accounts Receivable, you can access comments or documents about items or customers but not about employees or vendors. See page 1-27 for more information.

Favorites Menu

The **Favorites** menu allows you add the OSAS menus or functions you use most frequently to a custom menu. After you've set up the menu, select **Change to Favorites** from the graphical **Favorites** menu or press **F2** to access the functions.

To add a function to the **Favorites** menu, select the function you want to add from the main menu and press **F10**. To remove a function from the menu, select the function on the **Favorites** menu that you want to remove and press **F10** again. See page 1-28 for more information on this menu.

Commands and Flags

Both the text menu and text function screens let you use commands to drill down to more information, change companies, switch to sample data, and perform tasks related to the function you are using. These commands are analogous to the commands contained on drop-down menus in graphical mode.

You access commands by pressing the hot key combination for the command you want to use. If you're working with a keyboard that lacks function keys (labeled with an **F** followed by a number) or if you're working with an emulator in UNIX (which can cause function keys to become unavailable), press the appropriate alternate key combination to access the command.

Refer to Appendix B in the *Resource Manager User's Guide* for a list of all OSAS commands and their associated hot keys.

Not all commands are available for every function or field; when a command is available, a flag appears at the bottom of the function screen. Common flags include **Quick**, **Info**, **Maint**, **Inquiry**, and **Verify**.

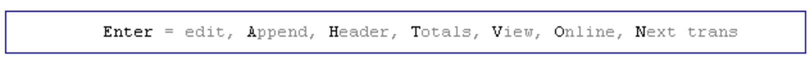
- The **Quick** flag reminds you that you are using the Quick Entry mode to skip fields that are not required. Press **Ctrl+F** to toggle quick entry on and off.
- When the **Info** flag appears, press **Shift+F2** to access the **Information** menu to access additional information about a customer, vendor, item, job, bill of material, or employee. See page 1-27 for more information on this menu.

- When the **Maint** flag appears, press **F6** to launch the appropriate File Maintenance function to edit a master file record or enter a new one "on the fly." When you finish, press **F7** to return to the function you were using.

- When the **Inquiry** flag appears, press **F2** to use the **Inquiry** command to look up additional information and select valid entries for the field you are in.
- The **Verify** flag reminds you that you are using verification. When this flag appears, you must provide verification when you press **Page Down** or use the **Proceed** (**OK**) command. Press **Ctrl+V** to toggle verification on and off.

Command Bar

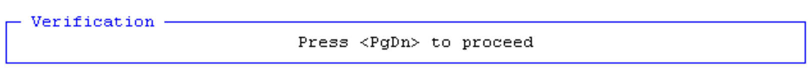
The command bar appears at the bottom of function screen and gives you access to commands that allow you to move around the screen, add or edit information, change settings for selected lines, or select output devices.



The commands that are available depend upon the function you are using, and are analogous to the command buttons available on graphical screens. Press the highlighted key to use a command.

Messages

Messages appear at the bottom of the screen when a command is unavailable or when OSAS needs information to continue.



Address Mapping

When you are working with a screen that contains an address, you can use the **Address Mapping** command menu to view a map of that address. This command combines address information with the URL and search variables in the Resource Manager **Web Setup** function and the **Map Lookup ID** in the **Company Setup** function to direct your web browser to a mapping website and generate the map.

The **Address Mapping** command is available when the **Map** flag appears at the bottom of the screen. To view a map of the first address on the screen, press **Shift+F4**. To view a map of the second address (if present), press **Shift+F5**. The second command is not available when there is only one address.

Note: Before you can view maps, you must set up mapping website information in the Resource Manager **Web Setup** function, select the **Map Lookup ID** to use in the Resource Manager **Company Information** function, and enter the path to your workstation’s web browser in the Resource Manager **Defaults** function.

Reports

OSAS applications contain a variety of reports that help you make the best decisions for your business. With reports, you can view transaction summaries, print audit trails of activity managed through OSAS functions, make lists of your basic master file information for reference, and analyze all aspects of your company's cash flow.

This section summarizes the basics of using reports.

Selecting a Range of Information

To produce a report, you must specify what information you want to include in the report.

- To produce a report that includes all information available, leave the **From-Thru** fields on the report screen blank. For example, if you want to include information about all the vendors you work with in a report, leave the **Vendor ID From** and **Thru** fields blank.

- To limit the amount of information in the report, enter a range in the **From-Thru** fields. For example, if you want a report to include information only about vendor ACE001, enter **ACE001** in both the **Vendor ID From** and **Thru** fields. If you want the report to include information only about vendors that start with CO, enter **CO** at **From** and **COZZZZ** at **Thru**.

- You can also select the **Tag** check mark next to a selection to select a non-contiguous range of information. In fields where you've tagged individual choices, the selection will appear as an asterisk in the From/Thru fields after the selection.

Each field where you enter information on a report screen usually restricts the overall output of the report. For example, if you leave the **Vendor ID From** and **Thru** fields blank, the report contains information about all the vendors. But if you enter invoice **100** in the **Invoice Number From** and **Thru** fields, and invoice **100** is assigned only to vendor ACE001, the report includes information only about vendor ACE001.

Sorting

Information for reports is sorted first by a space (_), then by special characters, then by digits, then by uppercase letters, and finally by lowercase letters. No matter what you enter in the **From** and **Thru** fields, however, your entries are sorted in alphabetical order (unless the function provides an option to sort the information differently).

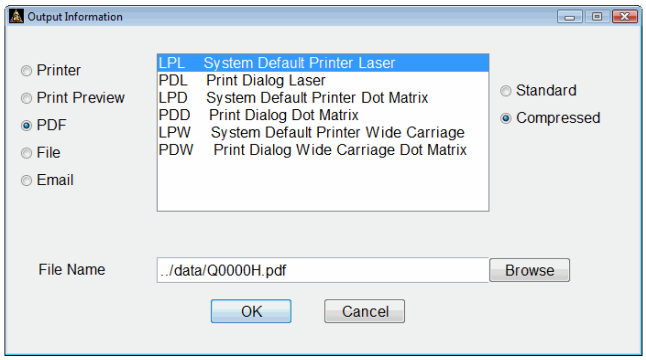
Sorting by alphabetical codes or IDs is easy. For example, the ID **ACL** comes before the ID **BB** because A comes before B.

Use caution when you enter codes or IDs consisting of characters other than letters; the order might not be what you expect. For example, if 20 items are labeled 1 through 20, and all are included in a report, you might enter **1** at **From** and **20** at **Thru**, expecting them to be listed 1, 2, 3. . . 19, 20. However, since OSAS sorts in alphabetical order, rather than numerical order, the numbers are listed in this order: 1, 10–19, 2, 20. In this example, numbers 3 - 9 are not included in the sort since they fall after 20 in an alphabetical sort. To prevent this situation, pad extra spaces in codes and IDs with zeros so that numbers in alphabetical order are also in numerical order. In the example above, the items could be labeled 000001 through 000020.

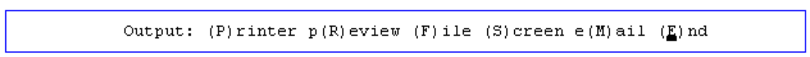
Outputting Reports

You can output reports in a variety of ways, but keep in mind that the mode you use controls which output options are available to you. If you use graphical function screens, you have the following output options: **Printer**, **Print Preview**, **PDF**, **File**, or **E-mail** (for selected reports). If you use text function screens, you have these options: **Printer**, **File**, **Screen**, or **E-mail** (for selected reports).

If you use graphical screens, the Output Information dialog box appears after you select the range of information to include in the report.



If you use text screens, these options appear at the bottom of the screen after you select what to include in the report and how to organize it.



Print the Report

Follow these steps to print a report:

1. Select **Printer** (in graphical screens) or enter **P** (in text screens).

2. If multiple printers are available for the terminal, either select the printer from the list or enter the appropriate code for the printer and press **Enter**.

   Use the **Devices** function in Resource Manager to add printers to the terminal.

3. When available, select either **Standard** (or enter **S**) to print the report in standard width or **Compressed** (or enter **C**) to print it in compressed width.

4. Click **OK** or press **Enter** to begin printing the report.

5. If you want to stop printing after it has begun, press **Ctrl+Break**.

6. Click **OK** or press **Enter** to continue.

Preview the Report

The Print Preview option is only available for graphical workstations. However, before Print Preview will work in Windows, you must add a **sysprint** device line in the **config.bbx** file for that workstation. Use the **Devices** function on the Resource Manager **User Setup** menu to add this line.

Follow these steps to view a report using Print Preview:

1. Select **Print Preview** (in graphical screens).

2. If multiple printers are available for the terminal, either select the printer from the list or enter the appropriate code for the printer and press **Enter**.

   Use the **Devices** function on the Resource Manager **Installation and Configuration** menu to add printers to the terminal.

3. Click **OK** or press **Enter** to continue.

4. When available, either select **Standard** or enter **S** if you want to view the report in standard width or select **Compressed** or enter **C** if you want to view it in compressed width.

5. Press **Enter**. The **Print Preview** screen displays the report as it will look when printed out in hard copy.

6. To print from this screen, select **Print** from the **File** menu. To exit from this screen, select **Exit** from the **File** menu.

Save the Report as a PDF

PDF output is available for OSAS systems using BBj. The data path set up for the workstation in the **Preferences** function (page 4-7) appears. If necessary, enter a new data path or click the **Browse** button to navigate to the correct directory, then enter the file name followed by the **.PDF** extension. The file name plus extension that you enter must be less than 35 characters. Press **Enter** to save the report as a PDF file in that directory.

To save the report as a text file, select **File** or enter **F**. The data path set up for the workstation in the **Preferences** function (page 4-7) appears. If necessary, enter a new data path or click the **Browse** button to navigate to the correct directory, then enter the file name followed by the **.txt** extension. The file name plus extension that you enter must be less than 35 characters. Press **Enter** to save the report in that directory.

Note: To preserve spacing and formatting, view text file reports with a fixed-width or monospaced font (Courier, Letter Gothic, or Lucida Console, for example).

View the Report on Screen (Text Screens Only)

If you use text screens, you can view selected reports directly in the OSAS screen. Keep in mind that this option displays the report one page at a time, storing previously viewed pages in the workstation's memory. Use the **Preferences** function on the Resource Manager **User Setup** menu to limit the number of screen pages you can view to conserve memory resources.

Follow these steps to view the report on screen:

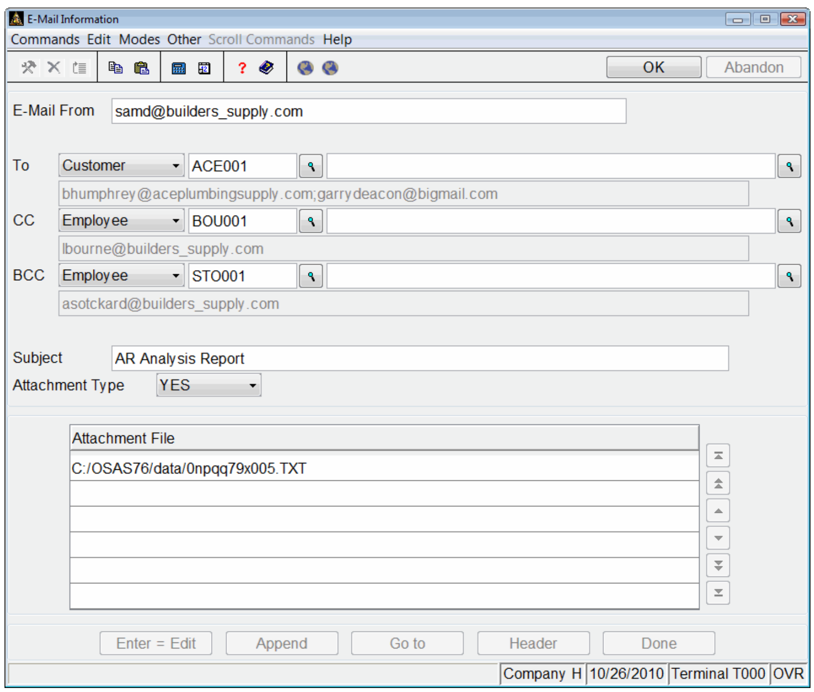
1. Enter **S** to select **(S)creen**.
2. When available, enter **S** if you want to view the report in standard width or **C** if you want to view it in compressed width.
3. When the report appears, press **Enter** to view the next page or **Page Up** to view previous pages.

E-mail the Report

Before you can e-mail reports, you must enter details about your e-mail system using the **E-Mail Setup** function on the Resource Manager **Installation and Configuration** menu. You can e-mail only selected reports. In general, any report or form that makes up part of your audit trail cannot be e-mailed.

Follow these steps to e-mail a report:

1. Select **E-mail** or enter **M**. The **E-Mail Information** screen appears.



2. The **E-Mail From** field displays the originating e-mail address. Change it if you want the return e-mail address to be different from the one set up in the **E-Mail Setup** function in Resource Manager.

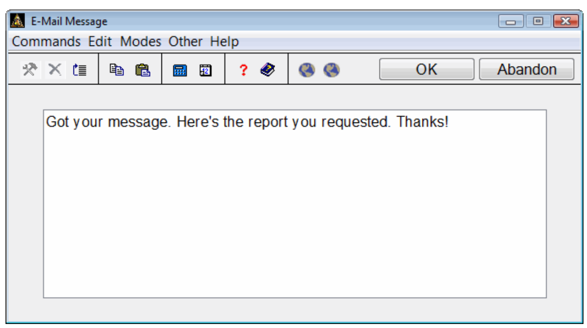
Inquiry

3. In the **To**, carbon copy (**CC**), and blind carbon copy (**BCC**) fields, select **Other** and enter the e-mail address, or select **Vendor**, **Customer**, or **Employee** and choose from the e-mail addresses on file for those respective categories (depending upon installed applications), or select **None** to leave the field blank (you must choose at least one **To**, **CC**, or **BCC** address).

4. The name of the report appears in the **Subject** field. Change the subject line, if necessary.

5. Select **Yes** in the **Attachment** field to send the report as a text file attachment to the e-mail message, select **No** to send the report in the body of the e-mail, or select **PDF** to attach the report as a PDF file.

6. The E-Mail Message dialog box appears.



Enter the message you would like included in the body of the e-mail, and use the **Proceed** (**OK**) command. You are returned to the E-Mail Information Screen.

7. Use one of the following commands in the Attachment File scroll region:

   - Press **Enter** to edit the highlighted attachment (if any). Browse to or enter the name of the file you would like to attach in the **Edit Attachment** dialog box (see “Edit/Append Attachment dialog box” on page 1-44).

   - Press **A** to add an attachment to the e-mail. Browse to or enter the name of the file you would like to attach in the **Append Attachment** dialog box (see “Edit/Append Attachment dialog box” on page 1-44).

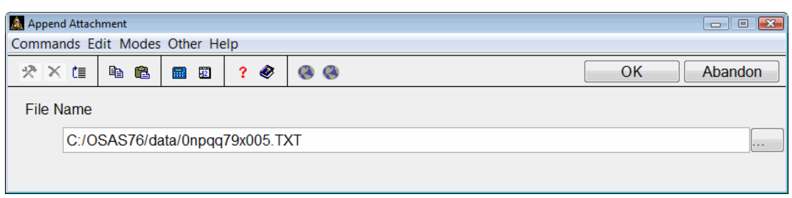
- Press **G** to go to a specific attachment line item (this command is only available if there are more than six attachments to the e-mail).
- Press **H** to change the header information of the e-mail, including the **E-Mail From** field, the recipient(s), the subject line, and the attachment type.
- Press **D** when done entering the e-mail information, and you are ready to process the e-mail.

8. If you choose **No** in the **Send E-Mails Immediately?** option in the Resource Manager Options and Interfaces (see “Options and Interfaces List” on page 3-47), the e-mail will be held in the E-Mail Queue for processing (see “E-Mail Queue” on page 3-49). Otherwise, the e-mail will be sent immediately.

Note: To preserve formatting, view e-mailed reports (or e-mail attachments) with a fixed-width or monospaced font (Courier or Lucida Console, for example).

Edit/Append Attachment dialog box

The Edit/Append Attachment dialog box appears when you press Enter or A in the Attachment File scroll region of the E-Mail Information screen.



1. Enter the File Name of the file you want to attach to the e-mail, or click the browse button (...) to navigate to the file.
2. Use the **Proceed** (**OK**) command to add the attachment to the e-mail, and return to the E-Mail Information Screen.

Commands

Use the following commands when a report appears on the screen:

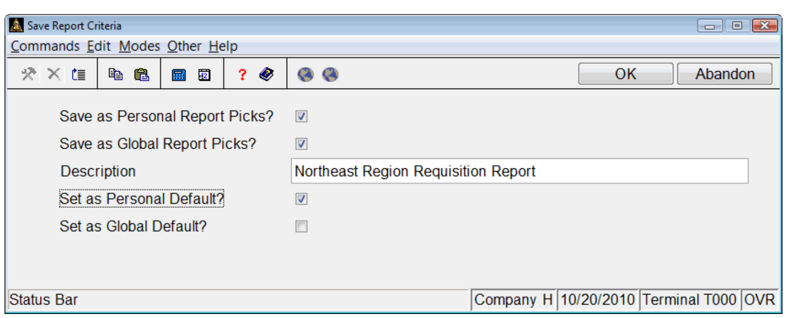
Key	Operation
PgUp	Moves to the previous page of the report.
PgDn	Moves to the next page of the report.
Home	Moves directly to the top of a group of pages.
End	Moves directly to the bottom of a group of pages.
F7	Exits to the menu from any point in the report.
Left	Moves left one character.
Right	Moves right one character.
Tab	Toggles between the left and right halves of a report.
Up/Down	Moves a line up and down the screen to line up information when you toggle between halves of a report.

Using Report Pick Screen Criteria

You can save the pick criteria from any report screen to make it easier to run reports without redefining the criteria each time.

The RM option to **Use Report Defaults?** must be set to **Yes** to use this functionality.

After you choose to print a report, the Save Report Criteria screen appears.



- Check the Save as **Personal Report Picks?** box save the pick criteria for use at a later time on your workstation.

- Check the Save as **Global Report Picks?** box to save the pick criteria for use by anyone in your organization who has access to this report.

- Enter a **Description** for these report defaults for identification.

- If you check the **Set as Personal Default?** box (or enter **Y** in text mode), these pick criteria will be automatically applied on the report screen the next time you run the report from the menu.

- If you check the **Set as Global Default?** box (on enter **Y** in text mode), these pick criteria will be automatically applied on the report screen whenever anyone in your organization runs the report from the menu.

Whether or not you set saved criteria as a default, you can load any report criteria you have saved by clicking **Shift-F3** and choosing the description you want.

Consult the *Resource Manager User's Guide* for more information about reports.

CHAPTER 2

2

Installation and Conversion

Installation

Before You Install Accounts Receivable

Make sure your system meets these minimum requirements before you install Accounts Receivable.

The Accounts Receivable system needs a minimum of 13 megabytes (13Mb) of disk space to work correctly with programs, sample data, data dictionaries, system files, and graphics files. Having more disk space available is necessary for the data files you create and maintain.

The OSAS system requires at least one megabyte (1Mb) of main memory to run. More memory may be necessary in certain environments and operating systems.

Installing Accounts Receivable

Use the **Install Applications** function in Resource Manager (see the *Resource Manager User's Guide*) to install Accounts Receivable. No special considerations need to be made for Accounts Receivable when you use the function.

Setting up Accounts Receivable

Once you have installed Accounts Receivable on your system, you must prepare your data files for everyday use.

You can prepare files for use with Accounts Receivable in one of two ways: you can create and set up your files manually on a new system, or you can convert your old files when you upgrade from an earlier version. To create files on a new system, use the **Data File Creation** function on the **Company Setup** menu in Resource Manager (see the *Resource Manager User's Guide*). For instructions on converting your files, see the *Conversion* section later in this chapter.

If you plan to use General Ledger, Inventory, Bank Reconciliation or Job Cost with Accounts Receivable, you must set up those applications before you set up Accounts Receivable.

Accounts Receivable and Sales Order

If you plan to install Sales Order, install it immediately after installing Accounts Receivable. See the *Sales Order User's Guide* for information about installing Accounts Receivable and Sales Order at the same time.

Conversion

If you use an earlier version of OSAS Accounts Receivable, you can convert your files from the older version to the current version.

When you are ready to convert files, use the **Data File Conversion** function on the **Company Setup** menu in Resource Manager (see the *Resource Manager User's Guide*) to upgrade Accounts Receivable data files. You can upgrade from version 3.2, 4.xx, 5.xx, or 6.xx. If you want to convert to version 7.6 from a version earlier than 3.2, contact a client support representative.

You must install the new version of Accounts Receivable before you convert files. You can replace and update the programs properly only by using the Install Applications function in Resource Manager.

Tax classes, locations and groups are kept in Resource Manager (the **RMCDxxx**, **RMTXxxx** and **RMGCxxx** files). If you are converting Accounts Receivable from a version previous to 5.0, and you want Accounts Receivable to use the tax information from the earlier version, use the **Data File Creation** function on the Resource Manager files first. The Accounts Receivable conversion then moves the data from the old files to the new.

Before you convert an application's files, make note of the version number of the application you are converting from. The **Data File Conversion** function has no way of determining the version from within the function.

Because tables are also converted when you convert data files, any changes made (including those in **Options and Interfaces**) since the initial set up may be lost. Check table settings and verify your options and interfaces selections after converting all companies. If you need to reconvert a company, either reset your options after conversion or back up the **xxTB** files before converting.

Before you convert an application's files, do these things:

- Back up your data files.

- Make sure that no unposted transactions are in your current version.

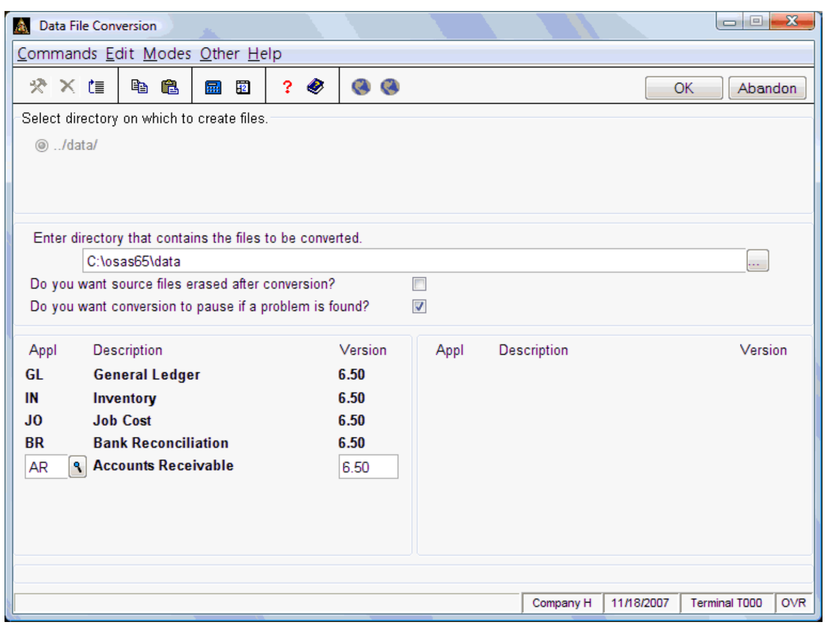
Consider Your Setup

Before you try to convert your version of Accounts Receivable to the current version, consider the exact setup of your system. Since OSAS code can be customized, modifications to your system might be lost if you install a new version of a program or update a file. If you are not sure whether your system is ready for conversion, consult your Open Systems software provider.

If you are converting from version 6.5x to 7.6, no conversion is necessary. You should still use the **Data File Conversion** function to copy data files from the old data directory to the new directory, however.

Converting to Version 7.6

Select **Data File Conversion** from the **Company Setup** menu in Resource Manager. The Data File Conversion screen appears.



1. All valid OSAS data paths appear. Select the destination directory where you want the new data files to reside.

2. Enter the path (drive and directory) that has the files you want to convert. You cannot enter the same path as the path you selected as the destination.

3. If you want source files to be erased after conversion, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N** in text mode).

4. If you want the conversion process to pause if a problem occurs, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). The system considers file corruption or evidence of data not converting correctly a problem.

5. Enter **AR** in the **Appl** column; **Accounts Receivable** appears.

6. Enter your earlier version number of Accounts Receivable, and press **Enter**. (You can determine the version by looking at the copyrights screen when you start OSAS, or in most versions, by using the **Information** (**Shift+F2**) command on the menu screen.)

7. If data files already exist for Accounts Receivable in the intended destination path, the **AR data files exist. Do you want this task to erase them?** prompt appears. If you want to erase the existing files and convert the files from the version in the source path, select **Yes** (or enter **Y** in text mode); if not, select **No** (or enter **N** in text mode). If you elect not to erase existing files, you must change your directory choices so that no conflict exists.

8. To convert, use the **Proceed** (**OK**) command.

9. The **Do you want a printout of error log after each application?** prompt appears. If you want the error log to be produced after files are converted for each application, select **Yes** (or enter **Y** in text mode); if you want the log to be produced after files for all applications are converted, select **No** (or enter **N** in text mode). If you are converting only Accounts Receivable files, your answer to this prompt makes no difference.

10. If a problem occurs and you indicated that you want the system to pause when a problem occurs, a prompt alerts you. To stop the conversion process, select **Yes** (or enter **Y** in text mode). To let the conversion run its course and investigate later, select **No** (or enter **N** in text mode).

11. When the process is finished, the files are converted. Select the output device for the error log.

    After conversion finishes and the error log is produced, the main menu—with Accounts Receivable added—appears.

CHAPTER 3

3

Setup

Setup Considerations

After you have installed the software for the first time or after you have upgraded the software, you must set up the system. Follow the setup procedures carefully; the choices you make determine how the system operates.

To properly set up the Accounts Receivable system, you need to gather and organize your accounting data. You need the following information:

- A chart of accounts for your business
- Identification and credit information about your customers
- Previous- and current-year sales, returns, and receipts histories organized by customer
- A list of unpaid invoices organized by customer or an aging report

Codes and IDs

When you set up the system, you assign codes and IDs to tell the system how to identify each item on file. The system uses these identifiers to organize the information in reports and inquiry windows.

The system arranges code characters in a particular order. In the following list codes and IDs are sorted from lowest to highest, and dashes represent blank spaces.

- - - - - 0

- - - - - 1

- - - - - Z

- - - - - a

- - - - 0 1

- - a - - -

0 0 0 0 0 0

0 0 0 0 0 1

1

The organization of these codes illustrates the following principles:

- The system reads codes from left to right until it finds something other than a blank space.
- Items that make up a code are *always* listed alphabetically. The items are listed in this order for each position:

  Blank spaces
  Characters (-, *, /, and so forth)
  Numbers (0–9)
  Uppercase letters (A–Z)

Lowercase letters (a–z)

Alphabetical rules are not intuitive when numbers are involved. Numbers are sorted as if they were letters: When the first characters of several IDs are compared, the ID with the smallest first character is placed first in the list. If the first character of the IDs is the same, the second characters are compared and the ID with the smallest second character is placed first in the list. This comparison is made for each character in the range of IDs until the IDs are clearly in alphabetical order.

If you use numbers for IDs, pad them with zeros so that they are all the same length and numeric rules can hold true. For example, in alphabetical sorting ID 112 comes before ID 60, since anything that starts with 1 comes before anything that starts with 6 *alphabetically*. If ID 60 were ID 000060 and ID 112 were ID 000112, ID 000060 would be listed first, since 060 is less than 112 alphabetically and numerically.

When you assign IDs and codes, establish a format that makes sense for your business and use it consistently. The following suggestions may help:

- To prevent organization problems, use zeros to make all IDs the same length. If IDs are divided into more than one part, the parts should be the same length in every ID. Do not use spaces to divide IDs into more than one part. For example, use ACE-01 and ACE-11 instead of ACE-1 and ACE-11 or ACE 01.
- If you use letters in IDs, use either all uppercase or all lowercase letters so that the IDs can be sorted correctly.
- Use descriptive IDs. For example, WIN001 and WIN002 are more descriptive IDs than 000001 and 000002. (If you already use a numbered system, you might want to stick with it.)
- If you want to sort items by a particular attribute—name or group—put the attribute in the ID. For example, to organize customers by name, put the first characters of the name in the customer ID.

- To ensure that you can insert new items into a sequence, use a combination of letters and numbers that leaves room in the sequence for later additions. For example, setting up two consecutive IDs of WIN001 and WIN005 leaves room for three customers in between.

Setup Checklist

Follow the steps below to set up the Accounts Receivable system. Each step is explained in this section. If you converted from a previous version of Accounts Receivable, you can simply verify the contents of these files instead of building the data.

1. Set up the options and interfaces.

2. Build the tables.

3. Use the functions on the **Codes Maintenance** menu to build the sales/COGS and distribution accounts, terms codes, finance charge codes, and shipping methods.

4. Build the **ARSRxxx** (Sales Rep) file.

5. Build the **RMTHxxx** (Tax Location Header), **RMTDxxx** (Tax Location Detail), **RMGCxxx** (Group Code), and **RMCDxxx** (Tax Class Code) files in Resource Manager.

6. Build the **ARPYxxx** (Payment Methods) file.

7. Build the **ARCUxxx** (Customer) file.

8. Build the **ARSAxxx** (Ship-to Address) file.

9. Build the **ARRExxx** (Recurring Entries Detail), **ARRDxxx** (Recurring Additional Descriptions), and **ARRHxxx** (Recurring Entries Header) files.

10. Enter initial balances.

11. Set up a backup schedule.

Setup Functions

Options and Interfaces

An application can be interfaced to work in conjunction with other applications. Accounts Receivable can be interfaced with General Ledger, Job Cost, Bank Reconciliation, and Inventory.

General Ledger

When Accounts Receivable interfaces with General Ledger, posting in Accounts Receivable makes entries in the **GLJRxxx** (Journal) file for transactions that affect the ledger (such as sales, cost of goods sold, inventory, freight).

Job Cost

When Accounts Receivable interfaces with Job Cost, posting in Accounts Receivable updates billing information in the Job Cost job and phase records. When you enter invoices, refer to the Job Cost Jobs and Phases List for customer IDs and contract numbers.

Bank Reconciliation

When Accounts Receivable interfaces with Bank Reconciliation, deposits for sales paid with cash or checks update the **BRTRxxx** (Transactions) file.

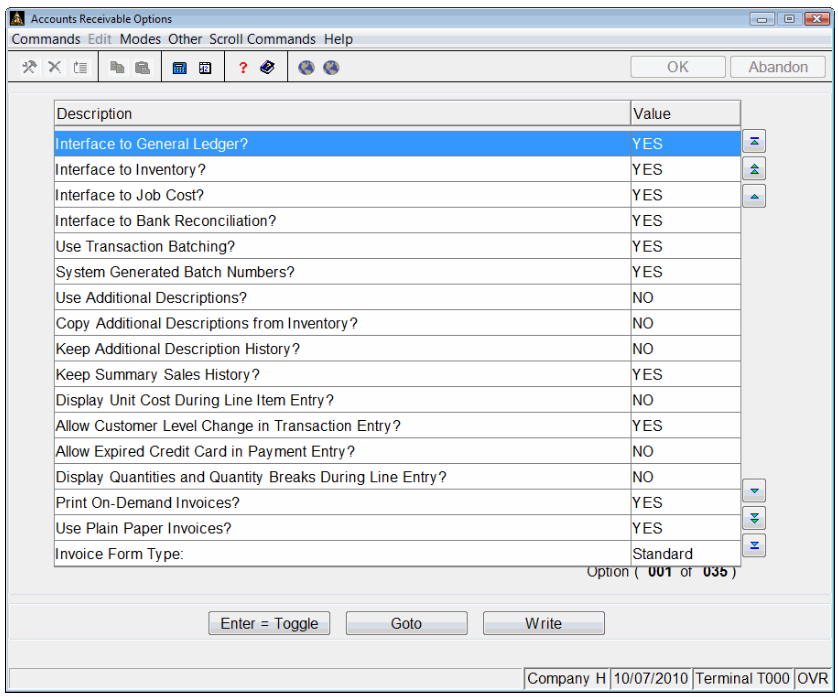
Inventory

When Accounts Receivable interfaces with Inventory, accounts receivable transactions update the quantities in use in the Inventory item records, and posting in Accounts Receivable updates the item stock quantities, dates, and balances.

Options and Interfaces

Select **Options and Interfaces** from the Resource Manager **Company Setup** menu. The Options and Interfaces screen appears.

The name of the company you are working with appears. Specify whether the Options table is *shared* or *owned.* (See the *Resource Manager User's Guide* for information about Options tables.) Then enter **AR** as the application ID and use the **Proceed** (**OK**) command. The Accounts Receivable Options screen appears.



To toggle an option (for example, between **YES** and **NO**), press **Enter**.

To move the prompt directly to a different option, press **G.** Then enter the option number.

When you are finished selecting options, press **W** to save your entries. Then exit to the Options and Interfaces screen. Select another application whose options and interfaces you want to change, or use the **Exit** (**F7**) command to return to the Resource Manager **Company Setup** menu.

1. Toggle to **YES** or **NO** to indicate whether or not you want to interface Accounts Receivable with General Ledger, Inventory, Job Cost, and Bank Reconciliation.

   The interface options work independently of each other. You can respond to them with any combination of settings.

2. Toggle to **YES** or **NO** to indicate whether or not you want to use transaction batching. You can use batching to group invoices, miscellaneous credits, and cash receipts for printing and posting. You can determine how to set up the batches (for example, by time or by workstation). If you use batches, one operator can post transactions in one batch while another operator can add or edit transactions in another batch.

3. Toggle to **YES** or **NO** to indicate whether or not you want the system to generate batch numbers. If you select **YES**, you cannot override the numbers the system assigns.

4. Toggle to **YES** or **NO** to indicate whether or not you want to enter 1 to 10 lines (35 characters each) of additional text for each line item on invoices, miscellaneous credits, and recurring entries. If you select **NO**, the **ARDExxx** (Additional Descriptions) file is not used.

5. Toggle to **YES** or **NO** to indicate whether or not you want to use additional descriptions stored in Inventory. If Accounts Receivable does not interface with Inventory or if you do not use additional descriptions, this option is set to **NO** and you cannot change it.

6. Toggle to **YES** or **NO** to indicate whether or not you want to keep summary (totals) sales history. If you select **NO**, the **ARHSxxx** (Summary History) file is not used and you cannot print summary history reports.

7. Toggle to **YES** or **NO** to indicate whether or not you want to keep additional description history. If you elected not to use additional descriptions, this option is set to **NO** and you cannot change it.

8. Toggle to **YES** or **NO** to indicate whether or not you want the unit cost of inventory items to appear when you enter line items. If Accounts Receivable does not interface with Inventory, this option is set to **NO** and you cannot change it.

9. Toggle to **YES** or **NO** to indicate whether or not you want to be able to change a customer's level when you enter transactions. If you select **YES**, you can change how a customer's billing is calculated at the time of transaction entry by assigning a different level.

10. Toggle to **YES** or **NO** to indicate whether or not you want to be able to enter an expired credit card as payment for a transaction. If you select **YES** and enter a credit card whose expiration date is passed, a warning message appears.

11. Toggle to **YES** or **NO** to indicate whether or not you want quantities and quantity breaks to appear when you enter line items.

12. Toggle to **YES** or **NO** to indicate whether or not you want to be able to print invoices on-demand as you enter them. If you select **NO**, you can print invoices only in a group after you have entered them.

13. Toggle to **YES** if you want to use plain paper invoices. Toggle to **NO** if you want to use forms.

14. If you elected to use forms for invoices, toggle to **LASER**, **8 1/2 x 11**, or **STANDARD** to indicate the type of invoice form you use.

15. Toggle to **YES** or **NO** to indicate whether or not you want to use prenumbered invoice forms. If you select **YES**, the system overwrites invoice numbers you enter. If you select **NO**, the system uses the invoice numbers you enter.

16. Toggle between **YES** or **NO** to indicate whether you want to allow e-mail invoices for customers.

17. Toggle between **YES** or **NO** to indicate whether you want to create user-document links for e-mailed invoices.

18. Toggle between **YES** or **NO** to indicate whether you want to save archived invoice links to Print Manager.

19. If you elected to use forms for statements, toggle to **LASER**, **8 1/2 x 11**, or **STANDARD** to indicate the type of statement form you use.

20. Toggle between **YES** or **NO** to indicate whether you want to allow e-mail statements for customers.

21. Toggle between **YES** or **NO** to indicate whether you want to create user-document links for e-mailed statements.

22. Toggle between **YES** or **NO** to indicate whether you want to save archived statement links to Print Manager.

23. Toggle to **YES** or **NO** to indicate whether or not you want to print company information on plain paper forms.

24. Toggle to **YES** or **NO** to indicate whether or not you want to be able to post data without printing reports.

25. Toggle to **YES** if you want to post line-item detail to General Ledger. Toggle to **NO** if you want to post only summary information.

26. Toggle to **YES** or **NO** to indicate whether or not you want to be able to age invoices online directly in the **ARCUxxx** file. If you select **YES**, invoices for open invoice customers are aged in the **Customers** function and in the Information Inquiry **Customers and Open Invoices** function; invoices for all customers are aged in the **Periodic Maintenance** and the **Post Transactions** functions. If you select **NO**, the invoices are aged for all customers when you post and when you use the **Periodic Maintenance** function.

27. Toggle to **YES** or **NO** to indicate whether or not you want to apply credits to oldest items first for statements.

28. Toggle between **Last 4**, **Hide All**, or **Show All** to define how customer credit card numbers are displayed.

29. Toggle between **Last 4**, **Hide All**, or **Show All** to define how customer direct debit card numbers are displayed.

30. Toggle to **YES** or **NO** to indicate whether or not you want to use limits for credit card authorizations.

31. Toggle between **YES** or **NO** to indicate whether you want to allow line item discounts.

32. If line item discounts are allowed, toggle between **Summary** and **Detail** to choose a line item discount format.

Tables

Tables store information relating to the system, data, options, and default settings for other applications.

Use tables only to enter and store data. Do not delete lines or rearrange the account descriptions. The system looks for information by the position of the lines in the table. For example, in the **ARGLxxx** table, the system always treats the account on the first line as the cash receipts account and the account on the second line as the discount account.

You can set up the **ARGLxxx**, **ARPDxxx**, **DUNxxx**, and **FORMxxx** tables for individual companies and/or all companies that are in the system. You can set up one table for all the companies that are alike, and you can set up one table for each company that is different.

You must enter **OWN** in the **Option Table Type** field in the **Options and Interfaces** function to be able to set up company-specific tables.

For example, you can set up table ARGL for companies that post accounts receivable transactions to the same general ledger accounts; and you can set up table ARGLA01 for company A01, ARGLB01 for company B01, and so forth if those companies post accounts receivable transactions to different general ledger accounts.

These tables are identified by a four- or five-character prefix and a three-character suffix. The prefix is the table name—ARGL for general ledger accounts, for example. The suffix is a company ID or a systemwide table. If you delete a company-specific table, that company uses the generic table. For example, if you delete table ARGLA01, company A01 uses the ARGL table.

The **DFxxxx** table (Defaults) and each Quick-Entry table (**QExxxx**, **QH1xxxx**, **QH2xxxx**, **QIxxxx**, and **QMxxxx**) is identified by a two-character prefix and a four-character suffix. The prefix is the table name—DF for Defaults, QI for Quick-Entry Invoices, and so forth. The suffix is a terminal ID, a company ID, or a systemwide table (without a suffix).

You can set up the Defaults and Quick-Entry tables for the following situations:

- Assign each table to a particular terminal. For example, you can assign table DFT001 to terminal T001.
- Assign each table to all terminals in a particular company. For example, you can assign table DFA to all terminals in company A.
- Set up each table as a general table for several companies to use. For example, you can set up table DF for the companies that use the same defaults.

If you have three companies—A01, B01, and C01—you might want the terminals in companies A01 and B01 to share table DF. You might want company C01 to have some of its terminals use a set of defaults specific to each one, while other terminals share values that are common among themselves but specific to company C01.

Companies A01 and B01 can share table DF; no table has the label DFA or DFB. Company C01 can have table DFC, to be used for the terminals in company C01 that do not need their own set of defaults. Each terminal in company C01 that needs its own set of defaults can have its own table; for example, terminal T001 has table DFT001.

The system treats all terminals with the same ID the same way, so you may want to make sure that each terminal ID is unique. For example, if you have two T001 terminals, one in company A01 and one in company C01, the DFT001 table applies to both terminals regardless of the fact that they are in different companies.

When you enter or edit transactions, the system first tries to find a table with a terminal suffix specific to your terminal. If it cannot find one, it looks for a table for the company in which you are working. If it cannot find one, it uses the systemwide table. For example, if you are using quick entry to enter an invoice for company A01 on terminal T001, the system first looks for QIT001. If it cannot find table QIT001, it looks for QIA. If it cannot find table QIA, it uses the systemwide table QI.

If the system cannot find any applicable table (perhaps because the systemwide table was accidentally deleted), an error message appears and you must rebuild the table.

Codes

Use the Codes Maintenance functions to set up information about sales/COGS accounts, distribution accounts, terms of payment, shipping methods, payment methods, and finance charge codes. The codes serve as a shorthand method of entering information.

See Chapter 11 for information about these codes.

Sales Reps

The **ARSRxxx** file stores information about each person who is paid a commission on sales entered in Accounts Receivable. If you plan to use the commission system, you must set up sales rep records (see page 10-35) and elect to keep sales history in the Resource Manager **Options and Interfaces** function before you begin processing in Accounts Receivable.

For each sales rep, you must specify several pieces of information:

- Personal information
- Commission rate

- Whether the commission is a percent of gross profit or net sales
- Whether the commission is based on booked sales or paid invoices
- Whether the commission is based on any combination of line items, tax, freight charges, and miscellaneous charges

When you enter an invoice, you can specify one or two sales reps who receive the commission and the percentage of the sale that each rep's commission rate (from the **ARSRxxx** file) is based on.

For example, sales rep A receives a 30 percent commission on line items. The commission is based on net sales, and the sales rep receives it when an invoice is paid. For invoice 55, the total of the line items is $10,000. Sales rep A receives a commission on 40 percent of the sale; the commission from the other 60 percent of the sale goes to sales rep B. For sales rep A, the commission is based on $4000; the commission is $1200 ($4000 times 30 percent). A similar process is used to calculate the commission of sales rep B.

The Commissions Report shows sales information for sales reps. Only the amount of paid commissions is shown. If an invoice is partially paid, the commission for the paid portion is adjusted proportionally.

In the example above, if $8000 (80 percent) of the invoice were paid so far, the commission in the Commissions Report for sales rep A would be $960, or 80 percent of the $1200. The report shows the commission on the remaining $2000 (20 percent) when the remaining amount is paid.

If you assess the customer a finance charge for a late payment, you can base the sales rep's commission on the updated amount. In the example above, if $2000 had yet to be paid and you assigned an extra $200 to the charge, the sales rep would get a commission from $2200 (22 percent) when the remaining amount was paid.

Tax Groups

If you plan to accumulate tax for the authorities to which you pay sales tax, set up the tax groups before you enter transactions. See the *Resource Manager User's Guide* for information about setting up tax groups.

When you set up the system, enter the taxable sales, nontaxable sales, and tax collected. These fields update when you post sales.

The sales tax calculation is based on tax classes and the tax group. You assign tax classes to inventory items, and you assign tax groups to customers or the ship-to address to a transaction.

In addition, each customer record has a Taxable flag. The flag can serve as an override; no tax is levied for a customer whose Taxable flag is set to **NO**.

Payment Methods

Use the **Payment Methods** function (see page 11-9) to establish codes for the methods of payment you honor. The codes serve as a shorthand method of specifying how the customer is to pay the invoice.

Use the payment types to set up payment methods. The payment types you can use (cash, check, credit card, write-offs, and other) are provided by the system. You must enter payment method codes and assign payment types to them.

For example, you can set up one code for personal checks and another code for corporate checks. You can assign the *check* payment type to each code but assign different information to each code. You might also set up codes for three credit cards. You can assign the *credit card* payment type to each code but assign different information to each code.

The system treats the amounts for payment types *cash* and *check* the same. However, when you use a code that is assigned the payment type *check*, you must also enter a check number.

When you use the payment type *credit card*, set up the credit card company as a customer, because you ultimately get the money from the credit card company. To identify the credit card company, enter **C** in the **Group Code** field on the Customers General Information screen.

Customers

Use the **Customers** function (see page 10-3) to build the **ARCUxxx** file. You must build the file before you begin processing Accounts Receivable transactions.

General Information

Enter each customer's name, address, attention line, phone and fax numbers, contact, and class. Many reports can be sorted by ID, so the way you enter IDs is important.

Then enter the sales reps who sell to the customer, the territory the customer is located in, and the codes for the customer's usual payment terms. You can enter two sales rep IDs.

The group code for a customer that is a credit card company (such as VISA or MasterCard) is **C**. No history is saved for credit card companies; the history of the transactions involved is assigned to the customer who used the credit card.

You can set up recurring entries for regular customers with a group code from 0 through 9. When you copy these recurring entries, an invoice is created for each customer with that group code.

The **Stmt Code** field determines whether the customer should receive only statements, only invoices, both statements and invoices, or neither statements nor invoices.

Customers that do not receive invoices are skipped when you print invoices. Customers that do not receive statements are skipped when you print statements. (If you elected to print invoices on-demand in the Resource Manager **Options and Interfaces** function, you can still print an invoice on-demand for a customer that does not receive invoices.)

You set up customers as *open invoice* or *balance forward* accounts. For open invoice accounts, you keep detailed information about the invoices in the **ARINxxx** (Open Invoice) file and apply payments to individual invoices. For balance forward accounts, you keep summary information about the invoices in the **ARINxxx** file and apply payments to the total balance due. If you have both open invoice and balance forward accounts, the customer's account type determines which information you enter for the customer.

The distribution code you enter determines the general ledger accounts that are used to post accounts receivable, freight, and miscellaneous charges to the general ledger.

If the customer does not accept partial shipments, clear the check box (or enter **N** in text mode) for the **Partial Ship** field. A message appears if you enter backorder quantities for a customer that does not accept partial shipments.

You can enter a default tax group (which is used to calculate sales tax on transactions) for the customer. Next, designate transactions for the customer as taxable or nontaxable. If the customer is nontaxable, enter the customer's tax exemption ID.

You can also enter the customer's e-mail and web site addresses.

Credit and Balance Information

You can enter a default method of payment for the customer.

If you assess finance charges for a customer, check the box (or enter **Y** in text mode) in the **Fin Charge** field and enter the applicable Finance Charge Code. When you run the **Calculate Finance Charges** function, the **New Fin Chg** field is updated if the customer has an overdue invoice. The finance charge is based on the information in the **ARFCxxx** (Finance Charge Codes) file.

When you run the **Periodic Maintenance** function, the amount in the **New Fin Chg** field is added to the amount in the **Unpaid Fin Chg** field. Then the **New Fin Chg** field is cleared.

> When you set up customer records, do not enter amounts in the **New Fin Chg** and **Unpaid Fin Chg** fields. They are updated when you set up initial balances.

You can enter a credit limit for the customer, and you can put customers on credit hold. Then when you enter invoices, a warning message appears if the amount the customer is putting on credit is greater than the customer's credit limit or if the customer is on credit hold. (You cannot enter an invoice for a customer that is on credit hold.)

Balance Information

You can assign three types of balance information to a customer: finance charge information, money owed, and unapplied credits. Enter finance charge information, money due in the aging buckets presented, and unapplied credits you want subtracted from the overall balance. You must enter unapplied credits as negative numbers so that balances are correct when you use the **Build Open Invoice File** function.

This information is updated when you enter and post accounts receivable transactions.

Credit Card Information

The **ARCMxxx** file can store multiple credit card numbers, cardholder names, and expiration dates for each customer. You can elect to verify credit cards entered in transaction and cash receipts entry against the list, or to maintain the list as a reference only.

Historical Information

The **ARCUxxx** file stores sales and payment information for the current period, the current quarter, and the current and previous year. It also stores the date, amount, and invoice number of the last sale to the customer and the date, amount, and check number of the customer's last payment.

Customer payment history for the last 12 periods is tracked in the **Credit Status** field. The field is 12 characters long, and each character corresponds to one of the 12 periods—the first position is the current period, and the twelfth position is the oldest period.

The numbers **0** through **4** are used:

- The number **0** means that all invoices were paid within 30 days or no activity took place.
- The number **1** means that an invoice was 31 to 60 days overdue.
- The number **2** means that an invoice was 61 to 90 days overdue.
- The number **3** means that an invoice was 91 to 120 days overdue.
- The number **4** means that an invoice was over 120 days overdue.

The **Credit Status** field updates when you do periodic maintenance.

Ship-To Addresses

You can enter multiple ship to addresses for the customer on the Ship-To Addresses screen. When you enter accounts receivable transactions, you can use the **Inquiry** command to access a list of ship to addresses for that customer.

Ship to addresses are stored in the **ARSAxxx** file.

For more information about entering customer records, refer to the **Customers** function (see page 10-3).

Customer Comments

You can enter comments about customers on the Customer Comments screen. When you enter accounts receivable transactions, you can use the **Information** menu (or the **Shift+F2** command in text mode) to access a customer's comments.

Comments are stored in the **ARCCxxx** (Customer Comments) file, not in the **ARCUxxx** file.

For more information about entering customer records, refer to the **Customers** function (see page 10-3).

User-Defined Fields

You can assign up to 16 user-defined fields, which can be numeric, dates, or check boxes. You can view this information using the Customers and Open Invoices Inquiry screens, the Master File List, and Customer Detail List.

User-defined field values are stored in the **ARCUxxx.UF** file.

For more information about entering customer records, refer to the **Customers** function (see page 10-3).

Documents

You can attach multiple documents to customer records. However, you must set up file types in Resource Manager before you can attach documents. See the *Resource Manager User's Guide* for more information.

You can attach 999 documents per customer. The filenames are stored in the **ARCUxxx.UD** file, but the documents remain as separate files.

For more information about entering customer records, refer to the **Customers** function (see page 10-3).

Ship-to Addresses

Use the **Ship-to Addresses** function (see page 10-33) to build the **ARSAxxx** file. Ship-to numbers are a shorthand method of entering addresses of places where you want goods to be shipped. When you enter invoices and credit memos, you can enter the ship-to address number, and the shipping information appears.

You can assign 999,999 ship-to numbers to a customer record in the **ARCUxxx** file.

Recurring Entries

If some individual customers or groups of customers regularly have the same billing requirements, you can set up the invoices in the **ARRExxx**, **ARRDxxx**, and **ARRHxxx** files and then copy them to the **ARTHxxx** and **ARTDxxx** files when they come due.

You can set up only noninventory recurring entries.

Group Codes

When you set up customer records, you assigned a group code to each customer. Use the group codes to set up recurring entries for groups of customers. For example, if you bill group code 4 customers $50 every month, you enter ***4** in the **Sold to** field. The asterisk indicates that the entry is a group recurring entry. When you use the **Copy Recurring Entries** function, the system creates an invoice for every customer with group code 4.

Run Codes

The run code is a unique number that you assign to each recurring entry. You copy recurring entries to the **ARTDxxx** and **ARTHxxx** files by run codes.

If you do not want to copy an entry to the **ARTDxxx** and **ARTHxxx** files after a particular date, enter a cutoff date for it.

You can use the **Periodic Maintenance** function (see page 9-5) to purge entries from the **ARRHxxx** and **ARRExxx** files by cutoff dates. Entries with a cutoff date before the date you specify are purged from the **ARRDxxx**, **ARRHxxx**, and **ARRExxx** files.

Initial Balances

You can use the summary method, the detail method, or a combination of the summary and detail methods to set up the initial customer balances and open invoices.

Summary Method

The summary method is quicker than the detail method, but it does not provide complete sales history. First, enter a balance in each customer record for the period-, quarter- and year-to-date and last-year balances and credit and payment history. Then enter outstanding balances.

If you elected to use online aging in the Resource Manager **Options and Interfaces** function, turn the option off before you enter beginning balances.

The summary method consists of the following steps:

1. Enter the unpaid finance charges and outstanding invoice amounts for the current period and the four aging periods, and enter credit and payment history.

2. Use the **Build Open Invoice File** function (see page 10-65) to build an invoice for each unpaid finance charge, current amount due, and balance in an aging period.

Detail Method

The detail method provides complete sales history, but it is more time-consuming than the summary method. You must enter the year-to-date transactions in the **ARINxxx** file and post them to the appropriate periods.

The detail method consists of the following steps:

1. Use the **Transactions** (see on page 5-3) and **Cash Receipts** (see on page 5-25) functions to enter the year-to-date accounts receivable transactions. Then post the transactions to the appropriate periods.

2. Calculate finance charges on overdue invoices. The customer records are updated with these amounts.

Combination Method

The combination method, a blend of the summary and detail methods, is less time-consuming than the detail method, but it does not provide a complete sales history. You enter summary balances for transactions that are no longer outstanding and build open invoices for balances that are still outstanding.

The combination method consists of the following steps:

1. Use the **Customers** function to enter summary balances for transactions that are no longer outstanding for the current period and for each aging period, and enter credit and payment history.

2. Use the **Build Open Invoice File** function (see page 10-65) to build one invoice for each unpaid finance charge, current amount due, and balance in an aging period.

3. Use the **Transactions** (see on page 5-3) and **Cash Receipts** (see on page 5-25) functions to enter open transactions. Then post them to the appropriate accounts and customer records.

4. Calculate finance charges on overdue invoices. The customer records are updated with these amounts.

Roles

To safeguard your system, you'll need to prevent access by unauthorized people. Use the Resource Manager **Roles** function to set up roles on your system. You can set up roles for the Accounts Receivable system itself, for menus in the system, and for individual functions. To control users' access to menus and functions, you can set up an roles for each user or group of users that performs the same functions.

Different Roles for Each Company

Roles are company-specific. When you set up a role, the role is assigned the company you are in.

Because the roles are company-specific, you must set up roles for each company a user needs to access.

What Should Be Protected

Because of the sensitive nature of some of the information in the Accounts Receivable data files and reports, you should limit role access to the functions that provide confidential information or are sensitive to change.

For more information about roles, see the *Resource Manager User's Guide*.

Backup Schedule

Plan a backup schedule before you begin day-to-day operations.

You can lose files because of disk drive problems, power surges and outages, and other unforeseen circumstances. Protect yourself against such an expensive crisis by planning and sticking to a backup schedule.

Backing up Data Files

Back up your Accounts Receivable data files whenever they change—every day or every week—and before you run the **Post Transactions**, **Periodic Maintenance**, **Purge Customer Comments**, and **Purge Selected Files** functions.

Backing up Programs

Once a month or so, back up your programs. Even though these files do not change, diskettes can be damaged or deteriorate, so it pays to have a fresh copy in storage in case you need it.

Diskettes

Keep more than one set of backups in case one set is bad or damaged. Rotate the sets of backup diskettes, keeping one set off-site.

Use Resource Manager

Use the **Backup** function on the Resource Manager **Data File Maintenance** menu to back up files.

> You must back up all the files in the data path for a particular list of companies at once to ensure that you have up-to-date copies of the system files. Do not try to use operating system commands to back up only a few files that have changed; if you do, your system may not work after you restore them. The **Backup** function backs up all the data files for a specified company in a data path at one time.

CHAPTER 4

4

Information Inquiry

Introduction

Use the functions in this chapter to look at information about customers, invoices, and history. You cannot use Information Inquiry functions to add or change information.

Before you post information, you can use these functions at any point in your work cycle to view customer information.

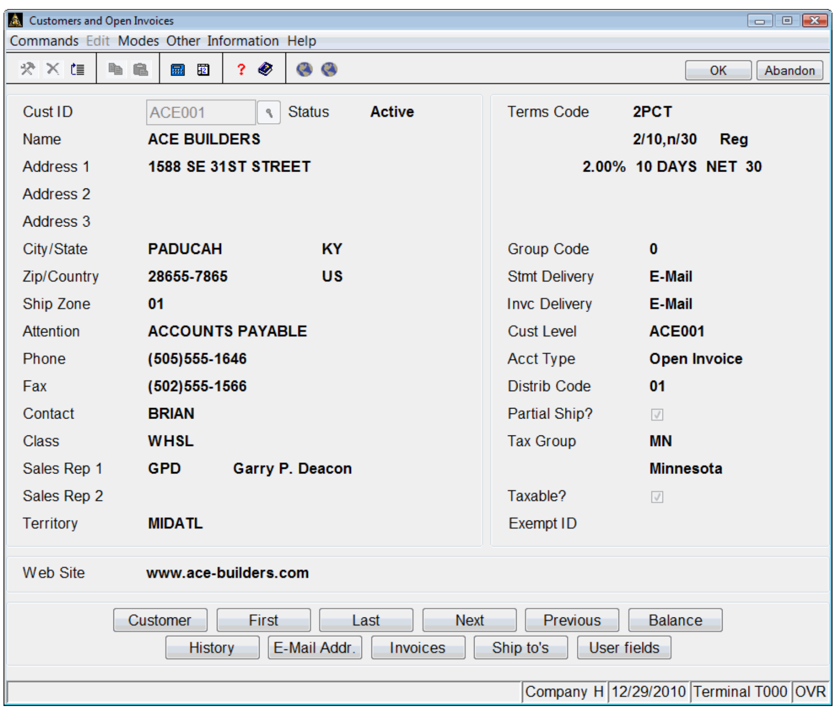
After you post information, the information becomes historical. You can use the **Summary History** function if you elected to keep summary history in the Resource Manager **Options and Interfaces** function. You can use the **Detail History** function if you elected to keep detail history in the Resource Manager **Options and Interfaces** function.

Customers and Open Invoices

Use the **Customers and Open Invoices** function to look at customer records and open invoices. This information comes from the **ARCUxxx** (Customer) file and the **ARINxxx** (Open Invoice) file.

General Information

Select **Customers and Open Invoices** from the **Information Inquiry** menu. The Customers and Open Invoices inquiry screen appears.



Inquiry

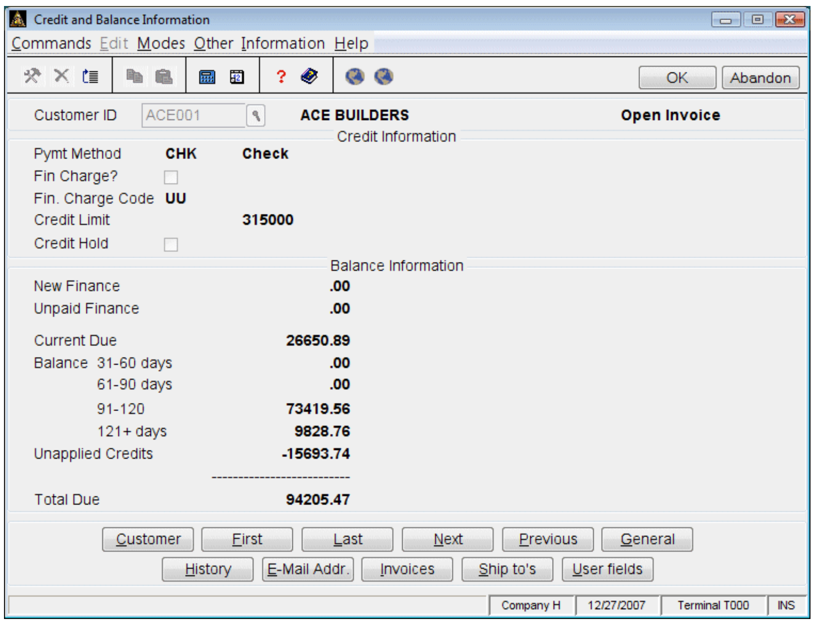
1. Enter the ID of the customer whose information you want to view, or press **Enter** to look at information about the first customer.

2. Use the commands (buttons in graphical mode) in the command bar of each inquiry screen to find the information you need:

Command	Action
Customer	Press **C** to look at a different customer record. Then enter the customer ID.
First	Press **F** to look at the first customer record on file.
Last	Press **L** to look at the last customer record on file.
Next	Press **N** to look at the next customer record on file.
Prev	Press **P** to look at the previous customer record on file.
Balance	Press **B** to look at the balances for the customer. See “Customer Balances” on page 4-5 for more information.
History	Press **H** to look at the sales and payment history for the customer. See “Customer History” on page 4-6 section below for more information.
Invoices	Press **I** to scan invoices for the customer you selected. See “Find Invoices for a Customer” on page 4-7 for more information.
Ship to’s	Press **S** to look at the shipping addresses assigned to the customer you selected. See “Ship-To Addresses” on page 4-8 for more information.
User fields	Press **U** to view the user-defined fields for the customer you selected.

Customer Balances

To view the balances for the customer, press **B**. The customer history inquiry screen appears.



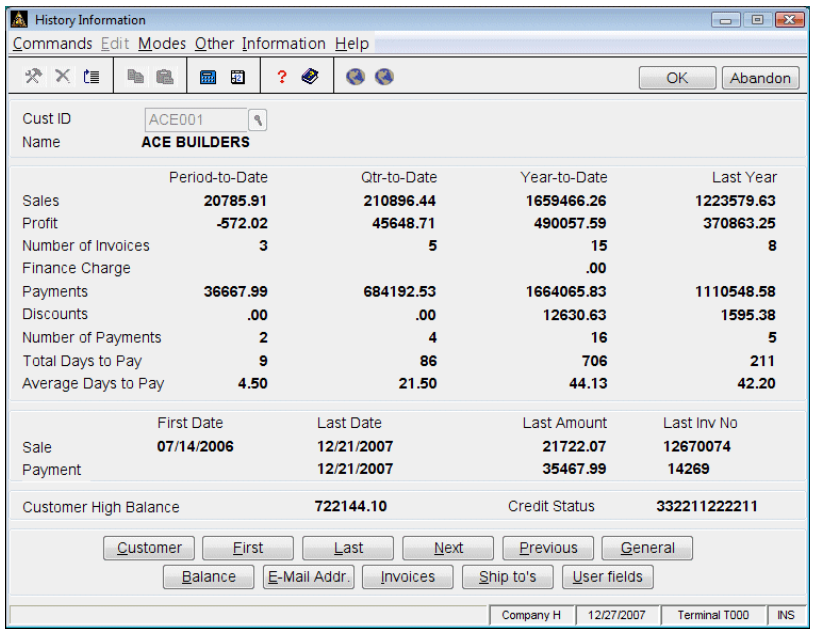
The information that appears comes from the **ARCUxxx** file and is entered using the **Customers** function (see page 10-3).

Use the commands (or buttons in graphical mode) on the command bar to find the information you need. See the table in the General Information section for more information.

When you are finished looking at the information, press **G** to return to the Customers General Information Inquiry screen.

Customer History

To view sales and payment history for the customer, press **H**. The customer history inquiry screen appears.



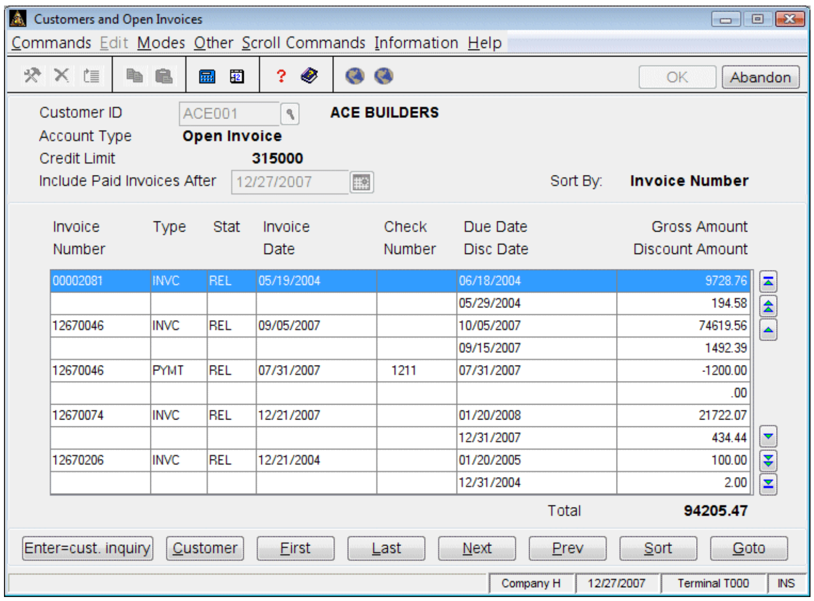
The information that appears comes from the **ARCUxxx** file and is entered using the **Customers** function (see page 10-3).

Use the commands (or buttons in graphical mode) on the command bar to find the information you need. See the table in the General Information section for more information.

When you are finished looking at the information, press **G** to return to the customers general information inquiry screen.

Find Invoices for a Customer

To scan invoices for the customer you selected, press **I**. The invoices inquiry screen appears.



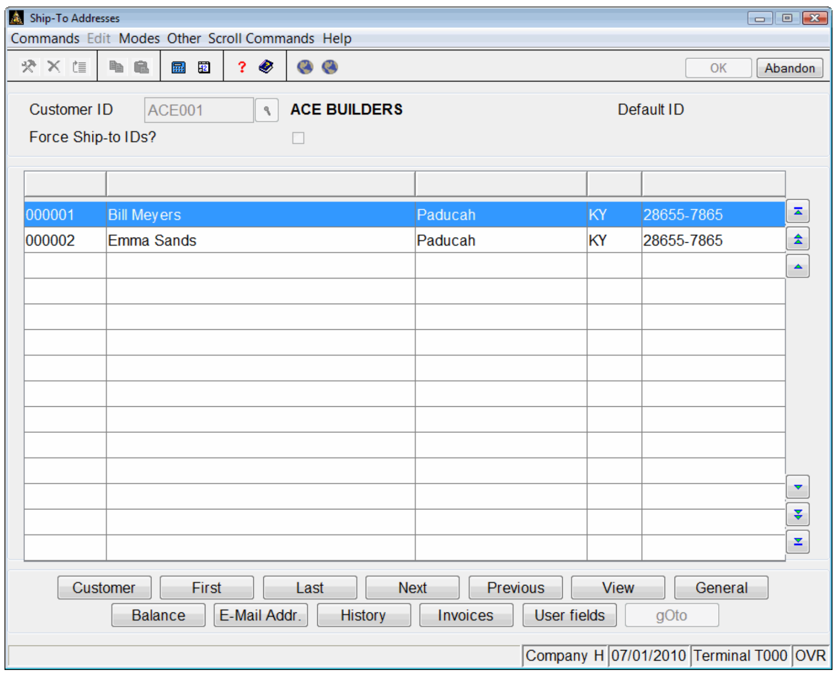
Press **Enter** to return to the main customer inquiry screen.

Use the commands (or buttons in graphical mode) on the command bar to find the information you need. See the table in the General Information section for more information.

Press **G** to move the prompt to a different invoice number. Then enter the invoice number. (This command appears only if there is more than one screen of invoice numbers.)

Ship-To Addresses

To view the ship-to addresses assigned to the customer, press **S**. The Ship-To Addresses screen appears.



Use the commands (or buttons in graphical mode) on the command bar to find the information you need. See the table in the General Information section for more information on these screen commands.

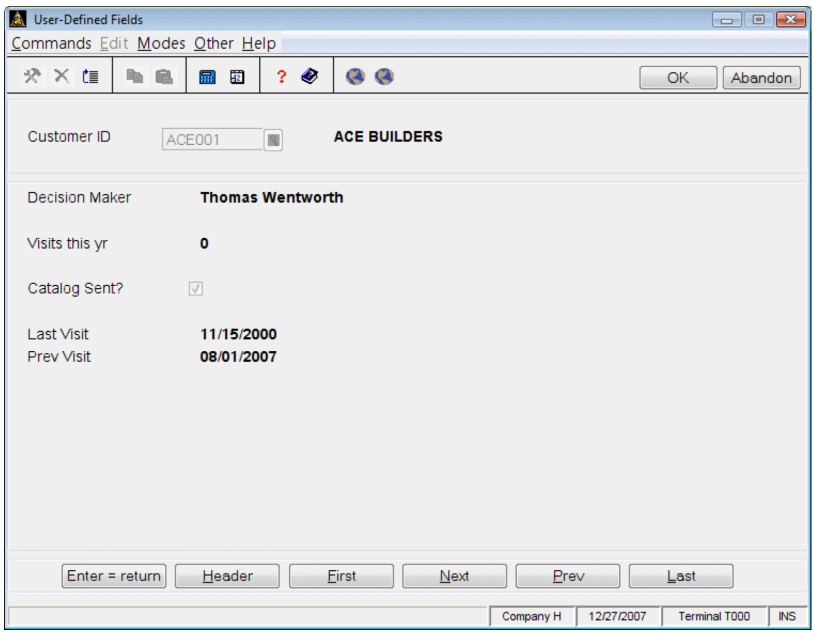
Press **V** to bring up the View Ship-To Address dialog box. The specific ship to address information appears. Press any key to return to the Ship-To Addresses screen.

Press **O** to move the prompt to a different ship-to address. Then enter the address. (This command appears only if there is more than one screen of addresses.)

When you finish looking at the information, press **G** to return to the customers general information inquiry screen.

User-Defined Fields

To view the user-defined fields for the customer you selected, press **U** (**User fields**). The User-Defined Fields screen appears.



Tab out of the **Customer ID** field. The user-defined field information setup for the customer appears.

Use the commands (or buttons in graphical mode) on the command bar to find the information you need. See the table in the General Information section for more information on these screen commands.

Press **Enter** to return to the main customer inquiry screen.

Open Invoices

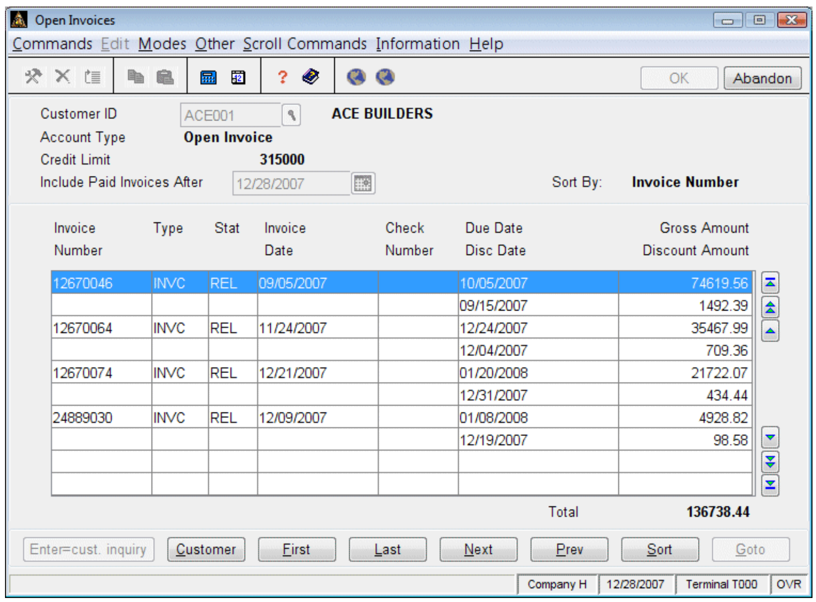
Use the **Open Invoices** function to view the open invoices that are on file for a customer. This information comes from the **ARCUxxx** (Customer) file and the **ARINxxx** (Open Invoice) file.

The main difference between this function and the **Customers and Open Invoices** function is that this function provides information only about open invoices and associated customers, not about customers that do not pertain to invoices. For example, you cannot use this function to find a customer's address.

To add to or change this information, use the **Customers** function (see page 10-3) or the **Transactions** function (see on page 5-3).

Open Invoices

Select **Open Invoices** from the **Information Inquiry** menu. The Open Invoices screen appears.



Inquiry

Enter the ID of the customer whose open invoices you want to view, or press **Enter** to look at information about the first customer.

Use the commands (or buttons in graphical mode) on the command bar to find the information you need. See “General Information” on page 4-3 for more information.

When you finish looking at the information, use the **Exit** (**F7**) command to return to the **Information Inquiry** menu.

Detail History

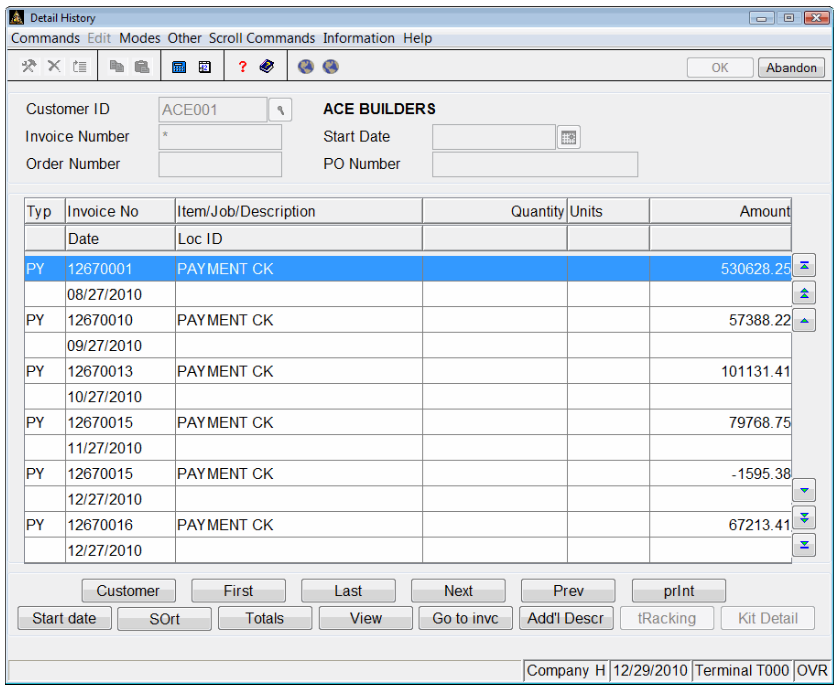
Use the **Detail History** function to view past sales and payment information in terms of individual invoices. This information comes from the **ARHIxxx** (Detail History) file.

This function is available only if you elected to keep detail history in the Resource Manager **Options and Interfaces** function.

To add to or change this information, use the **Customers** function (see page 10-3).

Detail History

Select **Detail History** from the **Information Inquiry** menu. The Detail History inquiry screen appears.



1. Enter the ID of the customer whose history you want to view.

2. Enter the invoice number you want to view. You can use wildcards (***** or **?**) to expand or restrict the order numbers included in the display.

3. Enter the order number you want to view. You can use wildcards (***** or **?**) to expand or restrict the order numbers included in the display.

4. Enter the purchase order number you want to view. You can use wildcards (***** or **?**) to expand or restrict the purchase order numbers included.

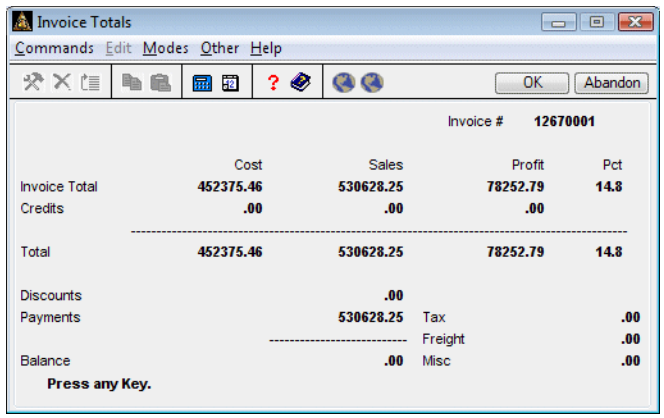
5. Use the commands (buttons in graphical mode) in the command bar of each inquiry screen to find the information you need:

Command	Action
Customer	Press **C** to look at history for a different customer; then enter the customer ID.
First	Press **F** to look at history for the first customer on file.
Last	Press **L** to look at history for the last customer on file.
Next	Press **N** to look at history for the next customer on file.
Prev	Press **P** to look at history for the previous customer on file.
prInt	Press **I** to reprint the invoice associated with the current line item from history.
Start date	Press **S** to choose a different starting date for the history shown for this customer.
sOrt	Press **O** to change the order in which the history is presented to you.
Totals	Press **T** to look at the invoice totals. See “Invoice Totals” on page 4-16 for more information.
View	Press **V** to look at more detail for this line item. See “View Line Items” on page 4-16 for more.
Go to invc	Press **G** to skip to a specific invoice in the history.
Add’l description	Press **A** to see the additional description lines for this line item.
tRacking	If you accessed this function from the Sales Order menu, press **R** to see the tracking numbers on file for this invoice.
Kit detail	Press **K** to view the detail for a kitted line item.

Note: You can look at the records for a customer that has been deleted from the **ARCUxxx** file but has records in the **ARHIxxx** file if you know the ID. (Ignore the **Customer Is Not on File** message.)

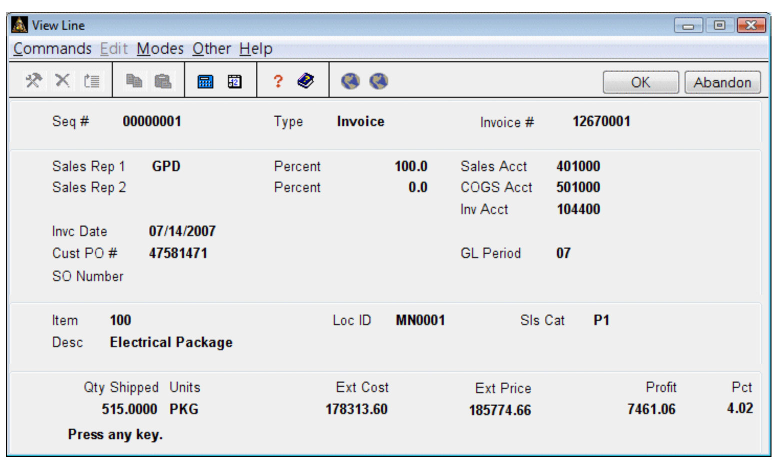
Invoice Totals

To view the invoice totals for the history detail line you selected, press **T** (**Totals**). The subtotal, sales tax, freight, and miscellaneous charges appear:



View Line Items

To view expanded detail for the line item, press **V**. Additional information about the invoice (general ledger account and period, purchase order number and date, and quantity shipped) appears in the View Line window:



When you finish viewing the customer's history, press **F7** to exit to the **Information Inquiry** menu.

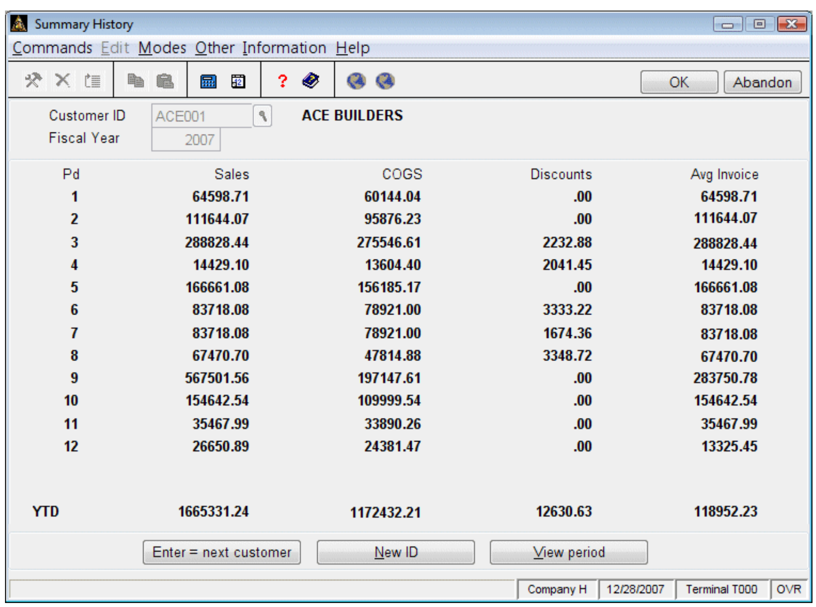
Summary History

Use the **Summary History** function to view past sales and payment information associated with customers. This information comes from the **ARHSxxx** (Summary History) file.

To add to or change this information, use the **Customers** function (see page 10-3) or the **Transactions** function (see on page 5-3).

Summary History Customer Inquiry

Select **Summary History** from the **Information Inquiry** menu. The Summary History customer inquiry screen appears.



Inquiry

1. Enter the ID of the customer whose history you want to view.

2. The current fiscal year from the **ARPDxxx** table appears. Accept it, or enter the fiscal year whose history you want to view. The customer's sales, cost of the goods sold to the customer, discounts taken and lost, average amount of the invoice during the specified fiscal year, and year-to-date totals appear.

3. Use the commands (or buttons in graphical mode) on the command bar to find the information you need.

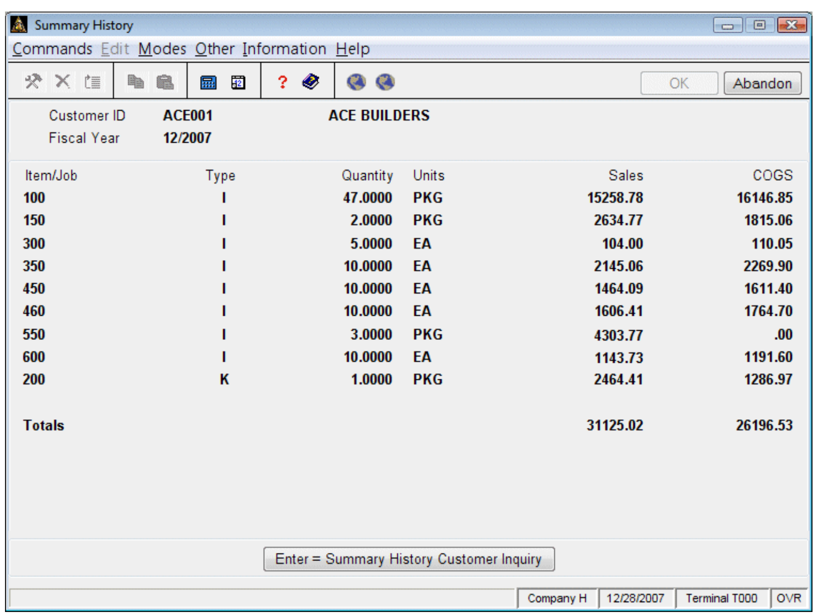
   - To view the next customer record, press **Enter**.

   - To view a different customer record, press **N**. Then enter the customer ID and fiscal year.

   - To view the customer's summary history for a particular period, press **V**. Then enter the period whose summary history you want to view.

     If you did not elect to keep summary history in the Resource Manager **Options and Interfaces** function for a period, you cannot look at customer history for that period.

If you keep summary history, the Summary History item inquiry screen appears.



The item number or job number, type of sale (**I** or **J**), quantity, units, and sales and COGS amounts appear for each item sold during the period. The total sales and COGS amounts appear for each period.

If you made more sales to the customer in this period than the screen can show, enter **M** to view more history.

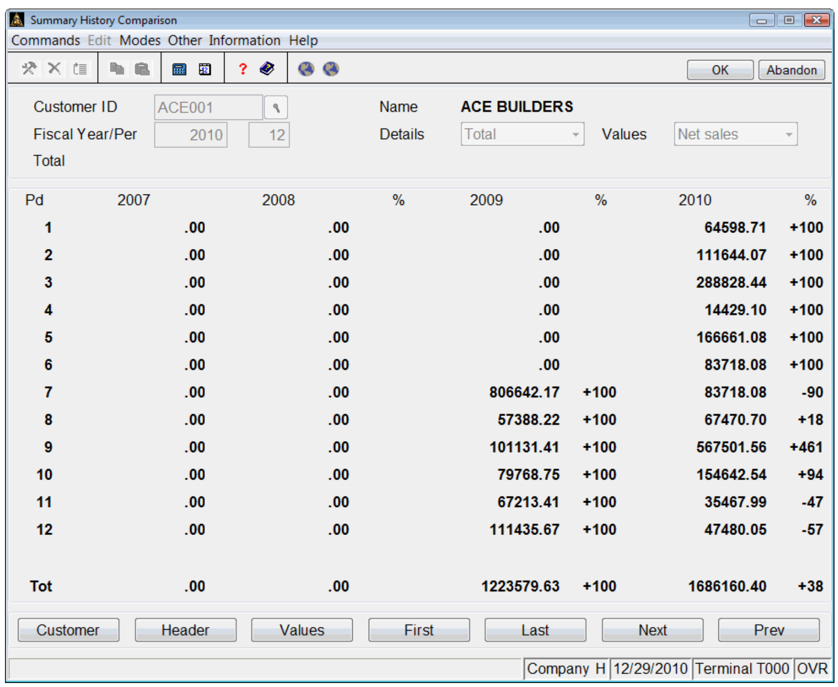
When you are finished looking at the item and job history, press **Enter** to return to the Summary History customer inquiry screen.

Summary History Comparison

Use the **Summary History Comparison** function to compare past sales and payment information associated with customers. You can use the information to perform sales analysis for prior years of history. This information comes from the **ARHSxxx** (Summary History) file.

Summary History Comparison Inquiry

Select **Summary History Comparison** from the **Information Inquiry** menu. The Summary History Comparison inquiry screen appears.



Pd	2007	2008	%	2009	%	2010	%
1	.00	.00		.00		64598.71	+100
2	.00	.00		.00		111644.07	+100
3	.00	.00		.00		288828.44	+100
4	.00	.00		.00		14429.10	+100
5	.00	.00		.00		166661.08	+100
6	.00	.00		.00		83718.08	+100
7	.00	.00		806642.17	+100	83718.08	-90
8	.00	.00		57388.22	+100	67470.70	+18
9	.00	.00		101131.41	+100	567501.56	+461
10	.00	.00		79768.75	+100	154642.54	+94
11	.00	.00		67213.41	+100	35467.99	-47
12	.00	.00		111435.67	+100	47480.05	-57
Tot	.00	.00		1223579.63	+100	1686160.40	+38

Inquiry

1. Enter the ID of the customer whose history you want to view.

2. The current fiscal year from the **ARPDxxx** table appears. Accept it, or enter the fiscal year whose history you want to view. The customer's sales, cost of the goods sold to the customer, discounts taken and lost, average amount of the invoice during the specified fiscal year, and year-to-date totals appear.

3. Choose whether you want to view sales by **Total**, **Item**, **Category**, or **Product Line** information in the **Details** field.

4. In the **Values** field, select whether you want to view **Net sales** information or **Gross profit** information.

5. The sales information for each period will be displayed for the company you chose for the four years leading up to the Fiscal Year/Period you selected.

6. Use the commands (or buttons in graphical mode) on the command bar to find the information you need.

Command	Action
Customer	Press **C** to clear the inquiry and begin again with new parameters.
Header	Press **H** to change the criteria for the inquiry.
Values	Press **V** to switch the values displayed between net sales and gross profit amounts.
First	Press **F** to look at data for the first customer on file.
Last	Press **L** to look at data for the last customer on file.
Next	Press **N** to look at data for the next customer on file.
Prev	Press **P** to look at data for the previous customer on file.

If you did not elect to keep summary history in the Resource Manager **Options and Interfaces** function for a period, you cannot look at customer history for that period.

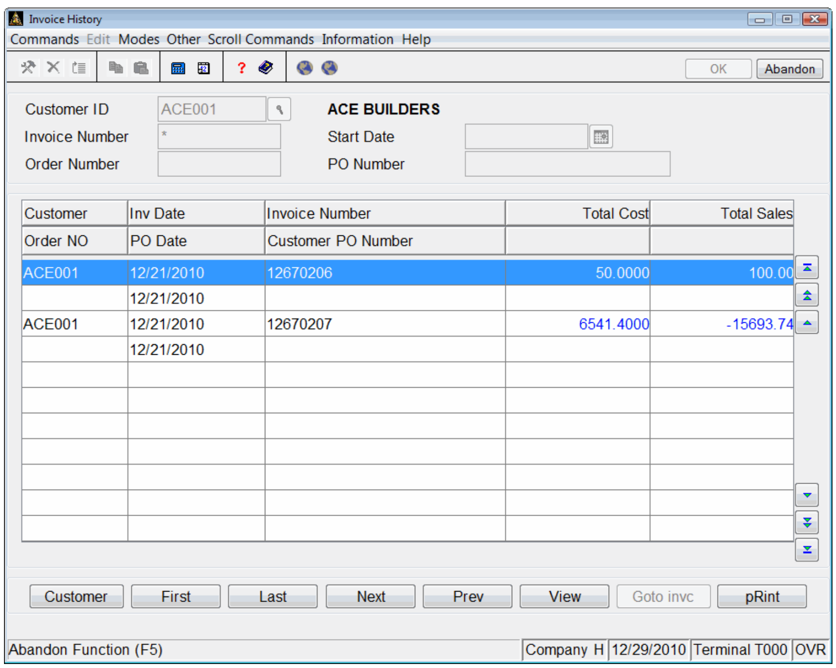
When you are finished looking at the summary history comparison, press **F7** to exit to the **Information Inquiry** menu.

Invoice History

Use the **Invoice History** function to view invoices that have already been posted. This information comes from the **ARHIxxx** (Detail History) file.

Invoice History

Select **Invoice History** from the **Information Inquiry** menu. The Invoice History inquiry screen appears.



Inquiry

1. Enter the ID of the customer whose invoice history you want to view.

2. Enter the start date of the invoice history you want to view.

3. Enter the order number you want to view. You can use wildcards (***** or **?**) to expand or restrict the order numbers included in the display.

4. Enter the invoice number you want to view. You can use wildcards (***** or **?**) to expand or restrict the order numbers included in the display.

5. Enter the purchase order number you want to view. You can use wildcards (***** or **?**) to expand or restrict the purchase order numbers included.

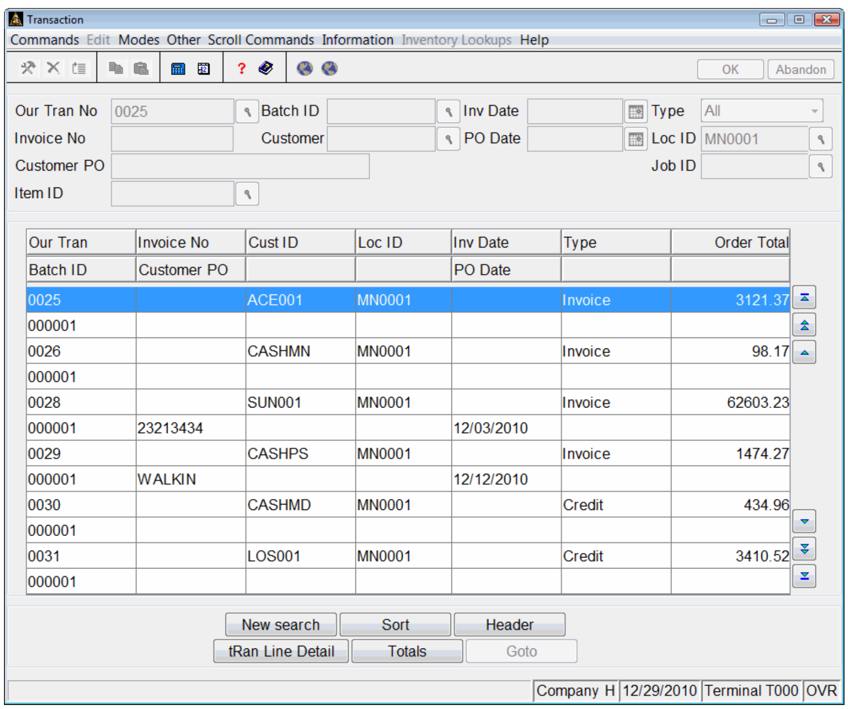
6. Use the commands (or buttons in graphical mode) on the command bar to find the information you need. See “General Information” on page 4-3 for more information.

7. If the amounts in the **Total Cost** and **Total Sales** are highlighted in blue, you can press **Shift-F3** or double-click on the number (in graphical mode) to drill-down to view the AR Detail History.

Transaction Inquiry

Use the Transaction Inquiry function to sort and view Accounts Receivable transactions.

Select **Transaction Inquiry** from the **Information Inquiry** menu. The Transaction Inquiry screen appears.



Inquiry

1. Enter the transaction number in the **Our Tran No** field, or leave the field blank to view all available transactions within the chosen parameters.

2. Enter the invoice number in the **Invoice No** field for the transactions you want to view, or leave the field blank to view all available transaction within the chosen parameters.

3. Enter the customer purchase order number in the **Customer PO** field for the transactions you want to view, or leave the field blank to view all available purchase orders within the chosen parameters.

Inquiry

4. Enter the **Item ID** for the transactions you want to view, or leave the field blank to view all available items within the chosen parameters.

Inquiry

5. Enter the **Batch ID** for the transactions you want to view, or leave the field blank to view all available batches within the chosen parameters.

Inquiry

6. Enter the **Customer** ID for the transactions you want to view, or leave the field blank to view all available customers within the chosen parameters.

7. Enter the invoice date in the **Inv Date** field for the transactions you want to view, or leave the field blank to view all available dates within the chosen parameters.

8. Enter the purchase order date in the **PO Date** field for the transactions you want to view, or leave the field blank to view all available dates within the chosen parameters.

9. Choose between **Invoice**, **Credit**, and **All** in the transaction **Type** field.

Inquiry

10. Enter the location ID in the **Loc ID** field, or leave the field blank to view all available locations within the chosen parameters.

Inquiry

11. Enter the **Job ID** for the transactions you want to view, or leave the field blank to view all available jobs within the chosen parameters.

12. Use the commands (buttons in graphical mode) on the command bar to find the information you need:

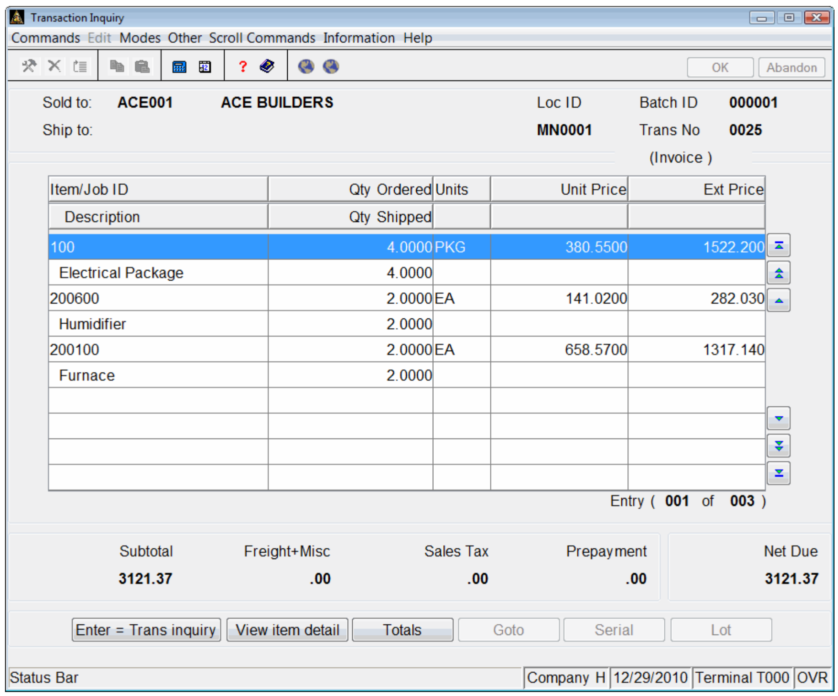
Command	Action
New Search	Press **N** to clear the inquiry and begin again with new parameters.

Command	Action
Sort	Press **S** to open the **Select Sort Method** dialog box to change the inquiry sort.
Header	Press **H** to view the header information for the highlighted transaction.
Transaction Line Detail	Press **R** to view the Line Items screen for the highlighted transaction. See “Transaction Inquiry Line Detail screen” on page 4-28.
Totals	Press **T** to view the totals screen for the highlighted transaction.
Go to	Press **G** to go to a specific transaction.

13. When you finish viewing the transaction inquiry, press **F7** to exit to the **Information Inquiry** menu.

Transaction Inquiry Line Detail screen

The Transactions Inquiry - Line Items screen appears when you click Line Items on the Transaction Inquiry screen. Use the Transactions Inquiry - Line Items screen to view more information about the highlighted transaction



Use the commands (buttons in graphical mode) on the command bar to find the information you need:

Command	Action
Enter	Press **Enter** to return to the Transaction Inquiry screen.
View	Press **V** to view inventory detail about the highlighted item ID.

Command	Action
Totals	Press **T** to view the totals/payments information for the highlighted item ID.
Go to	Press **G** to move directly to a different item ID.
Lot	Press **L** to view the lot information about the highlighted item ID (the item must be lotted).
Serial	Press **S** to view the serial information about the highlighted item ID (the item must be serialized).

14. When you finish viewing a customer's payment history, press **F7** to exit to the **Information Inquiry** menu.

CHAPTER 5

5

Daily Work

Introduction

Use the Daily Work functions to record sales you made to a customer.

If you sold goods to a customer that are not associated with a recurring entry, use the **Transactions** function. If the customer is associated with a recurring entry, use the **Copy Recurring Entries** function. The information about recurring entries is copied to the **ARTDxxx** and **ARTHxxx** (Transaction) files.

Use the **Cash Receipts** function to apply payments to on-account balances. Then use the **Edit Cash Receipts** function to edit cash receipt information. This information is kept in the **ARCRxxx** (Cash Receipts) file.

If you want to deal with transactions in batches and you elected to use batches in the Resource Manager **Options and Interfaces** function, you can use the **Change Batches** or **Batch Control** functions.

Transactions

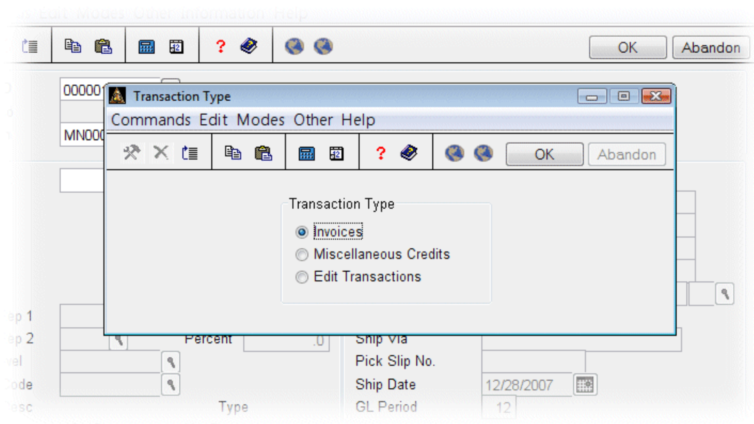
Use the **Transactions** function to enter customer invoices, cash invoices, and miscellaneous credits or to edit transactions. The transactions are stored in the **ARTDxxx** and **ARTHxxx** (Transaction) files until you post them to the **ARINxxx** (Open Invoice) file. If you enter payments for the transaction, the payment information is stored in the **ARCRxxx** (Cash Receipts) file until you post it to the **ARINxxx** file.

You can enter a transaction independently of when you assign payments to it. You can enter a transaction before receiving any payment, having received partial payment, or having received the entire payment.

After you finish entering an invoice, you can print it on-demand if you elected to print on-demand invoices in the Resource Manager **Options and Interfaces** function. You can print on-demand invoices for any customer, even if the record does not require that the customer receive invoices. If an invoice was printed on-demand, you cannot print it again using the **Print Invoices** function.

Transaction Type

Select **Transactions** from the **Daily Work** menu. The Transaction Type menu appears on top of the Transactions and Header Information screens.



Select the type of transaction you want to work with. You can:

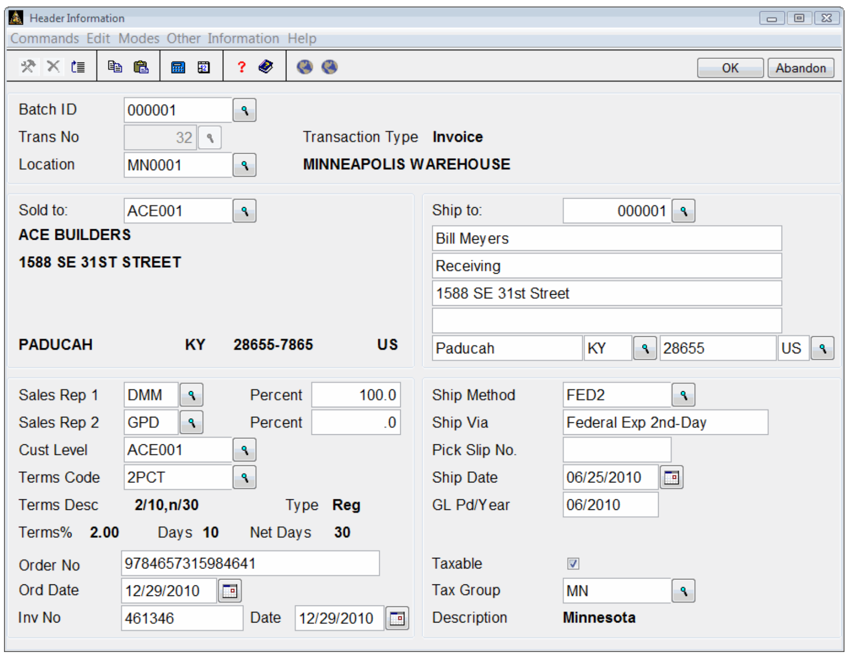
- Enter invoices or initial balances.
- Credit a customer’s account for returned goods.
- Change or delete unposted invoices and miscellaneous credits.

Before you change or delete transactions, print the Sales and Miscellaneous Credits Journals so that you have the correct transaction numbers. After you change or delete transactions, print the journals again so that the audit trail is accurate.

The explanations for entering and changing invoices in this section also apply to miscellaneous credits. The only difference between entering miscellaneous credits and entering invoices is that figures are credited instead of debited. The only difference between editing transactions and entering invoices or miscellaneous credits is that you are working with existing information.

Header Information

After you make your selection from the Transaction Type menu, the header screen appears.



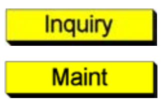
	Field	Description
Inquiry Maint	**Batch ID**	If you elected to have the system assign batch numbers in the Resource Manager **Options and Interfaces** function, the batch number appears. Otherwise, enter the number of the batch the transaction belongs to, or press **Enter** to skip this field. You cannot use the number of a batch that another workstation is using. If you use the **Maintenance** (**F6**) command, the **Batch Control** function is temporarily called up.
Inquiry	**Trans No**	The system assigns a unique number to each transaction.

	Field	Description
		To change a transaction, enter the number of the transaction. To delete the entire transaction, use the **Delete** (**F3**) command.
Inquiry Maint	**Location**	If you entered a default location ID when you set up the company, the ID appears. If you change the ID of the location you are selling the items from, the description of the location appears for verification. If you did not enter a default location ID, enter the ID of the location you are selling the items from.
Inquiry Maint	**Sold to**	Enter the ID of the customer you are selling goods to or entering credits for. If you use the **Maintenance** (**F6)** command, the **Customers** function temporarily appears. (You cannot use the **Maintenance** command to delete customer records.) After you enter the ID, the customer's name and address appear. If the customer is on credit hold, a message which states that fact appears. Press **Enter** to remove the message.
Inquiry Maint	**Sales Rep 1/Percent**	Accept the default ID of the sales rep who usually sells to the customer, or enter a different ID. Then enter the percentage of the sale on which you want to base the sales rep's commission, or press **Enter** to base the commission on 100 percent of the sale. If you are entering a miscellaneous credit, enter the commission percentage the sales rep received on the original sale.
Inquiry Maint	**Sales Rep 2/Percent**	Accept the default ID of the second sales rep involved with the transaction, or press **Enter** to skip this field.

	Field	Description
		Then enter the percentage of the sale on which you want to base the sales rep's commission, for miscellaneous credits, enter the commission percentage the sales rep received on the original sale. The sum of the commission percentages cannot exceed 100.
Inquiry Maint	**Cust Level**	If you assigned a customer level in the customer record, it appears. You can enter a different customer level only if you elected that option in the Resource Manager **Options and Interfaces** function. If Accounts Receivable interfaces with Inventory and you use the **Maintenance** (**F6**) command, the Inventory **Customer Levels** function temporarily appears. If you are entering a miscellaneous credit, enter the customer level from the original invoice.
Inquiry Maint	**Terms Code**	Accept the default terms code, or enter a different code. If you use the **Maintenance** (**F6**) command, the **Terms Codes** function temporarily appears. (You cannot use the **Maintenance** command to delete terms codes.) After you enter the code, the description and percent for the payment terms of the transaction appear. If you are entering a miscellaneous credit to reverse an invoice, accept the default terms percentage and number of days, or enter the terms that were used for the original invoice.
	Order No	To identify the transaction, enter the sales order number or the customer's purchase order number.
	Ord Date	If you entered an order number, enter the order date.

Field	Description
Inv No	If you assigned an invoice number to the transaction, enter the number.
	If you enter an invoice number and then print the on-demand invoice, the number you enter here is used. If you use the **Print Invoices** function instead, a different number is assigned to the invoice.
	If you elected not to use prenumbered invoices in the Resource Manager **Options and Interfaces** function, existing invoice numbers are not overwritten. If you elected to use prenumbered invoices, your invoice numbers are overwritten.
	If you frequently assign invoice numbers before entering the transactions, print the Sales Journal (see page 6-7) before and after you print invoices to check for differences in the numbers. The invoices and the **ARINxxx** file must agree so that customer payments are applied correctly.
	If you are reversing an incorrect invoice, enter its number.
Inv Date	If you entered an invoice number, enter the invoice date.
Inquiry Maint **Ship to**	Enter the shipping address code. Use the **Inquiry** command to view *all* available addresses for the selected customer. Select the address you want. You are returned to the main screen.
	If you use the **Maintenance** (**F6**) command, the **Ship-to Address** function temporarily appears. (You cannot delete ship-to addresses that you access through the **Maintenance** command.) After you enter the code, the address appears if the code is in the **ARSAxxx** (Ship-to Address) file. Accept it, or enter a different address.

Field	Description
	You can skip the **Ship To** box and still enter shipping information in the fields immediately following it. You can enter four lines of address information, a city, state, zip or postal code, and country code. You might want to enter information in these fields if the ship-to code is not on file and you do not want it on file, but you still want to enter new data for the transaction. If you are entering a miscellaneous credit, you can skip this field.
Inquiry Maint **Ship Method**	Enter the code for the shipping method.
Ship Via	If you entered a shipping address code, the means of shipment appears. Accept it, or enter a different means. If the shipping code you entered is not on file, enter the means of shipment. If you are entering a miscellaneous credit, you can skip this field.
Pick Slip No	Enter a picking slip number, or press **Enter** to skip this field. If you are entering a miscellaneous credit, you can skip this field.
Ship Date	If you entered a picking slip number, enter a shipping date, or press **Enter** to skip this field. If you are entering a miscellaneous credit, you can skip this field.
GL Period	Press **Enter** if you want to post the transaction to the default period, or enter a different period. If you enter an invoice in one period and then ship it in a different period, the GL period adjusts accordingly.

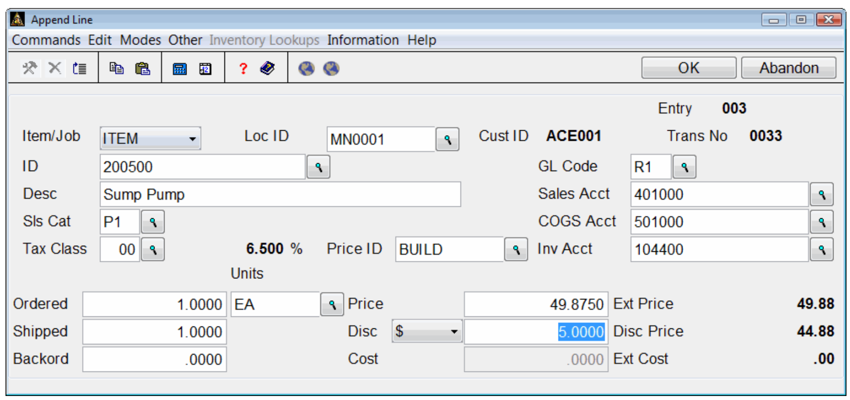
Field	Description
Taxable	If any part of the transaction is taxable, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).
 **Tax Group**	Enter the group where the tax is to be applied—even if the transaction is not taxable. If you use the **Maintenance** (**F6**) command, the **Tax Groups** function temporarily appears (see the *Resource Manager User's Guide*). After you enter the tax group, the description of the group appears.
Description	Accept the default description of the tax group, or enter a different description.

When you save the header information, the line-item entry screen appears.

Line-Item Entry

The Invoices line-item entry screen appears for one of three reasons:

- You are creating an invoice and have finished entering header information.
- You use the **Append** command on the command bar to add an item to the end of the list.
- You use the **Edit** command on the command bar to edit an item in the list.

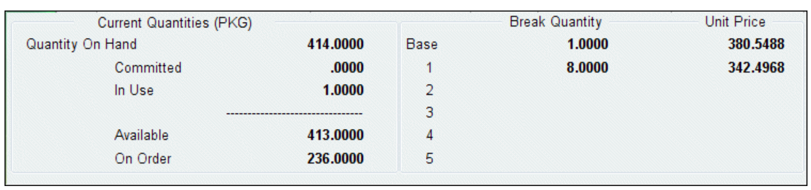


This screen is titled the Edit Line screen when you edit an item in the list and Append Line when you add an item.

Field	Description
Item/Job	If Accounts Receivable does not interface with Job Cost, **ITEM** appears and you cannot change it. If Accounts Receivable interfaces with Job Cost, enter **I** if you are entering an inventory line item or **J** if you are entering a job line item.
Loc ID	The location ID you entered on the header screen appears. Accept it, or enter a different ID.

	Field	Description
Inquiry Maint	**ID**	Enter the item number, or press **Enter** to skip this field. If you are entering a miscellaneous credit and do not want to return the item to stock, press **Enter**. If Accounts Receivable interfaces with Inventory and you want to enter a noninventory item, leave this field blank. If you are billing for a job phase, enter the phase ID in the spaces provided after the job ID. Then if the job or phase is complete, select the check box (or enter **Y** in text mode) at the **Is Job/Phase Done?** prompt; if not, clear the box (or enter **N**).

If you elected to view information about current quantities and quantity-break prices in the Resource Manager **Options and Interfaces** function, this information appears in the following sections at the bottom of the screen:



Current Quantities (PKG)			Break Quantity	Unit Price
Quantity On Hand	414.0000	Base	1.0000	380.5488
Committed	.0000	1	8.0000	342.4968
In Use	1.0000	2		
	----------------------------	3		
Available	413.0000	4		
On Order	236.0000	5		

	Field	Description
	Desc	Enter a description of the item, or press **Enter** to skip this field.
	Additional Descriptions	If you elected in the Resource Manager **Options and Interfaces** function to use additional descriptions, you can enter 10 lines of information.
Inquiry	**Sls Cat**	Assign a sales category to the item, or press **Enter** to skip this field.

When you produce the Detail History Report, you can list items that belong to a particular sales category so that you can analyze groups of stock items.

Inquiry
Maint

Tax Class

The tax class you assigned in the customer record appears. Accept it, or enter a different tax class.

Inquiry

Price ID

If Accounts Receivable interfaces with Inventory, accept the default price ID for the item, or enter a different price ID. (The **Inquiry** command is available if Accounts Receivable interfaces with Inventory.)

Inquiry
Maint

GL Code

The GL code identifies the pair of general ledger sales and cost-of-goods-sold (COGS) accounts to use for a noninventory item.

If you entered a GL code in the **DFxxxx** table, the code appears. Accept it, or enter a different code. If you use the **Maintenance** (**F6**) command, the GL Codes function is temporarily called up.

To enter accounts that are not set up in the **ARCDxxx** (Codes) file, clear this field and press **Enter**.

Inquiry
Maint

Sales Acct/COGS Acct/Inv Acct

If Accounts Receivable interfaces with Inventory, the account numbers come from the Inventory item location files.

If you entered a GL code, the sales and COGS accounts appear. The inventory account appears from the **ARGLxxx** table.

Accept each displayed account number, or enter different account numbers. (The **Inquiry** command is available if Accounts Receivable interfaces with General Ledger.)

Ordered

Enter the number of units the customer ordered. You can enter either a positive or a negative quantity.

Inquiry
Maint

Units

Enter the type of unit the item is sold by—for example, **EACH** if it is sold individually.

Shipped

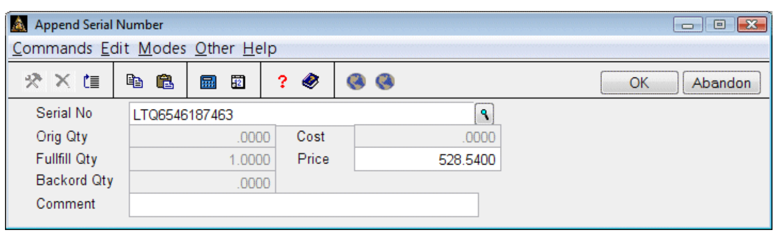
Enter the number of units you shipped.

Backord

The backordered quantity, the difference between the number of ordered units and shipped units, is calculated. Accept the default quantity, or enter a different quantity.

If you are entering a miscellaneous credit, you can skip this field.

If you entered a serialized or lotted item, the Serial/Lot Number Entry screen appears. Press **A** to enter the serial or lot number for the line item. The Append Serial/Lot Number screen appears. This screen is titled Append Serial Number when you enter a serialized item ID and Append Lot Number when you enter a lotted item ID. The Append Serial Number screen is shown below; the Append Lot Number screen appears on the next page.



Field	Description
Serial Number	Enter the serial number of the item you want to include in the transaction.

Inquiry

Orig Qty/Cost/Fulfil Qty/Backord Qty

The original and backordered quantity is always 0, and the fulfilled quantity is always 1, for serialized items because you must enter serial numbers for each individual item entered.

If you do not enter serial numbers for each item in the quantity ordered, the system automatically adjust the quantity to match the number of serial numbers you entered.

The item's cost appears and cannot be changed.

Price

Accept the default price, or enter the item's unit price.

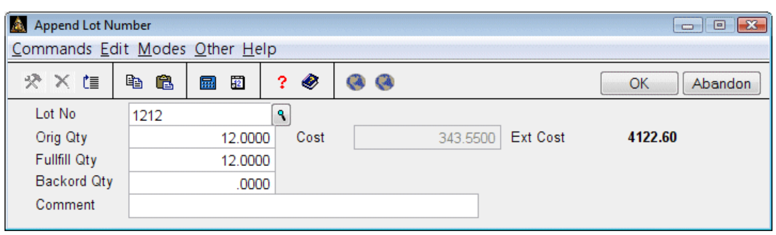
If you are entering a miscellaneous credit, enter the unit price from the original invoice.

Comment

Enter a comment about the serialized item.

Disc

Select **$** for a dollar amount discount, or **%** for a percentage of price discount. Then enter the amount discounted or the percentage discounted.



Field	Description
Lot No	Enter the lot number of the item.
Orig Qty	Enter the quantity of this lot that was ordered originally.
Cost/Ext Cost	The item's cost and extended cost appear and cannot be changed.

Inquiry

Fulfill Qty	Enter the quantity of this lot that was actually shipped.
Backord Qty	Enter the backordered quantity of this lot, if any.
Comment	Enter a comment about the lotted item.

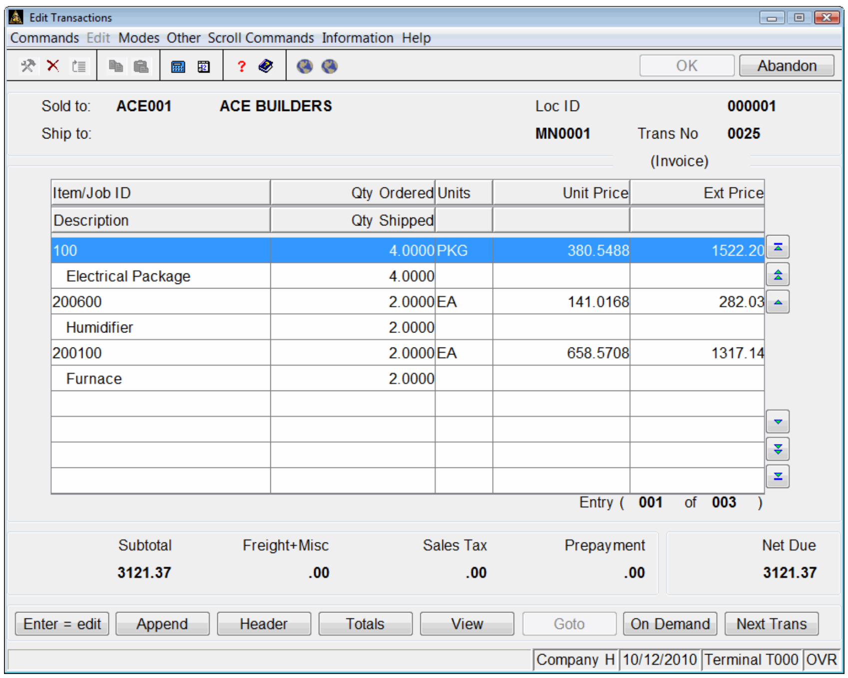
If you elected not to display unit costs in the Resource Manager **Options and Interfaces** function, no unit cost appears. The total amount of the line item, the shipped quantity times the unit price, is calculated and appears. If you elected to display unit costs in the Resource Manager **Options and Interfaces** function, the extended cost appears. For an invoice, the cost is approximate; the system calculates the actual cost when you post.

After you save the information about the line item, work with another line item, or exit to the Transaction Scroll Region screen.

When you save the first line item, the totals are updated and your entries are saved. You cannot use the **Abandon** (**Cancel**) command to cancel the transaction. To delete the invoice, use the **Delete** (**F3**) command on the header screen and delete the entire transaction.

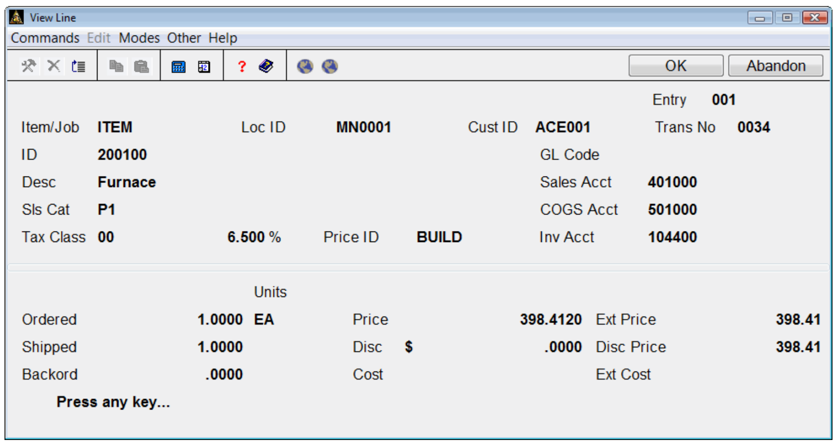
Transaction Scroll Region

When you exit from the line-item entry screen, the Edit transactions screen appears.



- To edit a line item, move the prompt to the line and press **Enter**.
- To add a line item to the transaction, press **A**. Then see “Line-Item Entry” on page 5-11 earlier in this section.
- To return to the header screen, press **H**. When you return to the header screen, you do not lose the line-item and totals entries because you already saved them.
- To go to the Totals Information screen, press **T**. Then see “Totals Information” on page 5-19.

- To look at an expanded summary of the line item, move the prompt to the line item, and press **V**. Additional information about the line item such as the general ledger account and description, quantities ordered and shipped, and price and cost information appears on the View Line screen:



  Press any key to return to the Transaction Scroll Region screen.

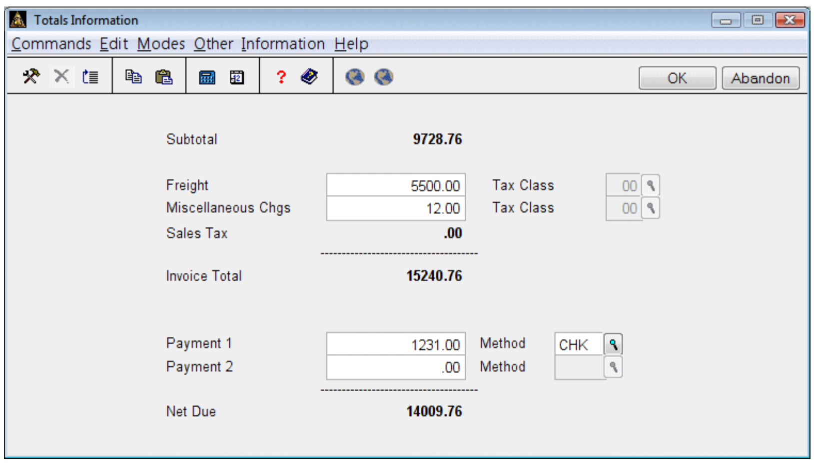
- To go to a particular line item, press **G**. Then enter the line number. (This command appears only if there is more than one screen of line items.)

- To print an invoice on-demand, press **O**. (You can print on-demand invoices for any customer even if the customer record does not require that the customer receive invoices.) This command is available only if you elected to print on-demand invoices in the Resource Manager **Options and Interfaces** function. The **Print On-Demand Invoice** prompt appears. If you want to print the invoice later through the **Print Invoices** function, clear the check box (or enter **N** in text mode); you are returned to the Invoices screen. If you want to print the invoice on-demand, select the check box (or enter **Y** in text mode); then see “On-Demand Invoicing” on page 5-21.

- To finish with the transaction on the screen and move to a blank header screen to enter a new transaction, press **N**. Then see “Header Information” on page 5-5.

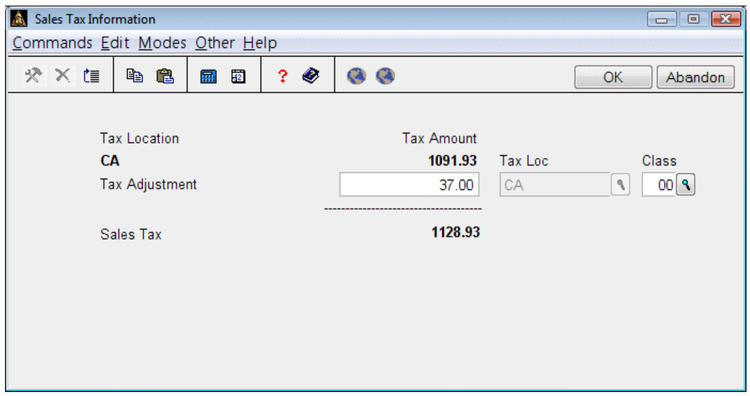
Totals Information

When you press **T** to work with the transaction totals, the Totals Information screen appears.



Field	Description
Subtotal	The subtotal appears.
Freight/Tax Class	Enter the shipping charges and the tax class to which you want to apply them. The **Tax Class** field is available only if the transaction is taxable.
Miscellaneous Chgs/ Tax Class	Enter the miscellaneous charges (for example, handling) and the tax class to which you want to apply them. The **Tax Class** field is available only if the transaction is taxable.
Sales Tax	The sales tax on the item appears. If the transaction is taxable and you selected a Tax Class for a miscellaneous charge, the Sales Tax screen (page 5-20) appears so that you can adjust the calculated sales tax, if necessary.

Sales Tax Information



Tax Location The tax location appears.

Tax Amount The tax amount appears.

Tax Adjustment Accept the default sales tax adjustment, or enter a different amount.

Tax Loc The tax location from the Header Information screen appears and cannot be changed.

Inquiry

Class Accept the default tax class, or enter a different one.

Sales Tax The total sales tax appears.

When you save your entries, you are returned to the Totals Information screen.

Invoice Total The total amount of the invoice (subtotal plus freight charges, sales tax, and miscellaneous charges) appears.

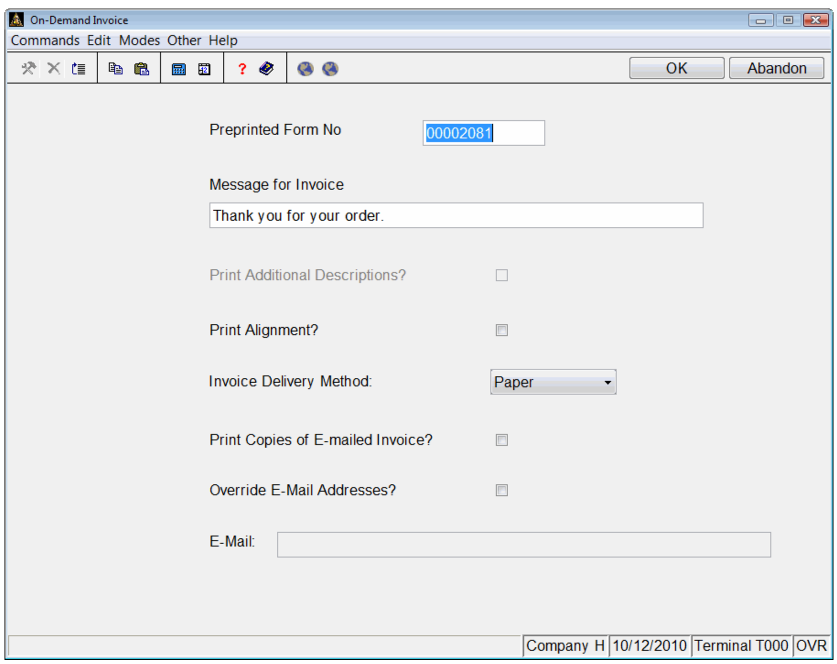
Payment 1/2 Enter the payments made.

Inquiry
Maint

Payment Method 1/2 For cash, enter the payment method code. After you enter a payment method, the system prompts you to enter information about the method used. For a check, enter the check number. For a credit card, enter the card number and name, the expiration month/year, and the authorization number. For direct debit, enter the account number, the bank name, and the routing number. For other types of payment, enter a memo, if desired.

On-Demand Invoicing

When you press **O** on the Invoices screen, the On-Demand Invoicing screen appears.



1. Change the preprinted invoice number, if necessary. If you are printing an invoice you did not assign a number to, the system date is used as the invoice date.

2. If you want to print a message on the invoice, enter it.

3. If you want the invoice to include additional descriptions, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

4. If you want to print an alignment sheet prior to printing the invoice, check the **Print Alignment?** box.

5. Select **E-mail**, **Paper**, or **Fax** for the Invoice Delivery Method.

6. If you want to print copies of e-mailed invoices, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

7. If you want to override the default e-mail address for this customer, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

8. If you have selected to override the default e-mail address, enter the overriding address in the **E-Mail** field.

9. The **Reprint Invoice** prompt appears after the invoice is printed.

   If the invoice was printed correctly, select **No** (or enter **N** in text mode). A blank header screen appears. Enter another invoice, or exit to the On-Demand Invoice Totals screen.

   If the invoice was not printed correctly, select **Yes** (or enter **Y** in text mode). The cursor goes to the **Invoice No** field, where the next invoice number appears. Reprint the invoice using the above procedures.

On-Demand Invoice Totals

The On-Demand Invoice Totals screen appears when you are finished entering and printing invoices and exit from the On-Demand Invoicing screen.

When you finish viewing the invoice totals, exit to the **Daily Work** menu. The invoice numbers and dates are updated for the invoices you printed.

After Entering Miscellaneous Credits

After you enter miscellaneous credits, do the following tasks:

- Produce credit memo forms if you did not print them on-demand.
- Produce the Miscellaneous Credits Journal for an audit trail of each credit.
- Post the transactions. This task sends the miscellaneous credits information to the appropriate files: **ARCUxxx** (Customer), **ARSRxxx** (Sales Rep), **ARHIxxx** (Detail History), and **ARHSxxx** (Summary History). When you post, each credit creates an open item in the **ARINxxx** file and updates applicable job billing information.

Cash Receipts

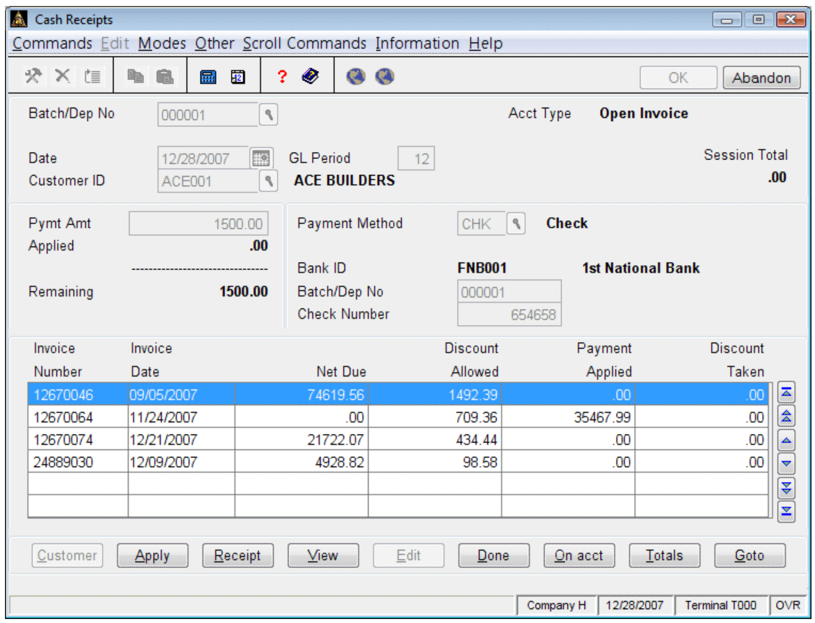
Use the **Cash Receipts** function to do these things:

- Record payments from customers
- Apply payments to on-account balances
- Apply prepayments from customers that have not been billed
- Record unapplied cash receipts from a source other than a customer
- Enter deposits for jobs

You can enter deposit information (such as the bank account ID, a batch/deposit number, and so forth) for cash receipts.

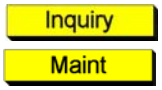
Like the **Transactions** function, the **Cash Receipts** function can be used to record payments. However, if you often receive partial payment for goods shipped, you can use the **Transactions** function to record the transaction once, and use this function to record payments as often as they come in.

Select **Cash Receipts** from the **Daily Work** menu. The Cash Receipts screen appears.



Field	**Description**
Inquiry Maint **Batch/Dep No**	The last batch number or deposit number you entered appears. Accept it, or enter a different number. If you use the **Maintenance** (**F6**) command, the **Batch Control** function temporarily appears. After you enter the number, the amount of the receipt is added to the total deposit if the number you enter is on file; if the number is not on file, a new deposit is created.
Date	Accept the default (system) date as the receipt date, or enter a different date.
GL Period (1-13)	Press **Enter** to assign the cash receipt to the period, or enter a different period. The system needs the period for sorting when you post.

	Field	Description
	Customer ID	For an unapplied receipt from someone other than a customer, press **Enter** to skip this field. For a customer (whose record is in the **ARCUxxx** file), enter the customer ID. If you use the **Maintenance** (**F6**) command, the **Customers** function temporarily appears. After you enter the ID, the customer's name and type of account (balance forward or open invoice) appear.
	Pymt Amt	Enter the payment amount you received.
	Payment Method	Accept the default payment method for the customer (if any), or enter a different method of payment. If you enter a payment method of cash or check, the **Bank ID** and **Check Number** fields appear. If you enter a payment method of credit card, the **Card Number**, **Card Holder**, **Expiration Date**, and **Authorization Code** fields appear. If you enter a payment method of write-off or other, the **Memo** field appears. If you enter a payment method of direct debit, the **Account Number, Bank Name**, and **Routing Code** fields appear.
	Aging Code	This field appears only for balance forward customers. The aging code you assign determines to which aging bucket the cash receipt is assigned. You can assign one of these values for the aging code:



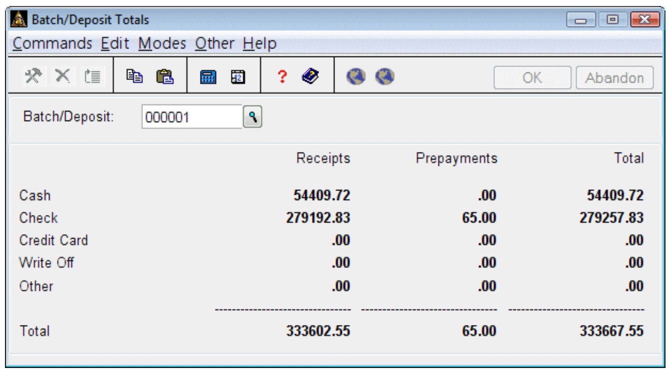
Field	Description
	0 - apply to the oldest item **1 -** apply to the unpaid finance charge **2 -** apply to the 121+ day bucket **3 -** apply to the 91–120 day bucket **4 -** apply to the 61–90 day bucket **5 -** apply to the 31–60 day bucket **6 -** apply to the current bucket
Bank ID	The default bank ID appears. The batch number you assigned earlier appears in the **Batch/Dep No** field when you enter a bank ID.
Check Number	If you selected a payment method of check, enter the number of the customer's check.
Inquiry Maint **Card Number**	If you selected a payment method of credit card, enter a credit card number for the customer, or enter a different card number. If the customer is set up for credit card validation, the card number you enter must be set up in the customer record. To enter a new card number for this customer, use the **Maintenance** (**F6**) command. If the customer is set up for credit card validation, you may enter the last four digits to populate the field with the correct credit card.
Card Holder	If you selected a payment method of credit card, accept the credit card holder's name, or enter the name on the credit card.
Expiration Date	If you selected a payment method of credit card, enter the customer's credit card expiration date.
Authorization Code	If you selected a payment method of credit card, enter the authorization code for the payment.

Field	Description
Memo	If you entered a payment method of other or write-off, enter memo information associated with the payment—for example, discount, promotion, trade.

When you save the information about how the payment was made, the command bar appears.

- To apply the cash receipt to a particular invoice, move the prompt to the invoice line and press **A**. The Apply Receipt window appears. Press **Enter** to apply the total remaining to the invoice, or enter an amount to apply to the invoice.
- When you have applied the entire cash receipt for this customer, you can press **C**, and then enter a different customer ID to enter cash receipts for.
- To enter new receipt information, press **R**. The cursor returns to the receipt portion of the screen. Enter additional payment amounts for the customer, or edit the receipt information.
- To view the customer's previous receipts or invoices, press **V**. The View Receipts/Invoices screen appears. At the **Receipts or Invoices** prompt, enter **R** to view receipts or **I** to view invoices. When you are finished viewing the information, use the **Exit** (**F7**) command to return to the Cash Receipts screen.
- To edit a cash receipt that's already applied, press **E**. Then see page 5-31 for information about editing cash receipts.
- To quit applying a receipt to the customer's account, press **D** to change the cash receipt to the amount you have applied so far.
- To designate the cash receipt as on-account for the customer, press **O**. If a default invoice number was set up in the **DFxxxx** table, it appears. Accept the default invoice number, or enter a different number. Then enter the amount you want to apply to the account. If you apply only part of the cash receipt, the system subtracts it from the receipt to calculate the amount remaining.

- To view totals information for the batch or deposit number, press **T**. Receipt, prepayment, and totals information for each kind of payment method associated with the batch so far appears:



You can enter a different batch or deposit number for a different set of totals. After you are finished viewing the totals information, use the **Exit** (**F7**) command to return to the Cash Receipts screen.

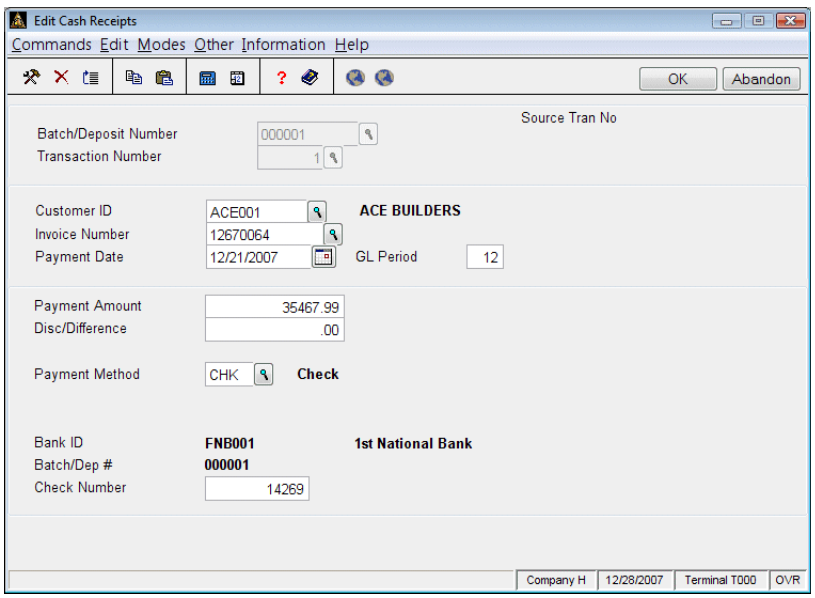
- To move the prompt to a different invoice number, press **G**, and enter the number. (This command appears only if there is more than one screen of invoices.)

When you are finished entering cash receipts, exit to the **Daily Work** menu. Produce the **Cash Receipts Journa**l (see page 6-13) to check for errors and to use as an audit trail. If you find errors, use the **Edit Cash Receipts** function (see page 5-31) to edit incorrect cash receipts.

Edit Cash Receipts

Use the **Edit Cash Receipts** function to change information about existing cash receipts.

Select **Edit Cash Receipts** from the **Daily Work** menu. The Edit Cash Receipts screen appears.



Inquiry

1. Enter the batch or deposit number for the cash receipt you want to edit, or accept the default number.

Inquiry

2. Enter the transaction number for the cash receipt you want to edit, or accept the default number.

3. Edit information about the transaction—the customer ID, invoice number, payment date, and GL period—or accept the default information.

4. Edit information about the payment—the amount, discount difference, and method of payment (and information related to the payment method)—or accept the default information.

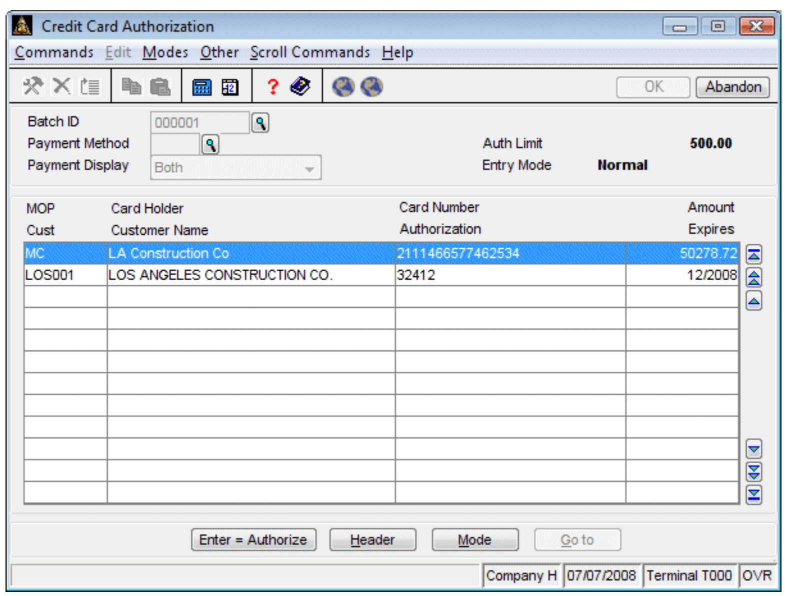
   When you save the information, a blank Edit Cash Receipts screen appears. Enter a different batch or deposit number and transaction number, or use the **Exit** (**F7**) command to return to the **Daily Work** menu.

Credit Card Authorization

Use the **Credit Card Authorization** function to enter authorization numbers for those cash receipt transactions entered that use a credit card but have not had a required authorization number entered.

To enter **Credit Card Authorization** numbers, follow these steps:

1. Select **Credit Card Authorization** from the **Daily Work** menu. The Credit Card Authorization screen appears.



2. Select the **Batch ID** for which you want to enter credit card authorization numbers.

3. Select the **Payment Method** for which you want to process credit card authorizations.

4. In the **Payment Display** field, choose **Unauthorized Only**, **Authorized Only**, or **Both**.

5. The **Card Holder, Pay Method, Card Number, Expiration Date** and **Amount** are displayed and can not be changed.

6. Scroll through and edit the Authorization number for those transactions requiring an authorization number.

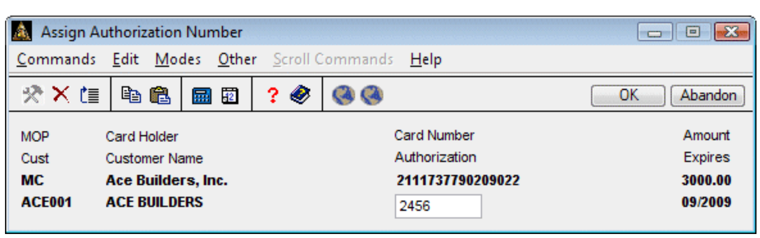
   Note: Credit card payments over the **CC Authorization Required for Amounts Exceeding** amount entered into the business rules MUST have an authorization number entered or they will not post when you post transactions.

   - Press **Enter** to open the **Assign Authorization Number** dialog box to edit the authorization number for a highlighted record.
   - Press **H** to edit the header information (batch ID, payment method, and form of statement delivery).
   - Press **M** to toggle between normal and rapid entry modes.
   - Press **G** to go to a specific record.

7. When you are done editing the authorization numbers, press **OK** to accept the changes, or press **A** to abandon the changes and start over.

Assign Authorization Number Dialog Box

Use the Assign Authorization dialog box to add or edit the authorization number for a credit card transaction.



1. The specifics of the transaction are displayed in the dialog box. Enter the authorization number in the Authorization field.

2. Press **OK** to accept the change and return to the Credit Card Authorization Screen, or press **A** to abandon the change.

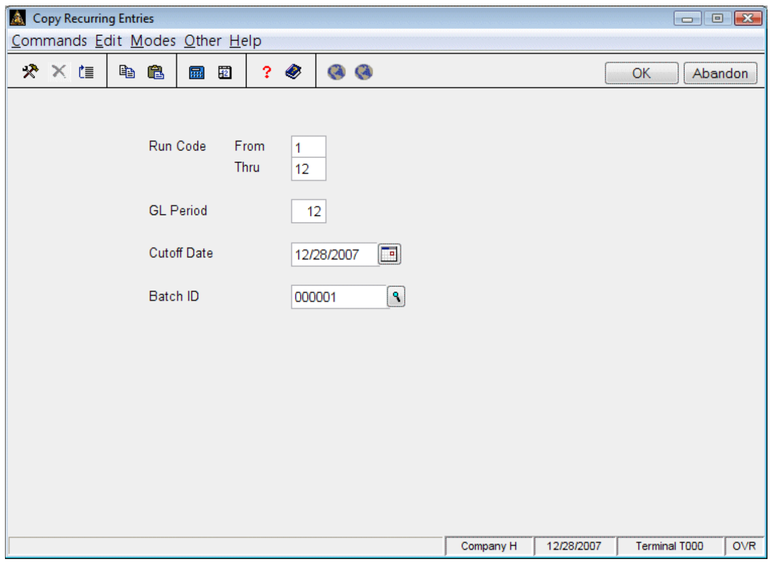
Copy Recurring Entries

Use the **Copy Recurring Entries** function to copy entries from the **ARRHxxx** and **ARRExxx** (Recurring Entries) files to the **ARTDxxx** and **ARTHxxx** (Transaction) files when the recurring entries come due. Use the run codes and cutoff dates that you set up in the **Recurring Entries** function to copy the batches according to your schedule. After you copy an entry, it is treated like another transaction. When the **ARTDxxx** and **ARTHxxx** files are posted, the entries are moved to the **ARINxxx** (Open Invoice) file.

If you copy a recurring entry that has a direct debit or credit card account entered into the **Payment Method** field of the **Totals Information** screen of the **Recurring Entries** function, this will produce a transaction in which the direct debit or credit card information is already completed for payment.

Before you copy recurring entries, produce the **Recurring Entries List** (see page 12-23) and back up your files. If you are using Accounts Receivable on a multiuser system, make sure that no one else is using the **Recurring Entries** function. You cannot copy recurring entries until the other users exit from that function.

Select **Copy Recurring Entries** from the **Daily Work** menu. The Copy Recurring Entries screen appears.



1. Enter the range of run codes whose recurring entries you want to copy.

2. Press **Enter** to copy the entries to the default period, or enter a different period.

3. If you entered cutoff dates when you entered recurring entries, accept the system date as the cutoff date, or enter a different date. Entries that have cutoff dates before the date you enter here are not copied to the **ARTDxxx** and **ARTHxxx** files.

Inquiry

Maint

4. Enter the ID of the batch to copy to. If you use the **Maintenance** (**F6**) command, the **Batch Control** function temporarily appears.

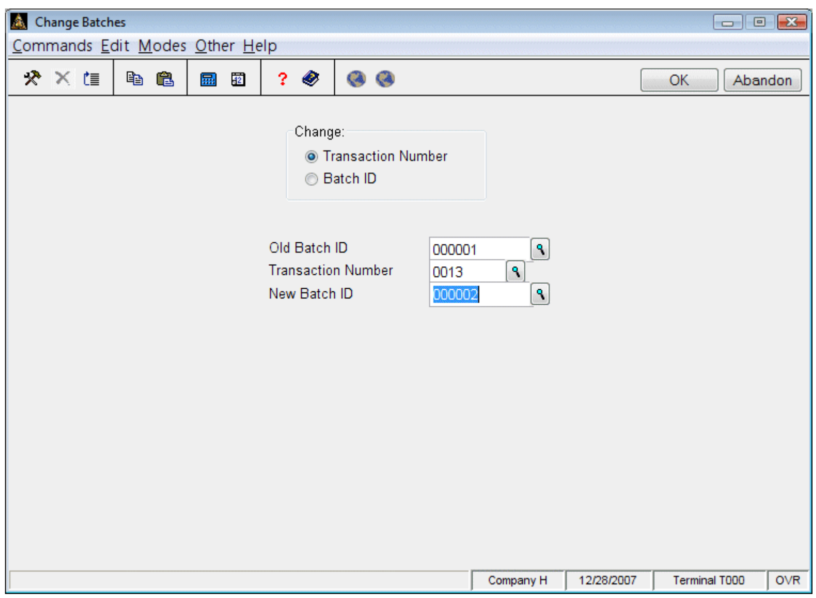
   This field does not appear if you elected not to use batching in the Resource Manager **Options and Interfaces** function.

5. Select the output device for the log. See “Reports” on page 1-37 for more information When the entries have been copied and the log printed, the **Daily Work** menu appears.

Change Batches

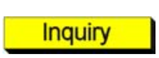
Use the **Change Batches** function to replace a batch ID with a different batch ID or to associate transaction numbers with a different batch.

Select **Change Batches** from the **Daily Work** menu. The Change Batches screen appears.



1. Select the kind of information you want to change. You can move a single transaction to a new batch, or an entire batch to a new ID.

2. Enter the batch ID that contains the transaction(s) you want to move.



3. If you elected to move a single transaction, enter the number of the transaction to move.

Inquiry

Maint

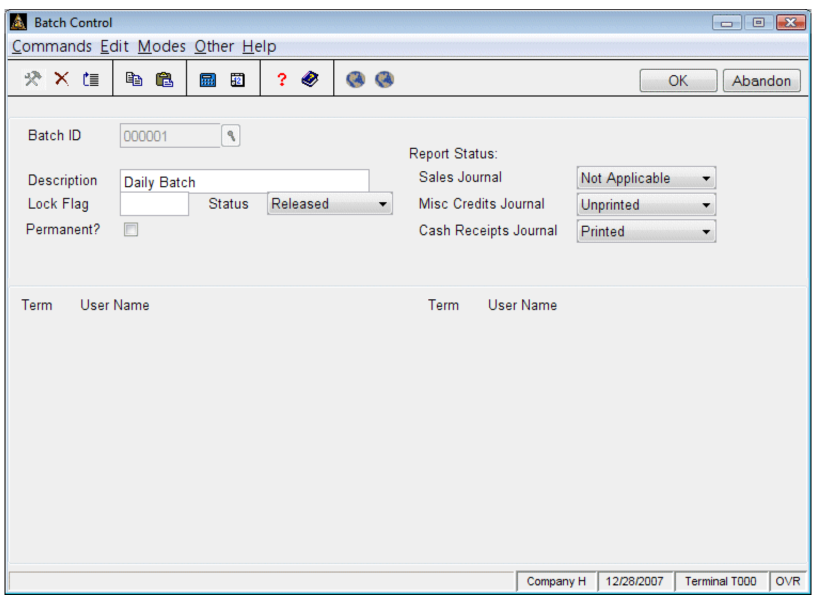
4. Enter the new batch ID. If you did not specify a transaction number, you are moving all transactions in the old batch ID to this one. If you use the **Maintenance** (**F6**) command, the **Batch Control** function temporarily appears.

   When you use the **Proceed** (**OK**) command, the copy process begins. When the process is finished, the **Daily Work** menu appears.

Batch Control

Use the **Batch Control** function to inquire about the status of your batches, to set up new batches, and to maintain existing batches. If you did not elect to use transaction batching, you cannot use this function.

Select **Batch Control** from the **Daily Work** menu. The Batch Control screen appears.



Inquiry
Maint

1. Enter the batch ID with which you want to work in the **Batch ID** box. If you elected to use automatic batch number generation in the **Options and Interfaces** function, you can create a new batch ID by using the **Proceed** (**OK**) command.

2. If a terminal ID appears in the **Lock Flag** box, the batch is or was produced or posted on that terminal. Do not change it unless you need to release a locked batch.

3. Enter a description of the transactions in this batch in the **Description** text box.

4. Enter the status of the batch: **H** if it is on hold, or **R** if it has been released. If you place the batch on hold, you can print or post it, but you cannot enter or edit transactions in it.

5. Check the **Permanent?** box to make the keep the batch from being deleted upon processing.

6. Toggle the year to **Current** or **Last** to set the GL year for this batch.

7. For each report listed, toggle the report status.

   The report status begins as **Not Applicable**. When you enter purchases or miscellaneous debits, the status automatically changes to **Unprinted**. When you print the report, the status automatically changes to **Printed**. If you then add or change transactions, the status automatically changes to **Reprint**.

8. If you selected a batch that is in use, the terminal ID and the user name of the person entering transactions are displayed.

   A maximum of 20 terminal IDs can appear at one time.

After you save the information, enter information about a different batch ID, or exit to the **Daily Work** menu.

CHAPTER 6

6

Transaction Reports

Print Invoices

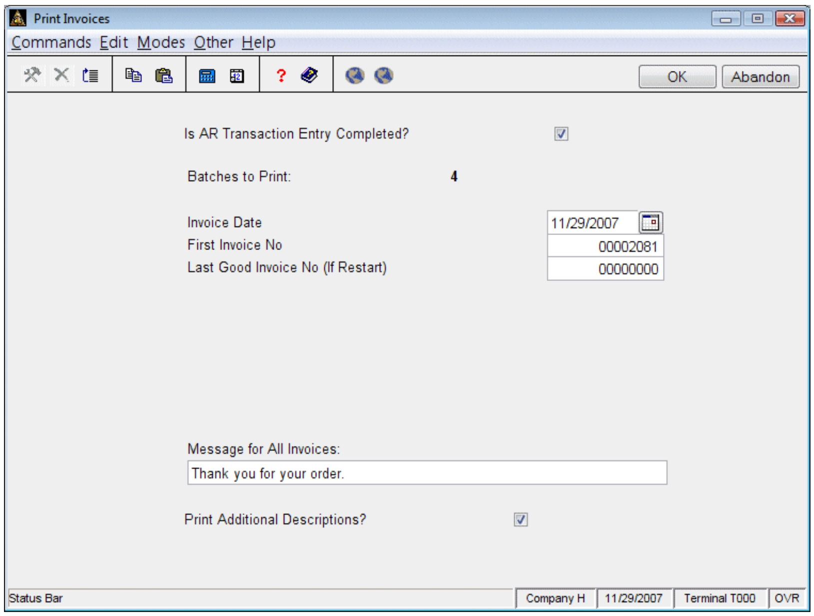
Use the **Print Invoices** function to print invoices you entered in the **ARTDxxx** and **ARTHxxx** (Transaction) files. This function is useful when you want to print invoices for several transactions at once.

You can also print the invoice when you enter the transaction. See the **On-Demand** command in the **Transactions** function (see on page 5-3).

When an open invoice customer makes a payment toward a particular invoice, you must apply the payment correctly. The invoice number in the **ARINxxx** (Open Invoice) file must correspond to the information in the **ARTDxxx** and **ARTHxxx** files. Since the **Print Invoices** function can reassign invoice numbers (but not credit memo numbers), print the **Sales Journal** before and after you print invoices to keep track of the numbers.

Print Invoices

Select **Print Invoices** from the **Transaction Reports** menu. The Print Invoices screen appears.



1. If you are finished entering Accounts Receivable transactions, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). If you have not finished entering transactions, return to the **Transaction Reports** menu and finish the entries before printing invoices.

Inquiry

2. Select the batches to print. You can print multiple batches at once.

3. Enter the date you want to print on the invoices or credit memos. This date is used to age the invoices if you elected to use online aging in the Resource Manager **Options and Interfaces** function.

   Whether or not you print invoices determines how invoices are aged. The invoice header date is used for aging only if you do not print invoices. This date is used for aging if you print invoices regardless of the header date.

4. If you assigned numbers to the invoices, enter the invoice number with which you want to start. If you did not assign numbers to the invoices, enter the number of the first form you are going to use.

5. If you are reprinting invoices, enter the number of the last form that was printed correctly. If you are reprinting and you use prenumbered invoices, produce the **Sales Journal** after you print all the invoices so that you have a record of the invoice numbers.

6. If you want all invoices to have a message, enter one.

7. If you want to print additional descriptions from the **ARDExxx** file on the invoices, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

8. If you want to print copies of e-mailed invoices, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

9. Select the output device.

10. If you elect to print the forms, an alignment character is printed in the form's upper-right corner. If the **X** is not centered in the alignment box or if the **X**s are not aligned in the grid on laser forms, adjust the form and select **No** (or enter **N** in text mode). Continue this procedure until the form is aligned; then select **Yes** (or enter **Y** in text mode) to print the invoices and credit memos.

    If a customer's purchase order number is greater than eight characters, a row of asterisks (*****) is printed in the **Order Number** column, and the entire order number is printed directly below the row of asterisks. To align the form so that the customer's purchase order number can be seen, make sure that only the bottom of the alignment character (**X**) is printed in the upper part of the alignment box in the form's upper-right corner.

    Sample invoice and credit memo forms are at the end of this section.

    After you produce the forms, the **Transaction Reports** menu appears.

Invoice

INVOICE

BUILDERS SUPPLY
4301 DEAN LAKES BLVD.
SHAKOPEE MN 55379

PAGE 1
INVOICE DATE 12/21/2010
INVOICE NO 24889104

SOLD TO
CASHCA
CASH SALES-OAKLAND, CA

SHIP TO
CASH SALES-OAKLAND, CA

TOTAL DUE 26451.98

SLS 1	SLS 2	DUE DATE	DISC DUE DATE	ORDER NO	ORDER DATE	SHIP DATE	SHIP NO
		12/21/2010		00000006		12/21/10	

TERMS DESCRIPTION	CUSTOMER P.O.NUMBER	SHIP VIA	
C.O.D.			

ITEM ID	TX CL	UNIT OF MEASURE	ORDERED	SHIPPED	UNIT PRICE	EXTENSION
250 Exterior Panels	03	CS	10.0000	10.0000	2417.1700	24171.70
300 Interior Door	03	EA	5.0000	5.0000	51.3800	256.90
350 Entry Door	03	EA	1.0000	1.0000	526.1300	526.13
					Subtotal :	24954.70

TAXABLE	NONTAXABLE	FREIGHT	SALES TAX	MISC CHARGE	TOTAL
24954.70	.00	.00	1497.28	.00	26451.98

Credit Memo

Builder's Supply

BUILDERS SUPPLY
4301 DEAN LAKES BLVD.
SHAKOPEE MN 55379

CREDIT MEMO

PAGE 1
INVOICE DATE 12/21/2007
INVOICE NO 12670210

SOLD TO: CASHTX
CASH SALES-DALLAS, TX

SHIP TO: CASH SALES-DALLAS, TX

TOTAL DUE 3740.28

SLS 1	SLS 2	DUE DATE	DISC DUE DATE	ORDER NO	ORDER DATE	SHIP DATE	SHIP NO
		12/21/2007	12/31/2007	0022			

TERMS DESCRIPTION	CUSTOMER P.O.NUMBER	SHIP VIA	
C.O.D.			

ITEM ID	TX CL	UNIT OF MEASURE	ORDERED	SHIPPED	UNIT PRICE	EXTENSION
100 Electrical Package	03	PKG	2.0000	2.0000	475.6860	951.37
150 Plumbing Package	03	PKG	2.0000	2.0000	1317.3840	2634.77
300 Interior Door	03	EA	3.0000	3.0000	51.3810	154.14
					Subtotal :	3740.28

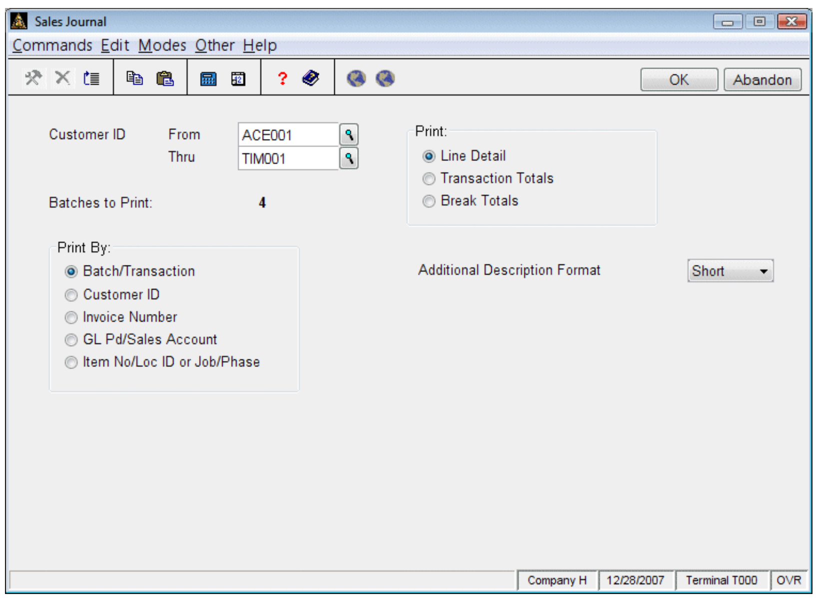
TAXABLE	NONTAXABLE	FREIGHT	SALES TAX	MISC CHARGE	TOTAL
.00	3740.28	.00	.00	.00	3740.28

Thank you for your order.

Sales Journal

Print the **Sales Journal** before you post transactions to check for mistakes and omissions. The Sales Journal also serves as an audit trail of sales transactions.

Select **Sales Journal** from the **Transaction Reports** menu. The Sales Journal screen appears.



Inquiry

1. Enter the range of customers whose information you want to include in the journal, or leave the boxes blank to include all customers.

Inquiry

2. Select the batch numbers you want to print. You can print multiple batches at once.

3. Select the order in which you want to print the journal.

4. Select the amount of detail you want to include in the journal.

5. Select the output device. After you produce the journal, the **Transaction Reports** menu appears.

   If the Sales Journal does not include some invoice numbers, you probably printed multiple-page invoices or credit memos. The number of an invoice that is a continuation of a previous one is skipped. Invoice numbers are not reassigned for credit memos if you elected to use prenumbered forms in the Resource Manager **Options and Interfaces** function.

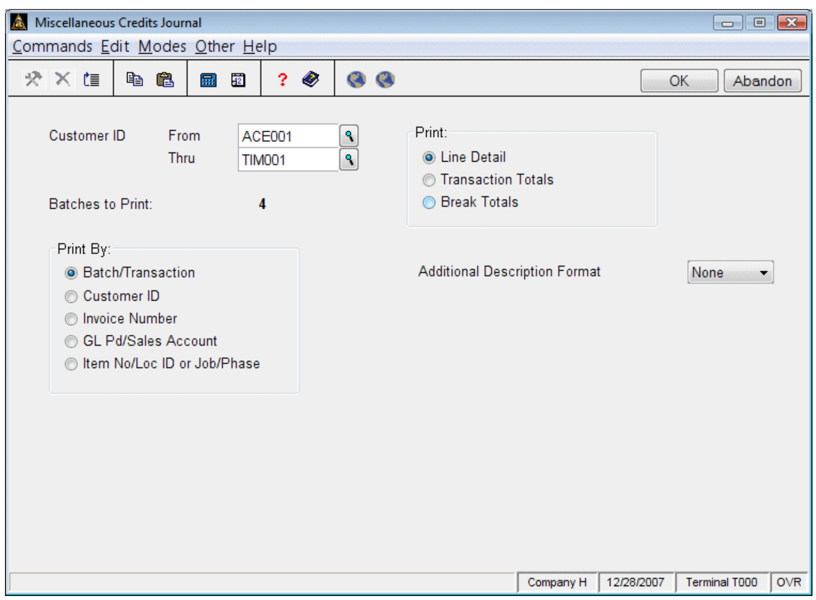
Sales Journal Report

```
12/28/2007                                             Builders Supply                                                   Page   1
5:09 PM                                                 Sales Journal
                                                      By Batch/Transaction

Batch    Cust ID    ID Job/Phase or Loc./Item ID   Rep 1 Sales Acct.  Units    Qty. Ordered    Unit Price    Ext. Price   Tax Class
Trans    Invc. No.  Description                    Rep 2 COGS Acct.            Qty. Shipped     Unit Cost     Ext. Cost
Line No. Order No.                                       Inv. Acct.           Qty. Backord.
----------------------------------------------------------------------------------------------------------------------------------

000001   ACE001     I  MN0001 100                  GPD   401000       PKG            4.0000      528.5400       2114.16   03
0012     12670201   Electrical Package                   501000                      4.0000      343.5500       1374.20
001                                                      104400                       .0000

000001   ACE001     I  MN0001 150                  GPD   401000       PKG            2.0000     1317.3840       2634.77   03
0012     12670201   Plumbing Package                     501000                      2.0000      907.5300       1815.06
002                                                      104400                       .0000

000001   ACE001     I  MN0001 300                  GPD   401000       EA             2.0000       51.3810        102.76   03
0012     12670201   Interior Door                        501000                      2.0000       22.0100         44.02
003                                                      104400                       .0000

000001   ACE001     I  MN0001 550                  GPD   401000       PKG            3.0000     1434.5910       4303.77   03
0012     12670201   Millwork Package                     501000                      3.0000         .0000           .00
004                                                      104400                       .0000

000001   ACE001     I  MN0001 600                  GPD   401000       EA             2.0000      286.6500        573.30   03
0012     12670201   Standard Window 24" X 40"            501000                      2.0000      117.2900        234.58
005                                                      104400                       .0000

000001   ACE001     I  MN0001 100                  GPD   401000       PKG            1.0000      422.8320        422.83   00
0012     00002081   Electrical Package                   501000                      1.0000      343.5500        343.55
006                                                      104400                       .0000


Cust.   Trans No Rep 1       Inv. Date  Per Tx Grp      Freight       Subtotal       Sales Tax      Inv. Total  Pmt.  Pmt. Amount
Batch   Invc. No Rep 2       Ord. Date            Miscellaneous
Ship To Order No Terms Desc. Ship Date
----------------------------------------------------------------------------------------------------------------------------------
ACE001  0012     GPD         05/19/2007 12 MN          65465.00       10151.59             .00       76270.59 CHK          65.00
000001  00002081                                         654.00                                                              .00
                 2/10,n/30   12/21/2007
```

Miscellaneous Credits Journal

Produce the **Miscellaneous Credits Journal** before you post transactions to check for mistakes and omissions and to use as an audit trail. If this journal reveals incorrect transactions, use the **Transactions** function (see on page 5-3) to edit or delete them.

Select **Miscellaneous Credits Journal** from the **Transaction Reports** menu. The Miscellaneous Credits Journal screen appears.



Inquiry

1. Enter the range of customers whose information you want to include in the journal, or leave the boxes blank to include all customers.

Inquiry

2. Select the batch numbers you want to print. You can print multiple batches at once.

3. Select the order in which you want to print the journal.

4. Select the amount of detail you want to print in the journal.

5. Select the output device. After you produce the journal, the **Transaction Reports** menu appears.

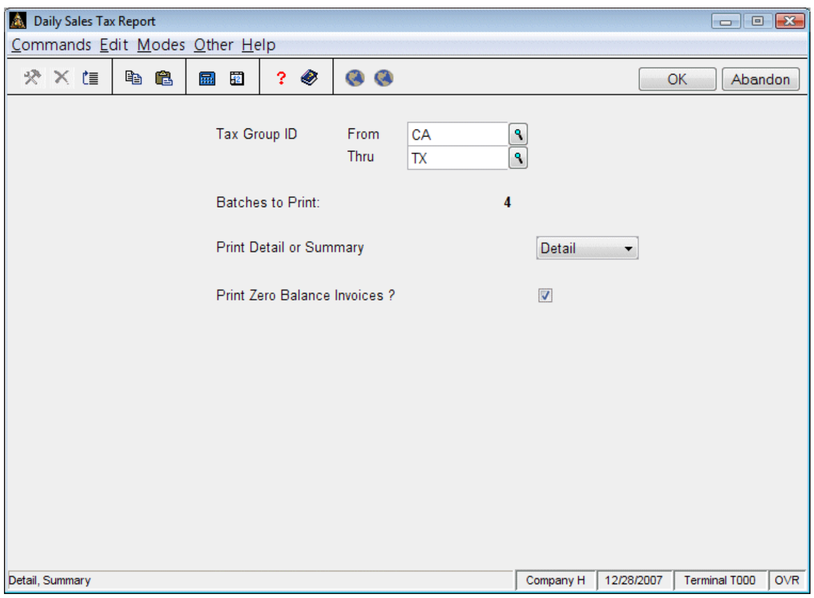
Miscellaneous Credits Journal

```
12/28/2007                                      Builders Supply                                        Page   1
5:14 PM                                  Miscellaneous Credits Journal
                                              By Batch/Transaction

Batch    Cust ID    ID Job/Phase or Loc./Item ID   Rep 1 Sales Acct.  Units    Qty. Ordered    Unit Price    Ext. Price   Tax Class
Trans    Invc. No.  Description                    Rep 2 COGS Acct.            Qty. Shipped     Unit Cost     Ext. Cost
Line No. Order No.                                       Inv. Acct.           Qty. Backord.
-----------------------------------------------------------------------------------------------------------------------------------

000001   ACE001     I  MN0001 100                  GPD   401000       PKG            4.0000      475.6860       1902.74   03
0019     12670207   Electrical Package                   501000                      4.0000      343.5500       1374.20
001                                                      104400                       .0000

000001   ACE001     I  MN0001 150                  GPD   401000       PKG            2.0000     1317.3840       2634.77   03
0019     12670207   Plumbing Package                     501000                      2.0000      907.5300       1815.06
002                                                      104400                       .0000

000001   ACE001     I  MN0001 300                  GPD   401000       EA             4.0000       51.3810        205.52   03
0019     12670207   Interior Door                        501000                      4.0000       22.0100         88.04
003                                                      104400                       .0000

000001   ACE001     I  MN0001 350                  GPD   401000       EA             1.0000      526.1310        526.13   03
0019     12670207   Entry Door                           501000                      1.0000      226.9900        226.99
004                                                      104400                       .0000

000001   ACE001     I  MN0001 400                  GPD   401000       PKG            2.0000     1485.4950       2970.99   03
0019     12670207   Interior Materials                   501000                      2.0000      855.6100       1711.22
005                                                      104400                       .0000

000001   ACE001     I  MN0001 450                  GPD   401000       EA             6.0000      381.6450       2289.87   03
0019     12670207   Slide by Window 24" x 40"            501000                      6.0000      161.1400        966.84
006                                                      104400                       .0000

000001   ACE001     I  MN0001 550                  GPD   401000       PKG            3.0000     1434.5910       4303.77   03
0019     12670207   Millwork Package                     501000                      3.0000         .0000           .00
007                                                      104400                       .0000

000001   ACE001     I  MN0001 600                  GPD   401000       EA             3.0000      286.6500        859.95   03
0019     12670207   Standard Window 24" X 40"            501000                      3.0000      119.6836        359.05
008                                                      104400                       .0000


Cust.   Trans No Rep 1       Inv. Date  Per Tx Grp      Freight       Subtotal       Sales Tax      Inv. Total  Pmt.  Pmt. Amount
Batch   Invc. No Rep 2       Ord. Date           Miscellaneous
Ship To Order No Terms Desc. Ship Date
-----------------------------------------------------------------------------------------------------------------------------------
ACE001  0019     GPD         12/21/2007 12 MN           .00       15693.74             .00        15693.74                     .00
000001  12670207                                        .00                                                                    .00
                 2/10,n/30   12/21/2007
```

Daily Sales Tax Report

The **Daily Sales Tax Report** shows taxes collected and owed, sorted by tax group.

Select **Daily Sales Tax Report** from the **Transaction Reports** menu. The Daily Sales Tax Report screen appears.



Inquiry

1. Enter the range of tax groups whose sales taxes you want to include in the report, or leave the boxes blank to include all tax groups.

Inquiry

2. Select the batch numbers you want to print. You can print multiple batches at once.

3. Select the amount of detail you want to include in the report and select the output device.

A sample Daily Sales Tax Report is at the end of this section. After you produce the report, the **Transaction Reports** menu appears.

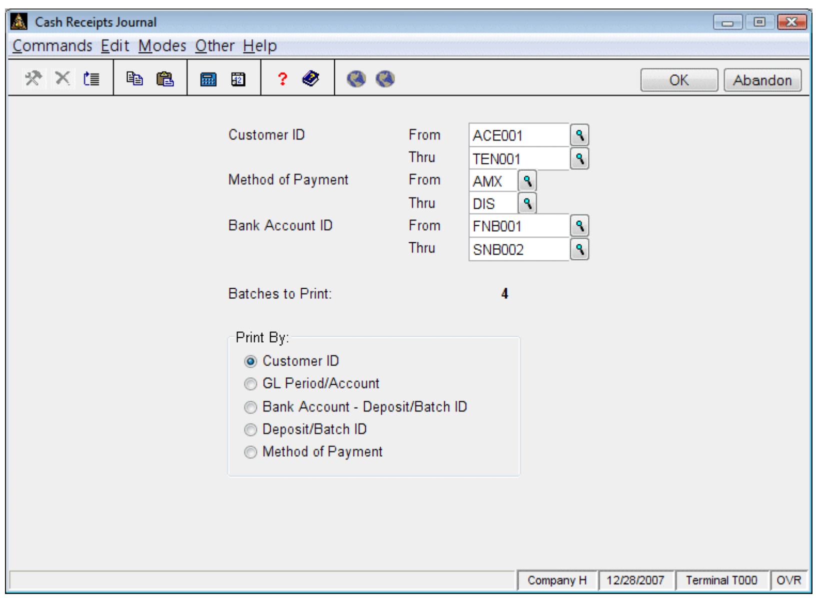
Daily Sales Tax Report

```
12/28/2007                                    Builders Supply                                        Page    1
5:18 PM                                    Daily Sales Tax Report
                                             By Tax Location
                                                  Detail

Invoice  Inv. Date  ---- Tax Level 1 ---  ---- Tax Level 2 ---  ---- Tax Level 3 ---  ---- Tax Level 4 ---  ---- Tax Level 5 ---
----------------------------------------------------------------------------------------------------------------------------------
12670204 12/21/2004 CA          1128.93
                   ----------------------
SUBTOTAL            CA          1128.93

12670203 12/21/2004 MD              .00
12670209 12/21/2004 MD              .00
                   ----------------------
SUBTOTAL            MD              .00

00002081 05/19/2004 MN              .00
12670202 12/21/2004 MN              .00
12670205 12/21/2004 MN              .00
12670206 12/21/2004 MN              .00
12670207 12/21/2004 MN              .00
12670208 12/21/2004 MN              .00
12670204 12/21/2004 TX              .00
12670210 12/21/2004 TX              .00
                   ----------------------
SUBTOTAL            TX              .00

                   ----------------------
TOTAL                           1128.93

                           --------------
GRAND TOTAL                     1128.93


End of Report
```

Cash Receipts Journal

The **Cash Receipts Journal** provides a record of the cash receipts in the **ARCRxxx** (Cash Receipts) file. Produce it after you have entered all the cash receipts for the day but before you post the transactions (since posting may clear the **ARCRxxx**, **ARTDxxx**, and **ARTHxxx** files).

Select **Cash Receipts Journal** from the Transaction Reports menu. The function screen appears.



Inquiry

1. Enter the range of customers whose information you want to include in the journal, or leave the boxes blank to include all customers.

Inquiry

2. Enter the range of payment methods and bank accounts whose associated receipts you want to include in the journal, or leave the boxes blank to include all.

Inquiry

3. Select the batch numbers you want to print. You can print multiple batches at once.

4. Select the order in which you want to print the journal.

5. Select the output device. After you produce the journal, the **Transaction Reports** menu appears.

Cash Receipts Journal

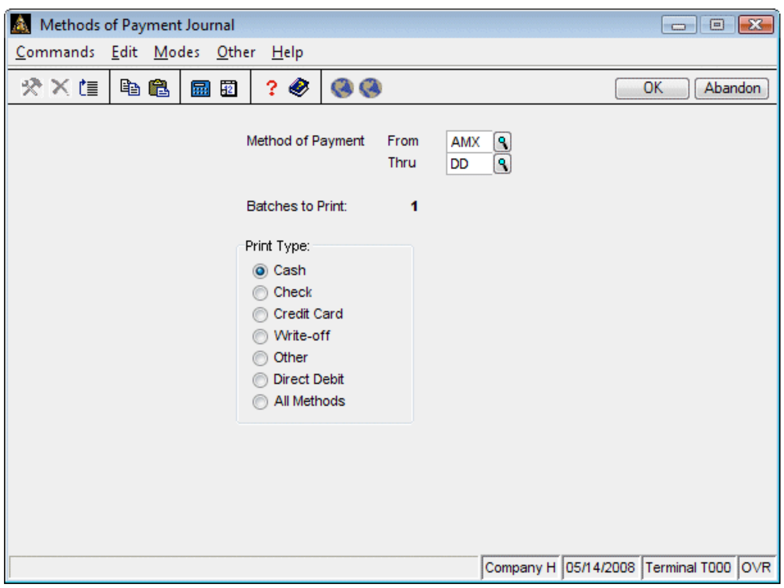
12/28/2007 Builders Supply Page 1
5:21 PM Cash Receipts Journal
By Customer ID

Deposit/ Batch ID Tran No.	Cust ID Bank ID	Credit GL Account	Invoice Number	Payment Date	Age	Customer/Inv Balance	Payment Amount	Pymt Mthd	Discount/ Difference	Type/ Check #	Balance Due
000001 0022	ACE001 FNB001	101000	00002081	12/28/2007	0	.00	65.00	CHK	.00	000654	65.00-
000001 0001	ACE001 FNB001	1010	12670064	12/21/2007	0	35467.99	35467.99	CHK	.00	014269	.00
Customer ACE001 ACE BUILDERS					Total		35532.99		.00		
000001 0015	CASHCA FNB001	1010	12670072	12/21/2007	0	51487.23	1940.87	CSH	.00	CASH	49546.36
Customer CASHCA CASH SALES-OAKLAND, CA					Total		1940.87		.00		
000001 0017	CASHMD FNB001	1010	12670079	12/21/2007	0	15618.29	763.29	CSH	.00	CASH	14855.00
000001 0016	CASHMD FNB001	1010	BAL FWRD	12/21/2007	0	14855.00	14855.00	CSH	.00	CASH	.00
Customer CASHMD CASH SALES-BALTIMORE, MD					Total		15618.29		.00		
000001 0018	CASHMN FNB001	1010	12670081	12/21/2007	0	7419.00	1710.72	CSH	.00	CASH	5708.28
000001 0019	CASHMN FNB001	1010	BAL FWRD	12/21/2007	0	5708.28	5708.28	CSH	.00	CASH	.00
Customer CASHMN CASH SALES-MINNEAPOLIS					Total		7419.00		.00		
000001 0020	CASHPS FNB001	1010	12670082	12/21/2007	0	29431.56	1788.43	CSH	.00	CASH	27643.13
000001 0021	CASHPS FNB001	1010	BAL FWRD	12/21/2007	0	27643.13	27643.13	CSH	.00	CASH	.00
Customer CASHPS CASH SALES-DALLAS, TX					Total		29431.56		.00		
000001 0002	DAL001 FNB001	1010	12670066	12/21/2007	0	7203.92	7203.92	CHK	.00	013649	.00
Customer DAL001 DALLAS-FT WORTH DOME HOMES					Total		7203.92		.00		
000001 0003	KAN001 FNB001	1010	12670067	12/21/2007	0	71699.10	71699.10	CHK	.00	087118	.00

Methods of Payment Journal

The **Methods of Payment Journal** summarizes cash receipts by methods of payment. Use this function to produce a list of receipts for credit card claims.

Select **Methods of Payment Journal** from the **Transaction Reports** menu. The Methods of Payment Journal screen appears.



Inquiry

1. Enter the range of payment methods whose associated receipts you want to include in the journal, or boxes blank to include all payment methods.

Inquiry

2. Select the batch numbers you want to print. You can print multiple batches at once.

3. Select the payment types you want to include in the journal.

You can include payment methods in two ways: entering a range and selecting a payment method. Take care to make the two specifications agree. For example, if you entered **VIS** at **From** and **Thru** for a credit card and then selected **1** for cash, the journal would not have any data because no payment method is both a credit card and cash.

4. Select the output device. After you produce the journal, the **Transaction Reports** menu appears.

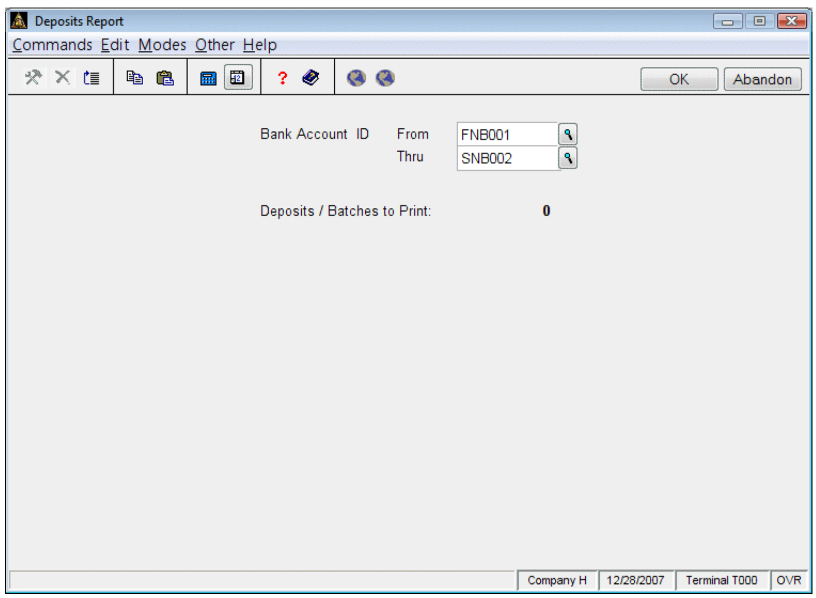
Methods of Payment Journal

```
05/14/2008                                         Builders Supply                                              Page   1
3:41 PM                                       Methods of Payment Journal
                                                   Type All Methods

Method  Description               Type         GL Account
CHK     Check                     Check        100000

     Deposit/         Invoice           Payment                                                                  Payment
     Batch ID Cust ID  Number      Tran   Date      Bank ID                  Check Number                         Amount

------------------------------------------------------------------------------------------------------------------------------------

     000001   GRE001   PAYMENT     0022  12/12/2007 FNB001                   345333                              12500.00
     000001   ACE001   00002081    0026  12/12/2007 FNB001                   634223                               9728.76
     000001   ACE001   12670046    0027  12/12/2007 FNB001                   634223                              74619.56
     000001   ACE001   00000013    0028  12/12/2007 FNB001                   634223                              26694.14

                                                                                                             -------------
                                                                                  Payment Method CHK Total       123542.46

Method  Description               Type         GL Account
DD      Direct Debit              Direct Debit 100000

     Deposit/         Invoice           Payment                                                                  Payment
     Batch ID Cust ID  Number      Tran   Date      Bank Name                Account Number       Routing Code    Amount

------------------------------------------------------------------------------------------------------------------------------------

     000001   LOS001               0029  05/14/2008 First National Bank      XXXXX4321            099999999          3410.52-

                                                                                                             -------------
                                                                                  Payment Method DD Total          3410.52-

                                                                                                             =============
                                                                                            Grand Total          120131.94

 End of Report
```

Deposits Report

Use the **Deposits Report** function to summarize and list bank deposits from receipts of type *cash* and *check*.

Select **Deposits Report** from the **Transaction Reports** menu. The Deposits Report screen appears.



Inquiry

1. Enter the range of bank accounts whose associated deposits you want to include in the report, or leave the boxes blank to include all bank accounts.

Inquiry

2. Select the batch numbers you want to print. You can print multiple batches at once.

3. Select the output device. After you produce the report, the **Transaction Reports** menu appears.

A sample Deposits Report is at the end of this section.

Deposits Report

12/28/2007 Builders Supply Page 1
5:29 PM Deposits Report

Bank FNB001 - 1st National Bank
Account # *8973 Deposit # 000001

Cust ID	Customer Name	Checks	Cash	Check No.	Payment Date
ACE001	ACE BUILDERS	35467.99		014269	12/21/2007
ACE001	ACE BUILDERS	65.00		000654	12/28/2007
CASHCA	CASH SALES-OAKLAND, CA		1940.87		12/21/2007
CASHMD	CASH SALES-BALTIMORE, MD		14855.00		12/21/2007
CASHMD	CASH SALES-BALTIMORE, MD		763.29		12/21/2007
CASHMN	CASH SALES-MINNEAPOLIS		1710.72		12/21/2007
CASHMN	CASH SALES-MINNEAPOLIS		5708.28		12/21/2007
CASHPS	CASH SALES-DALLAS, TX		1788.43		12/21/2007
CASHPS	CASH SALES-DALLAS, TX		27643.13		12/21/2007
DAL001	DALLAS-FT WORTH DOME HOMES	7203.92		013649	12/21/2007
KAN001	KANSAS CITY GEODESIC HOMES	71699.10		087118	12/21/2007
KAN001	KANSAS CITY GEODESIC HOMES	11267.90		087118	12/21/2007
KAN001	KANSAS CITY GEODESIC HOMES	4960.03		087118	12/21/2007
KAN001	KANSAS CITY GEODESIC HOMES	12072.97		087118	12/21/2007
LOS001	LOS ANGELES CONSTRUCTION CO.	16776.38		109077	12/21/2007
LOS001	LOS ANGELES CONSTRUCTION CO.	342.38		109077	12/21/2007
SUN001	SUNSHINE HOMES, INC.	8246.32		007729	12/21/2007
TEN001	TENNESSEE SHELTERS, INC.	26109.72		009187	12/21/2007
TEN001	TENNESSEE SHELTERS, INC.	49288.20		009187	12/21/2007
TEN001	TENNESSEE SHELTERS, INC.	5706.21		009187	12/21/2007
TEN001	TENNESSEE SHELTERS, INC.	18895.87		009187	12/21/2007
VIS001	VISA	11155.84		055186	12/21/2007
Deposit/Batch Total	333667.55	279257.83	54409.72		
Bank FNB001 Total	333667.55	279257.83	54409.72		
Grand Total	333667.55	279257.83	54409.72		

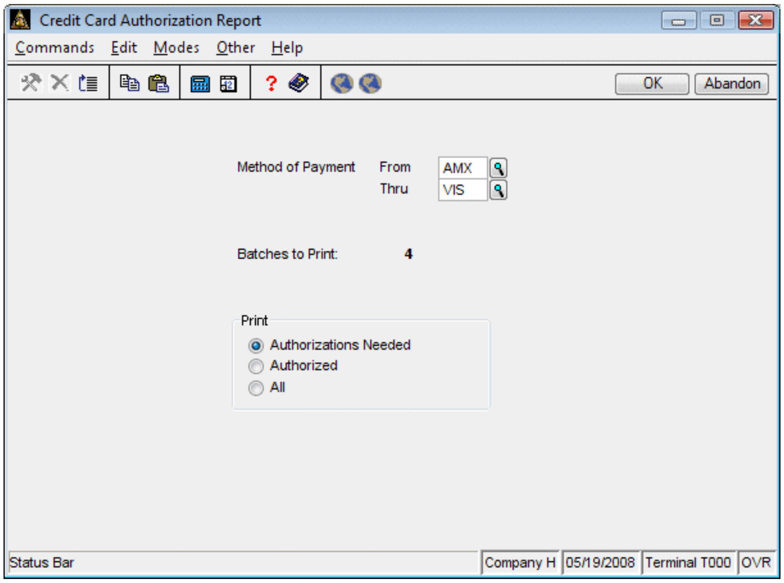
End of Report

Credit Card Authorization Report

Print the **Credit Card Authorization Report** to get a list of cash receipts entered into Accounts Receivable and Sales Order transactions with credit card payment methods. This report will list all the credit card cash receipts and can sort which cash receipts require an authorization number.

Follow these steps to print the **Credit Card Authorization Report**:

1. Select **Credit Card Authorization Report** from the **Transaction Reports** menu. The Credit Card Authorization Report appears.



2. Select the **Method of Payment From** and **Thru** you want to include in the report. Leave these fields blank to include all payment methods in the report.

3. The number of **Batches** available to print is displayed**.**

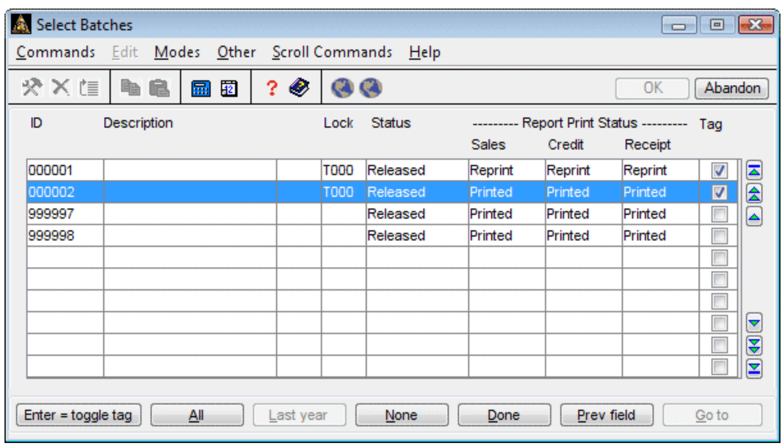
4. Select the information you want to **Print** on the report:

    - **Authorization Needed**: Print only the cash receipt transactions that are above the amount entered into the CC authorization required for amounts exceeding, business rule and have not had an authorization numbered entered into the cash receipt transaction.

    - **Authorized**: Print only the cash receipt transactions that are below the amount entered into the CC authorization required for amounts exceeding, business rule and have had an authorization numbered entered into the cash receipt transaction.

    - **All**: Print all cash receipt transactions regardless of whether they have an authorization number entered or not.

5. Click **OK**. The **Select Batches** dialog box appears.



- Scroll through the batches and press **Enter** to toggle the batches to printed.

- Press **A** to select all batches for inclusion in the report.

- Press **N** to deselect all batches for inclusion in the report.

- Press **D** when you are done selecting inclusion in the report.

- Press **P** to return to the previous screen to change the parameter for the report.

6. When done selecting batches, the **Credit Card Authorization Report** main screen will appear. Press **OK** to process the report.

Credit Card Authorization Report

05/19/2008 Builders Supply Page 1
2:07 PM Credit Card Authorization Report

Pmt Method Batch Trans Type	Cust ID	Customer Name Cardholder Name	Card Number Expiration Date	Authorization	Amount
000001 0030 SO Transaction	ACE001	ACE BUILDERS Ace Builders, Inc.	2111466577462534 09/2009	2457	3000.00
000001 0025 Cash Receipts	LOS001	LOS ANGELES CONSTRUCTION CO. LA Construction Co	1111634766239920 12/2008	813	50278.72
000001 0031 Cash Receipts	ACE001	LOS ANGELES CONSTRUCTION CO. Ace Builders, Inc.	1111634766239920 12/2008	986	3121.37
			Payment Method MC Total		56400.09
		Grand Total			56400.09

End of Report

Post Transactions

When you post transactions, open invoices are created in the **ARINxxx** (Open Invoice) file for each sales and miscellaneous credit entry in the **ARTDxxx** and **ARTHxxx** (Transaction) files. The due date for each transaction is updated from the invoice date and the number of due days for the terms code, and the discount date is updated from the invoice date and the number of discount days from the customer's terms. A payment record is created in the **ARINxxx** file for each cash receipt.

The system creates a temporary file, **ARTMTxxx**, to store line-item entries, totals, and cash receipt information. As you post information, the line-item information is posted first; then the totals are updated. When all the line items are posted, the cash receipts information is posted, and finally the bank reconciliation transactions are posted and summary GL entries are calculated.

If you post detailed information to General Ledger, the system creates entries in the **GLJRxxx** (Journal) file for each line item. If you post summary information, the transaction figures are summarized into one entry for each account.

The balance and the sales and payment history fields in the **ARCUxxx** (Customer) file are updated. The period-to-date, month-to-date, year-to-date, and last-year fields in the **ARPYxxx** (Payment Methods) file are updated.

The month- and year-to-date gross sales figures in the **ARSRxxx** (Sales Rep) file are updated.

The taxable and nontaxable totals from the transactions update the totals in the **RMTXxxx** (Tax Groups) file.

If you keep detail and summary history, the **ARHIxxx** file is updated by line-item and totals detail, and the **ARHSxxx** file is updated by summary totals for the company, customer, and items sold when applicable.

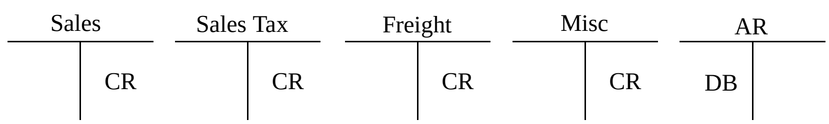
Posted transactions are cleared from the **ARTDxxx**, **ARTHxxx**, and **ARCRxxx** (Cash Receipts) files, and the temporary files are erased.

Interfaces

General Ledger

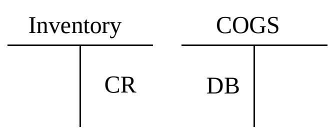
If Accounts Receivable interfaces with General Ledger, debit and credit entries are created in the **GLJRxxx** file. If you post detail information, entries are made for each line item. If you post summary information, one entry is made for each account.

When you post invoices for sales on credit, entries are made to these accounts:



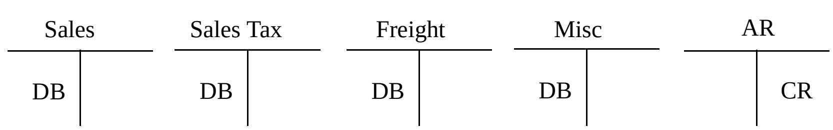
The sales/COGS account code record provides the sales account. The general ledger account in the tax group record provides the sales tax account. The distribution codes record provides the other accounts.

The costs for each line item send entries to these accounts:



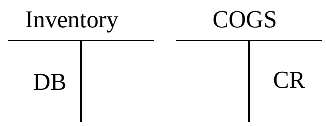
The item record or the **ARGLxxx** table provides the inventory account. The item record or the sales/COGS account code record provides the COGS account.

The miscellaneous credits for each line item send entries to these accounts:



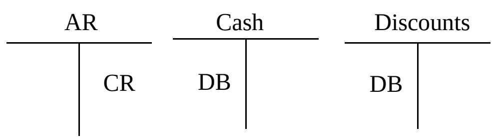
The sales/COGS account code record provides the sales account. The account in the tax group record provides the sales tax account. The distribution code record provides the other accounts.

The costs for each line item send entries to these accounts:



The item record or the **ARGLxxx** table provides the inventory account. The item record or the sales/COGS account code record provides the COGS account.

When you post invoices for cash receipts, entries are made to these accounts:



The payment method record provides the cash account, and the **ARGLxxx** table provides the discounts account.

The source of the accounts receivable account (or whichever account is credited by cash receipts) can vary. If you enter a customer ID when you enter cash receipts, the associated distribution code specifies the accounts receivable account. If you do not enter a customer ID when you enter cash receipts, you specify the accounts receivable account.

Job Cost

If Accounts Receivable interfaces with Job Cost, posting updates the billing information in the **JOBSxxx** and **JOHIxxx** files. If a job or phase is completed, posting also updates the actual end date.

Bank Reconciliation

If Accounts Receivable interfaces with Bank Reconciliation, each posted deposit creates a summary record in the **BRTRxxx** (Transactions) file.

Inventory

If Accounts Receivable interfaces with Inventory, on-hand and in-use quantities are decreased, and quantities and history are updated. The system also calculates average prices in the **INUPxxx** (Units Pricing) file.

Before Posting

Before you post, do these things:

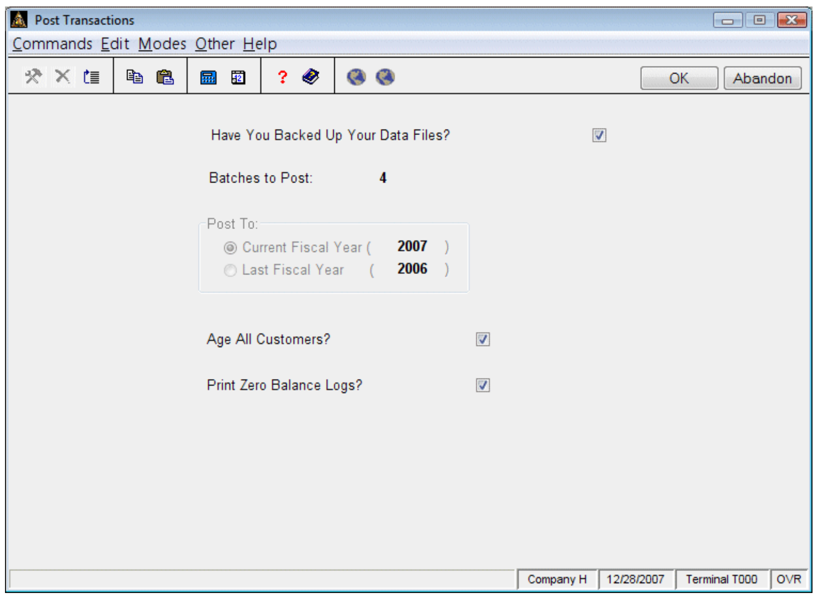
- If you have a multiuser system, make sure that no one else is working with the batches you are posting. You cannot post if someone else is working within the batches.
- Print the **Sales Journal** (see page 6-7), the **Miscellaneous Credits Journal** (see page 6-9), and the **Cash Receipts Journal** (see page 6-13).
- Back up all the data files.

The information in the Sales Journal and the Miscellaneous Credits Journal comes from the **ARTDxxx** and **ARTHxxx** files. The information in the Cash Receipts Journal comes from the **ARCRxxx** file. Posted entries are cleared from these files to make room for the next group of entries. Because you cannot reconstruct the journals after you post, printing them before you post is important.

Backing up your data files before you post is an important practice. Unforeseen problems, such as a power surge or failure, can interrupt the post and result in the loss of data.

Post Transactions

Select **Post Transactions** from the **Transaction Reports** menu. The Post Transactions screen appears.



1. If you have backed up your data files, select the check box (or enter **Y** in text mode); if not, clear the check box (or enter **N** in text mode). If you haven't backed up your files, return to the **Transaction Reports** menu and do so before posting.

2. Select the batch numbers you want to post. You can post multiple batches at once.

3. Select the fiscal year to which you want to post. If Accounts Receivable does not interface with General Ledger or if you did not create last-year data in General Ledger, you must post to the current year.

   If Accounts Receivable interfaces with General Ledger and you have created last-year data in General Ledger, select the fiscal year to which you want to post the journal entries. You can post to the current-year **GLJRxxx** file or to the last-year **GLJRxxx** file.

4. If you want to age all customers, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

   If you elect not to age all customers, the system does not make any aging adjustments.

   If you elect to age all customers, the customer aging buckets can be updated in one of three ways. If you printed invoices, the invoice date entered in the **Print Invoices** function serves as the basis for aging. If you did not print invoices, the invoice header date serves as the basis for aging.

   If you did not enter an invoice number (and therefore no invoice date), the post date—the system date when you use this function—serves as the basis for aging.

5. Select the check box (or enter **Y** in text mode) if you want to print logs for customers with zero balance; clear the box (or enter **N** in text mode) if not.

6. Select the output device.

   A sample posting log is at the end of this section.

   After posting is completed and the log is printed, the **Transaction Reports** menu appears.

Post Transactions Log

```
12/28/2007                                        Builders Supply                                                    Page A-    1
5:36 PM                                          Post Transactions

Terminal:       T000

Batches Posted:

000001 000002 999997 999998

Posted to CURRENT YEAR (2007)

12/28/2007                                        Builders Supply                                                    Page B-    1
5:36 PM                                         POST INVENTORY ITEMS

Batch  Tran #   Ln  Tp Invoice  Loc.   Item # or Job/Phase                     Qty Shipped Units    Unit Cost Extended Cost
                                          Lot Numbers
                                             Serial Numbers
-----------------------------------------------------------------------------------------------------------------------------------
000001 0012     001 IN 12670201 MN0001 100                                          4.0000 PKG      343.5500       1374.20
000001 0012     002 IN 12670201 MN0001 150                                          2.0000 PKG      907.5300       1815.06
000001 0012     003 IN 12670201 MN0001 300                                          2.0000 EA        22.0100         44.02
000001 0012     004 IN 12670201 MN0001 550                                          3.0000 PKG         .0000           .00
000001 0012     005 IN 12670201 MN0001 600                                          2.0000 EA       117.2900        234.58
000001 0012     006 IN 12670201 MN0001 100                                          1.0000 PKG      343.5500        343.55
                                                                                                                ==============
          TRANSACTION TOTAL                                                                                            3811.41

000001 0013     001 IN 12670202 MN0001 250                                         10.0000 CS      1269.1000      12691.00
000001 0013     002 IN 12670202 MN0001 300                                          6.0000 EA        22.0100        132.06
000001 0013     003 IN 12670202 MN0001 350                                          2.0000 EA       226.9900        453.98
                                                                                                                ==============
          TRANSACTION TOTAL                                                                                           13277.04

000001 0014     001 IN 12670203 CA0001 100                                          2.0000 PKG      348.0582        696.12
                                                                                                                ==============
          TRANSACTION TOTAL                                                                                             696.12

000001 0015     001 IN 12670204 CA0001                                             10.0000         1670.3200      16703.20
000001 0015     002 IN 12670204 CA0001 300                                          4.0000 EA        21.3254         85.30
                                                                                                                ==============
          TRANSACTION TOTAL                                                                                           16788.50

000001 0016     001 IN 12670204 TX0001 550                                          5.0000 PKG     1001.6700       5008.35
000001 0016     002 IN 12670204 TX0001 300                                          2.0000 EA        21.1435         42.29
000001 0016     003 IN 12670204 TX0001 350                                          2.0000 EA       208.5500        417.10
                                                                                                                ==============
          TRANSACTION TOTAL                                                                                            5467.74

000001 0017     001 IN 12670205 MN0001 100                                          2.0000 PKG      343.5500        687.10
                                                                                                                ==============
          TRANSACTION TOTAL                                                                                             687.10

000001 0018     001 IN 12670206 MN0001                                              1.0000           50.0000         50.00
                                                                                                                ==============
          TRANSACTION TOTAL                                                                                              50.00
```

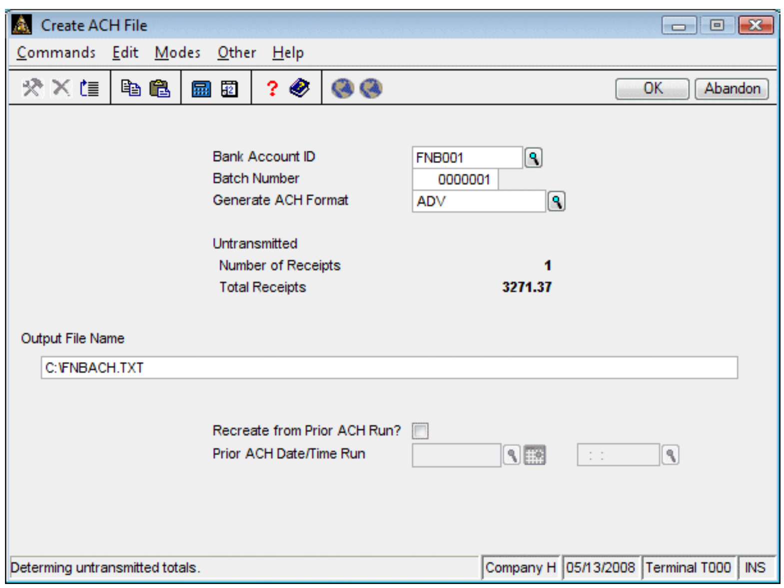
Post Cash Receipts Log

```
12/28/2007                                        Builders Supply                                        Page D-   1
5:36 PM                                         POST CASH RECEIPTS

Mthd Type Description                  Amount
--------------------------------------------------
CSH     1 Cash                       54409.72

        1 TOTAL CASH                 54409.72

CHK     2 Check                     279257.83

        2 TOTAL CHECKS              279257.83

                                ==============
          GRAND TOTAL               333667.55


* Open Invoice Created

12/28/2007                                        Builders Supply                                        Page E-   1
5:36 PM                                            POST DEPOSITS

   Dep #       Date                                      Amount
-----------------------------------------------------------------------
BANK ACCOUNT FNB001 - 1st National Bank            *8973

   000001      12/28/2007                            333667.55
                                                 --------------
   TOTAL FOR BANK ACCOUNT FNB001                     333667.55


                                                 ==============
          GRAND TOTAL                                333667.55

End of Report
```

Create ACH File

Use the **Create ACH File** function to output a NACHA compliant ASCII file containing direct debit payment information for transfer to the bank.

NOTE: You must create the ACH table before using this function. See "How to Create the ACHxxx Table" on page 6-32.



Lookup

1. Select the bank through which the ACH file will be processed.

2. Select the batch number to include in the ACH file.

Lookup

3. Select the ACH format that you wish to generate.

4. The **Number of Receipts** field displays the number of payments that will be included in the ACH file from the chosen batch.

5. The **Total Receipts** field displays the total payment amount that will be included in the ACH file from the chosen batch.

6. Enter the file name and path to use for the file in the **Output File Name** field.

Lookup

7. Select the **Recreate from Prior ACH Run?** option to reproduce an ACH file from a prior run. Enter the **Prior ACH Date/Time Run** information to recreate the file.

Click **OK** to generate the file in the chosen file path, click **Abandon** to erase your data and begin again, or press **F7** to return to the Transaction Journals menu without generating the ACH file.

Create ACH File Log

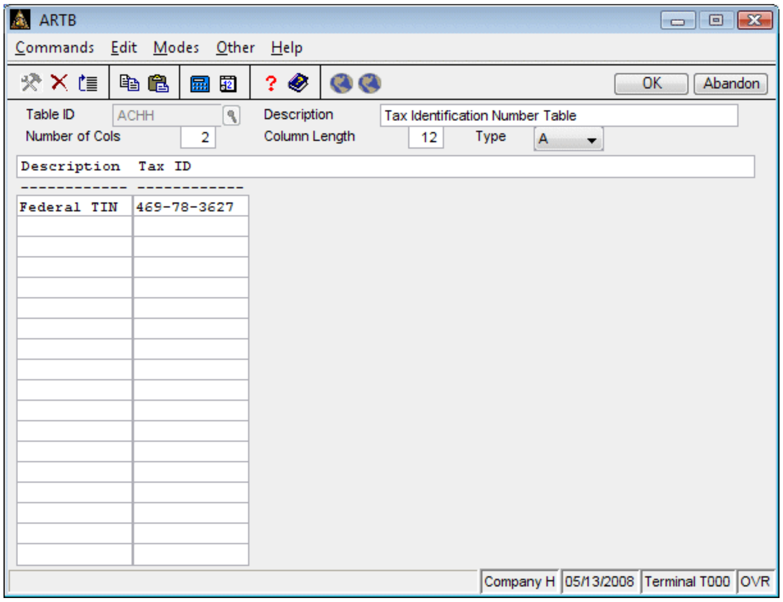
```
05/13/2008                                          Builders Supply                                              PAGE    1
3:11 PM                                    ACH File Creation Report - ADV Format
                                                    File C:/FNBACH.TXT
                                                 Receipt Date 05/13/2008

Cust ID   Customer Name                        Account Number      Routing Code            Amount
-------------------------------------------------------------------------------------------------------------------------------------
ACE001    ACE BUILDERS                         987654321           099999999              3271.37

Total Amount Credited to Company Bank Acct:    0001658973          000000013              3271.37
Total Number of Transactions  1
*** End of Report ***
```

How to Create the ACHxxx Table

The **ACHxxx** table holds the Federal Tax ID number for the company. The **xxx** in the title is meant to be replaced with the Company ID. Follow these steps to create the **ACHxxx** table.

1. Open the **Tables** function in the **File Maintenance** menu.

2. In the Table ID field, enter **ACHx** (replace **x** with the company ID).



3. Enter **Tax Identification Number Table** in the **Description** field.

4. Enter **2** in the **Number of Columns** field.

5. Enter **12** in the **Column Length** field.

6. Enter **A** in the **Type** box (for Alpha).

7. Enter **Description - Tax ID** in the column description field.

8. Enter **Federal TIN** in the first row of the first column. Press **Enter**.

9. Enter the federal tax ID number for the company in the first row of the second column.

10. Click **OK** to save the table and exit.

CHAPTER 7

7

Open Invoices

Introduction

When you enter a transaction whose invoice has been paid completely, and you post, information about the transaction amounts moves from the **ARCRxxx** (Cash Receipts) and **ARTDxxx** and **ARTHxxx** (Transaction) files to the **ARCUxxx** (Customer) file and the **ARHIxxx** and **ARHSxxx** (Detail and Summary History) files.

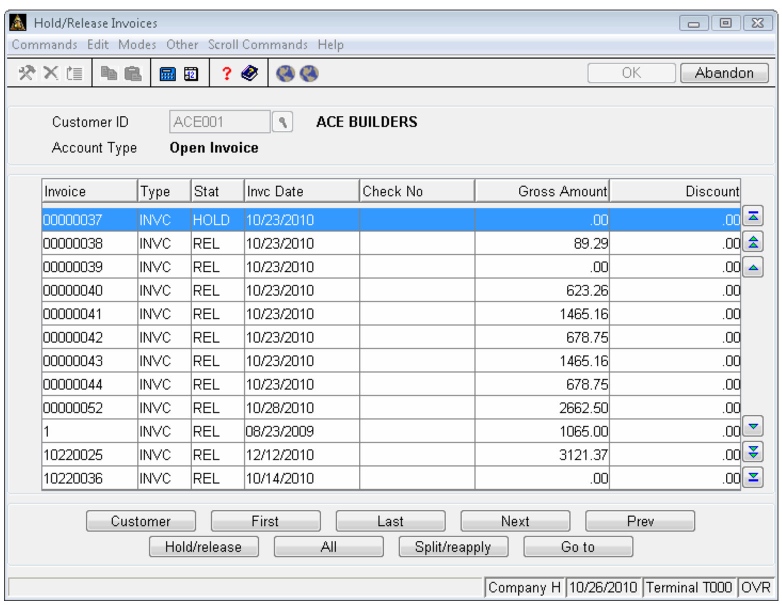
The invoices and payments are posted to the **ARINxxx** (Open Invoices) file. Use the functions on the **Open Invoices** menu to take open invoices into account. You can put disputed invoices on hold to halt aging or release held invoices, calculate finance charges for invoices past due, and produce several reports to serve as a reference of your open invoices and as part of a larger audit trail for all transactions.

Hold/Release Invoices

Use the **Hold/Release Invoices** function to put disputed invoices on hold, release held invoices, split a payment or credit into several parts, or reapply a payment or credit to an outstanding invoice.

If you put an invoice, a miscellaneous credit, or a cash receipt on hold, it does not appear on the customer's statement, but it continues to age properly. Finance charges are not assessed for held invoices.

Select **Hold/Release Invoices** from the **Open Invoices** menu. The **Hold/ Release Invoices** screen appears.



Enter the ID of the customer whose invoices you want to hold or release. If you use the **Maintenance** (**F6**) command, the **Customers** function temporarily appears.

After you enter the ID, information about the customer appears: the customer's account type, status, date and amount of the last payment, and check number.

- To work with invoices for a different customer, press **C**. Then enter the ID of the customer whose invoices with which you want to work.
- To work with invoices for the first customer on file, press **F**.
- To work with invoices for the last customer on file, press **L**.
- To work with invoices for the next customer on file, press **N**.
- To work with invoices for the previous customer on file, press **P**.
- To hold or release an invoice, move the prompt to the invoice you want to change and press **H** to change the status. To change it back, press **H** again.
- To change the status of all invoices from one type to another, press **A**. In the window that appears, enter **H** to change all statuses to **HOLD** or **R** to change all statuses to **REL** (released).
- To split a payment or credit memo into more than one payment or credit memo or to reapply a payment to an invoice, press **S**. Then enter the amount of the new invoice and the invoice number to which you want to apply payment.
- To move to a specific invoice number, press **G** and enter the number. (You can use this command only if there is more than one screen of invoice numbers.)

  When you are finished working with information for the customer, enter another customer ID, or exit to the **Open Invoices** menu.

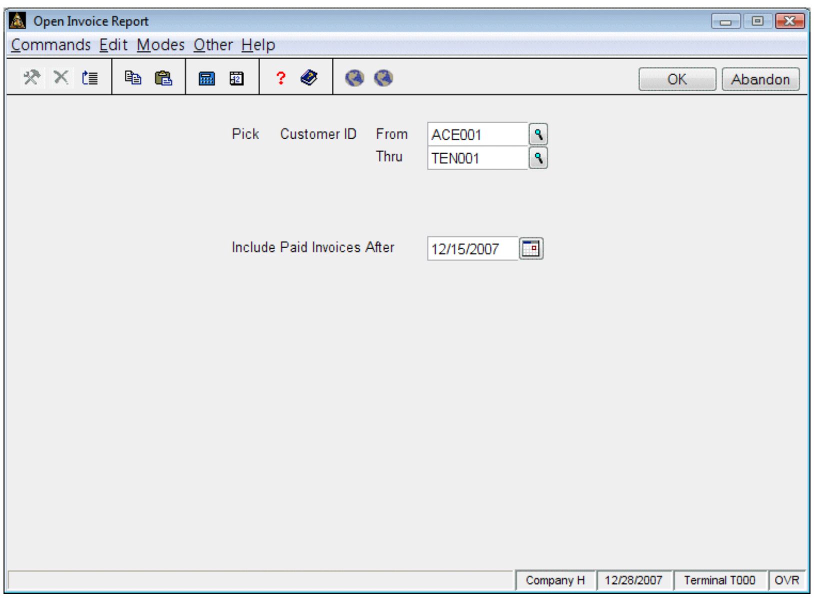
Open Invoice Report

The **Open Invoice Report** lists the invoices, miscellaneous credits, and cash receipts in the **ARINxxx** (Open Invoice) file. Only open invoice customers (account type O) in the **ARCUxxx** (Customer) file are included in this report.

The **Open Invoice Report** shows only summary (totals) information. If you need a more detailed report for sales analysis, print the **Detail History Report** (see page 8-11).

Before you produce the Open Invoice Report, make sure that you have posted all the transactions.

Select **Open Invoice Report** from the Open Invoices menu. The Open Invoice Report screen appears.



Inquiry

1. Enter the range of customers whose information you want to include in the report.

2. Enter the date of the first paid invoice that you want to include in the report. Paid invoices dated on or after the date you enter are included in the report.

3. Select the output device. See “Reports” on page 1-37 for more information.

   A sample Open Invoice Report is shown below. The letter **H** in the **St** (status) column indicates that the invoice is on hold. The amounts in the **Gross Amount** column are the invoice totals before discounts are taken.

   After you produce the report, the **Open Invoices** menu appears.

Open Invoice Report

12/28/2007 Builders Supply Page 1
5:43 PM Open Invoice Report

Invoice Number	Type	St	MOP	Invoice Date	Due Date	Discount Date	Gross Amount	Discount Amount	Payments	Misc. Credits	Balance
Customer ACE001 ACE BUILDERS											
00002081	IN			05/19/2007	06/18/2007	05/29/2007	76270.59	1525.41			76270.59
00002081	PY		CHK	12/28/2007					65.00		76205.59
12670046	IN			09/05/2007	10/05/2007	09/15/2007	74619.56	1492.39			150825.15
12670064	IN			11/24/2007	12/24/2007	12/04/2007	35467.99	709.36			186293.14
12670064	PY		CHK	12/21/2007					35467.99		150825.15
12670074	IN			12/21/2007	01/20/2008	12/31/2007	21722.07	434.44			172547.22
12670206	IN			12/21/2007	01/20/2007	12/31/2007	100.00	2.00			172647.22
12670207	CM					12/21/2007				15693.74	156953.48
24889030	IN			12/09/2007	01/08/2008	12/19/2007	4928.82	98.58			161882.30
					TOTAL		213109.03		35532.99	15693.74	161882.30
					GRAND TOTAL		213109.03		35532.99	15693.74	161882.30

End of Report

Aged Trial Balance

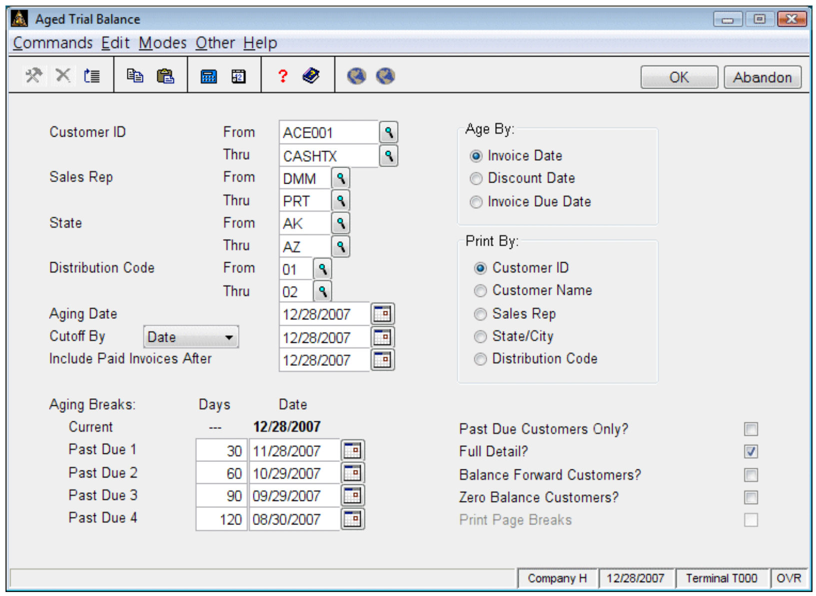
The **Aged Trial Balance** shows the invoice balances broken down into five aging periods. The detail report shows full detail for all invoices; the summary report shows only the aging period totals.

For balance forward customers, the summary balances of the five aging periods are shown. For open invoice customers, the invoices, credits, and receipts in the **ARINxxx** (Open Invoice) file and the aging period each of the transactions belongs to are shown (provided you elect to include full details).

If you have open invoice customers, the aged balances in the Aged Trial Balance may not be the same as the ones in the **ARCUxxx** (Customer) file. The balances in Aged Trial Balance are up-to-date on the day you print the report; the balances in the **ARCUxxx** file are updated at the end of the month, when you post, or if the online aging option is set to **YES**.

If you do not do periodic maintenance before you enter activity for a new month, the **Current** columns in the report show activity for the current month and all the months you did not do periodic maintenance.

Select **Aged Trial Balance** from the **Open Invoices** menu. The Aged Trial Balance screen appears.



Inquiry

1. Enter the range of customers, sales reps, states, and distribution codes you want to include in the report, or leave the boxes blank to include all.

2. Accept the default aging date, or enter the date the system is to use as a starting point for aging.

3. You can exclude paid invoices from the aging report by specifying a cutoff date. Specify the point at which you want to cut off invoices on the report.

   - Select **Date** from the list box and accept the default cutoff date, or enter a different cutoff date. Invoices dated later than this date do not appear in the report.

   - Select **Period** from the list box and enter the GL period and year. Invoices with periods after this one do not appear in the report.

4. Accept the default date, or enter the date of the first statement that you want to include in the report. Invoices paid before the date you enter are not included in the report.

5. Aging breaks are the dates that define aging buckets, or categories of invoices with a particular aging status. The categories are Current and Past Due 1-4. Accept the default dates, or enter different dates.

6. Select the date by which you want to age invoices.

7. Select the order in which you want to print the report.

8. If you want to include only customers whose balance is past due, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N**).

9. If you want to list line-item transactions associated with each customer, select the box (or enter **Y** in text mode). If you want to list only totals associated with each customer, clear the box (or enter **N** in text mode).

10. If you want to include balance forward customers, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

11. If you want to include zero balance customers, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

12. If you want to include the contact ID, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

13. If you want information about each sales rep, state/city, or distribution code to begin on a new page, select the box (or enter **Y** in text mode). If you want the information produced in a continuous flow, clear the box (or enter **N**).

    You can print page breaks only if you elected to organize the report by sales rep, state and city, or distribution code (as selected in the **Print By** section of the screen) and if you have more than one page of data.

14. Select the output device. See “Reports” on page 1-37 for more information. After you produce the report, the **Open Invoices** menu appears.

A sample Aged Trial Balance is shown below. Unapplied credits (in the **Unapplied** column) are applied to the customer totals for each aging period. The letter H in the **St** (status) column shows that the invoice is held. The **Current** column shows balances that are not 31 days old yet.

Aged Trial Balance

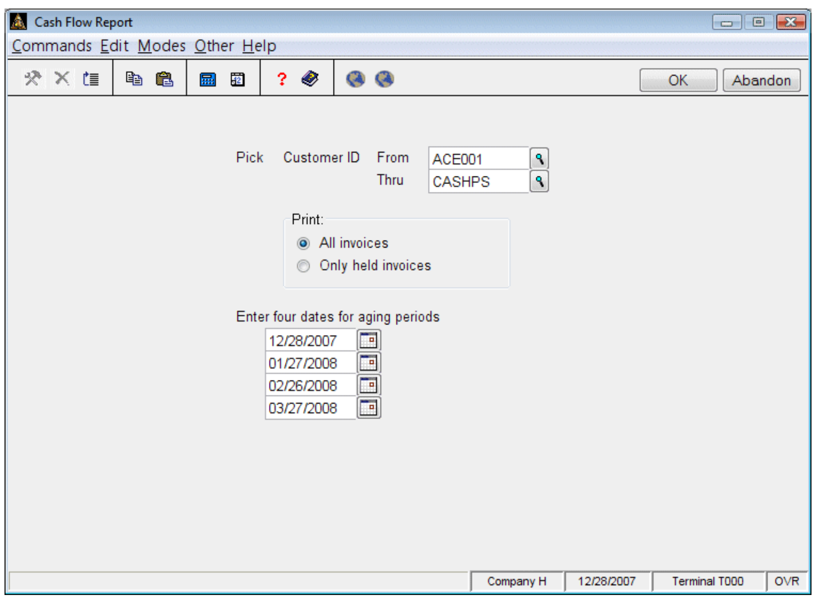
```
06/30/2010                                         Builders Supply                                          Page    1
11:07 AM                               Detail Accounts Receivable Aged Trial Balance
                                                  Aged By Invoice Date
                                                  Sorted By Customer ID
                                       Aging Date: 06/30/2010  Cutoff Date: 06/30/2010

         S T
Invoice  t p Inv Date       Amount        Current          31-60          61-90         91-120       Over 120      Unapplied
-------------------------------------------------------------------------------------------------------------------------------
ACE001 ACE BUILDERS                    (505)555-1646       Contact BRIAN                    Sales Rep GPD Garry P. Deacon

1          I 08/23/09      1065.00                                                                    1065.00
10220099   I 10/22/09      2366.43                                                                    2366.43
10220100   I 10/22/09      5916.08                                                                    5916.08
                      -----------------------------------------------------------------------------------------------------
Cust ACE001  TOTAL         9347.51            .00            .00            .00            .00        9347.51            .00

                      =====================================================================================================
GRAND TOTAL                9347.51            .00            .00            .00            .00        9347.51            .00


End of Report
```

Cash Flow Report

The **Cash Flow Report** helps you calculate the amount of cash that is due to be received with any one of four aging periods you specify. (It does not show paid invoices.)

The information comes from the **ARINxxx** (Open Invoice) file and the **ARCUxxx** (Customer) file.

Select **Cash Flow Report** from the **Open Invoices** menu. The Cash Flow Report screen appears.



Inquiry

1. Enter the range of customers whose information you want to include in the report, or leave the boxes blank to include all customers.

2. Select the invoices you want to include in the report. You can include all invoices or only invoices that are on hold.

3. Enter four aging periods for the invoices, or accept each default date. Enter the dates in chronological order, the earliest date first.

4. Select the output device. See “Reports” on page 1-37 for more information. After you produce the report, the **Open Invoices** menu appears.

Cash Flow Report

```
12/28/2007                                       Builders Supply                                             Page    1
5:50 PM                                          Cash Flow Report
                                                   All Invoices

Invoice  S T  Due          Discount                                       After          After          After          After
Number   T P  Date         Date              Amount        Current     12/28/2007     01/27/2008     02/26/2008     03/27/2008
----------------------------------------------------------------------------------------------------------------------------------

Customer  ACE001  ACE BUILDERS

00002081   I  06/18/2004   05/29/2004      76270.59
00002081   P  12/28/2007   12/28/2007         65.00-      76205.59
12670046   I  10/05/2007   09/15/2007      74619.56       74619.56
12670064   I  12/24/2007   12/04/2007      35467.99
12670064   P  12/21/2007   12/21/2007      35467.99-           .00
12670074   I  01/20/2008   12/31/2007      21722.07                      21722.07
12670206   I  01/20/2005   12/31/2004        100.00         100.00
12670207   C  01/20/2005   12/21/2004      15693.74-      15693.74-
24889030   I  01/08/2008   12/19/2007       4928.82                       4928.82
                                      -------------------------------------------------------------------------------------------
             Customer Total               161882.30      135231.41       26650.89            .00            .00            .00

                                      ===========================================================================================
                GRAND TOTAL               161882.30      135231.41       26650.89            .00            .00            .00


 End of Report
```

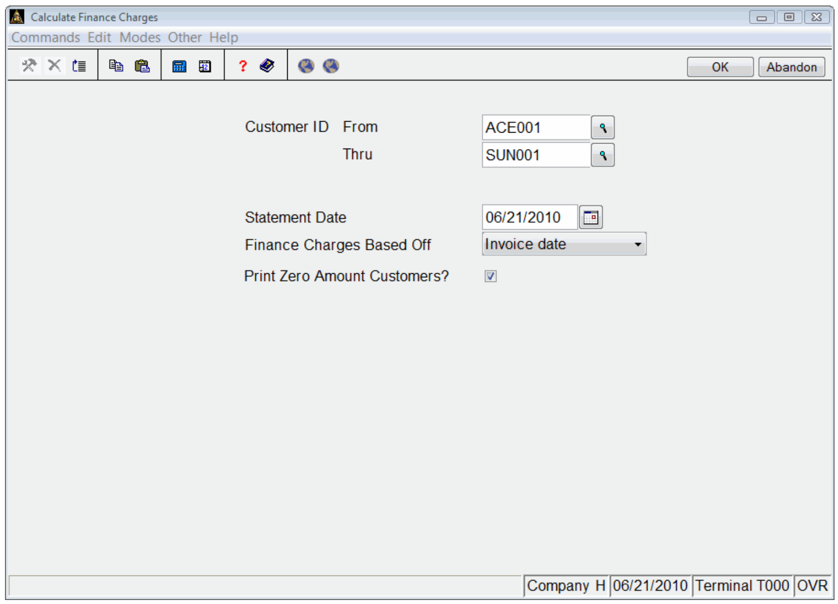
Calculate Finance Charges

If your company assesses finance charges, use the **Calculate Finance Charges** function to calculate finance charges on overdue invoices, to produce a report of finance charges, and to update the new finance charge in the **ARCUxxx** (Customer) file.

Finance charges are assessed only for customers that are set up for finance charges and that have an associated finance charge code in the **ARCUxxx** file. The calculation is based on the minimum charge, the percentage, the invoice or due date, and the cutoff days specified in the customer's finance charge code.

If you recalculate finance charges, you must do it before you do periodic maintenance. Performing periodic maintenance moves the figure in the **New Fin Chg** field to the **Unpaid Fin Chg** field in the customer record and creates an open invoice in the **ARINxxx** (Open Invoice) file.

Select **Calculate Finance Charges** from the **Open Invoices** menu. The Calculate Finance Charges screen appears.



Inquiry

1. Enter the range of customers for which you want to calculate finance charges, or leave the boxes blank to include all customers.

2. Accept the default statement date, or enter a different date. Invoice aging for open invoice customers is based on this date.

3. To calculate finance charges based on the due date, select **Due Date**. To calculate finance charges based on the invoice date, select **Invoice Date**.

   Finance charges are calculated for invoices dated before the default date, which is determined by the number of days in each customer's finance charge code and the due or invoice dates.

4. Check the **Print Zero Amount Customers?** box (or enter **Y** in text mode) to include customers in your report that have a zero finance charge amount calculated. Uncheck the box (or enter **N** in text mode) to exclude those customers from the report.

5. Select the output device. See "Reports" on page 1-37 for more information.

   A sample finance charge report is shown below. The letters **BF** in the **Type** column indicate a balance forward account; the letters **OI** indicate an open invoice account. The note **FINANCE CODE = 0** indicates that the customer is not assessed finance charges.

   After you produce the report, the **Open Invoices** menu appears.

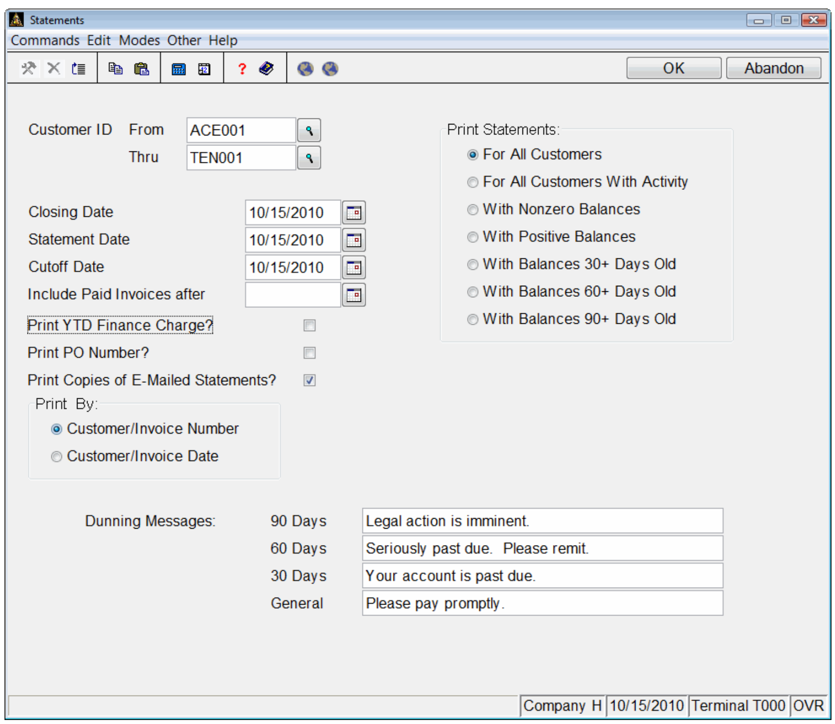
Calculate Finance Charges Report

```
06/21/2010                                   Builders Supply                                         Page    1
4:41 PM                                  Calculate Finance Charges

-------------- Customer ------------- Type        Unpaid     Balance with        Balance      Calculated
ID     Name                                    Fin. Chg.        No Charge        Charged       Fin. Chg.
-----------------------------------------------------------------------------------------------------------------

ACE001 ACE BUILDERS                   OI             .00          3121.37       24465.38             .00    Finance Code = 0
         1.50%, over 30 days, .00 Min. Charge
CASHMD CASH SALES-BALTIMORE, MD       BF             .00          434.96-            .00             .00    Finance Code = 0
         0.00%, over 0 days, .00 Min. Charge
CASHMN CASH SALES-MINNEAPOLIS         BF             .00            98.17            .00             .00    Finance Code = 0
         0.00%, over 0 days, .00 Min. Charge
CASHPS CASH SALES-DALIAS, TX          BF             .00          1474.27            .00             .00    Finance Code = 0
         0.00%, over 0 days, .00 Min. Charge
                                           -------------    -------------  -------------   -------------

       TOTAL                                         .00          4258.85       24465.38             .00

 End of Report
```

Statements

Statements show the month's transactions, summarizing your customer accounts. Use the **Statements** function to print statements for customers whose records specify that they receive statements.

Select **Statements** from the **Open Invoices** menu. The Statements screen appears.



Inquiry

1. Enter the range of customers for whom you want to produce statements, or leave the boxes blank to include all customers.

2. Accept the default date as the closing date, or enter the date that customers must pay their statements to avoid finance charges.

3. Accept the default date as the statement date, or enter the date you will issue the statements. This date is used to age invoices for open invoice customers.

4. Accept the default date as the cutoff date, or enter a different cutoff date. Invoices dated later than this date do not appear on the statements.

5. Accept the default date, or enter the date of the first paid invoice you want to include in the statements. Paid invoices dated on or after the date you enter are included in the statements.

6. If you want to print customers' year-to-date finance charges on the statements, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

7. If you want to print purchase order numbers on the statements, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

8. If you would like to print copies of e-mailed statements, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

9. Select the order in which you want to print the statements.

10. Select the group of customers whose statements you want to print.

11. The messages that were used the last time you printed the statements appear. Accept the messages for their respective aging periods, or enter different messages. The messages are printed on the statements.

12. Select the output device. See "Reports" on page 1-37 for more information.

13. If you elect to print the statements, an alignment character is printed in the statement's top right-hand corner. If the **X** is not centered in the alignment box or if the Xs are not aligned in the grid on laser forms, adjust the form and select **No** (or enter **N** in text mode). The alignment character is printed again. Continue this procedure until the form is aligned; then select **Yes** (or enter **Y** in text mode) to print the statements.

After you print the statements, the **Open Invoices** menu appears.

Statement

Builder's Supply

BUILDERS SUPPLY
4301 DEAN LAKES BLVD.
SHAKOPEE MN 55379

STATEMENT

PAGE	1
DATE	12/28/2007
ACCOUNT NO	KAN001

ATTN: BLAIR P
KANSAS CITY GEODESIC HOMES
2382 WEST 53RD AVENUE
KANSAS CITY MO 56666

AMOUNT DUE	430717.61
TERMS	1/10,n/30

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

INVOICE DATE	INVOICE NO.	TYPE	CHECK NO.	CHARGES	CREDITS	BALANCE
11/16/2007	12670067	IN		71699.10		
12/21/2007	12670067	PY	87118		71699.10	.00
12/10/2007	12670075	IN		11267.90		
12/21/2007	12670075	PY	87118		11267.90	.00
12/21/2007	12670202	IN		25532.21		25532.21
12/21/2007	12670205	IN		951.37		951.37
12/21/2007	12670208	CR			2642.70	2642.70-
10/20/2007	24889024	IN		73932.30		
11/27/2007	24889024	PY	86891		68972.27	
12/21/2007	24889024	PY	87118		4960.03	.00
11/12/2007	24889028	IN		418949.70		
12/21/2007	24889028	PY	87118		12072.97	406876.73

Legal action is imminent.
YTD Finance Charges added to your account : .00
Activity after 12/28/2007 will be reflected in your next statement

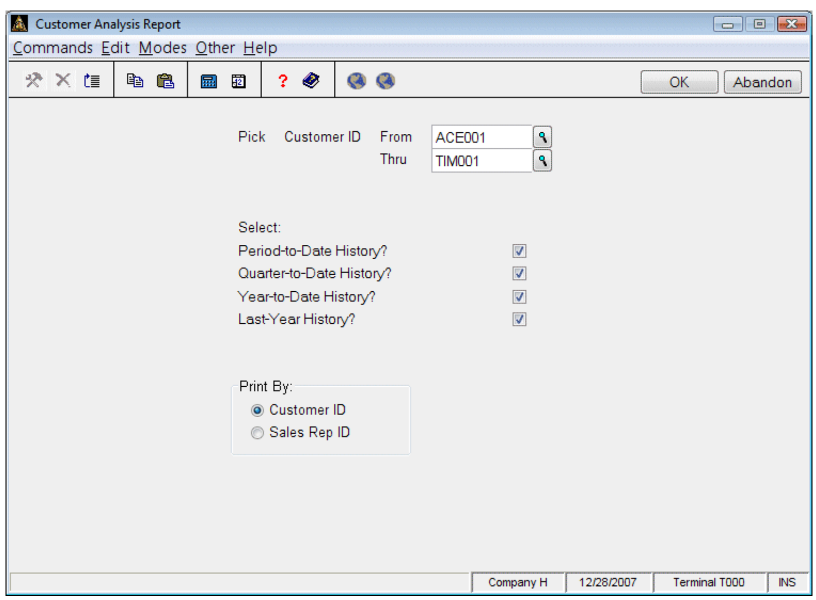
CURRENT	31-60 DAYS	61-90 DAYS	OVER 90 DAYS	FINANCE CHARGE	AMOUNT DUE
.00	406876.73	.00	23840.88	.00	430717.61

Customer Analysis Report

Print the **Customer Analysis Report** to find out how much money you are making from your customers, if they are paying on time, the last time each customer purchased items, and who your most profitable customers are. This report is valuable if you are planning a marketing strategy and want to consider a specific group of buyers.

Produce the **Customer Analysis Report** before you do periodic maintenance, because periodic maintenance clears several fields in the **ARCUxxx** (Customer) file.

Select **Customer Analysis Report** from the **Open Invoices** menu. The Customer Analysis Report screen appears.



Inquiry

1. Enter the range of customers you want to include in the report, or leave the boxes blank to include all customers.

2. Select or clear the check box (or enter **Y** or **N** in text mode) to indicate the types of history information you want in the report.

   The selections progressively cover more history; for example, the year-to-date history includes period-to-date history. When you elect to include a field, the information is broken down at that level. For example, when you include Period-to-Date, the period information is broken down as such. When you exclude Period-to-Date and include Year-to-Date, the period-to-date information is presented as an overall part of the year's total.

3. Select the order in which you want to print the report.

4. Select the output device. See "Reports" on page 1-37 for more information. A sample Customer Analysis Report is shown below. The sales amount is the net of the line items.

   After you produce the report, the **Open Invoices** menu appears.

Customer Analysis Report

```
12/28/2007                                       Builders Supply                                              Page    1
8:09 AM                                      Customer Analysis Report
                                                  By Customer ID

-------------- Customer --------------  Rep  --- Terms ---   Dist.   Credit Limit       Balance Due  First Sales   Last Sales
ID      Name                                 Per Days  Net   Code                                    Date          Date
-------------------------------------------------------------------------------------------------------------------------------

ACE001  ACE BUILDERS                    GPD   2.0  10   30   01            315000        161882.30  07/14/2006    12/21/2007

                  ------------------------- Sales History --------------------------
                                  Sales            Profit    Inv.      Average Inv.
                  PTD          21208.74           492.74-      3           7069.58
                  QTD         211319.27          45727.99      5          42263.85
                  YTD        1659889.09         490136.87     15         110659.27
                  L/Y        1223579.63         370863.25      8         152947.45


        TOTAL     PTD          21208.74           492.74-      3           7069.58       161882.30
                  QTD         211319.27          45727.99      5          42263.85
                  YTD        1659889.09         490136.87     15         110659.27
                  L/Y        1223579.63         370863.25      8         152947.45


 End of Report
```

Commissions Report

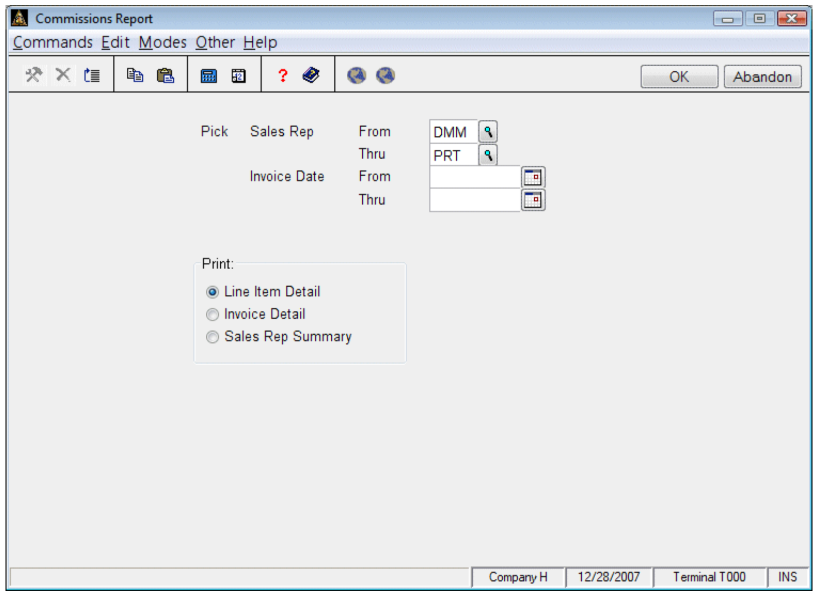
The **Commissions Report** shows the sales information for each sales rep who had activity during the selected range of dates. If you elected not to save detail sales history in the Resource Manager **Options and Interfaces** function, no information is available for this report.

Produce the report before you do periodic maintenance, because you can clear the **ARHIxxx** (Detail History) file through that function. Open invoices in a period whose history you deleted are not included in the Report.

You can produce a report with commissions broken down by line items, commissions broken down by invoices, or summary commissions. The line-item detail report shows the price, profit, and commission for each line item. The invoice detail report shows the total price, profit, and commission for each invoice. The sales rep summary report shows only the totals for each sales rep.

If a sales rep’s commission is based on paid invoices, commissions are calculated only on the portion of sales that has been paid for open invoice customers and balance forward customers. (See page 3-14 for an explanation of how commissions are calculated.)

Select **Commissions Report** from the **Open Invoices** menu. The Commissions Report screen appears.



Inquiry

1. Enter the range of sales reps whose commissions you want to include in the report, or leave the boxes blank to include all sales reps.
2. Enter the range of dates of the invoices to be taken into account in the report.
3. Select the type of detail you want to include in the report.
4. Select the output device. See “Reports” on page 1-37 for more information. After you produce the report, the **Open Invoices** menu appears.

Commissions Report

12/28/2007 Builders Supply Page 4
8:14 AM Commissions Report

Sales Rep: DMM Employee ID: Thru 12/28/2007 Line Item Detail
Name: Donna M Mendelsohn

Cust. ID	Inv. No.	Date	Inventory ID	Description	Extended Price	Profit	Percent	Commission
DAL001	12670066	11/14/2008	150	Plumbing Package	1905.81	156.69	100.0	
DAL001	12670066	11/14/2008	450	Slide by Window 24"	813.38	27.48	100.0	
DAL001	12670066	11/14/2008	460	Slide by Window 30"	2320.36	90.21	100.0	
DAL001	12670066	11/14/2008	TRANSACTION TOTALS		.00	.00	100.0	
DAL001	12670066	12/21/2007	PAYMENT RECEIVED		7203.92-			
DAL001	12670066	11/14/2008		Invoice Total	7203.92	361.31	100.0	378.21
TEN001	24889031	12/08/2008		Heating/Cooling Pack	28833.60	28833.60	100.0	
TEN001	24889031	12/08/2008	TRANSACTION TOTALS		.00	.00	100.0	
TEN001	24889031	12/08/2008		Invoice Total	28833.60	28833.60	100.0	1513.76
TEN001	12670076	12/18/2008	250	Exterior Panels	3807.04	17.25-	100.0	
TEN001	12670076	12/18/2008	700	Cabinets	1899.17	1496.01	100.0	
TEN001	12670076	12/18/2008	TRANSACTION TOTALS		.00	.00	100.0	
TEN001	12670076	12/21/2007	PAYMENT RECEIVED		5706.21-			
TEN001	12670076	12/18/2008		Invoice Total	5706.21	1478.76	100.0	299.58
DAL001	12670077	12/24/2008	300	Interior Door	208.00	3.44-	100.0	
DAL001	12670077	12/24/2008	350	Entry Door	5362.64	148.89	100.0	
DAL001	12670077	12/24/2008	600	Standard Window 24"	571.87	22.02-	100.0	
DAL001	12670077	12/24/2008	700	Cabinets	2848.75	2244.01	100.0	
DAL001	12670077	12/24/2008	TRANSACTION TOTALS		.00	.00	100.0	
DAL001	12670077	12/24/2008		Invoice Total	8991.26	2367.44	100.0	472.04

Sales Rep DMM Total Based on 5.250% of Net Sales /Booked Sales 1264399.33 852521.95 66380.96

CHAPTER 8

8

History Reports

Introduction

The history reports get information from the **ARHIxxx** and **ARHSxxx** (Detail and Summary History) files. Each report serves as a reference for activity after you post; together they provide a source of data you can use to complete an audit trail.

AR Analysis Report

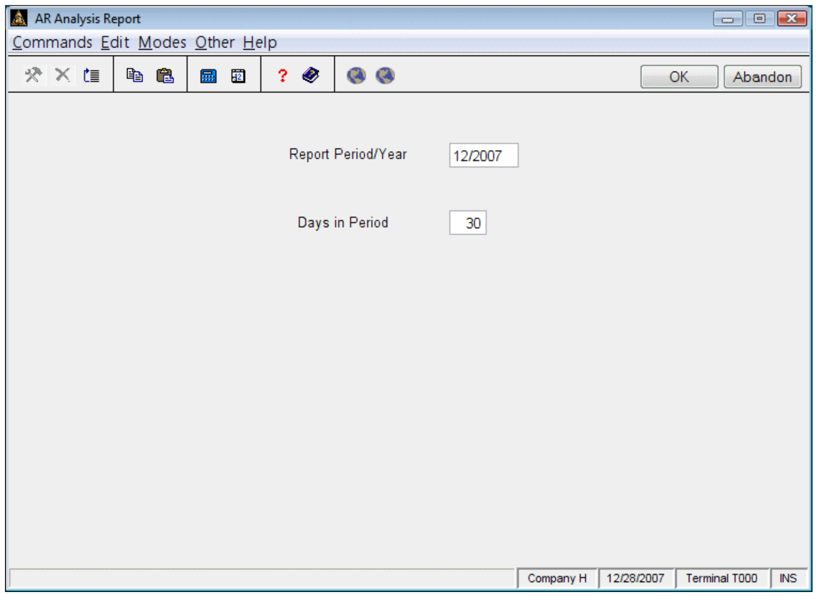
The **AR Analysis Report** provides an analysis of your company's outstanding receivables. The report has three parts. Each part compares the receivables of a period you specify with those of a previous period, the previous three periods, and the same period of the previous year.

The first section of the report shows the total sales and a breakdown of sales into aging buckets and the number of days sales were outstanding. The second section shows a composite of receivables that are outstanding for more than 30, 60, 90, and 120 days. The third section shows the average invoice amount, number of days sales were outstanding, number of invoices you sent to customers, and number of payments you received from customers.

The system reads backwards through the **ARHSxxx** (Summary History) file to find data for the previous periods. If you did not do period-end maintenance for a period, the data is inaccurate for that period.

You cannot produce this report if you did not elect to keep summary history in the Resource Manager **Options and Interfaces** function, if the reporting period you specify has no summary history, or if you did not build the **ARPDxxx** table.

Select **AR Analysis Report** from the **History Reports** menu. The AR Analysis Report screen appears.



1. Accept the current period and fiscal year that appear from the **ARPDxxx** table, or enter a different period or fiscal year.

2. Enter the number of days that have gone by in the reporting period you entered. All other periods use 30 days as an average. The number you enter is used to calculate the number of days that sales are outstanding.

3. Select the output device.

   A sample AR Analysis Report is at the end of this section. The system inserts the periods in the report. An asterisk (*****) in the report indicates that no summary history is available for that period or it is insufficient for a range of periods. In the first section of the report, finance charges are included in the **Total AR** column but not in the individual aging columns. The amounts in the second section are a composite of all receivables that are outstanding for more than 30, 60, 90, and 120 days.

   After you produce the report, the **History Reports** menu appears.

AR Analysis Report

12/28/2007
8:19 AM

Builders Supply
AR Analysis Report
Period 12 - 2007

Page 1

	Accounts Receivable Balance						Days Sales
	Current	31-60	61-90	91-120	Over 120	Total AR	Outstanding
Period 12	172733.19	462104.16	54291.84	74619.56	99199.46	862948.21	121.11
3-Period Avg	57577.73	479603.62	126335.36	49746.37	59084.39	772347.47	52.77
Prior Period	.00	644709.57	155164.24	74619.56	35388.60	909881.97	38.59
Last Year Period 12	.00	345107.12	.00	.00	63127.31	408234.43	35.05

	Over 30		Over 60		Over 90		Over 120	
	Total Amt	Pct/Tot	Total Amt	Pct/Tot	Total Amt	Pct/Tot	Total Amt	Pct/Tot
Period 12	690215.02	79.98	228110.86	26.43	173819.02	20.14	99199.46	11.50
3-Period Avg	714769.74	92.55	235166.12	30.45	108830.76	14.09	59084.39	7.65
Prior Period	909881.97	100.00	265172.40	29.14	110008.16	12.09	35388.60	3.89
Last Year Period 12	408234.43	100.00	63127.31	15.46	63127.31	15.46	63127.31	15.46

	Period 12	3-Period Avg		Prior Period		Same Period Last Yr	
	Amount	Amount	Pct	Amount	Pct	Amount	Pct
Average Invoice	13360.19	32937.71	246.54	58938.95	441.15	69887.31	523.10
Average Days to Pay	28.50	33.55	117.72	40.09	140.67	62.00-	217.54-
Days Sales Outstanding	121.11	52.77	43.57	38.59	31.86	35.05	28.94
Number of Invoices	16	13	83.31	12	75.00	5	31.25
Number of Payments	22	14	62.14	11	50.00	1	4.55

End of Report

Sales Analysis Report

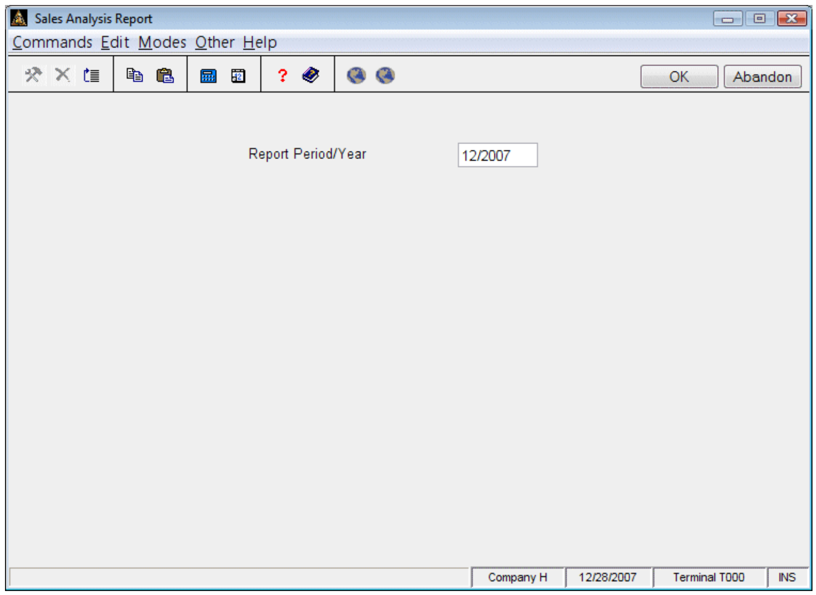
The **Sales Analysis Report** provides an analysis of your company's sales based on a reporting period you specify and of the last fiscal year's trends by period.

The report has two parts. The first part shows the current and previous years' sales, COGS, gross profit, number of invoices, and average invoice amounts for the reporting period, quarter, and year. The second part of the report shows the sales, COGS, gross profit, average invoice amount, and number of invoices for the reporting period and the previous 12 periods.

You cannot produce the report if you did not elect to keep summary history in the Resource Manager **Options and Interfaces** function, if the reporting period you specify has no summary history, or if you did not build the **ARPDxxx** table.

The system reads backwards through the **ARHSxxx** (Summary History) file to find data for the previous period. If you did not do period-end maintenance for a period, the data is inaccurate for that period.

Select **Sales Analysis Report** from the **History Reports** menu. The Sales Analysis Report screen appears.



1. Accept the current period and fiscal year that appear from the **ARPDxxx** table, or enter a different period or fiscal year.

2. Select the output device.

   A sample Sales Analysis Report is at the end of this section. An asterisk (*****) in the report indicates that no summary history is available for that period or is insufficient for a range of periods.

   After you produce the report, the **History Report** menu appears.

Sales Analysis Report

12/28/2007 Builders Supply Page 1
8:22 AM Sales Analysis Report
Period 12 - 2007

	Current Year			Last Year		
	Current Period	Quarter-to-Date	Year-to-Date	Current Period	Quarter-to-Date	Year-to-Date
Sales	213763.07	1317179.07	4623388.30	349436.56	969189.11	4475124.96 *
COGS	127177.81	633760.43	2465525.35	161970.22	457135.62	2197608.34 *
Gross Profit	86585.26	683418.64	2157862.95	187466.34	512053.49	2277516.62 *
Average Invoice	13360.19	32929.48	57078.87	69887.31	107687.68	127860.71 *
Number of Invoices	16	40	81	5	9	35*

12-Month Trend

Periods	Sales		COGS		Gross Profit		Average Invoice		No. of Invoices	
	Amount	Pct/Curr	Amount	Pct/Curr	Amount	Pct/Curr	Amount	Pct/Curr	Amount	Pct/Curr
Current	213763.07	100.00	127177.81	100.00	86585.26	100.00	13360.19	100.00	16	100.00
Back 1	707267.41	330.87	297944.24	234.27	409323.17	472.74	58938.95	441.15	12	75.00
Back 2	396148.59	185.32	208638.38	164.05	187510.21	216.56	33012.38	247.10	12	75.00
Back 3	815003.61	381.26	351230.91	276.17	463772.70	535.63	67916.97	508.35	12	75.00
Back 4	340103.88	159.10	157004.62	123.45	183099.26	211.47	85025.97	636.41	4	25.00
Back 5	248214.45	116.12	183559.56	144.33	64654.89	74.67	82738.15	619.29	3	18.75
Back 6	338974.33	158.57	149613.27	117.64	189361.06	218.70	112991.44	845.73	3	18.75
Back 7	294478.69	137.76	234052.94	184.04	60425.75	69.79	98159.56	734.72	3	18.75
Back 8	287490.73	134.49	107844.81	84.80	179645.92	207.48	71872.68	537.96	4	25.00
Back 9	355651.02	166.38	304844.20	239.70	50806.82	58.68	118550.34	887.34	3	18.75
Back 10	222974.25	104.31	150050.97	117.99	72923.28	84.22	74324.75	556.32	3	18.75
Back 11	403318.27	188.68	193563.64	152.20	209754.63	242.25	67219.71	503.13	6	37.50
Back 12	349436.56	163.47	161970.22	127.36	187466.34	216.51	69887.31	523.10	5	31.25

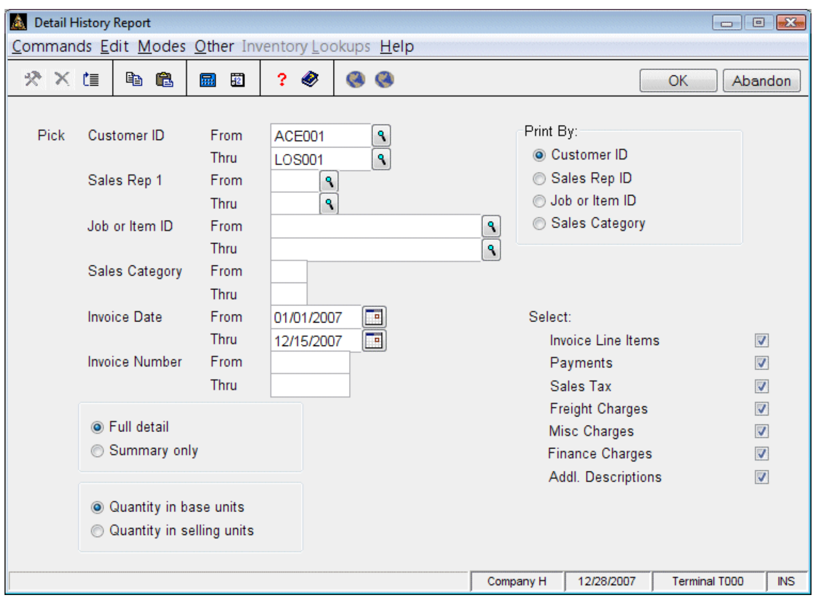
End of Report

Detail History Report

Print the **Detail History Report** to find out which items are being sold most, which customers are buying most frequently, what each customer is buying, what each sales rep is or is not selling, when items are being sold, and how much each item is being sold for.

You cannot produce the report if you did not elect to keep detail history in the Resource Manager **Options and Interfaces** function.

Select **Detail History Report** from the **History Reports** menu. The Detail History Report screen appears.



Inquiry

1. Enter the range of customers and sales reps you want to include in the report, or leave the boxes blank to include all.

Inquiry

2. Enter the range of associated job or item numbers and sales categories whose invoice information you want to include in the report, or leave the boxes blank to include all.

3. Enter the range of dates of the invoices and the range of invoices you want to include in the report, or leave the boxes blank to include all.

4. Select the amount of detail you want to include in the report.

5. Select the type of units you want the report to reflect.

6. Select the order in which you want to print the report.

7. If you want the report to include invoice line items, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

8. If you want the report to include payment information, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

9. If you want the report to include sales taxes, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

10. If you want the report to include freight charges, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

11. If you want to include miscellaneous charges, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

12. If you want the report to include finance charges, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

13. If you want the report to include additional descriptions, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). You can include additional descriptions only if you elected to use additional descriptions in the Resource Manager **Options and Interfaces** function.

14. Select the output device.

    A sample Detail History Report is at the end of this section. The profit on each sale is shown as a dollar amount in the **Profit** column and as a percent in the **%** column.

    After you produce the report, the **History Reports** menu appears.

Detail History Report

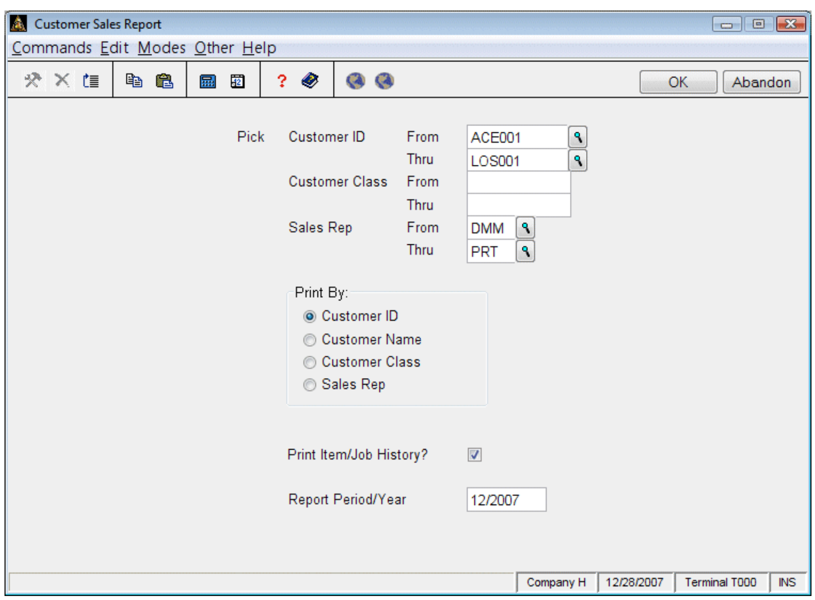
```
12/28/2007                                                    Builders Supply                                              PAGE    1
8:29 AM                                                    Detail History Report
                                                              By Customer ID

Cust   Rep.    Description          Loc./  Sls. Invoice  Invoice     Quantity  Units      Cost/        Sales/         Profit    %
 ID    1   2                        Chk. # Cat. Number    Date                          Discount  Check Amount
------------------------------------------------------------------------------------------------------------------------------------
ACE001 GPD     PAYMENT RECEIVED        654      00002081 12/28/07                               .00         65.00
ACE001 GPD     PAYMENT RECEIVED     CASH        12670015 12/27/07                               .00       1595.38-
ACE001 GPD     PAYMENT RECEIVED       3461      12670016 12/27/07                               .00      67213.41
ACE001 GPD     PAYMENT RECEIVED      14269      12670064 12/21/07                               .00      35467.99
ACE001 GPD     100                  MN0001 P1   12670201 12/21/07      4.0000  PKG        1374.20       2114.16         739.96  35.0
               Electrical Package
ACE001 GPD     150                  MN0001 P1   12670201 12/21/07      2.0000  PKG        1815.06       2634.77         819.71  31.1
               Plumbing Package
ACE001 GPD     300                  MN0001 D1   12670201 12/21/07      2.0000  EA           44.02        102.76          58.74  57.2
               Interior Door
ACE001 GPD     550                  MN0001 P1   12670201 12/21/07      3.0000  PKG            .00       4303.77        4303.77 100.0
               Millwork Package
ACE001 GPD     600                  MN0001 W1   12670201 12/21/07      2.0000  EA          234.58        573.30         338.72  59.1
               Standard Window 24" X 40"
ACE001 GPD     100                  MN0001 P1   12670201 12/21/07      1.0000  PKG         343.55        422.83          79.28  18.8
               Electrical Package
               Customer's No: 1358XQ-3D
               Includes Electrical Outlets and
               Breaker Box
ACE001 GPD     SERVICE CHARGE       MN0001      12670206 12/21/07      1.0000               50.00        100.00          50.00  50.0
               SERVICE CHARGE
ACE001 GPD     100                  MN0001 P1   12670207 12/21/07      4.0000- PKG        1374.20-      1902.74-        528.54- 27.8-
               Electrical Package
ACE001 GPD     150                  MN0001 P1   12670207 12/21/07      2.0000- PKG        1815.06-      2634.77-        819.71- 31.1-
               Plumbing Package
ACE001 GPD     300                  MN0001 D1   12670207 12/21/07      4.0000- EA           88.04-       205.52-        117.48- 57.2-
               Interior Door
ACE001 GPD     350                  MN0001 D1   12670207 12/21/07      1.0000- EA          226.99-       526.13-        299.14- 56.9-
               Entry Door
ACE001 GPD     400                  MN0001 P1   12670207 12/21/07      2.0000- PKG        1711.22-      2970.99-       1259.77- 42.4-
               Interior Materials
ACE001 GPD     450                  MN0001 W1   12670207 12/21/07      6.0000- EA          966.84-      2289.87-       1323.03- 57.8-
               Slide by Window 24" x 40"
ACE001 GPD     550                  MN0001 P1   12670207 12/21/07      3.0000- PKG            .00       4303.77-       4303.77-100.0-
               Millwork Package
ACE001 GPD     600                  MN0001 W1   12670207 12/21/07      3.0000- EA          359.05-       859.95-        500.90- 58.3-
               Standard Window 24" X 40"
                                                                                 ------------------------------------------------
CUSTOMER ACE001 ACE BUILDERS                                                              2679.99-      5442.15-       2762.16-  50.8-

                                                                                 ================================================
                                                   GRAND TOTAL                            2679.99-      5442.15-       2762.16-  50.8

End of Report
```

Customer Sales Report

The **Customer Sales Report** shows how much money you are making from your customers, the gross profit you made on the sales, the average invoice amounts, and the number of invoices. You can list only customer sales history, or you can include item and job history. If you elect to include item and job history, the report shows the quantities sold.

You cannot print the report if you did not elect to keep summary history in the Resource Manager Options and Interfaces function, if the reporting period you specify has no summary history, or if you did not build the ARPDxxx table.

Select **Customer Sales Report** from the **History Reports** menu. The Customer Sales Report screen appears.



Inquiry

1. Enter the range of customers you want to include in the report, or leave the boxes blank to include all customers.

Inquiry

2. Enter the range of customer classes you want to include in the report, or leave the boxes blank to include all customer classes.

Inquiry

3. Enter the range of sales reps whose associated customers you want to include in the report, or leave the boxes blank to include all sales reps.

4. Select the order in which you want to print the report.

5. If you want to include history for items and jobs, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

6. Accept the current period and fiscal year that appear from the **ARPDxxx** table, or enter a different period or fiscal year. After you produce the report, the **History Reports** menu appears.

Customer Sales Report

```
12/28/2007                                            Builders Supply                                                Page    1
8:34 AM                                 Customer Sales Report with Job/Item Detail for Period 12/2007
                                                      By Customer ID

Customer              ---Quantity Sold---------- Sales -------- --- Gross Profit ----- -- Average Invoice ---   - No of Invoices -
Item Number                Quantity  Units        Amount  Pct/Tot         Amount  Pct/Tot        Amount  Pct/Tot     Amount  Pct/Tot
------------------------------------------------------------------------------------------------------------------------------------
ACE001 ACE BUILDERS                             21208.74    9.92         492.74-    .57-        7069.58   52.92            3   18.75

                             1.0000               100.00     .47          50.00   10.15-        100.00    1.41             1   33.33
100                         48.0000  PKG        15893.03   74.94         597.37- 121.23        7946.52  112.40             2   66.67
150                          2.0000  PKG         2634.77   12.42         819.71  166.36-       2634.77   37.27             1   33.33
300                          3.0000  EA             1.24     .01          64.79-  13.15           1.24     .02             1   33.33
350                          9.0000  EA          1618.93    7.63         423.98-  86.05            .00     .00                   .00
400                          2.0000- PKG         2970.99-  14.01-       1259.77- 255.67        2970.99-  42.02-           1-  33.33-
450                          4.0000  EA           825.78-   3.89-       1470.34- 298.40            .00     .00                   .00
460                         10.0000  EA          1606.41    7.57         158.29-  32.12        1606.41   22.72             1   33.33
550                          3.0000  PKG         4303.77   20.29        4303.77  873.44-       4303.77   60.88             1   33.33
600                          9.0000  EA           857.08    4.04         210.05-  42.63         857.08   12.12             1   33.33
200                          1.0000  PKG         2464.41   11.62        1177.44  238.96-       2464.41   34.86             1   33.33
                                          --------------------------------------------------------------------
Total Items/Jobs                                25682.87  121.10        2166.33  439.65-      16943.21  239.66

                                          ==========================================================================================
GRAND TOTALS - All Sales                        21208.74    9.92         492.74-    .57-        7069.58   52.92            3   18.75
             - Items/Jobs                       25682.87   12.01        2166.33    2.50        3210.36   24.03



End of Report
```

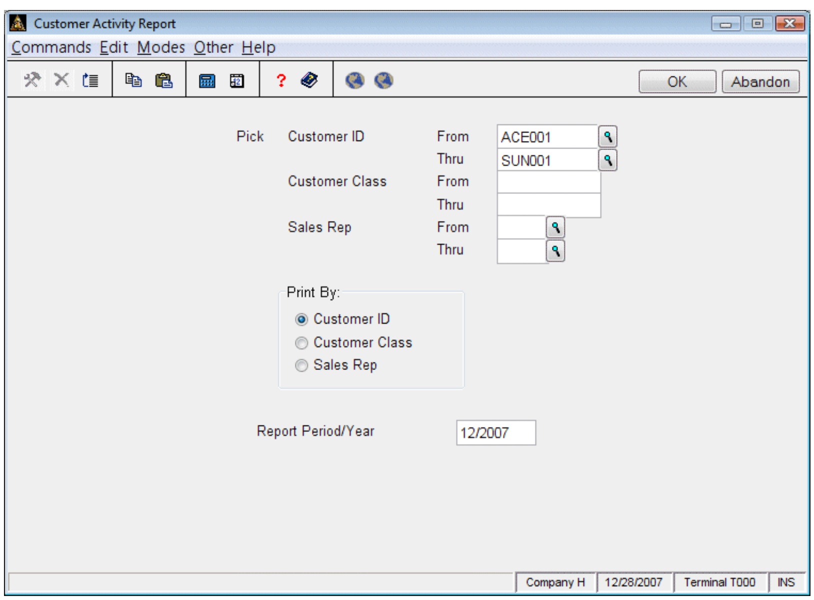
Customer Activity Report

The **Customer Activity Report** shows who your top customers are. The customers are listed in descending order of sales: the customer who bought the most is listed first and the customer who bought the least is listed last.

If you organize the report by customer ID, the report shows only grand totals. If you organize the report by customer class, the report shows subtotals for each class in addition to grand totals. If you list the customers by sales rep ID, the report shows subtotals for each sales rep in addition to grand totals.

You cannot produce the report if you did not elect not to keep summary history in the Resource Manager **Options and Interfaces** function, if the reporting period you specify has no summary history, or if you did not build the **ARPDxxx** table.

Select **Customer Activity Report** from the **History Reports** menu. The Customer Activity Report screen appears.



Inquiry

1. Enter the range of customers, customer classes, and sales reps you want to include in the report, or leave the boxes blank to include all.

2. Select the order in which you want to print the report.

3. Accept the current period and fiscal year that appear from the **ARPDxxx** table, or enter a different period or fiscal year.

4. Select the output device. After you produce the report, the **History Reports** menu appears.

Customer Activity Report

12/28/2007 Builders Supply Page 1
8:37 AM Customer Activity Report for Period 12/2007
By Customer ID

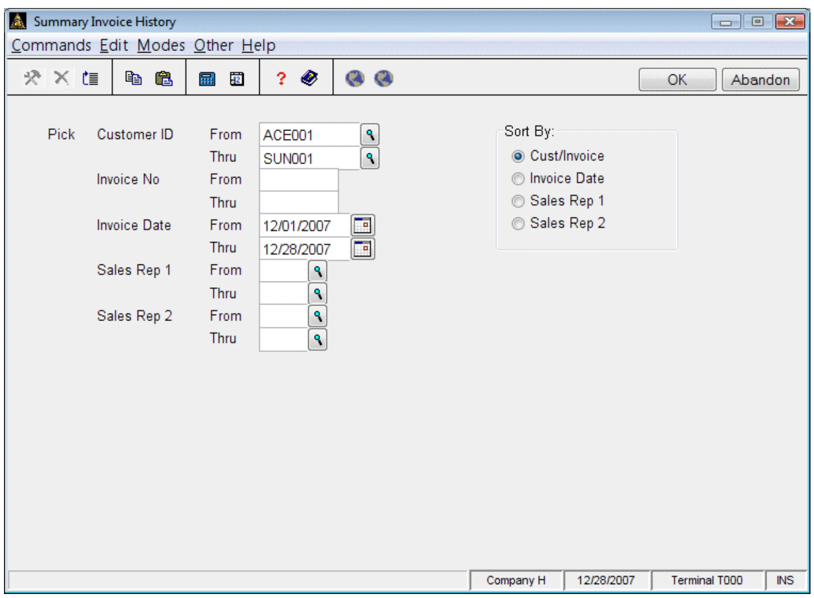
Cust ID	Customer Name	Sales Amount	Sales Pct/Tot	Gross Profit Amount	Gross Profit Pct/Tot	Average Invoice Amount	Average Invoice Pct/Tot	No of Invoices Amount	No of Invoices Pct/Tot
LOS001	LOS ANGELES CONSTRUCTION CO.	47000.00	21.99	17730.00	20.48	47000.00	351.79	1	6.25
KAN001	KANSAS CITY GEODESIC HOMES	35108.78	16.42	10930.18	12.62	17554.39	131.39	2	12.50
CASHCA	CASH SALES-OAKLAND, CA	29136.39	13.63	11110.27	12.83	14568.20	109.04	2	12.50
ACE001	ACE BUILDERS	21208.74	9.92	492.74-	.57-	7069.58	52.92	3	18.75
DAL001	DALLAS-FT WORTH DOME HOMES	8991.26	4.21	2367.44	2.73	8991.26	67.30	1	6.25
GRE001	GREATER NEW YORK DOMES, INC.	8449.46	3.95	189.43	.22	8449.46	63.24	1	6.25
CASHTX	CASH SALES-DALLAS, TX	4587.70	2.15	1688.15	1.95	.00	.00		.00
CASHPS	CASH SALES-DALLAS, TX	1719.64	.80	761.00	.88	1719.64	12.87	1	6.25
CASHMN	CASH SALES-MINNEAPOLIS	1710.72	.80	988.42	1.14	1710.72	12.80	1	6.25
CASHMD	CASH SALES-BALTIMORE, MD	763.29	.36	459.29	.53	763.29	5.71	1	6.25
SUN001	SUNSHINE HOMES, INC.	8286.32-	3.88-	1999.92-	2.31-	8286.32-	62.02-	1	6.25
GRAND TOTALS		150389.66	70.35	43731.52	50.51	10742.12	80.40	14	87.50

End of Report

Summary Invoice History

Use the **Summary Invoice History** function to produce a report that summarizes sales information by invoice totals from history.

Select **Summary Invoice History** from the **History Reports** menu. The Summary Invoice History screen appears.



Inquiry

1. Enter the range of customers you want to include in the report, or leave the boxes blank to include all customers.

2. Enter the range of invoice numbers and invoice dates you want to include in the report, or leave the boxes blank to include all.

Inquiry

3. Enter the range of sales reps you want to include in the report, or leave the boxes blank to include all sales reps.

4. Select the order in which you want to print the report.

5. Select the output device. After you produce the report, the **History Reports** menu appears.

Summary Invoice History Report

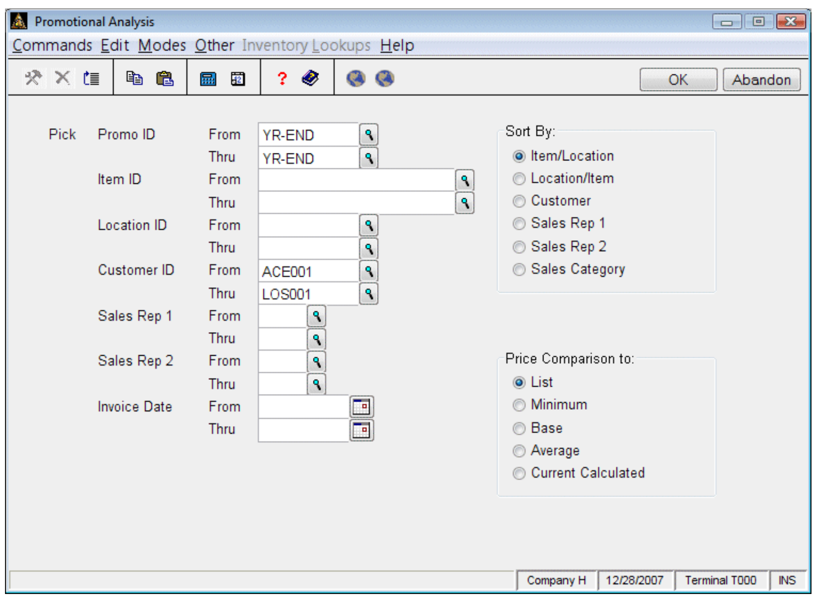
```
12/28/2007                                     Builders Supply                                            Page    1
8:40 AM                                    Summary Invoice History
                                            Sort by Customer ID

Cust ID  Invoice  Inv. Date  Rep 1 Rep 2 Order No. Ship To     Subtotal      Sales Tax        Freight           Misc          Total
Cust Name                          P.O. Number
-----------------------------------------------------------------------------------------------------------------------------------

ACE001   12670018 12/03/2007 GPD                   000000      62147.47            .00            .00            .00       62147.47
ACE BUILDERS                       47584497
ACE001   24889014 12/17/2007 GPD         00000001  000000      49288.20            .00            .00            .00       49288.20
ACE BUILDERS                       47584498
                                                         --------------------------------------------------------------------------
                             Customer ACE001 Total            111435.67            .00            .00            .00      111435.67

LOS001   12670020 12/01/2007 GPD                   000000     160512.42            .00            .00            .00      160512.42
LOS ANGELES CONSTRUCTION CO.       9588022
                                                         --------------------------------------------------------------------------
                             Customer LOS001 Total            160512.42            .00            .00            .00      160512.42

                                                         --------------------------------------------------------------------------
                                         GRAND TOTAL          271948.09            .00            .00            .00      271948.09

End of Report
```

Promotional Analysis

The **Promotional Analysis Report** shows a comparison of promotional pricing with other types of pricing.

You can produce this report only if Accounts Receivable interfaces with Inventory, where the product promotional information is stored.

Select **Promotional Analysis** from the **History Reports** menu. The Promotional Analysis screen appears.



Inquiry

1. Enter the range of promotion IDs, items, locations, customers, and sales reps you want to include in the report, or leave the boxes blank to include all.

2. Enter the range of invoice dates you want to include in the report, or leave the boxes blank to include all invoice dates.

3. Select the order in which you want to print the report.

4. Select the item you want to compare the promotional pricing to.

5. Select the output device. After you produce the report, the **History Reports** menu appears.

Promotional Analysis Report

```
12/28/2007                                         Builders Supply                                              Page    1
8:45 AM                                          Promotional Analysis


Item                 Location Customer  Rep 1  Cat  Units        Quantity     List Price    Promo Price       Variance   Variance
Descripiton                             Rep 2  Inv. Date                                                                  Percent
---------------------------------------------------------------------------------------------------------------------------------

100                  MN0001   ACE001    GPD    P1   PKG           47.0000       25189.65       15258.78        9930.87      39.42
Electrical Package                             12/20/2008
100                  MN0001   ACE001    GPD    P1   PKG            4.0000        2143.80        2114.16          29.64       1.38
Electrical Package                             12/21/2007
100                  MN0001   ACE001    GPD    P1   PKG            4.0000-       2143.80-       1902.74-        241.06-     11.24
Electrical Package                             12/21/2007
                                                          ----------------------------------------------------------------------
Item 100                  MN0001 Total                            47.0000       25189.65       15470.20        9719.45      38.59

                                                          ----------------------------------------------------------------------
                              Promo YR-END Total                  47.0000       25189.65       15470.20        9719.45      38.59

                                                          ----------------------------------------------------------------------
                              GRAND TOTAL                         47.0000       25189.65       15470.20        9719.45      38.59

End of Report
```

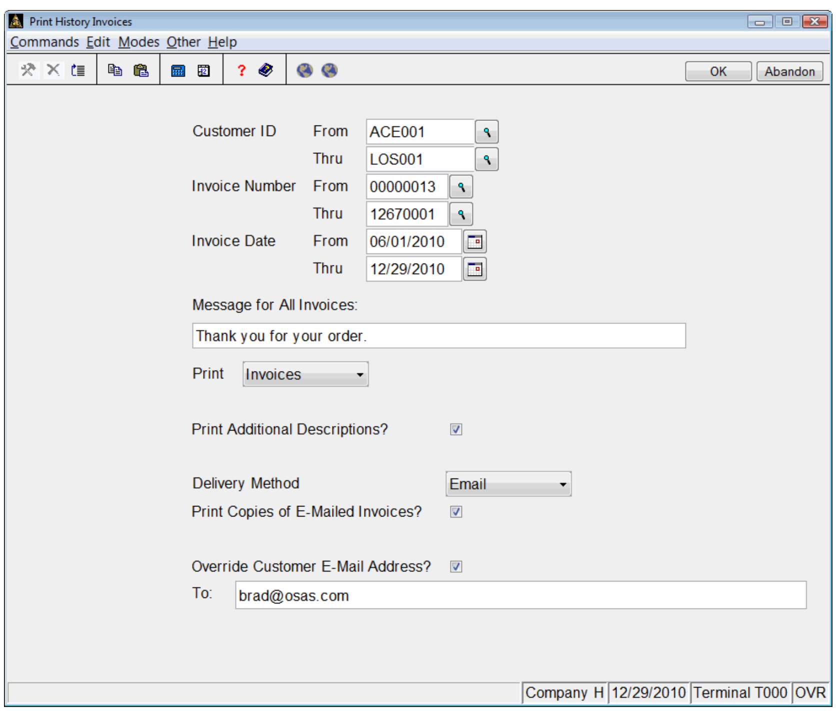
Print History Invoices

Use the **Print History Invoices** function to select invoices from history and print duplicates.

You cannot produce these invoices if you did not elect to keep detail history in the Resource Manager **Options and Interfaces** function or if you purged the **ARHIxxx** (Detail History) file.

Your original and history invoices may be different, because not all the information from your original invoices is saved in history.

Select **Print History Invoices** from the **History Reports** menu. The Print History Invoices screen appears.



Inquiry

1. Enter the range of customers for which you want to print invoices or credit memos, or leave the boxes blank to include all customers.

Inquiry

2. Enter the range of invoice numbers and invoice dates you want to print, or leave the boxes blank to include all.

3. Accept the default message that the system prints on the invoices and credit memos, or change the message.

4. Indicate whether you want to print invoices, credit memos, or both.

5. If you want to print additional descriptions, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

6. Choose **Print** or **Email** to deliver all of the invoices by that method, or choose **Customer** to use the default delivery setting for the customers for whom an invoice is being sent.

7. If you want to print copies of emailed invoices, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

8. To use an email address other than the customer's default address, select the **Override Customer E-Mail Address?** check box and enter the desired email address in the **To** field.

9. Select the output device. When the invoices are printed, a totals log prints.

Print History Invoices Form

BUILDERS SUPPLY
4301 DEAN LAKES BLVD.
SHAKOPEE MN 55379

Invoice Reprint

PAGE 1
INVOICE DATE 10/04/2007
INVOICE NO 12670015

SOLD TO:
ACE001
ATTN: ACCOUNTS PAYABLE
ACE BUILDERS
1588 SE 31ST STREET
PADUCAH KY 28655-7865

SHIP TO:
ACE BUILDERS
1588 SE 31ST STREET
PADUCAH KY 28655-7865

TOTAL DUE 79768.75

SLS 1	SLS 2	DUE DATE	DISC DUE DATE	ORDER NO	ORDER DATE	SHIP DATE	SHIP NO
GPD		10/04/2007	10/04/2007				

TERMS DESCRIPTION	CUSTOMER P.O.NUMBER	SHIP VIA	
C.O.D.	47583201		

ITEM ID	TX CL	UNIT OF MEASURE	ORDERED	SHIPPED	UNIT PRICE	EXTENSION
100	03	PKG		200.0000	360.7275	72145.50
Electrical Package						
150	03	PKG		8.0000	952.9063	7623.25
Plumbing Package						
					Subtotal :	79768.75

TAXABLE	NONTAXABLE	FREIGHT	SALES TAX	MISC CHARGE	TOTAL
79768.75	.00	.00	.00	.00	79768.75

Thank you for your order.

Print History Log

Run Totals:	
Taxable	9092059.47
Non-Taxable	46014.52
Tax	1541.65
Freight	71119.00
Misc	654.00
Total Sales	9211388.64
Prepaid Amount	6201755.71
Total Credit Sales	3009632.93
Invoices Printed:	120

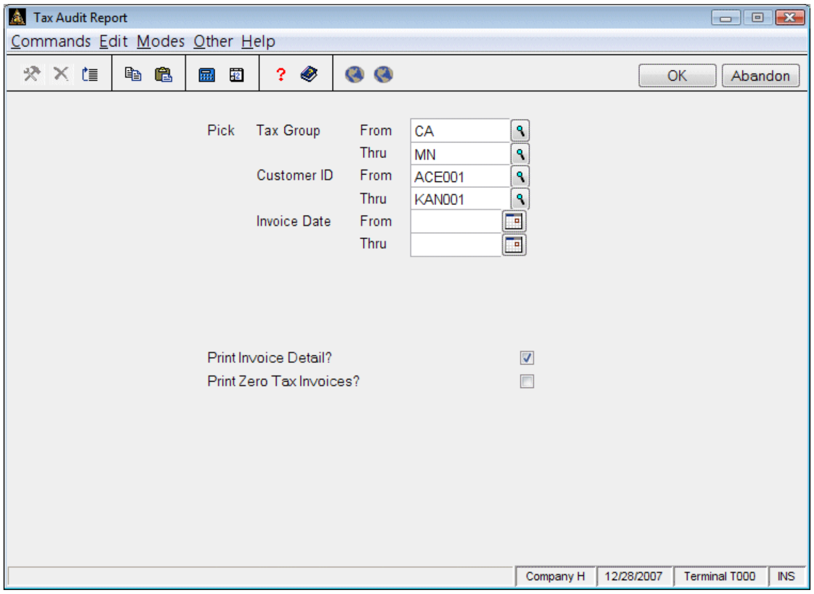
Tax Audit Report

The Tax Audit Report shows amounts allocated for as many as five tax levels. This information comes from the transactions posted to the **ARHIxxx** (Detail History) file.

Produce this report before you delete records or purge history.

You cannot produce the report if you did not elect to keep detail history in the Resource Manager **Options and Interfaces** function.

Select **Tax Audit Report** from the **History Reports** menu. The Tax Audit Report screen appears.



Inquiry

1. Enter the range of tax groups and customers you want to include in the report, or leave the boxes blank to include all.

2. Enter the range of invoice dates you want to include in the report, or leave the boxes blank to include all invoice dates.

3. If you want to print invoice detail, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

4. If you want to print zero-tax invoices, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

5. Select the output device. After you produce the report, the **History Reports** menu appears.

Tax Audit Report

```
12/28/2007                                        Builders Supply                                              Page    1
8:59 AM                                           Tax Audit Report

        Invoice     Invoice   Customer ID     Invoice    Level 1 Tax    Level 2 Tax    Level 3 Tax    Level 4 Tax    Level 5 Tax
        Date        Number                    Subtotal
------------------------------------------------------------------------------------------------------------------------------------

Tax Group  CA
        12/21/2004  12670204  CASHCA         32849.52       1128.93            .00            .00            .00            .00
                                        ------------------------------------------------------------------------------------------
        Tax Group CA     TOTAL               32849.52       1128.93            .00            .00            .00            .00
                                        ==========================================================================================
        GRAND TOTALS                         32849.52       1128.93            .00            .00            .00            .00
```

CHAPTER 9

9

Periodic Processing

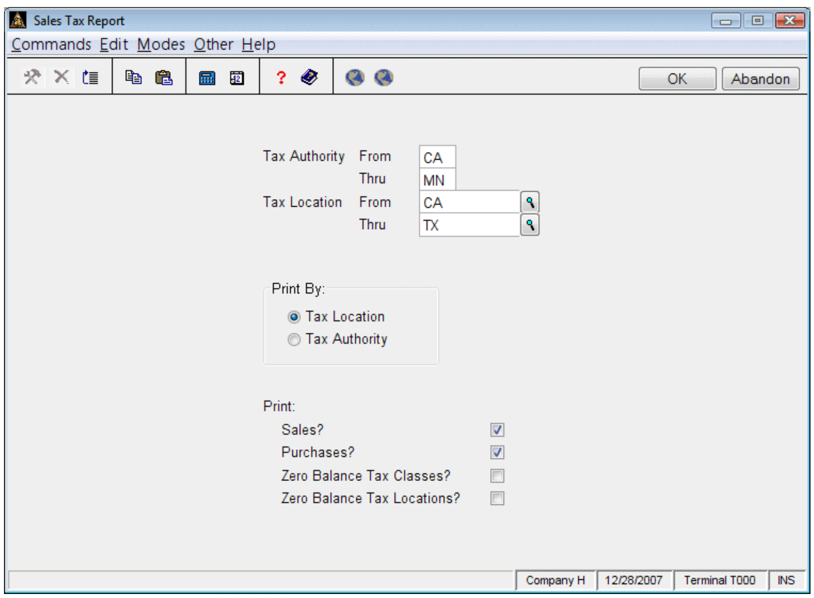
Introduction

Use the Periodic Processing functions to update accounts, remove data from files, and print the **Sales Tax Report**.

Sales Tax Report

Print the Sales Tax Report at the end of each period for information about how taxes have been allocated for the tax groups you set up. Print the Sales Tax Report before you clear the sales tax in Resource Manager (see the *Resource Manager User's Guide*).

Select **Sales Tax Report** from the **Periodic Processing** menu. The Sales Tax Report screen appears.



Inquiry

1. Enter the range of tax authorities and tax locations you want to include in the report, or leave the boxes blank to include all.

2. Select the order in which you want to print the report.

3. If you want to print sales, purchases, and zero balance tax classes and locations, select the appropriate check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

4. Select the output device. After the report is produced, the **Periodic Processing** menu appears.

Sales Tax Report

```
12/28/2007                                        Builders Supply                                             Page    1
9:04 AM                                           Sales Tax Report
                                                  By Tax Location

                                                                  General Ledger Accounts            --- Tax on ---
Tax Loc Name                             Level Tax Auth. Tax ID   Tax Liability   Refundable         Frt.     Misc.
------------------------------------------------------------------------------------------------------------------------
TX      Texas Sales Tax                    1      TX     83-234652121   203800        203800              NO       NO

Tax   Description Sales Tax
Class Exp. Acct.  Purch Tax Ref. Tax            Taxable     Nontaxable          Tax     Calculated     Over/Short     Refundable
------------------------------------------------------------------------------------------------------------------------

 00 Consumer Goods    4.000        Sales      42454.94      707582.39       1698.20        1698.20            .00
    806000            4.000    .000 Purch          .00            .00           .00            .00            .00            .00
                                          ------------------------------------------------------------------------------
TOTAL FOR LOCATION TX              Sales      42454.94      707582.39       1698.20        1698.20            .00
                                   Purch           .00            .00           .00            .00            .00            .00


                                                Taxable     Nontaxable          Tax     Calculated     Over/Short     Refundable
                                          ==============================================================================
                GRAND TOTAL        Sales      42454.94      707582.39       1698.20        1698.20            .00
                                   Purch           .00            .00           .00            .00            .00            .00


End of report
```

Periodic Maintenance

Use the **Periodic Maintenance** function to perform maintenance tasks on several files and prepare them for the next processing period, quarter, or year. (You cannot do periodic maintenance until the **ARPDxxx** table is set up for the company for which you are doing maintenance)

You should do periodic maintenance at the end of each period. If you do not, transactions are posted to incorrect periods, and the amounts in the aging buckets in the **ARCUxxx** file for balance forward customers are wrong.

When you perform period-end maintenance, the system performs several tasks:

- Accumulates the balance totals in the **ARCUxxx** (Customer) file for balance forward customers.
- Ages the figures in the **ARCUxxx** file in the aging periods.
- Updates the **ARINxxx** and **ARCUxxx** files with newly calculated finance charges.
- Clears the period-to-date accumulators and updates credit statuses in the **ARCUxxx** file.
- Clears the month-to-date gross sales amounts in the **ARSRxxx** (Sales Rep) file.
- Clears the month-to-date payments in the **ARPYxxx** (Payment Methods) file.
- Posts finance charges to the **GLJRxxx** (Journal) file if Accounts Receivable interfaces with General Ledger; you also have the option of clearing the year-to-date finance charges in the **ARCUxxx** file.
- Increments the period by 1 in the **ARPDxxx** table.

When you perform quarter-end maintenance, the system performs these tasks:

- Performs all the period-end tasks.
- Clears the quarter-to-date accumulators in the **ARPYxxx** file and the **ARCUxxx** file.

  Quarter-end maintenance does all the period-end maintenance tasks. Therefore, you must perform only quarter-end maintenance at the quarter's end.

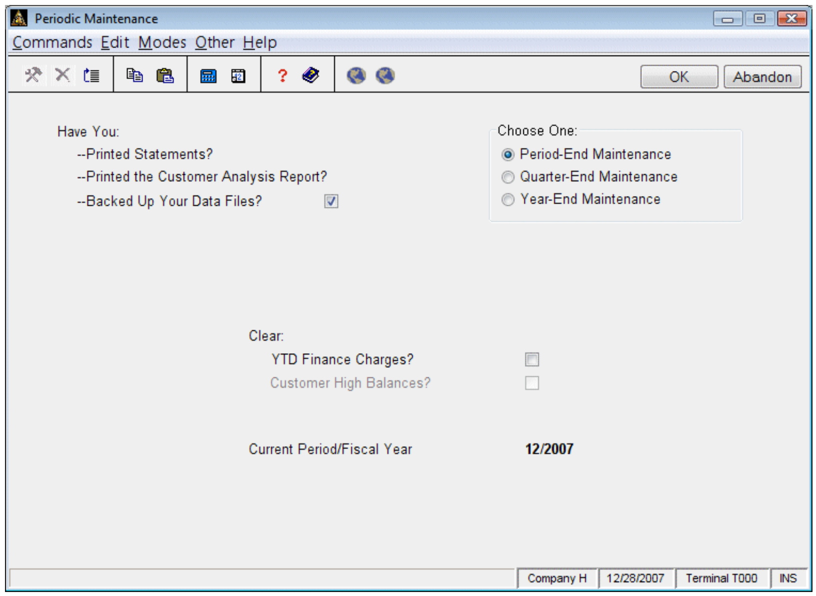
When you perform year-end maintenance, the system performs these tasks:

- Performs all the period- and quarter-end tasks.
- Updates the last-year accumulators and clears the year-to-date accumulators in the **ARPYxxx** file and the **ARCUxxx** file.
- Clears the year-to-date gross sales amounts in the **ARSRxxx** file.
- Clears the high balance in the **ARCUxxx** file if you select the option on the function screen.
- Increments the current fiscal year by 1 in the **ARPDxxx** table.

  Year-end maintenance does all the period- and quarter-end maintenance tasks. Therefore, you must perform only year-end maintenance at the end of the year.

If you have a multiuser system, make sure that no one else is using the Accounts Receivable system while you are doing periodic maintenance. If you run this function while someone else is using the **ARCUxxx**, **ARSRxxx**, **ARINxxx**, **ARRHxxx**, or **ARRExxx** files, the files are not updated.

Select **Periodic Maintenance** from the **Periodic Processing** menu. The Periodic Processing screen appears.



1. The information in the Customer Analysis Report comes from the **ARCUxxx**, **ARINxxx**, and **ARSRxxx** files. Since the **Periodic Maintenance** function affects the data in the **ARCUxxx** file, print statements, the Customer Analysis Report, and back up your data files before you do period-, quarter-, or year-end maintenance.

   If you have not printed the statements, printed the Customer Analysis Report, and backed up your data files (see the *Resource Manager User's Guide*), clear the check box (or enter **N** in text mode), return to the **Periodic Processing** menu and do these tasks before proceeding. When you have done these things, select the box (or enter **Y** in text mode).

2. Select the type of periodic maintenance you want to perform.

3. If you want to clear the year-to-date finance charges in the **ARCUxxx** file, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

4. If you want to clear the high balances in the **ARCUxxx** file, select the box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

   You can clear customer high balances only during year-end maintenance.

5. To begin processing, use the **Proceed** (**OK**) command and select the output device to produce the error log. A sample of this log is shown below.

   When processing completes and the log is produced, the **Periodic Processing** menu appears.

Periodic Maintenance Error Log

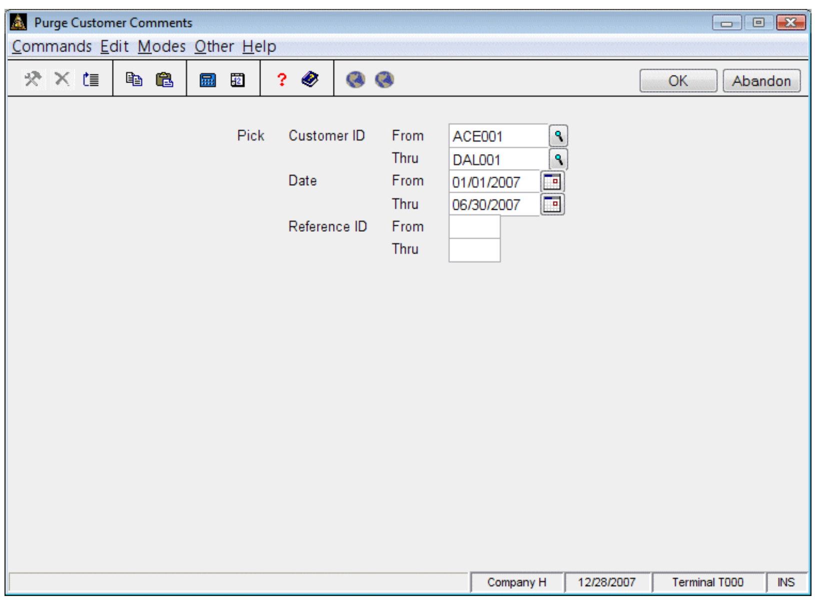
```
12/28/2007                                   Builders Supply                                   PAGE   1
9:07 AM                                    Period-End Error Log


Total New Finance Charge Posted =       2263.88  FOR G/L Period 12

*** End of Report ***
```

Purge Customer Comments

Use the **Purge Customer Comments** function to delete comments about a customer whose comments you no longer need.

Before you purge customer comments, produce the **Customer Comments List** (see page 12-13) and make sure that the comments you intend to delete are not needed later. Then file the list so that you have a record of the comments.

Select **Purge Customer Comments** from the **Periodic Processing** menu. The Purge Customer Comments screen appears.



Inquiry

1. Enter the range of customers whose comments you want to purge, or leave the boxes blank to include all customers.

2. Enter the range of dates that the comments you want to purge were recorded, or leave the boxes blank to include all dates.

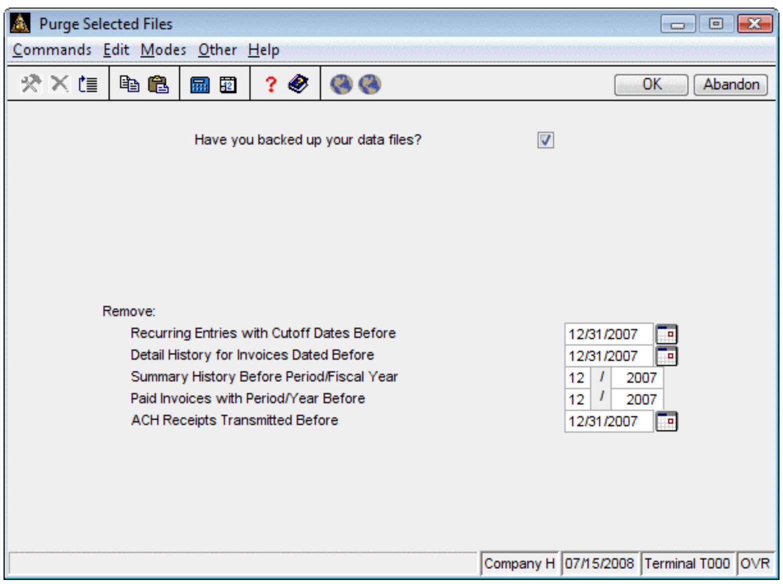
3. Enter the range of references whose comments you want to purge, or leave the boxes blank to include all references.

   When you finish making your selections, use the **Proceed** (**OK**) command to purge the comments and return to the **Periodic Processing** menu.

Purge Selected Files

Use the **Purge Selected Files** function to clear the **ARHDxxx** (Additional Descriptions), **ARHIxxx** (Detail History), **ARHSxxx** (Summary History), and **ARRExxx** and **ARRHxxx** (Recurring Entries) files, and paid invoices from the **ARINxxx** (Open Invoice) file.

Select **Purge Selected Files** from the **Periodic Processing** menu. The Purge Selected Files screen appears.



1. If you have backed up your data files, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). If you have not backed up your files, exit to the **Periodic Processing** menu and do so before continuing.

2. Enter the date of the recurring entries you want to purge. Recurring entries dated before the date you enter are purged.

3. Enter the date of the invoices for which you want to purge detail history. Detail history for invoices dated before the date you enter are purged.

4. Enter the period and year of the summary history you want to purge. Summary history before the period and year you enter are purged.

5. Enter the period of the paid invoices you want to purge. Paid invoices dated before the period and year you enter are purged.

6. Enter the date of the ACH receipts you want to purge. ACH receipts dated before the date you enter are purged.

   To purge the files and return to the **Periodic Processing** menu, use the **Proceed** (**OK**) command.

CHAPTER 10

10

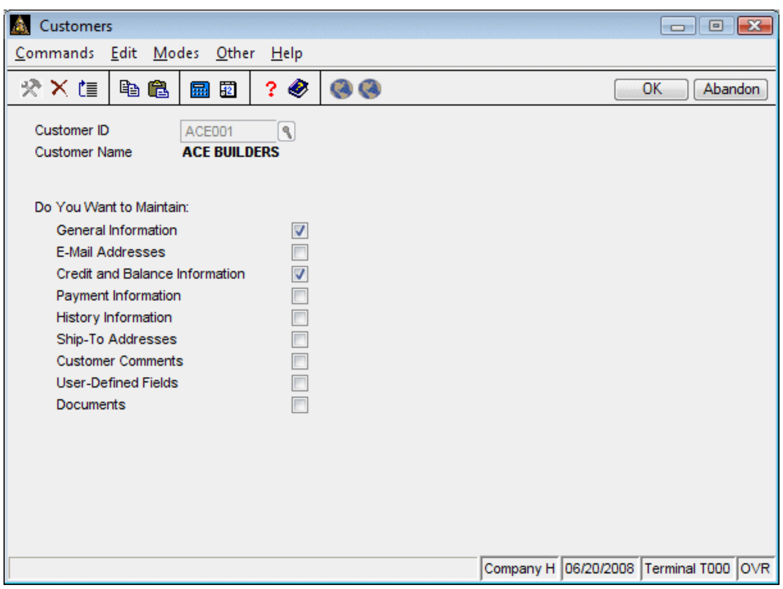
File Maintenance

Customers

Use the **Customers** function to set up and maintain customer records. You can set up a customer as an open-invoice or as a balance-forward account. For open-invoice accounts, you keep detail on invoices and apply payments to specific invoices. For balance-forward accounts, you keep detail on invoices for the current month and apply payments to the total balance.

After you set up the customer records, you must create initial (opening) balances for them. The way you create initial balances depends on whether you have open-invoice or balance-forward accounts or both. See the **Build Open Invoice File** function (see page 10-65) for information about how to enter initial balances.

Select **Customers** from the **File Maintenance** menu. The selection screen appears.



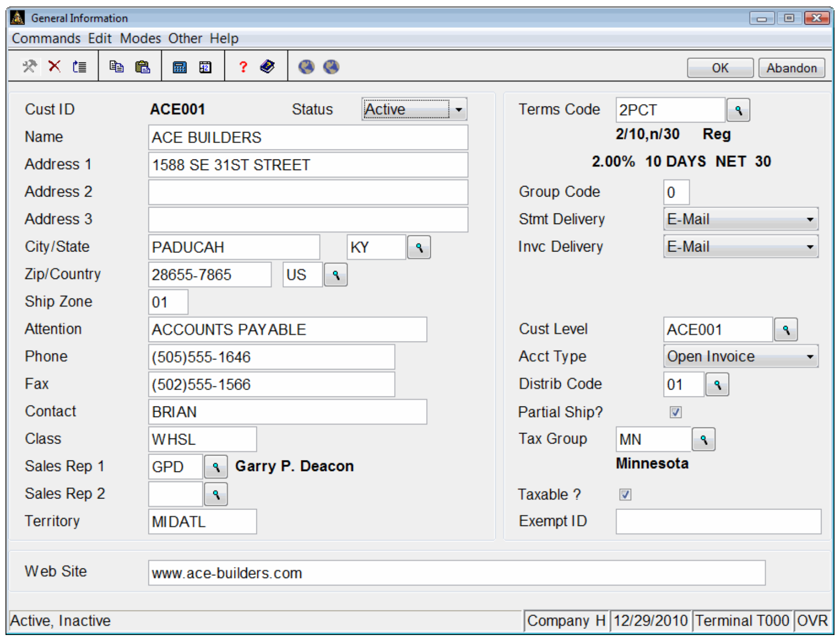
.

	Field	Description
Inquiry	**Customer ID**	Enter the ID of the customer with which you want to work. To delete the customer record, use the **Delete** (**F3**) command. Before you delete a customer record, perform Periodic Maintenance (see page 9-5) and make sure that the customer does not have a balance or open invoices in the **ARINxxx** (Open Invoices) file. When you delete a customer record, the customer’s comments are not automatically deleted. You must use the **Purge Customer Comments** function (see page 9-9) to delete the comments.
Inquiry	**Copy From?**	If you entered a new customer ID, you can copy the class, sales rep, territory, terms code, group code, statement code, customer level, account type, and tax information from an existing customer record. If you frequently use a particular combination of tax codes, distribution codes, and other information, set them up with the customer name **Default**. When you enter a new customer that uses the same information, you can copy from the **Default** customer. Enter the ID of the customer whose record you want to copy.
	Customer Name	If you entered an existing ID in the **Customer ID** field, the customer’s name appears; if not, the field is skipped.

Field	Description
Do You Want to Add/ Change	The **Customers** function has these subscreens: • General Information • Credit and Balance Information • Payment Information • History Information • Ship-To Addresses • Customer Comments • User-Defined Fields • Documents If you want to enter or change information on a subscreen, select the check box (or enter **Y** in text mode) and turn to the appropriate screen below; if not, clear the box (or enter **N** in text mode). When you add customers, you must enter general information.

General Information

If you elected to add or change general customer information, this screen appears:



Field	**Description**
Cust ID	The customer ID from the header screen appears.
Status	The customer may be flagged as **Active** or **Inactive**. Inactive customers have limited functionality when processing transactions.
Name	Enter the customer's name.
Address 1/Address 2/ Address 3	Enter the customer's address.
City	Enter the customer's city.
State	Enter the customer's state or province.

Inquiry

	Field	Description
	Zip	Enter the customer's zip or postal code (a five-digit zip code or a nine-digit zip code with the hyphen).
Inquiry	**Country**	Enter the customer's country code, or leave this field blank. If you enter a country code, it must be among the valid codes entered in Resource Manager (see the *Resource Manager User's Guide*).
	Ship Zone	Enter the customer's ship zone. This field is for reference only.
	Attention	Enter the name of the person or department you send invoices or statements to. This name is printed on invoices, statements, and mailing labels.
	Phone/Fax	Enter the customer's phone and fax numbers using the mask that appears in the field. The phone mask used is determined by the customer's country code.
	Contact	Enter the name of the person you usually contact about billing questions or invoice payments.
	Class	Enter the class the customer belongs to, or press **Enter** to skip this field.
Inquiry Maint	**Sales Rep 1**	Enter the ID of the sales rep who usually sells to the customer, or press **Enter** to skip this field. If you enter an existing ID, the name of the sales rep appears.
Inquiry Maint	**Sales Rep 2**	Enter the ID of any other sales rep who usually shares in sales to the customer, or press **Enter** to skip this field. If you enter an existing ID, the name of the sales rep appears.
	Territory	Enter the territory the customer is in, or press **Enter** to skip this field.
Inquiry Maint	**Terms Code**	Terms codes describe the terms of the customer's payment.

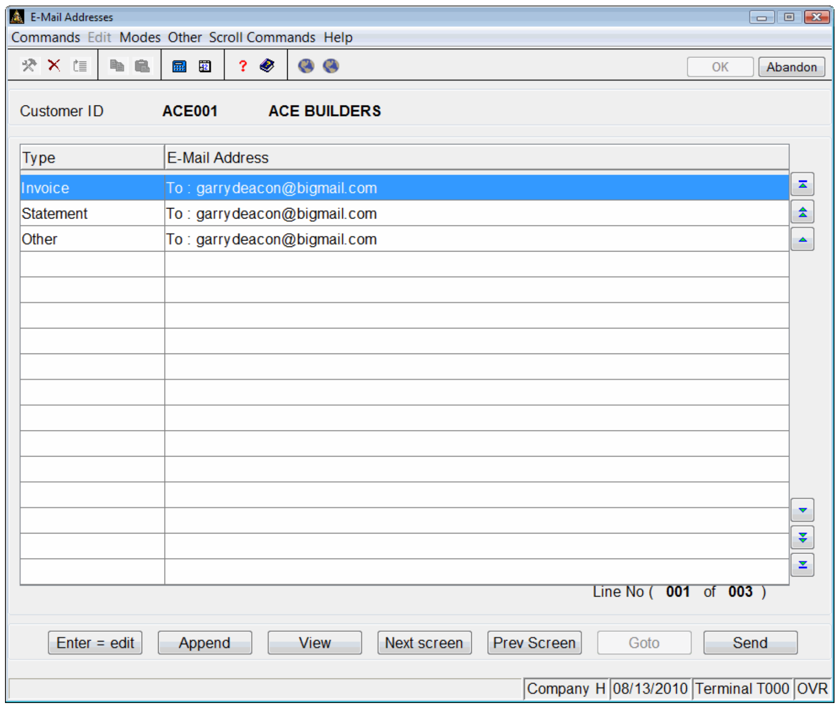
Field	Description
	Enter the customer's payment terms code. If you use the **Maintenance** (**F6**) command, the **Terms** function temporarily appears. After you enter the terms code, the terms percentage, days, and net due days appear.
Group Code (0–9 or C)	The group code is used in the **Recurring Entries** function to identify groups of customers that have the same periodic billing requirements. Enter the code of the group the customer belongs to. Enter **C** for a credit card customer.
Stmt Delivery	Select the means by which you deliver statements to this customer. Select **P** for paper statements, **E** for e-mailed statements, **F** for faxed statements, or **N** for no statements.
Inv Delivery	Select the means by which you deliver invoices to the customer. Select **P** for paper invoices, **E** for e-mailed invoices, **F** for faxed invoices, or **N** for no invoices. **Note:** To e-mail or fax statements or invoices, you must first set up system e-mail defaults. See the Installation and Configuration chapter of the *Resource Manager User Guide* for more information.
 **Cust Level**	Enter the level assigned to the customer, or press **Enter** to skip this field. (If Accounts Receivable interfaces with Inventory, the **Inquiry** command is available.)
Acct Type	In an open invoice account you track and apply payments to specific invoices. In a balance forward account you track and apply payments to a monthly invoice total. For an open invoice account, enter **I**. For a balance forward account, enter **B**.

	Field	Description
Inquiry Maint	**Distrib Code**	Distribution codes describe how payment information is to be distributed in accounts in General Ledger. Enter the GL distribution code for the customer. If you use the **Maintenance** (**F6**) command, the **Distribution Accounts** function temporarily appears. After you enter the distribution code, the account information appears.
	Partial Ship?	If the customer accepts partial shipments, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). If the customer does not accept partial shipments and you ship an order for the customer, a message warns you if you try to back order items.
Inquiry Maint	**Tax Group**	Enter the ID of the tax group where you want sales tax for the customer to be assigned. If you use the **Maintenance** (**F6**) command, the **Tax Groups** function temporarily appears (see the *Resource Manager User's Guide*). After you enter the tax group code, information about the tax group appears.
	Taxable?	If the customer should be charged sales tax, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).
	Exempt ID	If the customer is non-taxable, you should enter the customer's tax exemption ID for your tax records.
	Web Site	Enter the Internet address of the customer's web site for reference purposes.

When you save the entries using the **Proceed** (**OK**) command, the next screen you selected appears. If you did not select another screen, the Customers selection screen appears.

E-Mail Addresses

If you elected to add or change general customer information, this screen appears:



The E-Mail Addresses screen stores both e-mail information for a customer and information for use in the on-demand invoice and statement functions. If you elected to send invoices and/or statements to the customer in the general information screen for the customer, use this screen to define the e-mail addresses to be used to send invoices and/or statements to the customer.

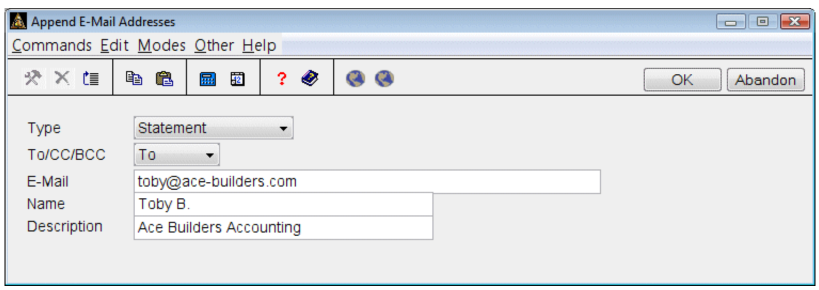
- To continue with the next customer maintenance screen you selected, press **N**. If you did not select another screen, the Credit and Balance Information selection screen appears.

- To return to the previous customer maintenance screen you selected, press **P**. If you did not select another screen, the General Information selection screen appears.

- To go to a specific e-mail address in the list, press **G**.

- Press **S** to send an email to the highlighted address with your default email editor.

- To add an e-mail address, press **A**. To edit an e-mail address, press **Enter**. In either case an e-mail address information window appears

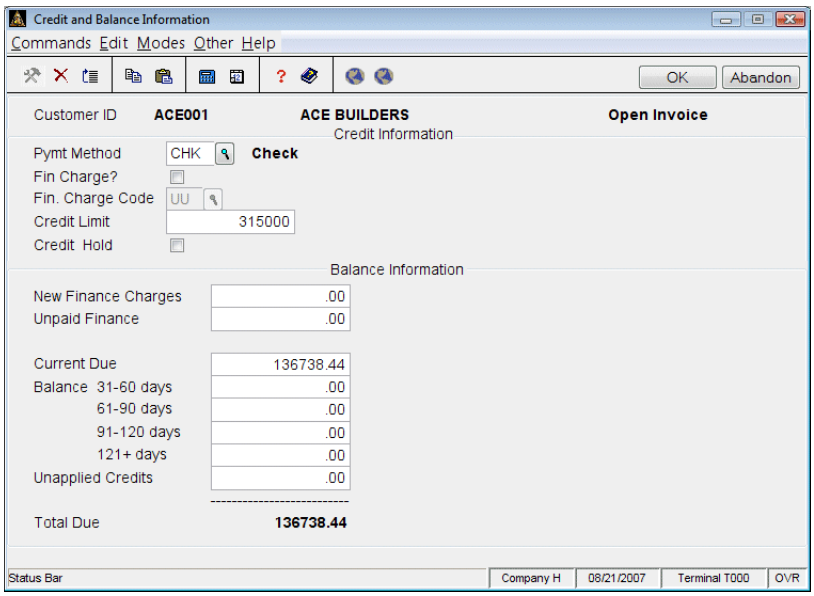


Field	Description
Type	Set the type of the e-mail address as **Invoice**, **Statement**, or **Other**.
To/CC/BCC	Choose whether this e-mail address will be sent as a regular e-mail (**To**), a carbon copy (**CC**) or and blind carbon copy (**BCC**).
E-Mail	Enter the e-mail address.
Name	Enter the name associated with the e-mail address.
Description	Enter a description for the e-mail address.

When you save the entries, you are returned to the e-mail address information scroll region. When you save the entries using the **Proceed** (**OK**) command, the next screen you selected appears. If you did not select another screen, the Credit and Balance Information selection screen appears.

Credit and Balance Information

If you elected to add or change the customer's credit information or balances, this screen appears:



The Credit and Balance Information screen stores basic credit information and summary amounts for each customer. This balance information is updated by the **ARINxxx** file when you post. If you elected to use online aging in the Resource Manager **Options and Interfaces** function, the **ARINxxx** file also updates the balances each time you work with an open item customer. As a result, you can enter the initial balances here and have the system update them as often as you want.

If the customer is an open invoice customer whose individual invoices you want to work with, setting initial values on this screen is not important.

Unless you are setting up the system for the first time and will use the **Build Open Invoice File** function, be wary of changing the values on the Credit and Balance Information screen. Changes you make after setting up the system affect the validity of your data. If you make changes, the system warns you when you use the **Periodic Processing** function that the balances in the **ARINxxx** file do not match those in the **ARCUxxx** file.

	Field	**Description**
Inquiry Maint	**Pymt Method**	Enter the customer's usual method of payment. If you use the **Maintenance** (**F6**) command, the **Payment Methods** function temporarily appears. After you enter the payment method code, the pay type and description appears.
	Fin Charge?	If you want to be able to apply a finance charge to the customer, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). If this customer is not eligible for finance charges, and you use the **Calculate Finance Charges** function, **Finance Code = 0** appears after the customer's information on the log.
Inquiry Maint	**Fin Charge Code**	If you elected to assess finance charges on past due balances for this customer, enter the finance charge code associated with the proper terms, percentage and minimums for the finance charge calculation. If you use the **Maintenance** (**F6**) command, the **Finance Charge Codes** function temporarily appears.
	Credit Limit	Enter the customer's credit limit, accept the default value, or enter **0** if the customer has no credit limit. If the credit used on a transaction surpasses the customer's credit limit, a message states that the customer's credit limit has been reached.

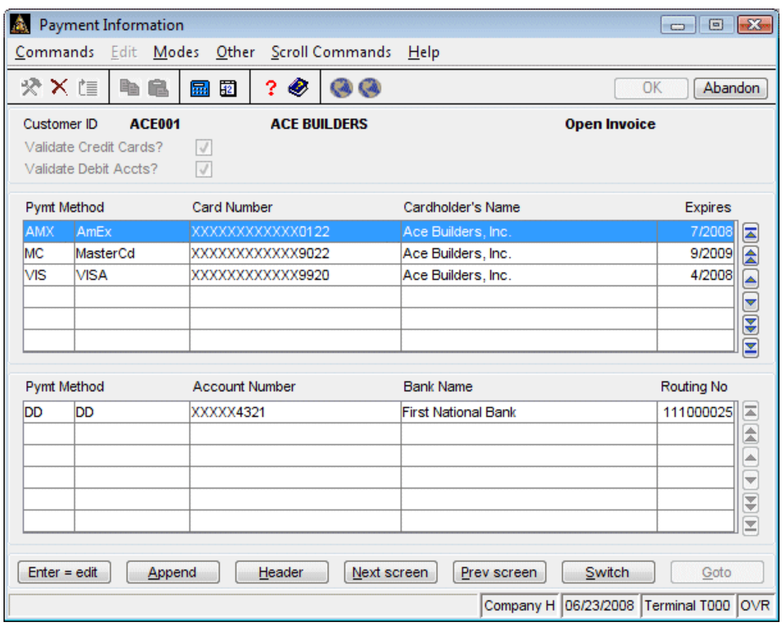
Field	Description
Credit Hold?	If the customer is on credit hold, select the check box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode). If you place the customer on hold and then enter a sale paid for on credit, a message states that the customer is on credit hold and the system does not allow the transaction.
New Fin Chg	The **FINCHxxx** table determines how you assess finance charges or penalty fees for late payments. As you assess charges, post information, and receive payments, the **Calculate Finance Charges** function updates this value. Accept this value, or enter a different value.
Unpaid Fin Chg	If the customer has an unpaid finance charge, enter it, or accept the default value. The value is updated when you use the **Periodic Maintenance** function, at which time new finance charges are added.
Current Due/Balance	The Accounts Receivable system uses aging buckets to measure amounts owed based on how much time has passed since the invoice date. Accounts Receivable has five aging buckets: Current Due (within 30 days of the invoice date), Balance 31–60 days (after the invoice date), Balance 61–90 days, Balance 91–120 days, and Balance 121+ days. Enter the balance that is due for each aging bucket, or press **Enter** to skip it. If you track only a summary invoice, enter the value in the **Current Due** field.
Unapplied Credits	If you owe the customer money for returned items, and the balances have not been applied to a specific invoice or aging bucket, enter the credit amount as a negative value here.

Field	Description
Total Due	The new finance charge, unpaid finance charge, current due, and balance are added, and the unapplied credit is subtracted from that number. The result appears as the overall amount the customer owes you.

When you save the entries using the **Proceed** (**OK**) command, the next screen you selected appears. If you did not select another screen, the Customers selection screen appears.

Payment Information

If you elected to add or change the customer's banking information, this screen appears:



You can use this screen to edit the customer’s credit card information. If you have the banking module installed, you can also edit the customer’s direct debit information.

Credit Card Information

The Credit Card Information screen stores multiple credit card numbers, names and expiration dates for the cards commonly used by the customer for prepayments and paying invoices on account. You can elect to verify credit card numbers entered in the **Transactions** and **Cash Receipts** functions against this file, or you can use the information on this screen for reference only.

If you want to restrict credit card numbers entered during transaction and cash receipt entry to the card numbers in this list, select the **Validate Credit Cards?** box (or enter **Y** in text mode); if not, clear the box (or enter **N** in text mode).

If you elect to validate card numbers and you enter a new credit card number in the **Transactions** or **Cash Receipts** functions, an error message appears.

If you choose not validate card numbers, you may enter any card number, name, and expiration date information in the **Transactions** or **Cash Receipts** functions.

- To continue with the next customer maintenance screen you selected, press **N**. If you did not select another screen, the Customers selection screen appears.

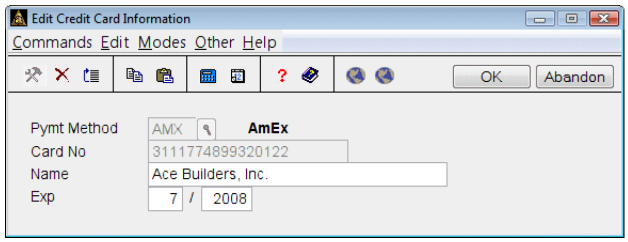
- To return to the previous customer maintenance screen you selected, press **P**. If you did not select another screen, the Customers selection screen appears.

- If you have the banking module installed, press **S** to switch between the credit card information and the direct debit information.

- To change your entry in the **Validate Credit Cards?** field, press **H**.

- To go to a specific credit card in the list, press **G**.

- To add a card, press **A**. To edit a card, press **Enter**. In either case a Credit Card Information window appears



Inquiry
Maint

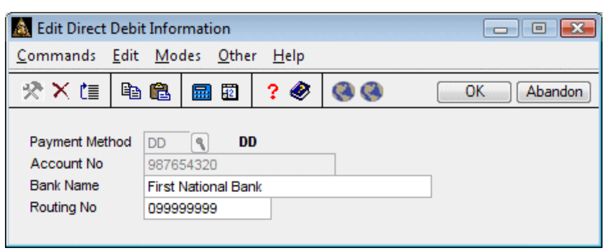
Field	Description
Payment Method	Enter the payment method code associated with the type of credit card you are adding for the customer. The description of the payment method appears.
Card No	Enter the credit card number as it appears on the card. Do not enter spaces between blocks of numbers.
Name	Enter the card holder’s name as it appears on the card.
Exp (Month and Year)	Enter the month and then the year that the credit card expires. If you attempt to enter a payment using the card on a date after the expiration month and year, a message appears to warn you that the card has expired.

When you save the entries, you are returned to the credit card information scroll region. When you save the entries using the **Proceed** (**OK**) command, the next screen you selected appears. If you did not select another screen, the Customers selection screen appears.

Direct Debit Information

The Direct Debit Information screen stores multiple credit direct debit account numbers, names and expiration dates for the accounts commonly used by the customer for paying invoices on account. You can elect to verify direct debit numbers entered in the **Transactions** and **Cash Receipts** functions against this file, or you can use the information on this screen for reference only.

- To continue with the next customer maintenance screen you selected, press **N**. If you did not select another screen, the Customers selection screen appears.
- To return to the previous customer maintenance screen you selected, press **P**. If you did not select another screen, the Customers selection screen appears.
- If you have the banking module installed, press **S** to switch between the credit card information and the direct debit information.
- To change your entry in the **Validate Direct Debit?** field, press **H**.
- To go to a specific credit direct debit account in the list, press **G**.
- To add a direct debit account, press **A**. To edit a card, press **Enter**. In either case a Direct Debit Information window appears



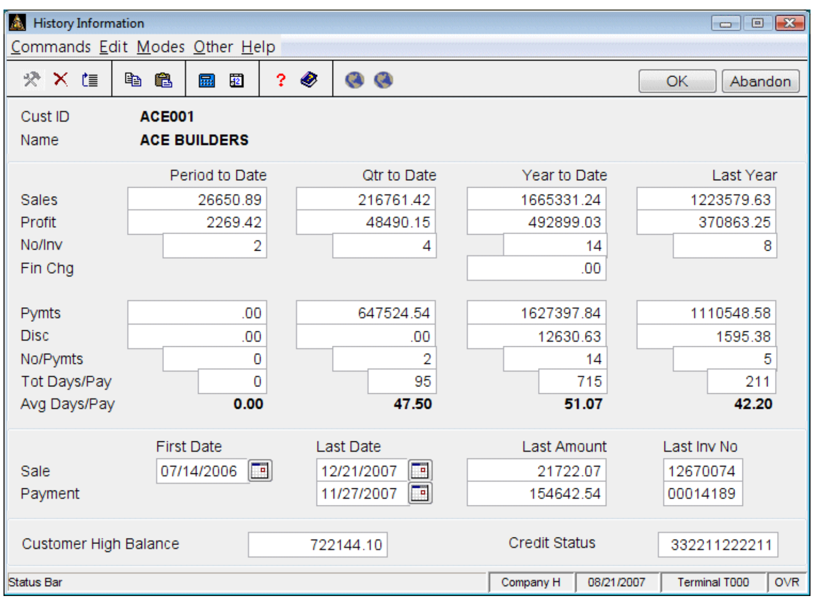
Field	Description
Payment Method	Enter the payment method code associated with the type of direct debit account you are adding for the customer. The description of the payment method appears.

Field	Description
Account No	Enter the account number for the direct debit account. Do not enter spaces between blocks of numbers.
Bank Name	Enter the bank name for the direct debit account.
Routing No	Enter the routing number for the direct debit account.

When you save the entries, you are returned to the Payment Information scroll region. When you save the entries using the **Proceed** (**OK**) command, the next screen you selected appears. If you did not select another screen, the Customers selection screen appears.

History Information

If you elected to add or change customer history, this screen appears:



The History Information screen stores sales and payment history for each customer. When you post transactions, the **ARTDxxx** and **ARTHxxx** (Transaction) files update the period-, quarter-, and year-to-date accumulators.

If you elected to keep summary history in the Resource Manager **Options and Interfaces** function, this information is also sent to the **ARHSxxx** (Summary History) file. If you keep summary history and you use the **Periodic Maintenance** function, one of three things can happen:

- When you do period-end maintenance, the period-to-date information is transferred to the **ARHSxxx** file and the period-to-date amounts are cleared.
- When you do quarter-end maintenance, the period- and quarter-to-date information is transferred to the **ARHSxxx** file and those amounts are cleared.
- When you do year-end maintenance, the year-to-date amounts are transferred to the **Last Year** column and the period-, quarter-, and year-to-date amounts are transferred to the **ARHSxxx** file. Then those amounts are cleared.

Field	Description
Sales Period to Date/ Qtr to Date/ Year to Date/ Last Year	Enter the amount you made from sales to the customer this period, this quarter, this year, and last year.
Profit Period to Date/ Qtr to Date/ Year to Date/ Last Year	Enter the amount of profit the customer accounted for this period, this quarter, this year, and last year.
No/Inv Period to Date/ Qtr to Date/ Year to Date/ Last Year (N5)	Enter the number of invoices you sent the customer this period, this quarter, this year, and last year.

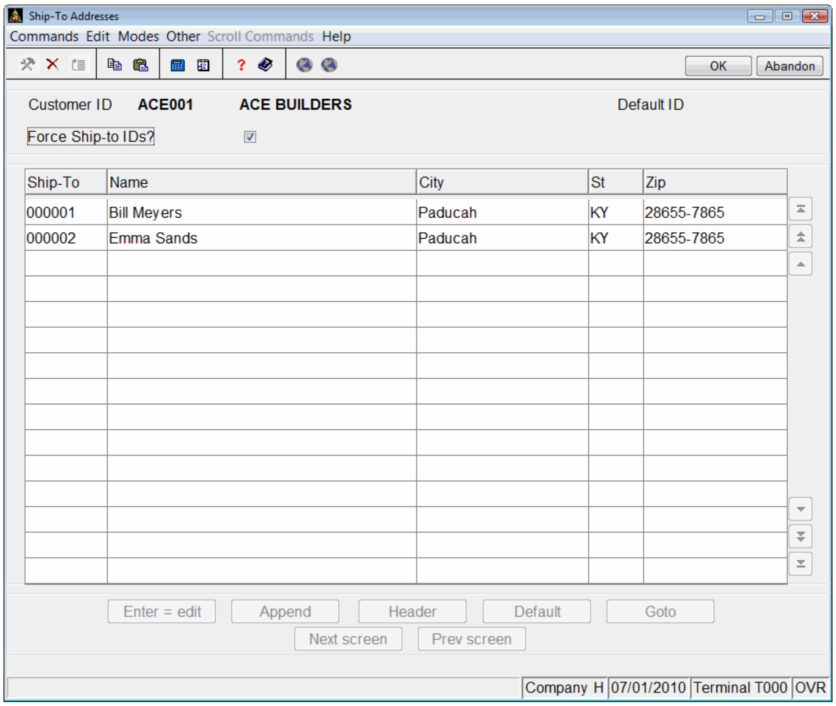
Field	Description
Fin Chg Period to Date/ Qtr to Date/ Year to Date/ Last Year	Enter the finance charges applied to the customer's balance this period, this quarter, this year, and last year. When you do periodic maintenance, the accrued finance charges update these fields.
Pymts Period to Date/ Qtr to Date/ Year to Date/ Last Year	Enter the amount the customer paid you this period, this quarter, this year, and last year.
Disc Period to Date/ Qtr to Date/ Year to Date/ Last Year	Enter the discounts applied to the customer's balance this period, this quarter, this year, and last year.
No/Pymts Period to Date/ Qtr to Date/ Year to Date/ Last Year	Enter the number of payments the customer sent you this period, this quarter, this year, and last year.
Tot Days/Pay Period to Date/ Qtr to Date/ Year to Date/ Last Year	Enter the total number of days the customer took to pay all invoices this period, this quarter, this year, and last year.
Avg Days/Pay Period to Date/ Qtr to Date/ Year to Date/ Last Year	Calculation of the average number of days the customer took to pay all invoices this period, this quarter, and this year is based on your entries in the **Tot Days Pay** and **No Pmts** fields.
First Sale Date	Enter the date of the first sale to the customer.
Last Sale Date	Enter the date of the last sale to the customer. This field is updated when you post transactions.
Last Sale Amount	Enter the amount of the last sale to the customer. This field is updated when you post transactions.

Field	Description
Last Inv No	Enter the number of the last invoice you received from the customer. This field is updated when you post transactions.
First Payment Date	The date of the customer's first payment appears.
Last Payment Date	Enter the date of the last payment the customer made. This field is updated when you post transactions.
Last Payment Amount	Enter the amount of the last payment the customer made. This field is updated when you post transactions.
Last Payment Number	Enter the number of the last check the customer issued to you. This field is updated when you post transactions. If the customer's last payment was with cash or by credit card, **CASH** appears.
Customer High Balance	Enter the highest outstanding balance the customer has had. This field is updated when you post invoices. You can clear the customer's high balance when you do year-end maintenance.
Credit Status	The system keeps a running status of the customer's credit history and updates the status when you do periodic maintenance. Each character in the field represents 1 of 12 periods: the current period (the first character) and the previous 11. For each period, one of these values appears: **0** All invoices (if any) were paid within 30 days **1** An invoice was 31 to 60 days overdue **2** An invoice was 61 to 90 days overdue **3** An invoice was 91 to 120 days overdue **4** An invoice was more than 120 days overdue

When you save the entries using the **Proceed** (**OK**) command, the next screen you selected appears. If you did not select another screen, the Customers selection screen appears.

Ship-To Addresses

If you elected to add or change ship-to addresses, the Ship-To Addresses screen appears.



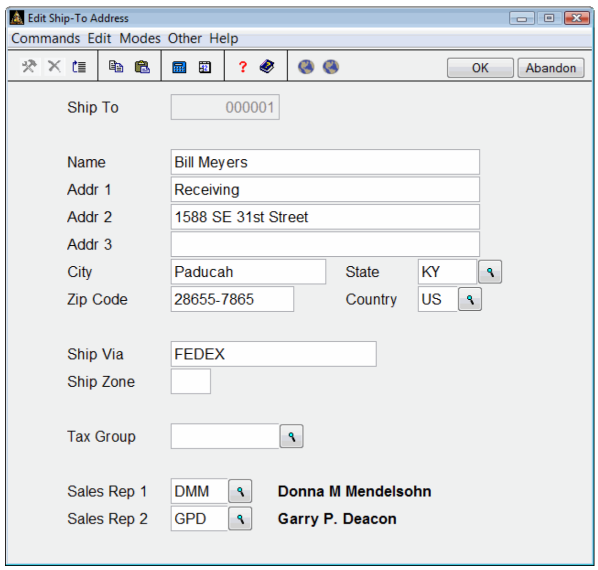
The Ship-To Addresses screen displays all addresses associated with a customer ID, so you do not have to look up each address separately.

- To require the use of a ship-to address in transactions for the customer, check the **Force Ship-To IDs?** box (or press **Y** in text mode).

- To set a particular address as the default Ship-To Address through Accounts Receivable, press **D**. At the confirmation message, use the **Proceed** (**OK**) command to accept the address as the default.

- To return to the previous customer maintenance screen you selected, press **P**. If you did not select another screen, the Customers selection screen appears.

- To continue with the next customer maintenance screen you selected, press **N**. If you did not select another screen, the Customers selection screen appears.
- To add an address, press **A**. To edit an address, press **Enter**. In either case a Ship-To Address dialog box appears.



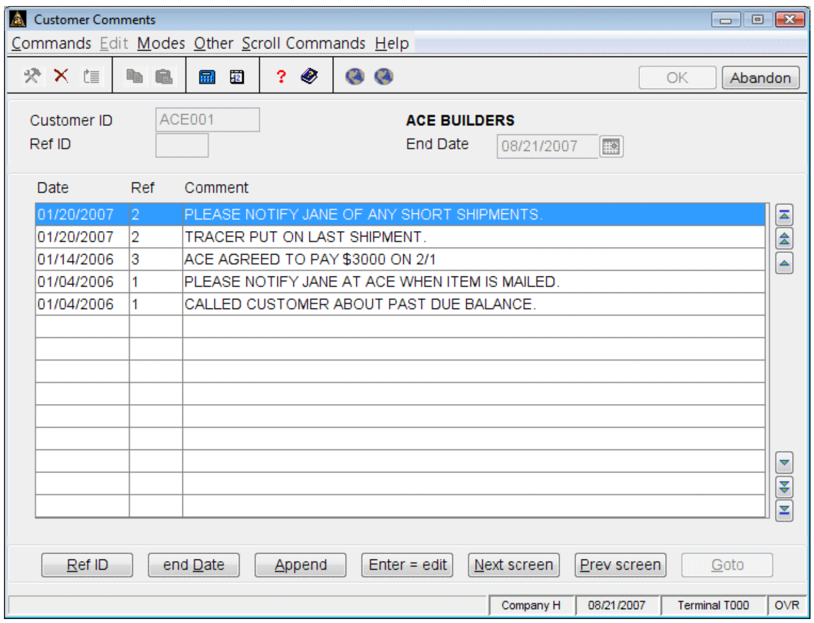
Field	Description
Ship To	Enter the ID for the ship-to address.
Name/Address 1–3/ City/State/Zip Code/Country	Enter the customer's name and address, city, state, zip or postal code, and country code, or accept the default information if you are editing an address. You can use the **Inquiry** (**F2**) command to look up and select states and country codes from the lists that appear.
Ship Via	Enter the method you usually use to ship items to the customer—for example, the name of a shipping service.

Field	Description
Ship Zone	Enter the customer’s ship zone. This field is for reference only.
Tax Group	Accept the default tax group, or enter the tax group that applies to sales shipped to this address. When you enter a tax group, the description appears. If you enter a different tax group, it overrides the tax group you set up for the customer in the **Customers** function.
Sales Rep 1 and 2	You can assign default sales reps for use when this ship-to address is used in customer transactions. If you enter them, these defaults will override the defaults for the customer.

When you save the entries using the **Proceed** (**OK**) command, the next screen you selected appears. If you did not select another screen, the Customers selection screen appears.

Customer Comments

If you elected to add or change customer comments, the Customer Comments screen appears.



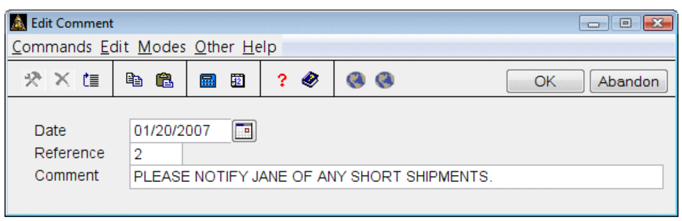
To work with comments for only the default reference ID, press **Enter**. To work with comments for a different reference ID, enter that ID. To work with all comments, clear this field and press **Enter**.

Enter the date of the most recent comment you want to work with, or press **Enter** to work with all comments.

The date, reference, sequence number, and text that appear for each comment depend on the reference ID and end date you enter. The comments are arranged by date—the most recent date first—then by reference ID and then by sequence number.

- To work with comments associated with a different reference ID, press **R**. Then enter the reference ID and end date.

- To work with comments with a different end date, press **D** and enter the new end date.
- To return to the previous customer maintenance screen you selected, press **P**. If you did not select another screen, the Customers selection screen appears.
- To continue with the next customer maintenance screen you selected, press **N**. If you did not select another screen, the Customers selection screen appears.
- To go to a comment for a specific date, press **G** and enter the date.
- To add a comment, press **A**. To edit a comment, press **Enter**. In either case a comment entry window appears.

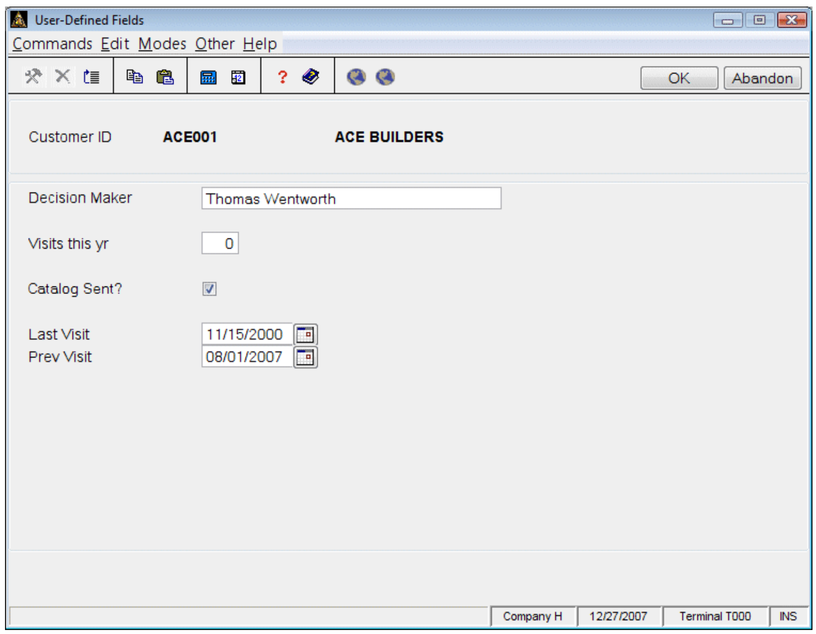


Field	**Description**
Date	If you have not added or edited any other comments, the system date appears; otherwise, the date of the last comment you worked with appears. Accept the default date, or enter a different date.
Reference	Enter the reference ID of the comment you want to add or edit.
Comment	Enter or edit the comment, and press **Enter** to save the comment record.

When you save the entries using the **Proceed** (**OK**) command, the next screen you selected appears. If you did not select another screen, the Customers selection screen appears.

User-Defined Fields

If you elected to add or change user-defined field information, the User-Defined Fields screen appears.

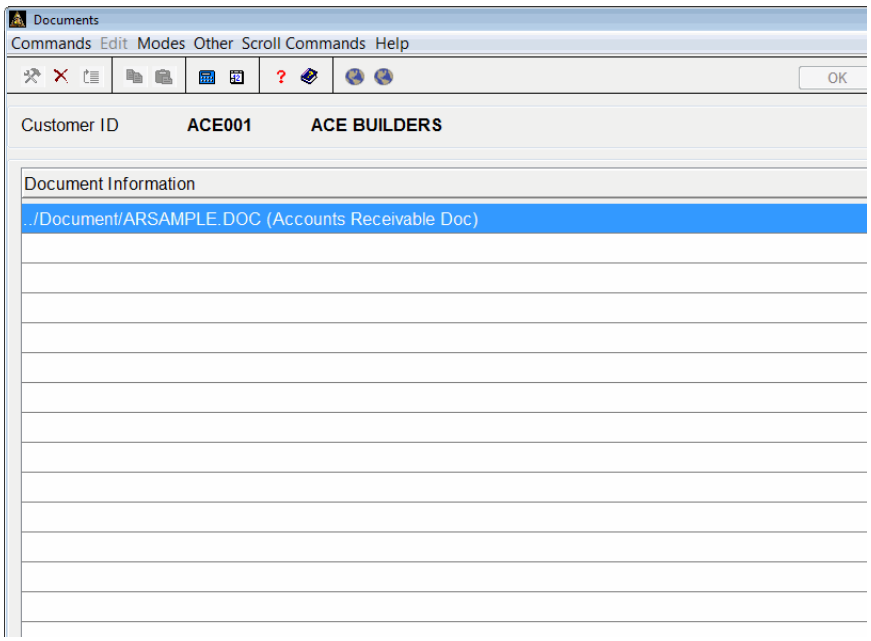


Enter the appropriate information for each user-defined field you set up using the Resource Manager **User-Defined Fields Setup** function. See the *Resource Manager User's Guide* for more information on setting up user-defined fields.

When you save the entries using the **Proceed** (**OK**) command, the next screen you selected appears. If you did not select another screen, the Customer selection screen appears.

Documents

If you elected to add or change documents attached to a customer record, the Documents screen appears. There are many types of documents you can attach to customer records, for example, contracts, sales notes, pricing documents, brochures, and so on.



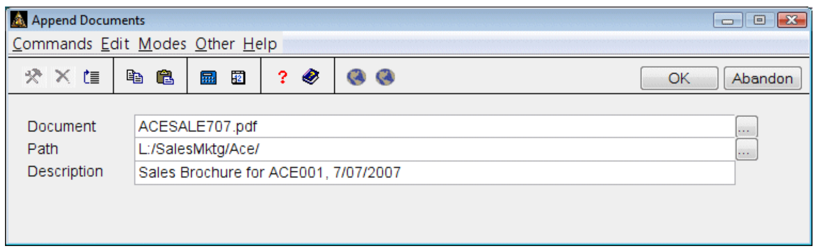
Note: You must set up file types in Resource Manager before you can attach documents. See the *Resource Manager User's Guide* for more information.

- Press **P** to view the previous screen in **File Maintenance**.
- Press **N** to view the next screen in **File Maintenance**.
- Press **G** to move directly to a different document. Then enter the document name or exit to the Documents screen. (This command appears only if you have more than one screen of attached documents.)

Attach a Document

To attach a document to a customer record, follow these steps:

1. Click **Append** or enter **A** to attach a document. The Append Documents dialog box appears.



2. Enter the document file name and extension, the full file path, and a description of the file you want to attach to the master file record.

   You can use the **DocumentShare** directory (as specified in the Resource Manager **Directories** function) to simplify entering document information. To use this directory, make sure all users have access to the **DocumentShare** directory, then store document attachments in that directory. When you enter document information in the Append Documents screen, enter **(DOC)** in the **Path** field (remember to include the parenthesis).

   When you use this convention with the **Open** command to open an attachment, OSAS automatically replaces the **(DOC)** variable with the appropriate path and opens the attachment from that directory.

   If you do not store the file in the **DocumentShare** directory, do not use the **(DOC)** variable. Instead, enter the full file path in the **Path** field. OSAS will not be able to locate the file to open it if you enter an incorrect path.

3. Use the **Proceed** (**OK**) command to attach the file.

Edit Attached Document File Information

To edit file information about attached documents, select the document and then press **Enter**. Edit the file information in the Edit Documents dialog box, then use the **Proceed (OK)** command to save your changes.

To view the file information about attached documents, select the document and then select **View** (or press **V** in text mode). The View Documents dialog box appears. Press any key to exit.

To edit the document itself, select **Open document** (or press **O** in text mode) to launch the appropriate application and open the file.

Note: If you have problems opening a document, press **Enter** to change the direction of the slashes used in the attachment's directory path. If the directory path contains backward slashes (****), change them to forward slashes (**/**) and vice versa.

Delete Attached Documents

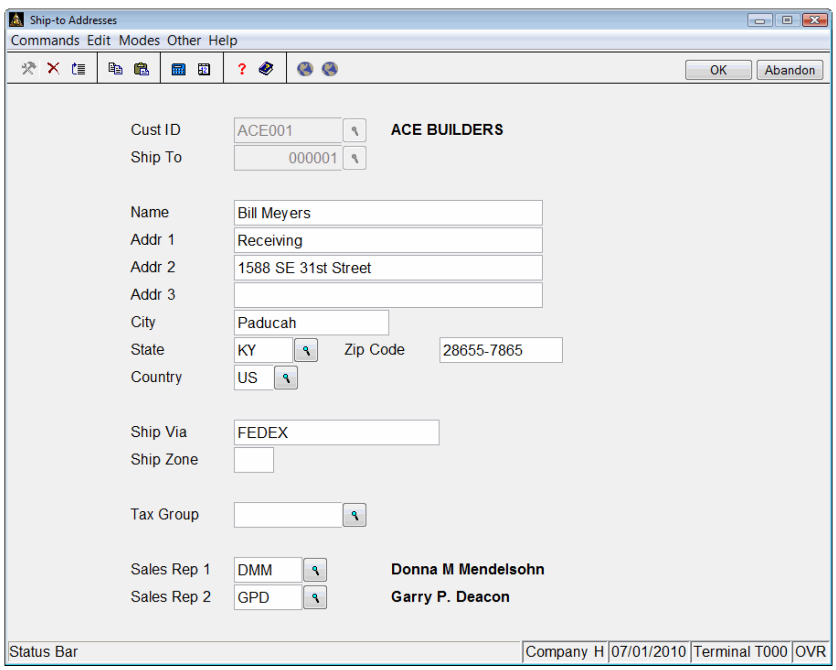
To remove a document attachment, select the attached document you want to delete and press **F3**. When the confirmation message appears, press **Y** to delete the attachment or **N** to return to the Documents screen. Keep in mind that this procedure only removes the attachment from the master file record; it does not delete the file from its storage location.

After you are finished working with the Documents screen, select **Next Screen (**or press **N** in text mode) to return to the Customers selection screen. Enter another customer ID, or use the **Exit** (**F7**) command again to return to the **File Maintenance** menu.

Ship-to Addresses

Use the **Ship-to Addresses** function to enter, change, or delete shipping addresses and assign them to customers. You can enter up to 999,999 shipping addresses for each customer.

Select **Ship-to Addresses** from the **File Maintenance** menu. The Ship-to Addresses screen appears.



	Field	Description
Inquiry	**Cust ID**	Enter the ID of the customer you want to assign shipping addresses to. The customer's name appears.
Inquiry	**Ship To**	Enter the ID for the ship-to address.

	Field	Description
Inquiry	**Name/Address 1–3/ City/State/Zip Code/ Country**	Enter the customer's name and address, city, state, zip or postal code, and country code, or accept the default information. You can use the **Inquiry** (**F2**) command to look up and select states and country codes from the lists that appear.
	Ship Via	Enter the method you usually use to ship items to the customer—for example, the name of a shipping service.
	Ship Zone	Enter the customer's ship zone. This field is for reference only.
Inquiry Maint	**Tax Group**	Accept the default tax group, or enter the tax group that applies to sales shipped to this address. When you enter a tax group, the description appears. If you enter a different tax group, it overrides the tax group you set up for the customer in the **Customers** function.
	Sales Rep 1 and 2	You can assign default sales reps for use when this ship-to address is used in customer transactions. If you enter them, these defaults will override the defaults for the customer.

After you save the ship-to information, enter information about a different shipping address, or use the **Exit** (**F7**) command to return to the **File Maintenance** menu.

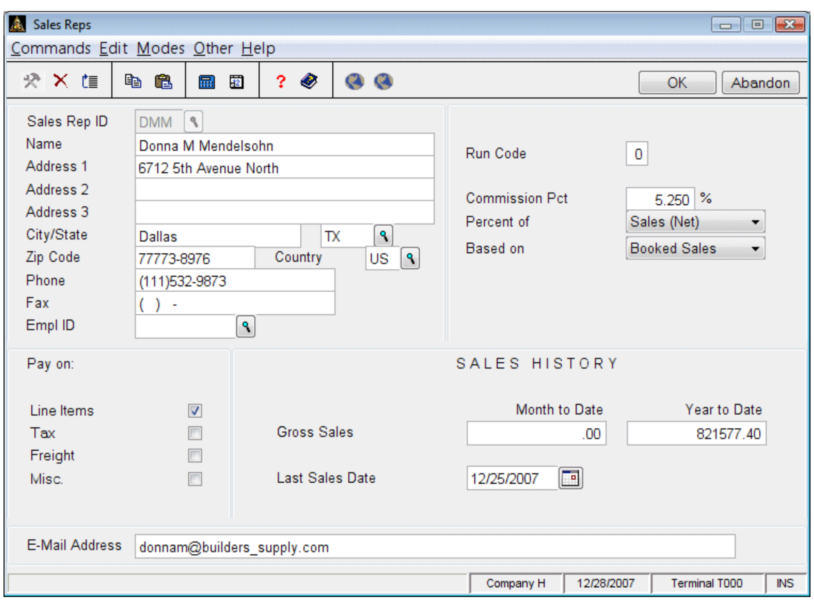
Sales Reps

Use the **Sales Reps** function to set up and maintain records for sales reps whose sales you want to track. You can pay a sales rep on commission only if you set up sales rep records and elected to keep sales history in the Resource Manager **Options and Interfaces** function.

You can pay commissions on any combination of line items, tax, freight, and miscellaneous charges; and you can base commissions on net sales or gross profit. Sales reps can receive their commissions when the invoice is sent or paid.

After you enter the sales reps, produce the **Sales Reps List** (see page 12-5) to check for mistakes and to use as a reference when you enter accounts receivable transactions.

Select **Sales Reps** from the **File Maintenance** menu. The Sales Reps screen appears.



Inquiry

1. Enter the ID of the sales rep.

2. Enter personal information (name, address, phone numbers, and so on).

Inquiry

3. Enter an employee ID for the sales rep for your reference. You might want this reference to the Payroll system if the sales rep is an employee. However, even though Accounts Receivable does not interface with Payroll, you can use the **Inquiry** (**F2**) command to look up an employee ID if Payroll is installed for this company.

4. Enter the run code you want to assign to the sales rep, or press **Enter** to skip this field. This code is a digit you can assign to the sales rep for reference only; the system does not use it in any calculations and uses it for sorting only if you make modifications to the system.

5. Enter the percentage of the sale you want the sales rep's commission to be.

6. Select the amount the commissions are to be paid on: **S** for the net sales amount, **G** for the gross profit of the sale, or **N** for neither amount.

7. Enter **B** if the commissions are to be paid when the sale is entered or **P** if they are to be paid when the sale is paid.

8. For each type of charge, select the check box (or enter **Y** in text mode) if the sales rep's commission is to be based on that type of charge, or clear the box (or enter **N** in text mode) if it is not.

9. Enter the sales rep's month- and year-to-date gross sales. The figures are updated when you post the sales rep's transactions.

10. Enter the date of the rep's last sale. Posting transactions updates this field.

    The **ARHIxxx** (Detail History) file provides information for the sales history fields and the Commissions Report. If you change the information in these fields, the **ARHIxxx** file is not updated and the data in the Commissions Report does not match the data in the **ARSRxxx** (Sales Rep) file.

11. Enter the sales rep's electronic mail address for reference purposes.

After you use the **Proceed** (**OK**) command to save the information that you entered about the sales rep, enter information about another sales rep, or use the **Exit** (**F7**) command to return to the **File Maintenance** menu.

Recurring Entries

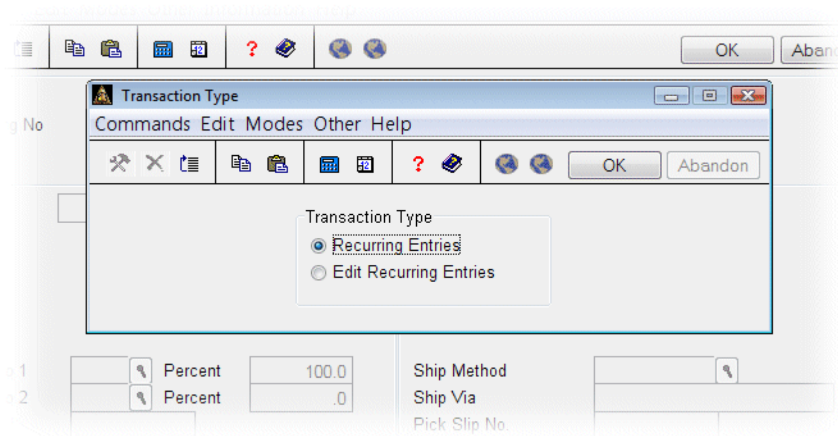
Use the **Recurring Entries** function to set up non-inventory invoices that you send to customers regularly. You can set up Recurring Entries for individual customers and for groups of customers.

After you set up the Recurring Entries, use the **Copy Recurring Entries** function (see on page 5-37) to copy them to the **ARTDxxx** and **ARTHxxx** (Transaction) files when they come due.

If you have the Banking application installed, you can enter a credit card or direct debit payment method on the **Totals Information** screen to enable prepayment of the recurring entry.

To save time, you can copy a group of Recurring Entries to the **ARTDxxx** and **ARTHxxx** files instead of entering each transaction each time you send the bill. By assigning each entry a run code, you can process these groups of entries on different schedules—monthly, bimonthly, or whatever fits your company's needs.

Select **Recurring Entries** from the **File Maintenance** menu. The Transaction Type menu appears on top of the Recurring Entries and Header Information screens.

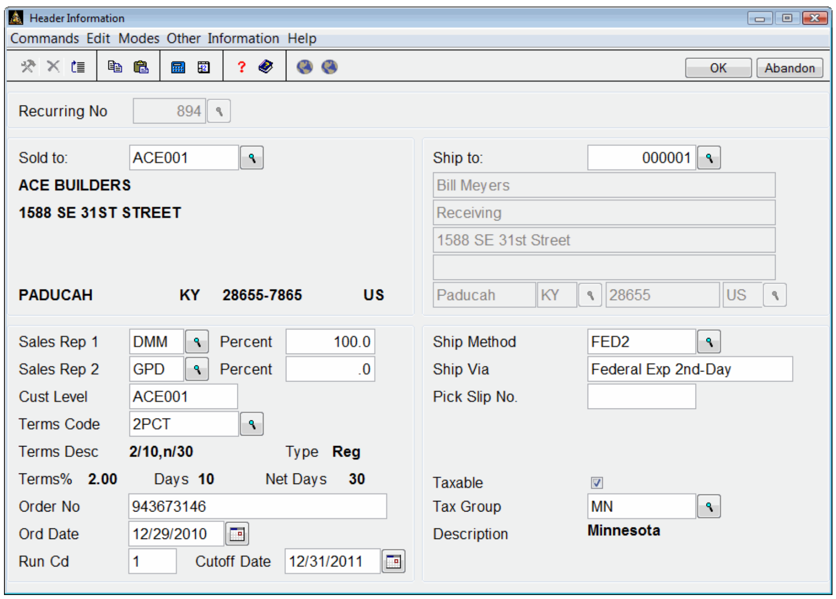


The Recurring Entries Transaction Type menu offers two choices: **Recurring Entries** and **Edit Recurring Entries**. The only difference between the two functions is the fact that when you use **Recurring Entries**, you create data; when you **Edit Recurring Entries**, you work with existing data.

Select the action you want to perform and use the **Proceed** (**OK**) command to continue.

Recurring Entries Header

After you make your selection from the Recurring Entries menu, the header screen appears.



	Field	Description
Inquiry	**Recurring No**	Enter a number that identifies the recurring entry.
Inquiry Maint	**Sold to**	If the recurring entry is for one customer, enter the ID of the customer. The customer's name and address appear. If the recurring entry is for a group of customers, enter an asterisk (*****) and the customers' group code.
Inquiry Maint	**Sales Rep 1/Percent**	If you entered a customer ID in the **Sold to** field, the ID of the sales rep who usually sells to the customer appears. Accept it, or enter a different ID.

	Field	Description
		Then enter the percentage of the sale you want to base the sales rep's commission on, or press **Enter** for a commission of 100 percent.
Inquiry Maint	**Sales Rep 2/Percent**	If you entered a customer ID in the **Sold to** field, a second sales rep ID who usually sells to the customer appears. Accept it, or enter a different ID. If you entered an ID, enter the percentage of the sale you want to base the sales rep's commission on. The sum of the two percentages you entered cannot exceed 100.
	Cust Level	Accept the default customer level, or enter a different customer level.
Inquiry Maint	**Terms Code**	The terms code describes the terms of the payment. Accept the default terms code, or enter a different code. If you use the **Maintenance** (**F6**) command, the **Terms** function temporarily appears. After you enter the terms code, the description for the code appears.
	Ord No	To identify the transaction, enter the sales order number or the customer's purchase order number. To skip this field, press **Enter**.
	Ord Date	If you entered an order number, enter the order date.
	Run Cd	You copy Recurring Entries by run code to the **ARTDxxx** and **ARTHxxx** files. Use the same run code for entries that you copy on the same basis. For example, you could use **01** for entries you copy on the first day of each month, **15** for entries you copy on the fifteenth day of each month, and so on. Enter the run code to which the recurring entry belongs.

	Field	Description
	Cutoff Date	Enter the date after which you no longer want the entry to be copied to the **ARTDxxx** and **ARTHxxx** files, or press **Enter** to skip this field.
Inquiry Maint	**Ship to**	Enter the shipping address code for one customer or for a group of customers. If you use the **Maintenance** (**F6**) command, the **Ship-to Addresses** function temporarily appears. If you enter a code for one customer and the code is in the **ARSAxxx** (Ship-to Address) file, the address appears. If you enter a code for a group of customers, the associated shipping address is used for the customers in the group with the same shipping address code when you copy the entry. If the code is not valid for a customer, no address is used when you copy the entry.
Inquiry Maint	**Ship Method**	Enter a notation for the shipping method. If you use the **Maintenance** (**F6**) command, the **Ship-to Addresses** function temporarily appears.
	Ship Via	If you entered a shipping address code that is on file, the means by which the method is shipped appears. Accept it, or enter a different shipping method.
	Pick Slip No	Enter the picking slip number for the entry.
	Taxable	For each entry, select the check box (or enter **Y** in text mode) if the location is taxable, or clear the box (or enter **N** in text mode) if it is not.
Inquiry Maint	**Tax Group**	Enter the tax group for the customer. If you use the **Maintenance** (**F6**) command, the **Tax Groups** function temporarily appears (see the *Resource Manager User's Guide*). After you enter the tax group, the description appears.

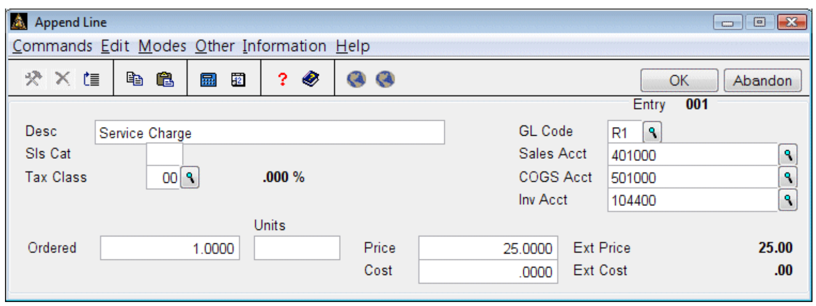
Field	Description
Description	The description of the tax group appears.

If you are entering a new recurring entry, the Append Line screen (page 10-45) appears after you use the **Proceed** (**OK**) command to approve the header information. If you are editing an existing entry, the Recurring Entries screen and scroll region (page 10-47) appears.

Append Line

The Append Line dialog box can appear for one of three reasons:

- You are creating a recurring entry and you finish entering header information.
- You use the **Append** command on the command bar to add an item to the end of the list.
- You use the **Edit** command on the command bar to edit an item in the list. If you use this command, the line-item entry screen is titled Edit Line instead of Append Line.



Field	Description
Desc	Enter a description of the recurring entry.
Additional text	If you elected in the Resource Manager **Options and Interfaces** function to enter additional descriptive text about line items when you enter invoices, the Additional Description Lines window appears when you press **Enter** in the **Desc** field. You can enter 10 lines of additional text. When you are finished entering text, press **Enter** at a blank line. The text is saved and you are returned to the line-item entry screen.

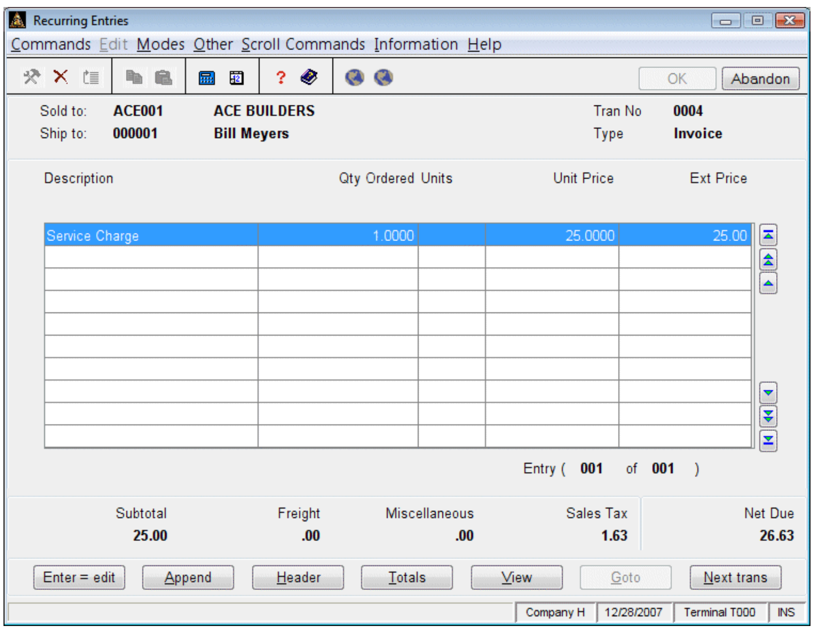
	Field	Description
	Sls Cat	The sales category usually refers to an inventory item. Enter a category, or press **Enter** to skip this field.
Inquiry Maint	**Tax Class**	Accept the default value, or enter a different sales tax class. The effective tax rate for this class appears when you enter the price.
Inquiry Maint	**GL Code**	The GL code identifies the pairs of general ledger sales and cost-of-goods-sold (COGS) accounts to use for a line of an entry. (The codes are set up in the **GL Codes** function.) If you entered a GL code in the **DFxxxx** table, the code appears.
Inquiry	**Sales Acct/COGS Acct/Inv Acct**	If you entered a GL code, the sales and COGS accounts appear. The inventory account appears from the **ARGLxxx** table. Accept each default account number. (The **Inquiry** command is available if Accounts Receivable interfaces with General Ledger.)
	Ordered	Enter the number of units that were sold.
	Units	Enter the type of unit the item is sold by—for example, **EACH** if it is sold individually.
	Price/Cost	Enter the item’s unit price and unit cost. The entry’s total price (the quantity ordered times the unit price) and total cost (the quantity ordered times the unit cost) are displayed.

After you save the line-item entry information, enter another line item, or exit to the Recurring Entries screen.

When you save the first line item, the totals are updated and your entries are saved. You cannot use the **Abandon** (**Cancel**) command to cancel the entry. To delete the entire recurring entry, use the **Delete** (**F3**) command on the header screen.

Recurring Entries Scroll Region

When you exit from the line-item entry screen, the Recurring Entries scroll region screen appears.



The Recurring Entries screen is divided into these sections:

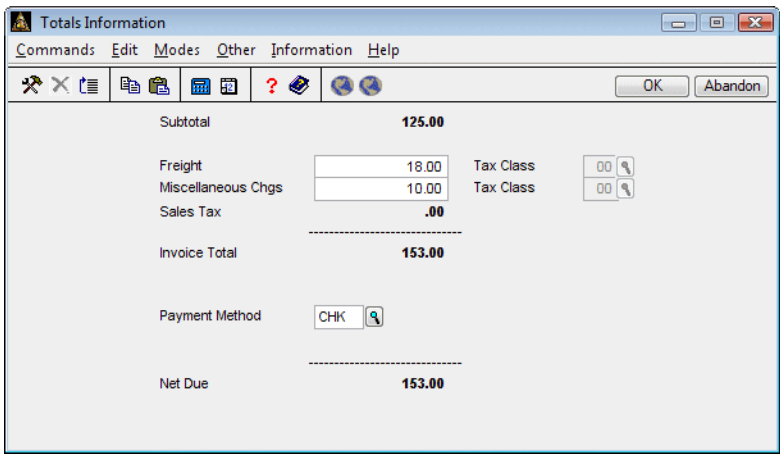
- Information from the header screen is summarized at the top of the screen.
- The line-item entry area or the line-item scroll region is in the middle of the screen.
- The entry totals appear at the bottom of the screen.

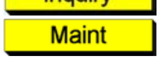
Enter one of these commands to perform the associated action.

Command	Action
Enter	To edit a line item, move the prompt to the line item and press **Enter**.
Append	Press A to append a line item to an entry. Then see “Append Line” on page 10-45.
Header	Press **H** to return to the header screen. When you return to the header screen, you do not lose the line-item and total entries because you already saved them.
Totals	Press **T** to enter or edit totals associated with the recurring entry. The Totals Information window appears (see below). The total amount of the entry (the subtotal plus the sales tax, freight, and miscellaneous charges) and the total amount of the invoice (the subtotal plus the sales tax, freight, and miscellaneous charges) appear.
View	Press **V** to look at an expanded summary of the line item, move the prompt to the line item. Additional information about the line item such as the general ledger account and description appears on the View Line screen. Press any key to return to the Recurring Entries screen.
Goto	Press **G** to go to a particular line item. Then enter the line number. (This command appears only if there is more than one screen of line items in the scroll region.)
Next trans	Press **N** to enter a different recurring entry. The Transaction Type menu appears. Enter a different recurring entry, or use the **Exit** (**F7**) command to return to the **File Maintenance** menu.

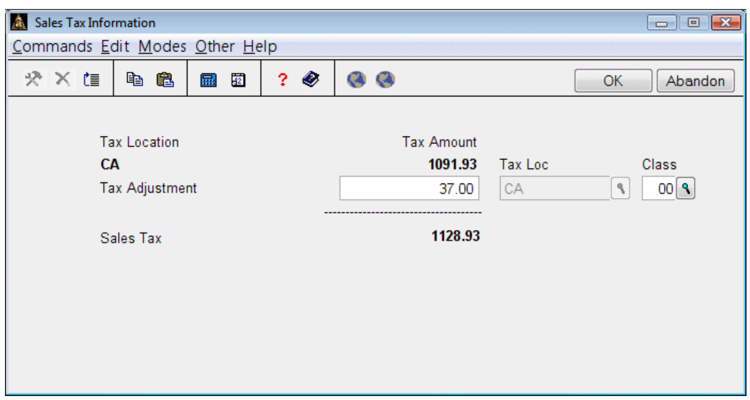
Totals Information

This window appears when you use the **Totals** command from the Recurring Entries scroll region. If you have the Banking application installed, you can enter a credit card or direct debit payment method to prepayment of the recurring entry.

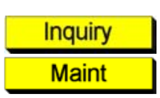


Field	Description
Subtotal	The subtotal of the line items appear.
Freight	Enter the shipping charges.
 **Tax Class**	If you indicated that freight is taxable in the Resource Manager **Tax Groups** function, the freight's tax class appears. Accept the default tax class, or enter the tax class to which the shipping charges should be applied.
Miscellaneous Chgs	Enter the miscellaneous charges (for example, handling). Then enter the tax class to which the miscellaneous charges should be applied.
 **Tax Class**	If you indicated that freight is taxable in the Resource Manager **Tax Groups** function, the freight's tax class appears. Edit the tax class to which the shipping charges should be applied, if necessary.

Field	Description
Sales Tax	The calculated sales tax appears. If the recurring entry is taxable, the Sales Tax Information screen appears when you tab out of the **Miscellaneous Chgs** or **Tax Class** fields where you can enter a tax adjustment, if necessary:
Payment Method	Enter a credit card or direct debit payment method to allow prepayment of the recurring entry.



Field	Description
Tax Location	The tax location for the recurring entry appears.
Tax Amount	The tax amount for each location appears.
Tax Adjustment	Accept the default sales tax adjustment, or enter a different amount.
Tax Loc	Enter the tax location for the adjustment.
Class	Accept the default tax class, or enter a different tax class.



After you enter the tax class, the cursor returns to the Totals Information screen.

When you are done entering the information on the totals screen, use the **Proceed** (**OK**) command to save your entries and return to the Recurring Entries Scroll Region screen.

Tables

Use the **Tables** function to set up and maintain the Accounts Receivable tables.

Tables store information about the system, data, options, and default settings for other applications.

The following tables are related to Accounts Receivable:

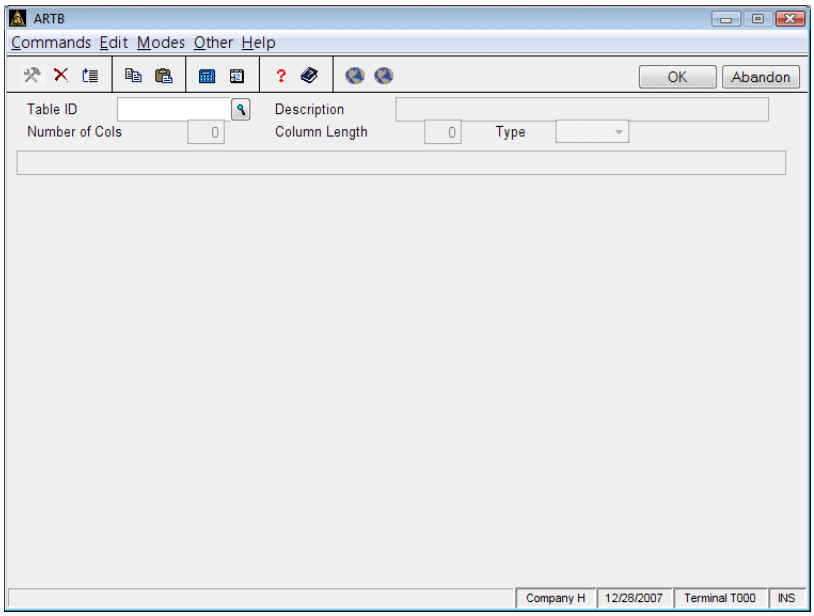
- ACHx
- ARGLxxx
- ARPDxxx
- CAUTHxxx
- DFxxxx
- DUNxxx
- FORMxxx
- QExxxx
- QH1xxxx
- QH2xxxx
- QIxxxx
- QMxxxx

For more information about each of these tables, see their individual descriptions in this section.

The **OPTxxx** (Options) tables store options and interfaces settings. Maintain the information stored in this table through Resource Manager functions, not through the table itself.

Tables

Select **Tables** from the **File Maintenance** menu. A blank tables screen appears.



Inquiry

1. To add or change a table, enter the table ID. To set up a company-specific table, enter the table ID plus the one- to three-character company ID. To set up a terminal-specific table, enter the table ID plus the four-character terminal ID. To delete the table, use the **Delete** (**F3**) command.

Inquiry

2. If you entered a new table ID, the **Copy From** field appears. To copy a company- or terminal-specific table, enter the table ID plus the company ID and terminal ID. A set of tables comes with the sample company, Builders' Supply. You can copy the sample tables for a company and then change the appropriate fields. To copy a sample table, enter the table ID.

3. Accept the default table description, or enter a different description.

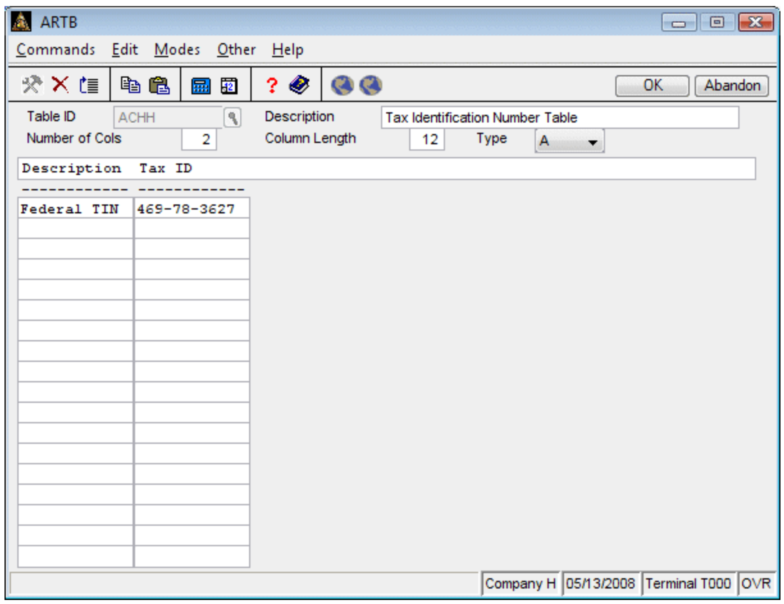
   The number of columns, their length, and the type of data you can enter—alphanumeric (A), numeric with 2 decimals (N), numeric with 3 decimals (3), or numeric with 4 decimals (4)—appear.

ACHxxx Table

The **ACHx** table holds the Federal Tax ID number for the company. You must set up the ACHxxx table prior to using the Create ACH File function (see “Create ACH File” on page 6-31). Follow these steps to create the **ACHxxx** table.

1. Open the **Tables** function in the **File Maintenance** menu.

2. In the Table ID field, enter **ACHxxx** (replace **x** with the company ID).



3. Enter **Tax Identification Number Table** in the **Description** field.

4. Enter **2** in the **Number of Columns** field.

5. Enter **12** in the **Column Length** field.

6. Enter **A** in the **Type** box (for Alpha).

7. Enter **Description - Tax ID** in the column description field.

8. Enter **Federal TIN** in the first row of the first column. Press **Enter**.

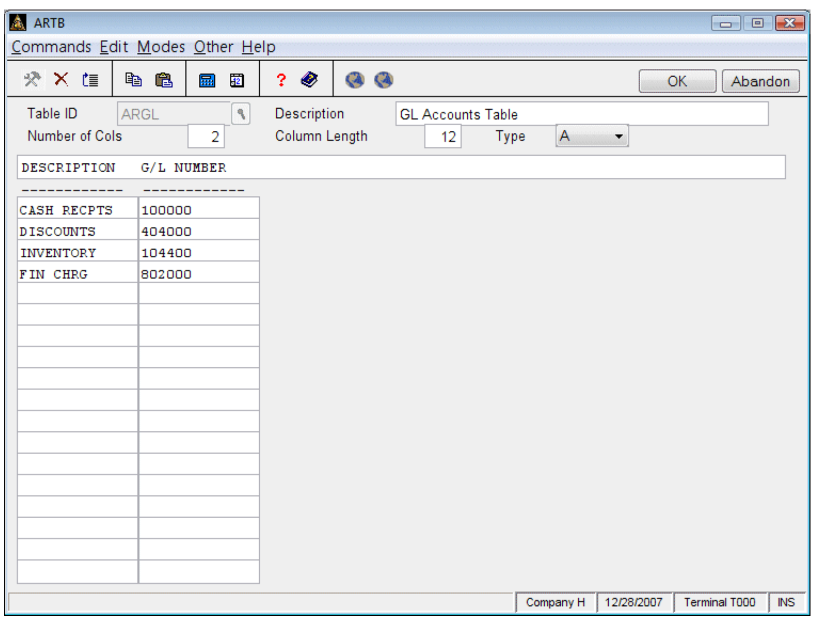
9. Enter the federal tax ID number for the company in the first row of the second column.

10. Click **OK** to save the table and exit.

ARGLxxx Table

The **ARGLxxx** table stores the general ledger accounts that accounts receivable cash receipts, discounts, inventory, and finance charges are posted to in the **GLJRxxx** (Journal) file.

When you enter the table ID, the rest of the **ARGLxxx** table appears.



1. Accounts Receivable posts to four accounts: cash receipts, discounts, inventory, and finance charges. Accept each account shown, or change the description of each account.

The cash receipts account is used only if Accounts Receivable does not interface with Bank Reconciliation and if the payment method record is missing. The inventory account is used for non-inventory items and when Accounts Receivable is not interfaced with Inventory.

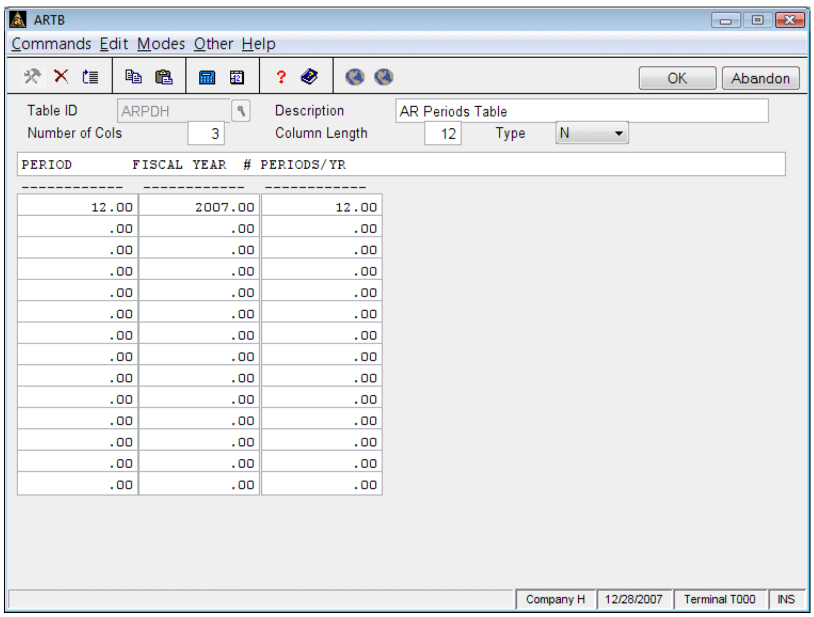
2. For each account description, accept the default general ledger account number, or enter a different account number

   Do not delete lines or rearrange field names. The system looks for the defaults by their position in the table; it treats the account number on the first line as the cash receipts account number, the account number on the second line as the discounts account number, and so forth.

ARPDxxx Table

The **ARPDxxx** tables stores a company's current general ledger period, fiscal year, and number of periods per year for posting and periodic history.

When you enter the table ID, the rest of the **ARPDxxx** table appears.



Enter the number of the current period in the **PERIOD** (1.00-13.00) box. The period increments when you do periodic maintenance.

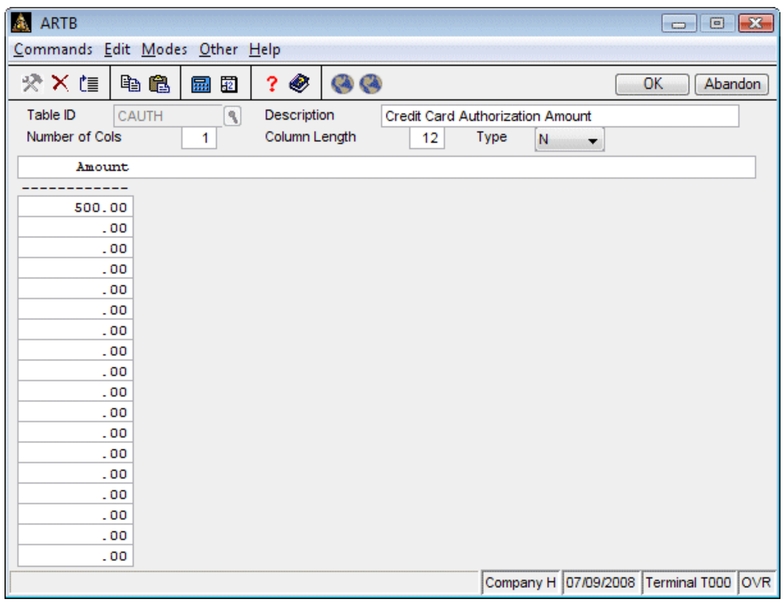
Enter the current fiscal year in the **FISCAL YEAR** box. The fiscal year increments when you do year-end maintenance.

Enter the number of accounting periods your company uses in a year (1.00-13.00) in the **# PERIODS/YR** box.

CAUTHxxx Table

The **CAUTHxxx** table contains the credit card authorization amount for the company. Follow the instructions below to change the authorization amount.

When you enter the table ID, the rest of the **CAUTHxxx** table appears.

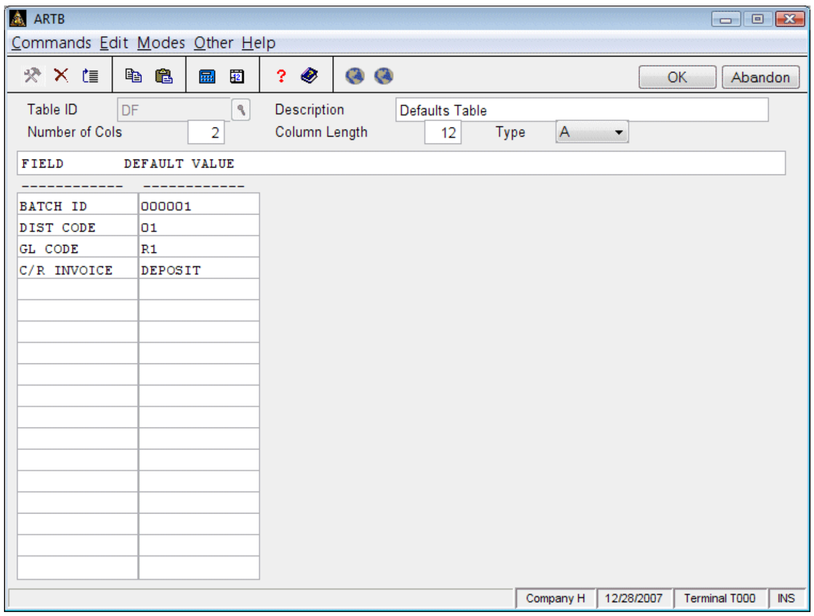


In the first cell of the column, enter the amount at which you will require credit card authorization for any transactions in accounts receivable or sales order.

DFxxxx Table

The **DFxxxx** table stores the default batch ID, distribution code, GL code, and cash receipt invoice number that appear when you enter transactions.

When you enter the table ID, the rest of the **DFxxxx** table appears.



The fields you can enter defaults for appear. Accept the default fields, or change them.

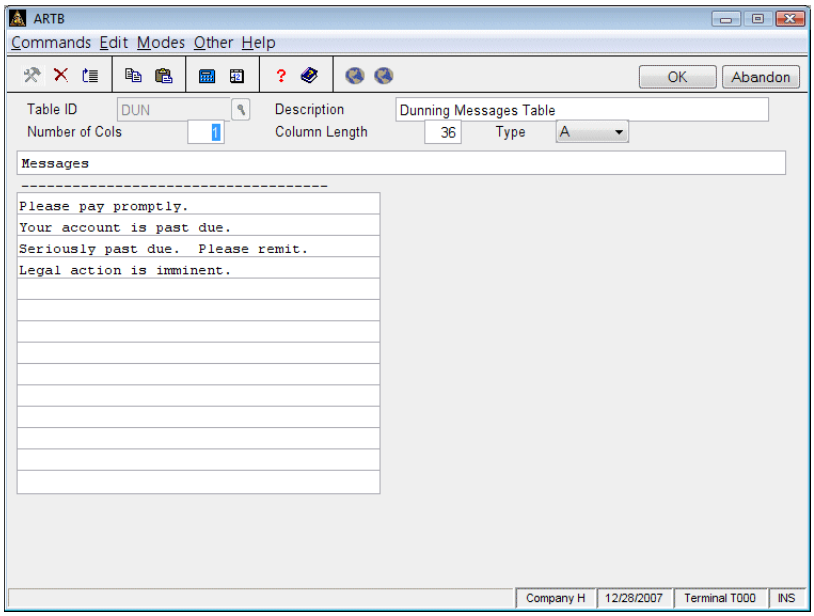
Do not delete lines or rearrange field names. The system looks for the defaults by their position in the table; it treats the number on the first line as the batch ID, the value on the second line as the distribution code, and so forth.

For each field, enter the value that you want to appear when you enter invoices, miscellaneous credits, and cash receipts.

DUNxxx Table

The **DUNxxx** table stores dunning messages for statements in the **Statements** function. These messages appear at the bottom of a statement. You can change the message on that function screen or in the **DUNxxx** table.

When you enter a table ID, the rest of the **DUNxxx** table appears.

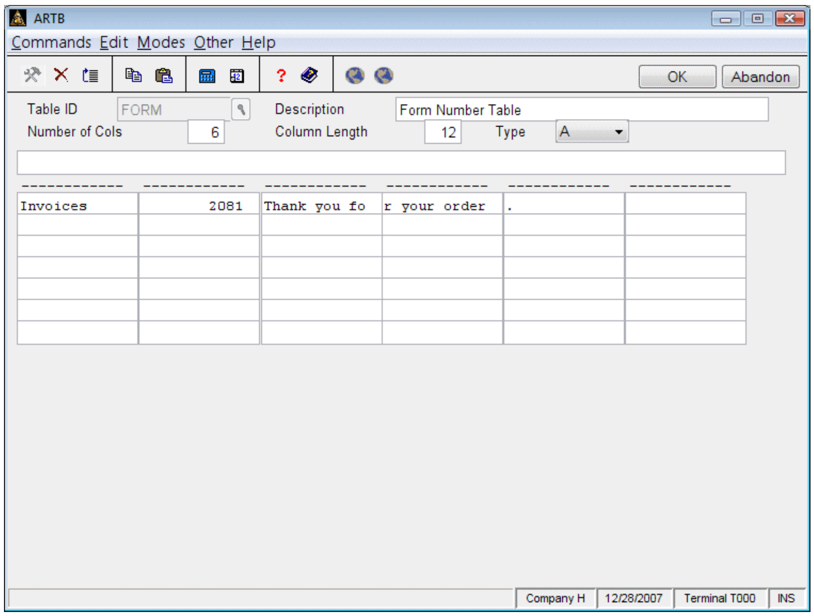


Enter the message for statements less than 30 days past due, from 31 to 60 days past due, from 61 to 90 days past due, and from 91 days or more past due, respectively. The system assigns the message on the first line to statements less than 30 days past due, the message on the second line to statements from 31 to 60 days past due, and so on.

FORMxxx Table

The **FORMxxx** table stores the message you want to print at the bottom of each invoice.

When you enter the table ID, the rest of the **FORMxxx** table appears.



The number that appears before the message is the next invoice number that is printed when you print invoices.

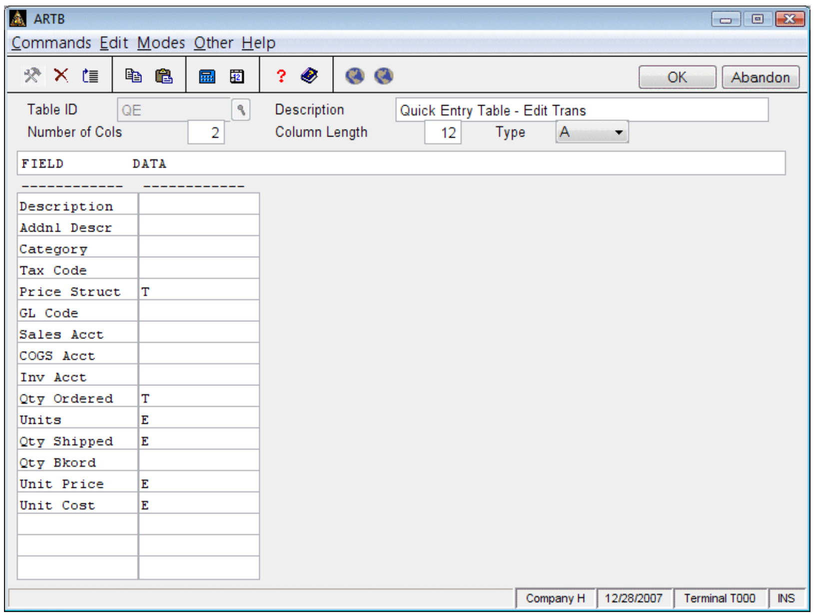
To change the default message, maintain the same spacing. If you want to change the message when you print invoices, enter the message in the **Print Invoices** function.

QExxxx, QHxxxx, QIxxxx, and QMxxxx Tables

The **QExxxx** table stores the quick-entry stops used by the **Transactions** function when you edit transactions and the **QHxxxx** tables when you enter header information. Two tables store this information: **QH1xxxx** stores quick-entry stops on the left half of the invoice header screen, and **QH2xxxx** stores quick-entry stops for the right half of the header screen.

The **QIxxxx** table stores quick-entry stops used by the **Transactions** function when you enter invoices and the **QMxxxx** table when you enter miscellaneous credits.

When you enter the table ID, the rest of the table appears. A **QExxxx** table is shown below:



The fields that appear on the line-item entry screen when you add or change transactions appear. Accept the default fields, or change them.

Do not delete lines or rearrange the descriptions. The system looks for these accounts by their position in the table; it applies the information on the first line to the **Description** field, the information on the second line to the **Additional Descriptions** fields, and so forth.

If you want the cursor to stop at a field only when you press **Enter**, enter **E**. If you want the cursor to stop at a field when you press **Tab** or **Enter**, enter **T**. If you do not want the cursor to stop at a field, leave the field blank.

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Printing Tables

After you have set up or changed a table, use the **List** (**F8**) command to produce a copy of it. You can also use the **Tables List** function (see page 12-27) to produce a list of all Accounts Receivable tables.

Build Open Invoice File

Before you use Accounts Receivable, you must build the **ARINxxx** (Open Invoice) file, which stores invoices, credit memos, cash receipts, and finance charges. The method you use to build the **ARINxxx** file depends on whether you want detailed or summary invoice information.

> Before you enter beginning balances, if you elected to use online aging in the Resource Manager **Options and Interfaces** function, select **NO** for the **Use Online Aging** option in that function.

If all your customers have open invoice accounts and you want individual invoices for them, use the **Invoices** option in the **Transactions** function (see on page 5-3) to build the **ARINxxx** file.

If you have some balance forward customers, use the **Build Open Invoice File** function to quickly enter their open invoice balances. You should also use this function if you have open invoice customers you want only one summary invoice for in each aging period.

For open invoice customers, the **Build Open Invoice File** function creates an open invoice for each balance you entered in the **ARCUxxx** (Customer) file. Because these summary invoices lack the detail they have when you enter invoices manually, you must bill them the first month for the total balance due. This situation is corrected when you begin entering invoices as part of your daily processing.

> You must enter balances for the customers before you run the **Build Open Invoice File** function. You must run this function before you post invoices. You can run this function only once.

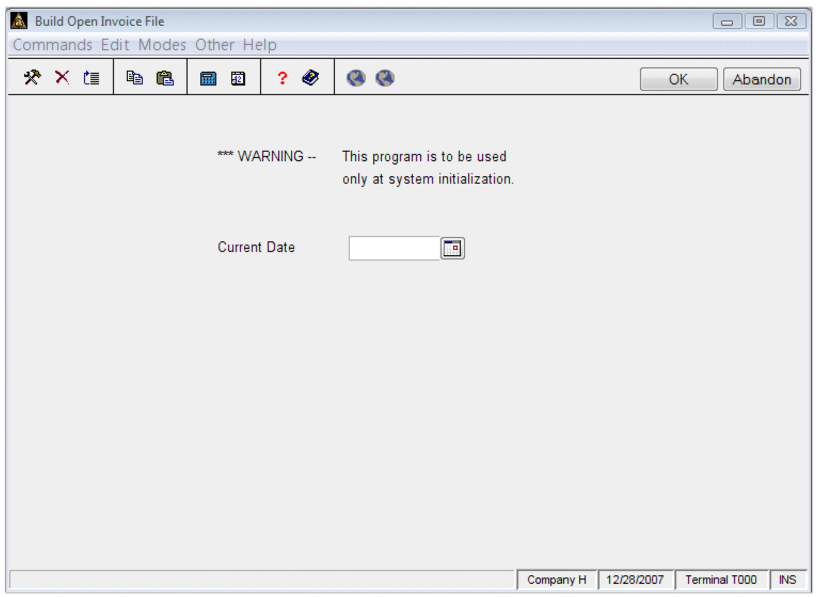
Aging classifies receivables by the amount of time that has passed since the date of the sale. Accounts Receivable has five aging periods:

- The current period
- 31 to 60 days old

- 61 to 90 days old
- 91 to 120 days old
- More than 120 days old

When you run the **Build Open Invoice File** function for open invoice customers, you create an invoice for each aging period, and the system assigns an invoice date for the current period—the date you enter in the **Current Date** field.

Select **Build Open Invoice File** from the **File Maintenance** menu. The Build Open Invoice File screen appears.



1. Enter the current date from which invoices will be aged.

2. Use the **Proceed** (**OK**) command to build the **ARINxxx** file. When processing is complete, you are returned to the **File Maintenance** menu.

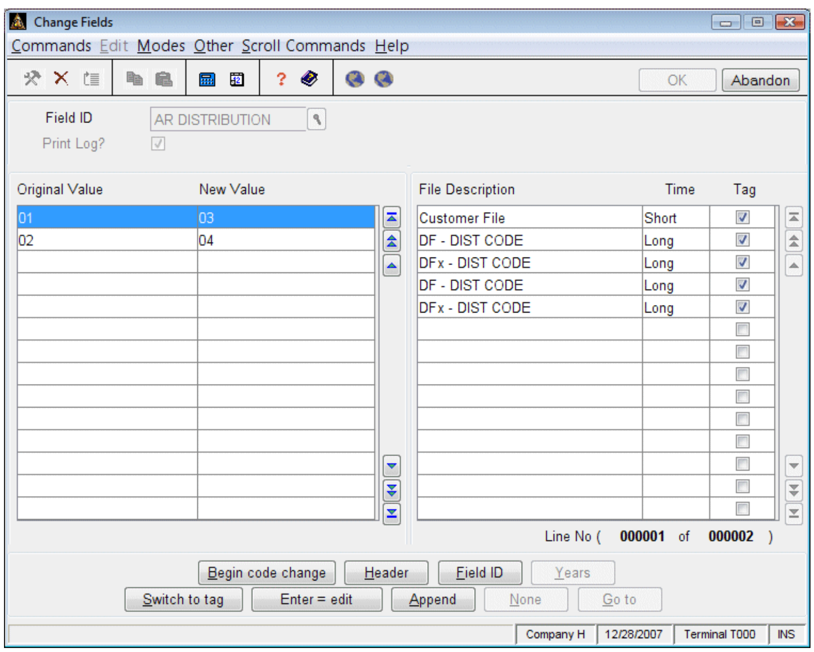
3. Print the **Aged Trial Balance** report (see on page 7-7) to make sure that the accounts are aged correctly. Then if you want information about individual invoices for some open invoice customers, use the **Invoices** option in the **Transactions** function (see on page 5-3) to enter the invoices manually.

4. When the **ARINxxx** file is correct, post the invoices.

Change Fields

Use the **Change Fields** function on the **File Maintenance** menu to change any code used from one value to another. The **Change Fields** function can change codes within this application, as well as in other applications. To produce a list of fields changed, use the Print Log feature. A sample of the log appears on page 10-73.

When you select **Change Fields** from the **File Maintenance** menu, the Change Fields screen appears:



The screen contains three sections. The top **Header** section, which includes the **Field ID** and **Print Log?** fields, is where you select the code or ID to change, and whether or not you want to produce the printed log. The lower left **Values** section is where you build a list of the values you want to change by specifying the old value and the new value. The lower right **Files** section contains a list of the files that are changed in the applications you installed on your system.

Header

Inquiry

1. Enter the **Field ID** you want to change. You can change only Accounts Payable fields from the **Accounts Payable** menu. To change IDs and codes from other applications, run the **Change Fields** function in the respective application.

2. Select the **Print Log?** check box to print a list of the files that are changed.

3. After you enter the **Field ID** and indicate your preference for printing the log, use the **Proceed** (**OK**) command to begin entering field values to change.

Values

4. To edit or add original/new values in this section, select a line and press **Enter** to edit the current line. The Edit Original/New Values dialog box appears. Press **A** to append another value to the list. The Add Original/New Values dialog box appears.

5. Enter the current field value you want to change in the **Original Value** box.

6. Enter the new value that you want to use for this field in the **New Value** box.

7. Select a command.

    - Press **S** to switch to the **File Description** section to specify which files change during processing.

    - Press **Enter** to edit the current line.

    - Press **A** to append another value to the list.

- Press **B** to begin the change field process.
- Press **H** to return to the header section to change the selection you made for printing the log.
- Press **G** to go to a particular entry. This option is only available when there is more than one page of entries.
- Press **F** to choose a new field ID (this abandons any field changes you entered, but have not yet saved).

8. Continue entering old values and new values until you have specified all of the values you want to change in the **Values** section.

Files

The files that contain the **Field ID** you selected appear in the **File Description** section. You should change IDs in all of the files as a general rule. Exclude files from the change process only when your reseller or support representative instructs you to so.

9. The **Time** field gives you an idea of the relative time it takes to change the field in a given file. Files where this code or ID are a part of the key to the file can be changed more quickly than files where each record in the file must be scanned for the code or ID. Each file is rated as **Short** or **Long** to denote the estimated time required to change the field.

10. The **Tag** field denotes whether the file is affected by the copy process. Tag the file to change fields in the file.

11. Select a command.

- Press **S** to switch to the **Values** section of the screen.
- Press **Enter** to toggle a file as included or excluded from the copy process.
- Press **A** to tag all of the files.

- Press **N** to untag all of the files.
- Press **B** to begin the change field process.
- Press **H** to return to the header section to change the selection you made for printing the log.
- Press **G** to go to a particular entry. This option is only available when there is more than one page of entries.
- Press **F** to choose a new field ID (this abandons any field changes you entered, but have not yet saved).

12. When you have tagged the files you want to change, press **B** to begin the change process. When the changes are complete, the log prints if you elected to produce it.

13. Enter a new **Field ID** to change, or use the **Exit** (**F7**) command to return to the **File Maintenance** menu.

Change Fields Log

12/28/2007 Builders Supply Page 1
9:50 AM Change Field Log

File Name	Records Read	Records Converted	Original Total Record	New Total Records
ARDCH	4	2	2	2
ARCUH	15	13	13	13
ARTB	1	1	17	17
ARTB	0	0	17	17
SOTB	1	1	17	17
SOTB	0	0	17	17

Field ID AR DISTRIBUTION

Original Value	New Value
01	03
02	04

CHAPTER 11

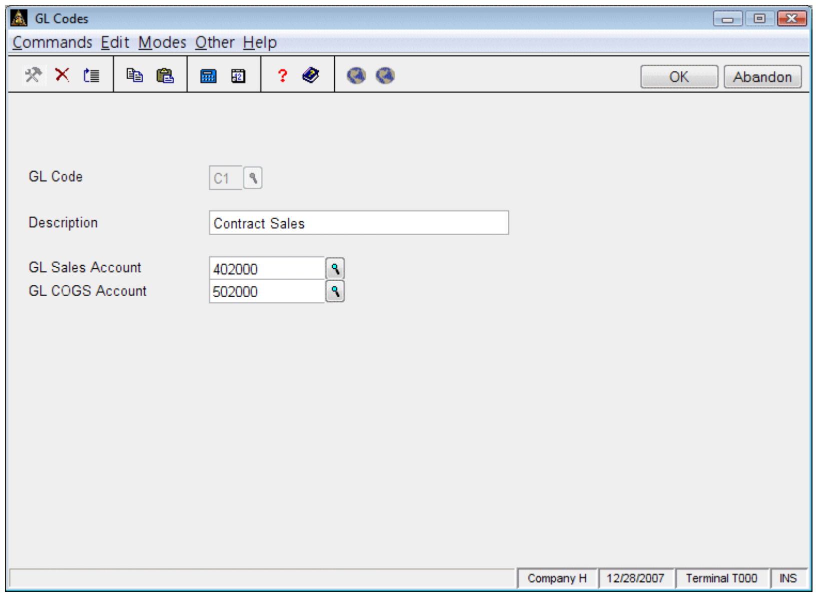
11

Codes Maintenance

GL Codes

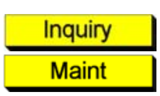
Use the **GL Codes** function to assign sales and cost-of-goods-sold accounts in General Ledger to a general ledger code. The codes serve as a shorthand method of assigning the accounts to a transaction. When you post transactions, information associated with a sales/COGS code is sent to the correct accounts.

Select **GL Codes** from the **Codes Maintenance** menu. The GL Codes screen appears.

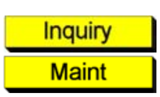


1. Enter the code for the sales/COGS account pair.

2. Accept the default code description, or enter a different code description. This description appears when you use the **Inquiry** command in the **GL Code** field anywhere in the system.



3. Accept the default general ledger sales account, or enter a different account number. (The **Maintenance** and **Inquiry** commands are available if Accounts Receivable interfaces with General Ledger.) If Accounts Receivable interfaces with General Ledger, the account number is verified in the **GLMAxxx** (Master) file.



4. Accept the default general ledger cost-of-goods-sold account, or enter a different account number. If Accounts Receivable interfaces with General Ledger, the account number is verified in the **GLMAxxx** file.

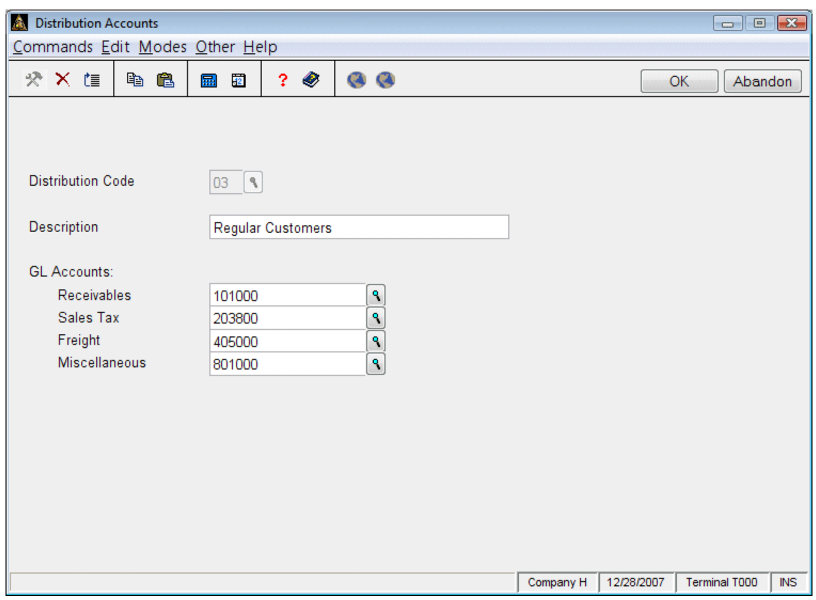
   After you save the sales/COGS account information, enter information for a different GL code, or exit to the **Codes Maintenance** menu.

Distribution Accounts

Use the **Distribution Accounts** function to add or change the codes that contain your general ledger distribution accounts or to set up a selection of different distribution accounts.

You assign distribution codes to customers when you set them up. When you post transactions that involve the customers, the GL journal information is posted from the **ARTDxxx** and **ARTHxxx** (Transaction) files to the accounts you specified in the associated distribution code.

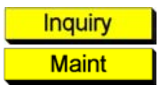
Select **Distribution Accounts** from the **Codes Maintenance** menu. The Distribution Accounts screen appears.



Inquiry

1. Enter the distribution code with which you want to work.

2. Accept the default description, or enter a different code description. This description appears when you use the **Inquiry** (**F2**) command in any **Distribution Code** field in the system.



3. Accept each default general ledger account number, or enter a different account number for receivables, sales tax, freight, and miscellaneous charges. (The Maintenance and Inquiry commands are available if Accounts Receivable interfaces with General Ledger.)

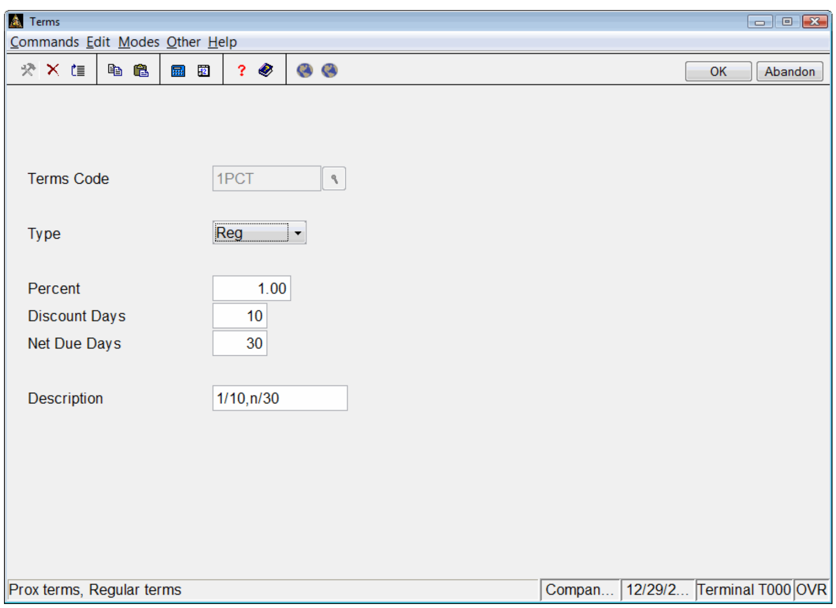
   After you save the distribution account information, enter information about a different distribution code, or exit to the **Codes Maintenance** menu.

Terms

Use the **Terms** function to add or change codes for payment terms for customers. These codes serve as a shorthand method of assigning particular conditions for doing business with a customer. For example, you can assign a terms code with 10 discount days to one customer and a terms code with 30 discount days to another customer.

After you set up valid terms codes, you assign them to the customer records. Then when you enter transactions involving the customer, the terms you specified are automatically applied.

Select **Terms** from the **Codes Maintenance** menu. The Terms screen appears.



Inquiry

1. Enter the terms code with which you want to work.

2. If you want the terms to be prox terms, calculated as days from the beginning of the next month, enter **P**. If you want the terms to be regular terms, calculated as days from the invoice date, enter **R**.

3. Enter the discount percentage used for the terms (up to 100.00%), or accept the default percentage.

4. Enter the number of days for which the discount is valid.

5. Enter the number of days the customer is given to pay the net due without a discount.

6. The description that appears is based on your entries in the previous fields and appears on the customer invoice and statement. Accept the default description, or enter a different description.

   The terms code represents ongoing terms of payment. Leaving all fields zero means that you want cash on delivery (COD).

   After you save the terms code information, enter information about a different terms code, or exit to the **Codes Maintenance** menu.

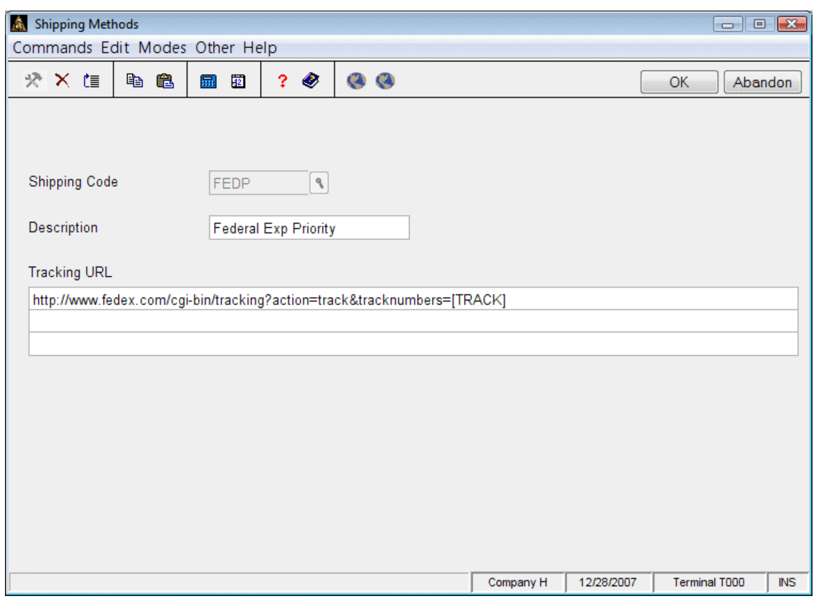
Shipping Methods

Use the **Shipping Methods** function to set up and maintain the codes used to describe shipping methods. The codes serve as a shorthand method of entering information about how goods are shipped when you enter transactions. Shipping method codes can also help you track shipment status by linking the tracking number you enter in Sales Order transactions to the shipping company's website.

Note: You must set the **Use Tracking Numbers?** option to **YES** in the Sales Order Options and Interfaces before you can enter tracking numbers for orders.

Follow these steps to work with shipping methods:

1. Select **Shipping Methods** from the **Codes Maintenance** menu. The Shipping Methods screen appears.



Inquiry

2. Enter the shipping code whose information you want to add or change.

3. Edit the shipping code's description, if necessary. The description is used in the **Ship Via** field in transactions when you enter the shipping method code.

4. Enter the company's shipment tracking website URL. You must enter **[TRACK]** (in uppercase letters and including the brackets) after the search term that references the tracking number in the URL.

   Examine the shipping company's tracking website URL carefully to identify the tracking number search term; examples of this term include **&tracknumbers=** or **&InquiryNumber1=**.

   When you use the **Launch Browser** command in Sales Order while viewing tracking numbers for transactions, OSAS automatically launches your web browser and directs it to the URL you enter here, replacing the [TRACK] variable with the transaction's tracking number.

   An example of a shipment tracking URL is:

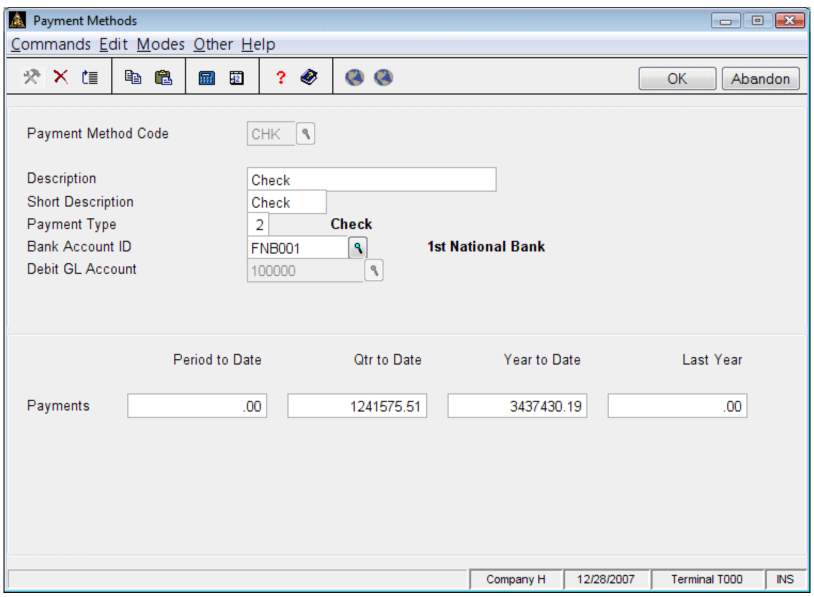
   http://www.fedex.com/cgi-bin/
   tracking?action=track&tracknumbers=[TRACK]

5. After you save the information, enter another shipping method code, or exit to the **Codes Maintenance** menu.

Payment Methods

Use the **Payment Methods** function to add or change the codes used to specify which kinds of payments you honor for customers. For example, you can set up codes to designate personal checks, company checks, write-offs, cash, credit cards, and so on.

Select **Payment Methods** from the **Codes Maintenance** menu. The Payment Methods screen appears.



Inquiry

1. Enter the payment method code with which you want to work. To delete the payment method code, use the **Delete** (**F3**) command.

2. Accept the default description, or enter a description of the payment method. This description appears when you use the **Inquiry** (**F2**) command in a **Payment Method** field.

3. Accept the default short description, or enter a short description of the payment method. This description appears on statements unless the payment method is a check; in that case the check number appears.

4. Enter the type of payment to which the payment method belongs.

    - 1 - Cash
    - 2 - Check
    - 3 - Credit Card
    - 4 - Write Off
    - 5 - Other
    - 6 - Direct Debit

Inquiry

5. This field appears if the payment type is *cash* or *check*. Enter the bank account ID associated with the payment method.

Inquiry

6. This field appears if the payment type is *credit card*. Enter the credit card customer ID associated with the payment method.

    To track receivables from a credit card company as you would monies owed you by other customers, enter the credit card company as a customer in the **Customers** function (see page 10-3) and enter **C** in the **Group Code** field to identify it as a credit card company.

Inquiry
Maint

7. Enter the default general ledger account associated with the payment code. (The **Inquiry** and **Maintenance** commands are available if Accounts Receivable interfaces to General Ledger.

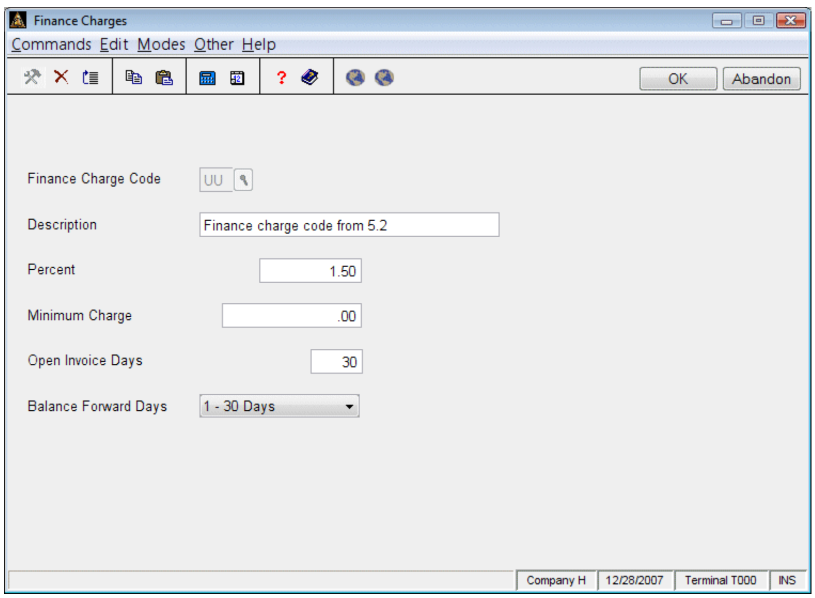
8. Enter the amount of the payments received using this payment method this period, this quarter, this year, and last year. When you post transactions, the **ARTDxxx** and **ARTHxxx** (Transaction) files update the ARPYxxx file.

    After you save the payment method information, enter information about a different payment method, or exit to the **Codes Maintenance** menu.

Finance Charges

Use the **Finance Charges** function to set up different finance charge codes for specific customers. Assign the finance charge codes to the customer when you set up the customer's record. The codes are used to determine the finance charges when you run the **Calculate Finance Charges** function.

Select **Finance Charges** from the **Codes Maintenance** menu. The Finance Charges screen appears.



Inquiry

1. Enter the finance charge code with which you want to work.

2. Accept the default description, or enter a description of the finance charge code.

3. Enter the percentage. The finance charges are calculated by applying this percentage to the past-due balance for the customer.

4. Enter the minimum amount to be charged. If the calculated charge is less than the minimum you enter, the minimum amount is assessed.

5. For open invoice customers, enter in the number of days an invoice must be past due to accrue finance charges.

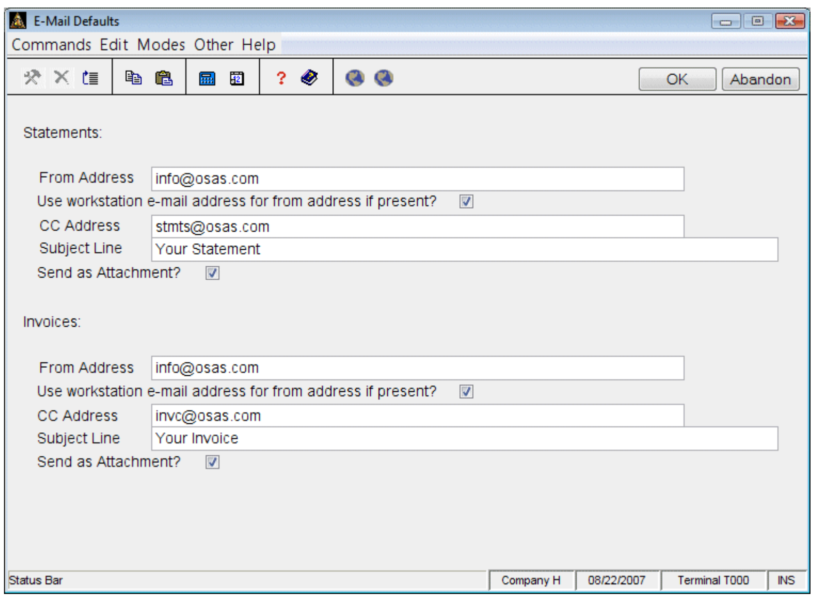
6. For balance forward customers, enter the aging period for which finance charges are calculated. You can choose any of these time periods:

    - 31 days and over
    - 61 days and over
    - 91 days and over
    - 121 days and over

E-Mail Defaults

Use the E-Mail Defaults function to set the default From and CC addresses, subject line, and attachment status for e-mailed statements and invoices.

Select **E-Mail Defaults** from the **Codes Maintenance** menu. The E-Mail Defaults screen appears.



1. Enter the **From Address** as it should appear to the recipients of e-mailed statements.

2. Alternatively, check **Use workstation e-mail address for from address if present?** to use your workstation e-mail default for the from e-mail address.

3. Enter a **CC Address** to send a copy of all statement e-mails to a dedicated e-mail address.

4. Enter a default **Subject Line** for the statement e-mails, if desired.

5. To send the statement as an attachment to the e-mail, check the **Send as Attachment?** box.

6. Enter the **From Address** as it should appear to the recipients of e-mailed invoices.

7. Alternatively, check **Use workstation e-mail address for from address if present?** to use your workstation e-mail default for the from e-mail address.

8. Enter a **CC Address** to send a copy of all invoice e-mails to a dedicated e-mail address.

9. Enter a default **Subject Line** for the invoice e-mails, if desired.

10. To send the invoice as an attachment to the e-mail, check the **Send as Attachment?** box.

11. Click **OK** to save the default e-mail settings.

CHAPTER 12

12

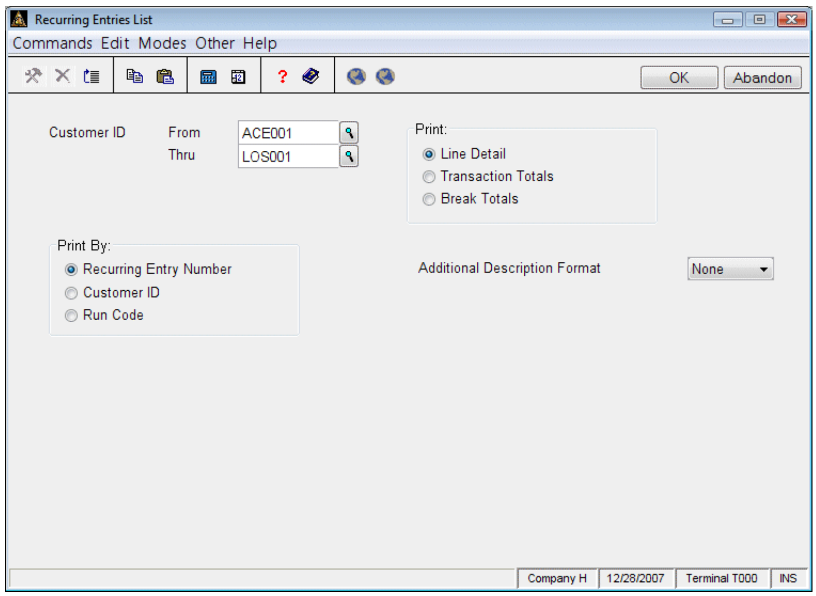
Master File Lists

Printing a Master File List

All Master Lists are printed in a similar manner. Use the instructions below to print a list from the **Master File Lists** menu, modifying them as necessary for the list you are printing. For example, if the screen for the list you want to print does not contain check box options, skip that step and continue to the next.

Follow these steps to print a master list:

1. Select the list you want to print from the **Master Lists** menu. The selection screen for that list appears. The Recurring Entries List screen is shown below as an example.



Inquiry

2. Select the range of values to print on the list from the boxes.

   Leave these fields blank to select all values, or enter values into a combination of fields to select specific information to print on the list.

3. If the screen has check boxes that control what type of information prints, select or clear the boxes (or enter **Y** or **N** in text mode) to include or exclude that information type. For example, select whether or not you want to include user-defined fields, documents, sales rep addresses, and so on.

4. In the **Print** section of the screen, select the information you want included in the list, for example, GL codes, distribution codes, and so on.

5. In the **Print By** section of the screen, select how you want the list ordered, for example, by customer ID, zip code, or customer name.

6. Select whether or not you want the additional descriptions to print and in which format.

7. Select whether or not you want to suppress blank lines.

8. Select whether or not you want a page break after each table.

9. Select the output device. See "Reports" on page 1-37 for more information.

10. If you elected to produce standard labels, a line of *x*'s is printed so that you can align the labels. Then this prompt appears:

    Is form aligned?

    If the labels are not aligned, select **No** (or enter **N** in text mode) and adjust them. When the labels are aligned, select **Yes** (or enter **Y** in text mode) to produce them. The attention line is on the first line of the mailing labels according to the U.S. Postal Service standard.

    After you produce the list, the **Master File Lists** menu appears.

Sales Reps List

The **Sales Reps List** contains information from the **ARSRxxx** (Sales Rep) file: the sales reps' IDs, names, addresses, commission information, and sales history.

Sample List

```
12/28/2007                                                Builders Supply                                              Page    1
10:06 AM                                                  Sales Reps List


------------ Sales Rep ------------     Employee ID         Commission                             Sales MTD
ID   Name                               Phone Number        Rate            Pay On                 Sales YTD      Last Sale Date
     Address                            Fax Number          Basis
-------------------------------------------------------------------------------------------------------------------------------------

DMM  Donna M Mendelsohn                                           5.250     Line Items YES               .00      12/25/2007
     6712 5th Avenue North              (111)532-9873       Net Sales       Sales Tax  NO          821577.40
                                                            Booked Sales    Freight    NO
                                                                            Misc       NO
     Dallas          TX  77773-8976   US
     donnam@builders_supply.com

GPD  Garry P. Deacon                    DEA001                    5.000     Line Items YES               .00      12/21/2007
     819 Cross Street                   (999)563-7690       Net Sales       Sales Tax  NO         1907080.76
                                                            Booked Sales    Freight    NO
                                                                            Misc       NO
     Los Angeles     CA  99873-3412   US
     garryd@builders_supply.com

JAH  James A. Hovland                   HOV001                    5.500     Line Items YES               .00      12/10/2007
     1930 Cedarhurst Drive              (888)567-8324       Net Sales       Sales Tax  NO          720069.29
                                                            Booked Sales    Freight    NO
                                                                            Misc       NO
     Kansas City     MO  56663-2341   US
     jamesh@builders_supply.com

PRT  Patrick R Thomassen                TH001                     5.250     Line Items YES               .00      12/19/2007
     1674 West 77th Street              (100)873-8954       Net Sales       Sales Tax  NO          307277.07
     Apt 1203                                               Booked Sales    Freight    NO
                                                                            Misc       NO
     New YORK        NY  10027-4359   US
     patrickt@builders_supply.com


End of Report
```

Customer Detail List

The **Customer Detail List** shows the information stored in the **ARCUxxx** (Customer) file: each customer's name and address, active or inactive status, credit and tax information, current balances, sales and payment history, and user-defined fields and documents associated with each customer.

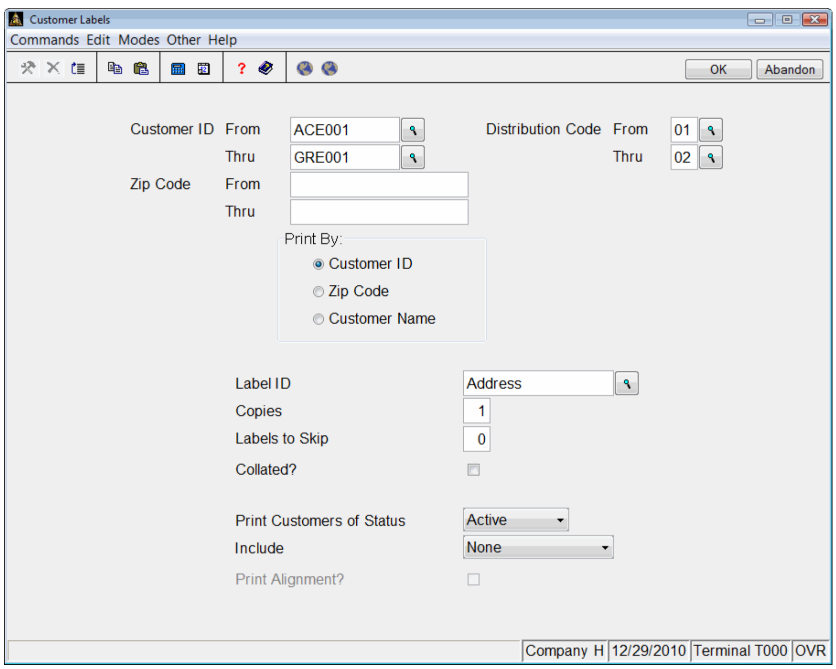
Sample List

```
08/22/2007                                    Builders Supply                                            Page     1
2:44 PM                                     Customer Detail List
                                               By Customer ID

ACE001    Status  Active                                    Partial Ship?     YES
                                                            Territory:        MIDATL   Class: WHSL
ACE BUILDERS                                                Contact:          BRIAN
1588 SE 31ST STREET                                         Sales Rep 1:      GPD Garry P. Deacon
                                                            Sales Rep 2:
                                                            Group Code:       0
PADUCAH         KY 28655-7865   US                          Statement Code:   Stmt Only
ATTN: ACCOUNTS PAYABLE                                      Account Type:     Open Invoice
                                                            Dist Code:        01
Ship Zone:  01                                              Cust Level:       ACE001
Ship-To:                                                    Finance Chg?      NO
Phone:       (505)555-1646                                  Fin. Charge Code: UU
Fax:         (502)555-1566                                  Terms Code:       2PCT    Reg
                                                                                2.0%  10 DAYS, NET  30

New Finance Charge:              .00                        Taxable?          NO
Unpaid Finance Charge:           .00                        Tax Group:        MN     Minnesota
                                                            Exempt ID:
Current Due:               136738.44
Balance 31-60:                   .00                        Credit Limit:            315000
        61-90:                   .00                        Credit Hold:      NO
        91-120:                  .00
        121+ :                   .00                        Payment Method:   CHK
Unapplied Credits:               .00                        Dflt Ship-To ID:
Total Due:                 136738.44

                                                            Credit Status:    3-3-2-2-1-1-2-2-2-2-1-1
                                                            Verify Credit Cards?   NO
Web Site:           www.ace-builders.com


                   Period-to-Date   Qtr-to-Date  Year-to-Date     Last Year
Sales                    26650.89     216761.42    1665331.24    1223579.63
Profit                    2269.42      48490.15     492899.03     370863.25
Number of Invoices              2             4            14             8

Payments                      .00     647524.54    1627397.84    1110548.58
Discounts                     .00           .00      12630.63       1595.38
Number of Payments              0             2            14             5
Total Days to Pay               0            95           715           211
Average Days to Pay          0.00         47.50         51.07         42.20


                       1st Date      Last Date     Last Amount  Last Number
Sale                   07/14/2006    12/21/2007       21722.07     12670074
Payment                              11/27/2007      154642.54     00014189


YTD Finance Charge             .00            High Balance        722144.10


                                                          Documents
File Name                                                                                   Description
-----------------------------------------------------------------------------------------------------------------------------------
../Document/ARSAMPLE.DOC                                                                    Sample word processing document
../Document/ARSAMPLE.XLS                                                                    Sample spreadsheet document

                                                          E-Mail Addresses
Type          E-Mail Address                                       Name                           Description
-----------------------------------------------------------------------------------------------------------------------------------
Invoice       To : emma@ace-builders.com                           Emma R.                        Accounting - Invoices
Statement     To : lily@ace-builders.com                           Lily G.                        Accounting - Invoices
Other         To : toby@ace-builders.com                           Toby B.                        Accounting - General

End of Report
```

Customer Labels

Use the **Customer Labels** function to print labels for customer invoices and statements, or for other mailing and filing purposes.

1. Select **Customer Labels** from the **Master File Lists** menu. The Customer Labels screen appears.



Inquiry

1. Enter the range of **Customer IDs** you want to include in the labels.

Inquiry

2. Enter the range of **Distribution Codes** you want to include in the labels.

3. Enter the range of **Zip Codes** you want to include in the labels.

4. Select whether you want the labels ordered by **Customer ID**, **Zip Code**, or **Customer Name**.

Inquiry

5. Select the **Label ID** you want to use.

6. Enter how many **Copies** of the label sheets you would like.

7. If you are using a partially used sheet of labels, enter the number of already used labels in the **Labels to Skip** field. The printing will begin on the next label after the skipped number.

8. Check the **Collated?** box to collate the printed label sheets.

9. Choose to print labels for only **Active** customers, only **Inactive** customers, or **Both** active and inactive customers.

10. Choose to include **Customer ID**, **Phone Number**, **Both**, or **None** on the labels.

11. Check the **Print Alignment?** box if you would like the system to print an alignment form before the labels.

12. Select the output device. After you produce the list, the **Master File Lists** menu appears.

Sample Labels

```
ACE001
ACE BUILDERS
1588 SE 31ST STREET
PADUCAH KY 28655-7865

DAL001
DALLAS-FT WORTH DOME HOMES
1025 37TH AVE SE
DALLAS TX 77777

GRE001
GREATER NEW YORK DOMES, INC.
1001 AVE OF THE AMERICAS
NEW YORK CITY NY 10012-4335

KAN001
KANSAS CITY GEODESIC HOMES
2382 WEST 53RD AVENUE
KANSAS CITY MO 56666

LOS001
LOS ANGELES CONSTRUCTION CO.
98042 VENTURA BOULEVARD
ENCINO CA 99999-9584

SUN001
SUNSHINE HOMES, INC.
1000 OCEAN BOULEVARD
MIAMI FL 33333-4323

TEN001
TENNESSEE SHELTERS, INC.
1001 COUNTRY ROAD
NASHVILLE TN 54327-4383

VIS001
VISA
2347 WEST VIRGINIA AVE
SUITE 1025
DOVER DE 14003-2347
```

Customer Comments List

The **Customer Comments List** shows the comments that are on file for a customer. You can use the list as a reference when you enter accounts receivable transactions.

Sample List

```
12/28/2007                                         Builders Supply                                        Page    1
10:08 AM                                       Customer Comments List
                                                 By Customer ID/Date

Customer    Date    Ref  Comment

ACE001  ACE BUILDERS
        01/20/2007  2    PLEASE NOTIFY JANE OF ANY SHORT SHIPMENTS.
                         TRACER PUT ON LAST SHIPMENT.

        01/14/2006  3    ACE AGREED TO PAY $3000 ON 2/1

        01/04/2006  1    PLEASE NOTIFY JANE AT ACE WHEN ITEM IS MAILED.
                         CALLED CUSTOMER ABOUT PAST DUE BALANCE.

CASHCA  CASH SALES-OAKLAND, CA
        01/24/2006  1    CUSTOMER REQUESTED A CREDIT APPLICATION.

DAL001  DALLAS-FT WORTH DOME HOMES
        05/07/2007  1    CUST REQS THAT WE ONLY TAKE ORDERS FROM JACKIE

        02/14/2007  1    SENT NEW CREDIT APPLICATION

        01/21/2006  1    CUSTOMER REQUESTED THAT WE SEND INV TO NEW ADDRESS

GRE001  GREATER NEW YORK DOMES, INC.
        02/28/2007  1    BOB HAS BEEN PROMOTED. NEW CONTACT IS JULIE.

        01/16/2006  1    BOB SAID WE SHOULD SKIP THE REFUND REQUEST.

        01/15/2006  1    BOB CALLED AND REQUESTED A REFUND ON CREDIT BAL.

KAN001  KANSAS CITY GEODESIC HOMES
        02/14/2007  1    CUSTOMER REQUESTED THAT ALL MAIL BE SENT TO NEW HQ

        01/13/2006  1    JANE REQUESTED A FAX COPY OF INV # 39839.


End of Report
```

Customer Payment List

The **Customer Payment List** function allows you to print a list of the credit card and direct debit account information you have on file for your customers.

Sample List

12/28/2007 Builders Supply Page 1
10:10 AM Customer Credit Cards List

Cust. ID	MOP	Code	Card Number	Card Holder's Name	Expiration Date
ACE001	AMX	American Express	XXXXXXXXXXXX0122	Ace Builders, Inc.	7/2008
ACE001	CHK	Check	XXB001	000001	/0
ACE001	MC	Master Card	XXXXXXXXXXXX9022	Ace Builders, Inc.	9/2009
ACE001	VIS	VISA	XXXXXXXXXXXX9920	Ace Builders, Inc.	4/2008
CASHCA	CSH	Cash	XXB001	000001	/0
CASHMD	CSH	Cash	XXB001	000001	/0
CASHMN	CSH	Cash	XXB001	000001	/0
CASHPS	CSH	Cash	XXB001	000001	/0
DAL001	AMX	American Express	XXXXXXXXXXXX6637	Bob Parker	4/2008
DAL001	CHK	Check	XXB001	000001	/0
KAN001	CHK	Check	XXB001	000001	/0
KAN001	VIS	VISA	XXXXXXXXXXXX2533	James A Hovland	3/2009
LOS001	CHK	Check	XXB001	000001	/0
LOS001	DIS	Discover	XXXXXXXXXXXX9898	LA Construction Co	12/2007
LOS001	MC	Master Card	XXXXXXXXXXXX2534	LA Construction Co	12/2008
SUN001	AMX	American Express	XXXXXXXXXXXX3944	Randy P Sulivan	3/2009
SUN001	AMX	American Express	XXXXXXXXXXXX4887	Russell T Johnson	5/2008
SUN001	CHK	Check	XXB001	000001	/0
SUN001	DIS	Discover	XXXXXXXXXXXX7748	Randy P Sulivan	2/2009
SUN001	MC	Master Card	XXXXXXXXXXXX0022	Randy P Sulivan	7/2008
TEN001	CHK	Check	XXB001	000001	/0
TEN001	VIS	VISA	XXXXXXXXXXXX9919	Scott Weatherly	3/2009
VIS001	CHK	Check	XXB001	000001	/0

End of Report

Ship-to Address List

The **Ship-to Address List** is a helpful reference of your customers' shipping addresses.

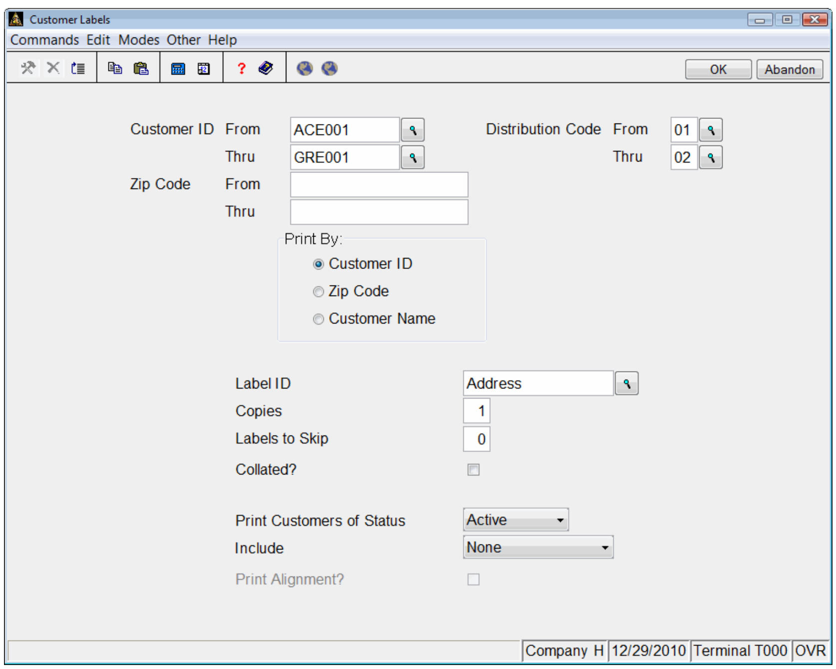
Sample List

```
12/28/2007                                       Builders Supply                                              Page    1
10:17 AM                                      Ship-to Address List
                                                 By Customer ID

     ------------------ Ship-to -----------------
     Ship-to   Name                                                                    --------------- Tax Group -------------
     Cust ID   Address                                                                 Group    Description
     ------------------------------------------------------------------------------------------------------------------------

     000001    Bill Meyers                                                                      Tax Group Not on File
     ACE001    Receiving
               1588 SE 31st Street
               Paducah, KY  28655  US

     000001    KANSAS CITY GEODESIC HOMES                                              TX       Texas
     KAN001    2382 WEST 53RD AVENUE
               KANSAS CITY, MO  56666-5425  US

     000001    SUNSHINE HOMES, INC.                                                    MD       Maryland
     SUN001    1000 OCEAN BOULEVARD
               MIAMI, FL  33333-9823  US

     000002    SUNSHINES HOMES, INC.                                                   MD       Maryland
     SUN001    9350 W. GULFSTREAM DRIVE
               TAMPA, FL  33333-8825  US

     000001    TENNESSEE SHELTERS-NASHVILLE                                            TX       Texas
     TEN001    100 HWY 42
               NASHVILLE, TN  54329-4736  US

     000002    TENNESSEE SHELTERS-MEMPHIS                                              TX       Texas
     TEN001    300 W. 37TH STREET
               MEMPHIS, TN  54338-4938  US

     000003    TENNESSEE SHELTERS-CHATTANOOGA                                          TX       Texas
     TEN001    9000 CO RD 4
               CHATTANOOGA, TN  54897-2034  US


End of Report
```

Ship-to Address Labels

Use the **Ship-to Address Labels** function to print labels showing each customer's ID, ship-to ID, and address.

1. Select **Ship-to Address Labels** from the **Master File Lists** menu. The Ship-to Address Labels screen appears.



Inquiry

1. Enter the range of **Customer ID**s you want to include in the labels.

Inquiry

2. Enter the range of **Distribution Code**s you want to include in the labels.

3. Enter the range of **Zip Codes** you want to include in the labels

4. Select the **Print Ship Via?** box to print the shipping method on the label.

5. Select whether you want the labels ordered by **Customer ID** or **Zip Code**.

6. Select the **Label ID** you want to use.

7. Enter how many **Copies** of the label sheets you would like.

8. If you are using a partially used sheet of labels, enter the number of already used labels in the **Labels to Skip** field. The printing will begin on the next label after the skipped number.

9. Check the **Collated?** box to collate the printed label sheets.

10. Choose to print labels for only **Active** customers, only **Inactive** customers, or **Both** active and inactive customers.

11. Choose to include **Customer ID**, **Phone Number**, **Both**, or **None** on the labels.

12. Check the **Print Alignment?** box if you would like the system to print an alignment form before the labels.

13. Select the output device. After you produce the list, the **Master File Lists** menu appears.

Sample Labels

```
ACE001000001
BILL MEYERS
RECEIVING
1588 SE 31ST STREET
PADUCAH KY 28655-7865


KAN001000001
KANSAS CITY GEODESIC HOMES
2382 WEST 53RD AVENUE
KANSAS CITY MO 56666-5425


SUN001000001
SUNSHINE HOMES, INC.
1000 OCEAN BOULEVARD
MIAMI FL 33333-9823


SUN001000002
SUNSHINES HOMES, INC.
9350 W. GULFSTREAM DRIVE
TAMPA FL 33333-8825


TEN001000001
TENNESSEE SHELTERS-NASHVILLE
100 HWY 42
NASHVILLE TN 54329-4736


TEN001000002
TENNESSEE SHELTERS-MEMPHIS
300 W. 37TH STREET
MEMPHIS TN 54338-4938


TEN001000003
TENNESSEE SHELTERS-CHATTANOOGA
9000 CO RD 4
CHATTANOOGA TN 54897-2034
```

Recurring Entries List

Produce the Recurring Entries List after you set up recurring entries to make sure that everything is correct and to use as a reference when you copy recurring entries to the **ARTDxxx** and **ARTHxxx** (Transaction) files. Produce a new list each time you add, change, or delete recurring entries.

If you find incorrect transactions in the Recurring Entries List, use the **Edit Recurring Entries** option in the **Recurring Entries** function (see page 10-39) to correct them.

Sample List

```
05/15/2008                                                Builders Supply                                                   PAGE   1
4:06 PM                                                Recurring Entries List
                                                     By Recurring Entry Number

Entry Cust ID                                    Sales Account Units  Qty. Ordered     Unit Price     Ext. Cost     Ext. Price Tax Class
Line  Run Code                                   COGS Account         Qty. Shipped      Unit Cost
      Description                                Inv. Account
-----------------------------------------------------------------------------------------------------------------------------------------

0001  ACE001                                     401000        EA           1.0000       125.0000           .00         125.00  00 MN
001   1                                          501000                     1.0000          .0000
      CONSULTING FEE                             104400

        Cust ID Order No. Order Date  SR1 SR2 Tx Grp.       Freight       Subtotal      Sales Tax  Invoice Total Pmt. Method
        Ship To           Cutoff Date Terms Desc.     Miscellaneous
        ----------------------------------------------------------------------------------------------------------------------
        ACE001                        GPD     MN                .00         125.00            .00         125.00 DD   DD
                          12/31/2007  2/10,n/30                 .00

                                                            Freight        Subtotal      Sales Tax    Extended Cost  Extended Price
                                                      Miscellaneous
                                      GRAND TOTAL               .00         125.00            .00              .00          125.00
                                                                .00

End of Report
```

Codes List

The **Codes List** is a reference of the codes used for sales/COGS account pairs, distribution accounts, customer terms, shipping methods, payment methods, and finance charges. This information is entered in the **DFxxxx** table and the **ARCDxxx** (Codes) file; produce this list before you change information in either place.

Sample List

```
12/28/2007                                        Builders Supply                                              Page    1
10:19 AM                                             Codes List

GL Codes
      Code  Description                     Sales Account COGS Account
----------------------------------------------------------------------

      C1    Contract Sales                  402000        502000
      R1    Retail Sales                    401000        501000



Distribution Account Codes
      ID  Description                     Receivables   Sales Tax     Freight       Miscellaneous
-------------------------------------------------------------------------------------------------

      03  Regular Customers             101000        203800        405000        801000
      04  Credit Card Customers         101000        203800        405000        801000



Terms Codes
      Code    Description    Type  Percent  Due Days  Net Due Days
----------------------------------------------------------------------

      1PCT    1/10,n/30      Reg      1.0      10          30
      2PCT    2/10,n/30      Reg      2.0      10          30
      5PCT    5/10,n/30      Reg      5.0      10          30
      8PCT    8/10,n/30      Reg      8.0      10          30
      COD     C.O.D.         Reg       .0       0           0
      CODCHK  COD-Comp Chk   Reg       .0       0           0
      NET     n/30           Reg       .0       0          30
      P10     n/10 EOM       Prox      .0       0          10



Shipping Methods
      Code    Description           Tracking URL
------------------------------------------------------------------------------------------------------------------------------------

      FED2    Federal Exp 2nd-Day
      FEDEX   FedEX Test
      FEDO    Federal Exp Overnite
      FEDP    Federal Exp Priority  http://www.fedex.com/cgi-bin/tracking?action=track&tracknumbers=[TRACK]
      UPSB    UPS - Blue            http://wwwapps.ups.com/WebTracking/processInputRequest?HTMLVersion=5.0&sort_
                                    by=status&tracknums_displayed=5&TypeOfInquiryNumber=T&loc=en_US&AgreeToTerms
                                    AndConditions=yes&InquiryNumber1=[TRACK]
      UPSR    UPS - Red
```

Tables List

Produce the **Tables List** to get information from a particular Accounts Receivable table. This function is valuable if you plan to change a table and want a list to compare it against.

Sample List

```
12/28/2007                                              Builders Supply                                                Page    1
10:20 AM                                                  Tables List
                                                       Accounts Receivable

  Table ID ARGL       Description GL Accounts Table
  No. of Columns   2  Column Length   12    Type  A

 DESCRIPTION   G/L NUMBER
 ------------ ------------
 CASH RECPTS  100000
 DISCOUNTS    404000
 INVENTORY    104400
 FIN CHRG     802000



End of Report
```

GL Account Audit Report

The **GL Account Audit Report** List shows Accounts Receivable tables and data files with invalid or missing GL account numbers.

Sample List

```
10/11/2007                                         Builders Supply                                                         Page    1
4:42 PM                                        GL Account Audit Report


Application  Description                       Interfaced to GL?
-------------------------------------------------------------------------------------------------------------------------------------
AR           Accounts Receivable               No

  File            File Description               Record Description                   Field Name           GL Account   Reason
  -----------------------------------------------------------------------------------------------------------------------------------
  ARPYH           Methods of Payment             Payment Code AMX                     GL Account                        Missing
  ARPYH           Methods of Payment             Payment Code DIS                     GL Account                        Missing
  ARPYH           Methods of Payment             Payment Code MC                      GL Account                        Missing

End of Report
```

APPENDIX A

A

System Messages

Messages on the screen or in a report indicate an error, tell you how to enter data, or inform you about what is happening in the function you are using. Self-explanatory messages are not listed.

Access denied.

Your role is not set up to access this function.

An error occurred while (*converting or creating*) files. Conversion aborted.

If an error occurs during data file creation or conversion, a message that describes the problem appears. Then this message appears on the Resource Manager Data File Creation or Data File Conversion screen to inform you that the process has been aborted. Correct the problem described in the first message and try again.

At least one history selection must be YES.

You must include at least one type of history in the Customer Analysis Report.

A valid bank account ID is required.

If Accounts Receivable interfaces with Bank Reconciliation, you must enter a bank account ID that is in the **BRBAxxx** (Bank Accounts) file.

Bank account *(ID)* is not on file.
Bank account *(ID)* not found.

The bank account ID you entered is not in the **BRBAxxx** (Bank Accounts) file. Enter a different ID; the **Inquiry** (**F2**) command is available.

Basic Error = *nn* Host Error = *xxx* Line = *nnnn* Program = *xxxxxx*
Basic Error = *nn* Line = *nnnn* Program = *xxxxxx*

A serious error has occurred. Write down the information that appears and get help from a support technician.

Cannot delete customer with (*assigned data*).

You cannot delete the record of a customer that has open invoices, orders, or unposted transactions on file.

Cannot delete last line of a transaction.

You cannot create a transaction with zero line items; a transaction must have at least one line item. You can delete an entire transaction from the header screen.

Cannot run graphical version of this function. *xxxxxxxx*.BRC not found.

OSAS cannot locate the graphical resource file associated with the function you are trying to run. If you do not have the graphical version of OSAS, return to the menu and turn off GUI functions using the **Shift+F6** keyboard command or using the **Workstation Defaults** function in Resource Manager. If you have the graphical version of OSAS, seek help from a support technician.

Could not find any valid source files for this application.

The source directory you specified does not have files for the application you are converting. Make sure that you entered the correct source directory and application ID.

Credit limit exceeded.

The customer is already over the credit limit you assigned (if you are on the header screen), or the line item you are entering together with the other balances on account for this customer exceeds the customer's credit limit. In either case, press **Enter** to override the credit limit and continue entering the invoice, or exit from the function.

Customer *(ID)* has open invoices.

You cannot delete the record of a customer that has open invoices on file. If you know the customer has paid in full, make sure that the payments were recorded and posted properly. Do periodic maintenance, and then delete the customer record.

Customer is on credit hold.

You cannot enter an invoice for a customer that is on credit hold.

xx data files exist. Do you want this task to erase them?

The directory where you are creating files already has files for the selected application and company. To continue with the conversion and erase the existing files, enter **Y**. To create only the missing files (if any), enter **N**. To cancel the operation, exit from the function.

Date must be greater than previous date entered.

You must enter the aging period dates in chronological order in the Cash Flow Report.

Delete entire transaction?

To delete the entire transaction, use the **Delete** (**F3**) command.

Delete entry number *n*.

To delete the line item, use the **Delete** (**F3**) command.

Destination file (*drive:/path/file name)* not found. No conversion.

The filename or path you specified does not exist.

Disk drive not ready.

The system cannot access one of the disk drives to find the file for which it is looking. Sometimes the door of a disk drive is open, or a DVD is not in the drive; check it. If closing the door or inserting the DVD corrects the problem, press **Enter**; if not, consult your system administrator or hardware support specialist.

Drive not available.

The system does not have the disk drive ID you entered. Press **Enter** and enter a different ID. If this message appears when you enter the correct drive ID, get help from a support technician.

Entry in process on terminal *nnnn*.

Another user is entering or editing a transaction in the batch you are working with. You cannot process the batch while it is in use.

Field size is too large.

The amount of the line item makes one of the calculated amounts exceed the space provided for it. Check the amounts you entered in the fields. If they are correct, you must enter the transaction as two transactions to accommodate the total.

File unavailable *(xxxxxxxx)*.

This message appears for one of three reasons:

- The function you are trying to access needs one or more files that are locked by another user on your system. When a file is locked, other users cannot access it during posts and other functions that need to keep the file intact.

- The function you are trying to access needs one or more files that are not on your system. Use the **Options and Interfaces** function on the Resource Manager **Company Setup** menu to verify that the correct interfaces have been selected. If that doesn't solve the problem, get help from a support technician.

- You are working with the wrong company. Return to the menu; then use the **Change Company** (**F3**) command to enter the ID you want.

In any case, press **Enter** to get back to the menu, correct the problem, and select the function again.

***(filename)* does not exist. Cannot convert it.**

One of the files listed in **\xxDATA** is not in your old data directory. See **Destination file (drive:/path/file name) not found. No conversion.**

GL account *(#)* is a memo account.

You cannot use a memo account in the sales, COGS, or inventory account.

GL account *(#)* is not in Master file.

The account number you entered is not in the **GLMAxxx** (Master) file. Enter the correct account number; the **Inquiry** (**F2**) command is available.

Invalid date - mm/dd/yyyy.
Invalid date - dd/mm/yyyy.

The date you entered is invalid, or the format you used is incorrect (for example, American format in a European-format system). This message is usually accompanied by one of two explanatory messages:

Month out of range (1 to 12)

or

Day out of range (1 to *nn*)

If you entered an invalid date, press **Enter** and enter a valid one. You can enter dates in either format: **010102** or **01012002**.

Invalid entry.

The information is not valid in the field where you entered it. Check the data and enter it again. Consult the user's guide or use the **Help** (**F1**) command for information.

Invalid number of periods in ARPDxxx table.

The valid number of periods you can use in the **ARPDxxx** table are 1, 4, 12, and 13.

Invalid Period Conversion table.

The **CNVTxxx** table for the company is invalid. A common reason is that you did not update the table with the corresponding data for the next period. Use the **Period Setup** function to make adjustments (see the *Resource Manager User's Guide*).

Invalid year.

The fiscal year you entered is invalid.

Item/Job *(#)* is not on file.

The item or job number you entered is not on file. Enter a different number; the **Inquiry** (**F2**) command is available.

Job *(ID)* is not on file.
Job *(ID)* not found.

The job number you entered is not on file in the Job Cost **JOBSxxx** (Jobs) file. Check your records. Then enter a job number that the Job Cost system recognizes, or add the job number to Job Cost.

Mask format error use *(mask).*

You entered data that does not fit the predefined format for the field. Enter the data again, using the predefined format.

Maximum number of lines is 998.
Maximum number of lines reached. Cannot insert.

You cannot insert a line item if the transaction already has 998 line items.

Must be *(within range).*

You must enter a value within the range specified in this message.

Must be greater than 0.

You must enter an invoice number that is greater than zero when you print invoices.

Must build (*table ID*) first.

You must build the table shown in this message before you can use the function.

Must enter *(1-n).*

You must enter a value within the range specified in this message.

Must enter *(value).*

You must enter the kind of value specified in this message.

Net due days cannot be less than discount days.

The number of net due days must be equal to or greater than the number of discount days.

New batch ID cannot equal old batch ID.

You must enter a unique ID for the new batch number when you use the **Change Batches** function.

No more open invoices for *(ID).*

The customer does not have any more open invoices to scan.

No summary history for this period.

You selected a period whose summary history was either deleted or never kept.

Open Invoice file not empty.

You cannot use the **Build Open Invoice File** function for a company whose **ARINxxx** (Open Invoice) file has been initialized and contains open invoices. If you are using the wrong company, exit to the **File Maintenance** menu, change to the correct company, and then try the function again.

Over maximum of 999 sequences for this date and reference ID.

You can enter a maximum of 999 comments for a particular date and reference ID.

Percentages cannot total more than 100.

The sum of the two sales rep's percentages cannot exceed 100.

Press Enter to adjust payment amount and return to menu.

You cannot exit to the menu until the remaining amount to be applied is zero. Press **Enter** to adjust the payment amount and return to the menu, or use the up-arrow key to return to the scroll region.

Printer busy.

You are trying to use a printer that is in use. Press **Enter** to continue with your entry, and try to print later.

Record in use.

Another terminal is using the record you are trying to access. Exit from the function. Then try to access the record again when the other terminal is finished with it.

Sales history is not implemented.

You cannot print the Detail History Report if you elected not to keep detail sales history in the Resource Manager **Options and Interfaces** function.

Sales rep (ID) has current balance.

You cannot delete the record of a sales rep who has outstanding commissions.

Sales rep (ID) is not on file.

You entered the ID of a sales rep that is not set up in the **ARSRxxx** (Sales Rep) file. Enter a different ID (the **Inquiry** (**F2**) command is available) or use the **Maintenance** (**F6**) command to add a new sales rep to the file.

Summary history not available for this period.

You cannot print the report for this period because it does not have any summary history. It might have been deleted from the **ARHSxxx** (Summary History) file, or you might have elected not to keep summary history in the Resource Manager **Options and Interfaces** function when this period was active.

Tax *(ID)* is not on file.

You entered a tax group ID that is not in the **RMTXxxx** (Tax Groups) file. Enter a different ID; the **Inquiry** (**F2**) command is available.

There is no summary history for customer *(ID)* in *(fiscal year).*

You cannot print the report for this fiscal year because it does not have any summary history. It might have been deleted from the **ARHSxxx** (Summary History) file, or you might have elected not to keep summary history in the Resource Manager **Options and Interfaces** function during this year.

Thru value cannot be less than From value.
Thru value must be greater than From value.

The value you entered in the **Thru** field is smaller than the value you entered in the **From** field. Press **Enter**, then enter the correct value in the **Thru** field.

Transaction is not on file.
Transaction number not found.
Transaction number not on file.
Transaction *(#)* not found.

The transaction number you entered is not in the **ARTHxxx** (Transaction) file. Enter a different transaction number; the **Inquiry** (**F2**) command is available. The transaction may also be stored in a different batch. Change the batch ID and try again.

Transaction in process on terminal *(ID).*

The terminal in this message is adding the transaction number. Assign a different number to the transaction.

Unable to execute program *(program).*

The system cannot run the program you selected from the menu. Make sure that the displayed program is in the application's program directory, and select the function again.

Unable to load menu record *(menu)* from file *(file).*

The application's menu record is not in the menu file, or the menu file is missing. Make sure that the application is properly installed and try again.

Unable to lock - file in use.

One of the function's files is locked because another workstation on the system is using it. Try the function again when no one else is using the file.

Unable to open file.
Unable to open - file in use.

The file you are trying to use is either corrupted or locked at another terminal on the system. Wait a few minutes and try again. If the condition continues, get help from a support technician.

Unable to print to device.

The system cannot access the output device you are trying to use. Make sure that the output device is online.

Valid entries are *(range).*
Valid units are: *n.*

Enter one of the valid selections shown in this message.

Warning: customer is on credit hold.

The customer is on credit hold. Press **Enter** to remove the message; then continue working with the customer ID, or enter a different customer ID.

Warning: summary history not available for all comparisons.

Summary history is not available for all the comparisons in the report. In each column of the report where summary history is unavailable or insufficient, **.00 *** prints.

You must build ARPDxxx table before *(doing operation).*

You must build the **ARPDxxx** table for the company before you can use the **Periodic Maintenance** and **Post Transactions** functions. These functions rely on being able to sort by period.

Your hard disk is full - unable to finish copying.

The system cannot finish converting files because your hard disk is full. Delete unneeded files, optimize your hard disk, or take other measures to make space. Then restore the backup you made before converting the files, and try again.

APPENDIX B

B

Common Questions

These commonly asked questions about the Accounts Receivable system are divided into two categories: Entering Balances and Daily Work.

Entering Balances

I entered balances in the customer record, but when I go back into the file, the balances are zero. What happened?

The online aging feature can throw your initial balances off. You must turn off the online aging option before you enter beginning balances. Then after you use the **Build Open Invoice File** function, turn the option on again.

Daily Work

The invoice number I entered does not match the invoice number in the Sales Journal. Why not?

If you use prenumbered forms, the invoice numbers are reassigned when you print invoices to match the numbers of the preprinted forms. To make sure that the invoice number in the **ARINxxx** (Open Invoice) file is the same as the one on the invoice you send to the customer, the system updates the invoice record with a new number.

This numbering method is important for open invoice customers because when they make payments toward specific invoices, you must apply the payments to the right invoices.

When I enter invoices, the wrong general ledger period shows up. Why?

The period corresponds to the system date. If the system date is wrong, the general ledger period date is wrong.

Check the system date. If it is wrong, change it. If it is correct, check the dates in the **Period Setup** function in Resource Manager to make sure that you specified the correct periods and their corresponding months for the company.

What does the system do with an unapplied credit?

Cash receipts and credit memos that are not applied to specific invoices for open item customers are put in the unapplied credits bucket in the customer record and in the Aged Trial Balance. You can use the **Hold/Release Invoices** function to apply these credits and payments to specific invoices.

I had printer problems before I finished printing invoices. The printer problem is fixed now, but how do I start over without reprinting all the invoices?

Use the **Restart** option. Enter the new first invoice number and the number of the last invoice that printed correctly.

I was in the middle of posting and had computer problems. Can I recover?

Yes. If you backed up your data files before posting, restore the backup and start the post over.

The **Post Transactions** function has a restart feature. If you did not back up before posting, start the post over. Each posted transaction is flagged as posted, so if a transaction or batch of transactions was completely posted, it will not be processed again. If the system was in the middle of posting a transaction or a batch of transactions, it processes the transaction(s) again.

Then print the Open Invoice Report, the Detail History Report, and the appropriate reports from interfaced applications. Make adjustments for the double-posted entry, if any. (Only one transaction line or cash receipt can be double-posted.)

The Current column in the Aged Trial Balance shows both last month's and this month's activity for my balance forward customers. Why?

You did not do periodic maintenance before you entered this month's activity. You can correct this situation in one of two ways:

- If you caught the error in the first few days of the month and you have a backup of your sales history since the beginning of the month, produce the Detail History Report from the first of the month to the present date, organized by customer ID. Then restore the backup from the end of the previous month and do periodic maintenance. Refer to the Detail History Report to reenter this month's activity.

- If you did not back up your files or if you did not catch the error until well into the month, let the current month's customers go without aging. Keep activity for both this month and next month in the current period and do periodic maintenance at the end of the month.

How does the system calculate finance charges, and what are the Open Invoice Days and Balance Forward Days fields for?

Finance charges are calculated for invoices (for open item customers) or balances (for balance forward customers) that are older than the number of days specified in the finance charge code record associated with each customer. The **Open Invoices Days** is the number of days after which finance charges are assessed on unpaid invoices, based on invoice or due dates. The **Balance Forward** days refers to the aging buckets used to summarize past-due balances for balance forward customers.

How does the prenumbered forms option assign numbers?

If you elect to use prenumbered invoice forms in the Resource Manager **Options and Interface** function, existing invoices with assigned numbers will be overwritten. Miscellaneous credits with invoice numbers are never overwritten.

Why are history invoices different from my original invoices?

Not all the data in the **ARTHxxx** and **ARTDxxx** (Transaction) files transfers to the **ARHIxxx** (Detail History) file.

When are paid invoices removed?

Paid invoices dated before the date you specify are removed through the **Purge Selected Files** function.

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