

SouthWare®

Accounts Receivable

Rev 16

Excellence Series
User Guide

NOTICE

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NOTE:

Additional features and web portals may have been added to this product. See the current SouthWare enhancement list (the Star report) for a list of features that are not covered in this document.

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SouthWare Excellence Series - Accounts Receivable

Thank You for Selecting SouthWare's® Accounts Receivable

We want you to be pleased with the results you can get with SouthWare's Accounts Receivable. This documentation will help minimize the time it takes you to understand how to get the results you want.

The documentation is organized as follows:

Introduction

- Understanding the capabilities of Accounts Receivable

Accounting Overview

- Understanding the accounting side of Accounts Receivable

Operator Instructions

- Chapters organized just like the menus in the product to make it easy to find the explanation you need

Appendices

Here is a recommended sequence for exploring this documentation:

- Read the remainder of this introduction to help you understand the capabilities of the product
- Read the Accounting Overview
- Read the "Installation and Set Up Procedures" chapter first, then scan the remainder of the chapters to make sure you understand how you plan to use the features and options of the product

SouthWare Excellence Series - ACCOUNTS RECEIVABLE

Is your current receivables system giving you everything you need?
Could you use some more help in keeping up-to-date records, encouraging prompt customer payment, and answering customer questions?

Here are some of the results you'll be getting with SouthWare Accounts Receivable:

Efficient Customer Recordkeeping (AR-01)

You can:

- Record Each Customer's Invoice, Credit Memo, and Debit Memo
- Promptly Interface from SouthWare Invoicing Modules
- Control Payment Terms per Invoice
- Adjust an Invoice Due Date
- Adjust an Invoice's Commission
- Adjust an Invoice's Sales Tax
- Cancel an Incorrect A/R Trx Entry

Speedy Entry of Customer Payments (AR-02)

You can:

- Print an Optional Payment Worksheet
- Record Each Individual Customer Payment
- Choose an Open Item or Balance Forward Apply Method per Customer
- Indicate Items Paid by Check
- Indicate Items Paid by Cash
- Indicate Items Paid by Credit Card
- Apply a Previous Open Payment Amount to an Invoice
- Reapply a Previous Credit/Debit
- Cancel an Incorrect Payment Transaction
- Use an Option to Apply Payment to Oldest Items
- Receive a Payment as an Open Credit
- Record an Allowance or Discount
- Record Payments Not Related to A/R
- Enter/Edit Payments per Operator

On-Time Payments by Customers

You can:

- Send Immediate or Same-Day Invoices
- Answer All Questions Immediately to Eliminate Excuses
- Send Statements As Often As Needed
- Include Invoice Detail on Statements
- Know Average Number of Days to Pay for a Customer
- Know Aging of All Open Items
- Know Any Past-Due Amounts
- Know Highest Balance Reached for a Customer
- Use Credit Limits to Force Payment
- Print Special Past-Due Statements As Needed

Up-to-the Minute Customer Status

You can:

- Display All Current Customer Info
- Quickly Display Any or All Customer Open Items
- Display Aging of Current Open Items
- Instantly Zoom into the Details of an Invoice
- Group Invoices By Receivable Type

Complete Customer History

You can:

- Display or Print Customer Paid Items
- Review All Payments on an Invoice
- Review All Invoices Paid by a Check
- Review All Customer Activity
- Analyze Customer Sales History

Minimal Hassle w/ Taxes and Commissions

Keeping accurate and complete records of Sales Taxes and Commissions can be a very time-consuming task. You can now minimize this time so you'll have more time to spend on your customers.

You can:

- Have the Correct Sales Taxes Automatically Calculated
- Create Common Tax Locality Combos for Fast Entry
- Report Detailed Tax Collected/Due

- Report Taxes per Tax Locality
- Handle and Track Non-Taxable Sales
- Handle Line-Item Tax Cutoff Amounts
- Know Customer Tax-Exempt IDs
- Record the Salesperson for Each Sale
- Pay Commissions on Sales or Profit
- Pay Commission Only If Invoice Paid
- Calculate Commissions for Each Sale
- Split Commission Among Salespersons
- Know Commission Detail per Invoice
- Report Detailed Commissions Due

Integrated A/R Accounting

You can:

- Update A/R from Invoicing Modules
- Update G/L With Each A/R Posting
- Update G/L on Cash or Accrual Basis
- Display G/L Accounts per Invoice
- Verify A/R Balance Shown in G/L

Optional Collections Module

You can add this product to further increase your ability to follow up on expected customer payments.

You can:

- Know Who Needs a Collection Call
- Keep Track of Customer Promises
- Review Past Collection Calls
- Know When to Withhold Further Credit
- Instantly Replace a Lost Invoice

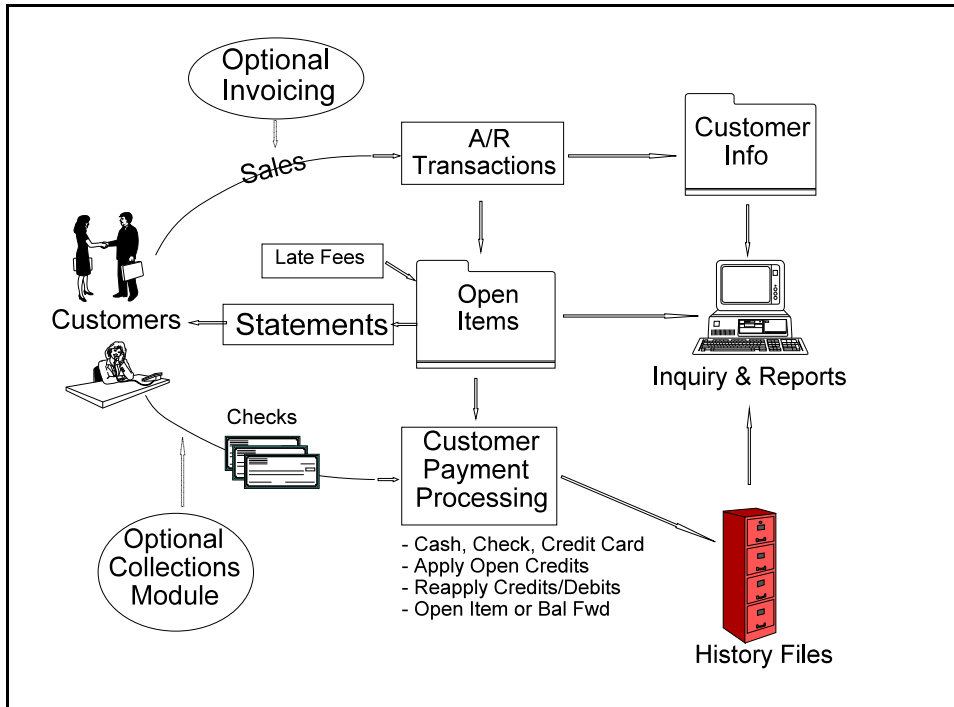
Optional A/R Invoicing Module

You can add this product to add complete billing, invoice printing, and invoice history capability to your system.

You can:

- Print An Invoice for Each Sale
- Predefine Pricing for Products/Services
- Include Miscellaneous Charges on Invoices
- Review the Detail History of Every Sale

Diagram of Accounts Receivable



Overview of Accounts Receivable

Explanation of Accounts Receivable Diagram

A/R TRANSACTIONS

As you make sales to your customers you may enter A/R sales transactions.

- These transactions may be sales invoices, credit or debit memos, or adjustments to previous transactions.
- Each sales transaction includes its related G/L distributions.
- All transactions are entered into a temporary work file, the **A/R Sales Transaction File**, where you can list them and make any corrections.
- When the transactions are correct you post them to the **Open Item File**. This file contains all the unpaid or unresolved documents.

You may also use one of SouthWare's **Optional Invoicing** products to create invoices and sales transactions. When you post from the **Invoicing** module the sales information is placed directly in the **Open Item File**.

CUSTOMER PAYMENT PROCESSING

You can quickly enter all payments or cash receipts for your customers as well as apply or reapply previous payments.

- These payments may be checks, cash, or credit cards.
- You may temporarily enter a payment as an open or unapplied payment, then later apply it to specific invoices.
- You may reapply credits and debits memos.
- All payments are entered into a temporary work file where you can list them and make any corrections.
- You may apply payments to specific open items for open-item customers. There is an easy-to-use review mode to make this fast and accurate.
- Payments are automatically applied to the oldest open items for balance-forward customers.

You may license the **Optional Collections Module** to help you improve and control your credit collection efforts. This module is specially-designed to help you get results in your collections.

LATE FEES

You have the option to assess Late Fees to your customers on invoices that are past due. You may manually enter them or have the system automatically calculate them using one or two percent levels along with a grace period.

HISTORY FILES

The system optionally keeps a complete history of your customer's paid items. You may inquire into the history or print a listing.

If you use the **Optional Invoicing** modules you may also zoom from an A/R document history into the related invoice detail history.

STATEMENTS

You may print customer statements as often as you like. There are several standard frequency cycles you can choose from, or you may choose to print an on-demand statement.

Statements can show all open items for the customers selected for statement processing, as well as any payments made since the last statement. If you use the **Optional Invoicing** modules you may choose to print related invoice detail on the statements.

INQUIRY AND REPORTS

You have complete access to all this information whenever you need it.

- You can use the powerful and flexible inquiry program to display any customer information. This includes customer file info, open items, aging, and paid item history.
- Numerous sales analysis reports allow you to study current and/or past sales activity.
- You can print the sales tax info you need for tax reporting.
- You can use the aging report to quickly spot delinquent accounts.
- You can report salesperson activity and commissions.

Accounting Introduction

The purpose of any business accounting system is to capture accounting information as the byproduct of business transactions. This accounting information allows you to evaluate your business financial status and to monitor the financial gains or losses that result from business activity.

Accounts

If you can picture all of the financial information of your company as being contained in a file drawer, an **account** can be pictured as one file folder within the drawer. Each account folder contains data about one type of financial activity. All activity for an account is summarized into an **account balance**.

For example, if you sell to customers on a credit basis you need at least one account that contains the balance of all the money owed to you by customers. This is called an Accounts Receivable account, and its balance is increased by credit sales and decreased by customer payments on account.

Account Categories and Purposes

Accounts are divided into standard categories to increase their usefulness. The standard categories are:

- Current Assets
- Fixed Assets
- Current Liabilities
- Long-Term Liabilities
- Capital or Owner's Equity
- Revenue
- Cost of Sales
- Operating Expenses
- Other Revenue
- Other Expenses

Balance Sheet Accounts

The categories of accounts that determine your financial position are:

Assets - value of things you own

Liabilities - amounts you owe

Owner's Equity - value of ownership

Assets and Liabilities are usually classified as current or non-current:

Current Assets - cash and assets turned into cash within one year

Current Liabilities - amounts to be paid to creditors within one year

Fixed Assets - assets not turned into cash within one year

Long-Term Liabilities - amounts owed but not to be paid within one year

The standard accounting equation is that the value of your ownership (Owner's Equity) is the difference between the value of the things you own (Assets) and the amounts you owe (Liabilities).

$$\text{Owner's Equity} = \text{Assets} - \text{Liabilities}$$

Another way of looking at this is that everything owned by a business (Assets) belongs to either the owner (Owner's Equity) or to the creditors (Liabilities).

$$\text{Assets} = \text{Liabilities} + \text{Owner's Equity}$$

The **Balance Sheet** financial statement is a "snapshot" of your financial position as of a point in time and shows the components of this equation.

Income Statement Accounts

The categories of accounts that determine your financial **direction and movement** are:

Revenue - value of sales made by your business

Expenses - amounts spent in operating the business

These are often broken down into numerous subcategories.

The standard formula for using these accounts is that the difference between Revenue and Expense is the change to Owner's Equity.

$$\text{Revenue} - \text{Expense} = \text{Change in Owner's Equity (Net Income)}$$

The **Income Statement** financial report shows the components of this equation over a period of time.

Changes to Accounts - Double Entry Accounting

The account balances are changed each time the business completes a business transaction. The underlying theory of double-entry accounting is that each transaction will affect at least two accounts, and that the standard accounting equation will always remain in balance. You can see this from combining the two equations above:

$$\text{Assets} = \text{Liabilities} + \text{Beginning Owner's Equity} + (\text{Rev.} - \text{Exp.})$$

The changes to the accounts are made by entering **debits or credits** to the balance of each account affected by a transaction. A **debit** is used to increase accounts on the left side of the accounting equation (or to decrease the accounts on the right side). A **credit** is used to increase the right side of the accounting equation (or to decrease the left side).

Accounts on the left side of the equation (Assets) should normally have larger debits than credits and are thus considered positive if they have a debit balance. Liabilities, Owner's Equity, and Revenue on the right side should normally have larger credits than debits and are thus considered positive if they have a credit balance. Expenses reduce the right side and are thus considered positive if they have a debit balance.

Does this seem confusing? It's not really. The main thing to remember is this:

Debits -increase Assets, Expenses; decrease Liabilities, Owner's Equity, Revenue

Credits -increase Liabilities, Owner's Equity, Revenue; decrease Assets, Expenses

Each financial transaction should have the same amount of debit dollars and credit dollars (a "balanced" transaction).

Let's look at a couple of examples.

Example 1:

Let's say you make a \$100 sale on credit. The resulting entries might be:

Debit \$100 to Accounts Receivable (increase of an asset)
Credit \$100 to Sales (increase of a revenue)

Example 2:

Now you pay cash for \$50 worth of office supplies. The resulting entries might be:

Debit \$50 to Supplies Expense (increase of an expense)
Credit \$50 to Cash (decrease of an asset)

Each transaction resulted in the accounting equation remaining in balance. No matter how complicated the transaction, the same "balanced" principle will always apply.

Accounting and SouthWare's Accounts Receivable

The purpose of an accounts receivable system is to accumulate sales and payment data and keep track of money owed to you by customers. The accounting functions of SouthWare's Accounts Receivable are:

1. to accept info about sales transactions - those entered in A/R and through the Invoicing modules
2. to accept info about customer payments
3. to calculate or accept info about late fees
4. to report this data in the form of customer statements, sales reports, aging reports, general ledger distributions, and other inquiries and reports

The accounting interface between Accounts Receivable and SouthWare's General Ledger is controlled within Accounts Receivable. Debits and credits resulting from transactions are stored in a distribution "holding" file where they may be listed and reviewed before posting to General Ledger. You may optionally choose to have them automatically posted to General Ledger with each A/R posting. Each distribution in this holding file contains a G/L Post Date to indicate when it should be reflected in G/L.

NOTE: No accounting data posted from A/R to G/L is reflected in General Ledger until it is posted from the G/L transaction file (GL-01) by the responsible General Ledger operator.

You must take the following steps to convert to SouthWare's Accounts Receivable from your present system:

- a. set up any needed accounts for general ledger - Accounts Receivable will create the necessary debit and credit distributions even if you don't use SouthWare's General Ledger - this step should be coordinated by your accountant
- b. set up the control record that includes the accounting decisions such as aging periods, commission methods, late fee rates, and whether multiple A/R, Sales, and other accounts will be used - your accountant should be involved in these decisions

- c. set up the master files such as salespersons, customers, sales taxes, and others
- d. decide when you will start to use the package (should be at the start of an accounting period) - get your accountant to help ensure that you have a clean cutoff before you load the beginning open items (balances) for processing
- e. load beginning open items and clear the distribution file (follow the checklist menu in AR-08 - see AR-08-14)
- f. start processing
- g. maintain your "old" system for at least one month while you process on the new system
- h. then compare the new system results with the old system to make sure you have made an accurate conversion - correct any problems

The following discussion presents the accounting information flow within SouthWare's Accounts Receivable. It is not necessary that you understand this in order to operate the package, but this explanation should be useful for anyone familiar with accounting concepts.

Accounting Information Flow

Sales Transaction Processing

Synopsis

Sales transactions enter Accounts Receivable through the Sales Entry process. Transactions are assigned document numbers by the operator (no system assigned numbers) and are temporarily stored in a work file where they may be listed and edited before posting to the permanent master files. General ledger distributions must be entered to "balance" each transaction UNLESS your control record specifies the account numbers to be used. Sales, credits and debit memos, and other adjustments may be entered. During posting a register is printed of all transactions posted.

NOTE: Sales transactions also enter Accounts Receivable from Inventory/Sales, from A/R Invoicing, and from Service Management. These transactions were already processed in the originating package and the resulting data is placed directly in the A/R open item and related files. These types of transactions are not included in this discussion since the processing is done within these other packages.

Information Inputs

1. Information about sales, credit memo and debit memo documents, and adjustments
2. Account numbers and amounts to create a balanced general ledger distribution for each transaction (this may be predefined in the control record unless using multiple accounts)
3. A G/L Post Date is associated with each transaction - the default for this is determined in the A/R Control Record

Example:

Accounting for an Invoice

	Debit	Credit
Accounts Receivable(a)	436 (1)	
Sales (b)		390 (2)
Miscellaneous Charges (b)		10 (3)
Freight (b)		12 (4)
Sales Tax - State (c)		16 (5)
Sales Tax - City (c)		8 (5)

- (a) defaults from the control record or customer record - may be entered if you use multiple A/R accounts
 - (b) from control record if you use only one account; otherwise entered on second screen (typically an other income account)
 - (c) from tax locality record; tax localities default from customer record
-
- (1) total of sales, miscellaneous charges, freight, and sales tax
 - (2) amount entered in Sales field
 - (3) amount entered in miscellaneous charges field
 - (4) amount entered in freight field
 - (5) taxable amount multiplied by tax rate in tax locality record; taxable amount defaults to Sale amount plus miscellaneous charges, but may be overridden
-
- 4. The system automatically keeps track of which operator enters each transaction

Edits

1. Each transaction must be in balance before writing out the transaction.
2. Account numbers used must exist within the chart of accounts file.
3. Customer, terms code, and salesperson must already exist.
4. On credit and debit memos system will verify that the related invoice does exist in the system.
5. Credit memos verify that the related invoice has not been paid.

Audit Trail

1. A register is forced during posting which shows all transactions being posted.

Information Outputs

1. Sales Transaction edit listing - may be printed for one operator (for selective review) or for all operators - may be printed for a range of document numbers or for all documents posted.
2. Register - listing of all transactions posted with a recap of the resulting general ledger distributions.
3. Open item, customer, G/L distributions (but see Cash Basis Special Note below), salesperson, and tax codes files are updated.

Special Notes

1. Special cancellation transactions may be entered to cancel any transaction that was posted in error. When you enter an "X" type transaction for a document the system knows you are trying to cancel and will search for the original item. If the original document is found the program will create the cancellation information for you. You may post the cancellation and both the original and the cancellation will not be printed on statements. All audit trails will show the cancellation.
2. There is a Tax Adjustment type transaction to let you adjust the sales tax on a posted document. You identify the document and then adjust the sales tax information. When you post the Tax Adjustment the system will adjust your sales tax file and any related accounting.
3. There is an Adjust Due Date type transaction to let you change the due date on a posted document. This does not affect any accounting but is shown on the posting register so you have a record of the change in Due Date.
4. The G/L Post Date associated with each transaction determines into which General Ledger period and Excel History period the

distributions will be posted. The trial balance will only include transactions through the current A/R period - future period transactions will not be included on the trial balance

5. **Cash Basis** - In the A/R Control Record you may indicate that you want to update G/L on a Cash Basis. This means that distributions for a sales transaction will not go to G/L until the transaction is paid by the customer.

If you choose this option the distributions for a posted A/R sales transaction will not go to the G/L interface file. Instead they are held until the document is paid via the Receipt of Payment Processing (see Cash Basis note under Receipt of Payment Processing).

Related Manual Procedures

1. Schedule posting to occur after the daily backup of data files.
2. The edit listing should be carefully reviewed and any needed changes made before posting is selected.
3. The posting register should be retained as an audit trail.

Receipt of Payment Processing

Synopsis

Payments made by your customers are recorded in the system. These payments may be:

- payments on account by balance forward customers
- payments applied to specific open items for open item customers
- temporarily unapplied or "open credit" payments for open item customers
- the reapplication of credits/debits previously applied to invoices
- payments unrelated to Accounts Receivable - Non A/R cash.

An open item worksheet and auto-apply or review functions are available to help match open item payments with invoices. Balance forward payments are automatically applied to the oldest open items for a customer. Non-AR cash may be distributed to a general ledger

account without affecting A/R and allows you to account for all cash received in one system. Open credits may be reapplied to invoices when desired.

Information Inputs

1. Cash account number (for deposit of checks and cash)
2. Check, credit card, or cash information
3. Identification of which open items are being paid for open item customers
4. To reapply open credits, you must identify the open credit to be used and specify which open items are to be paid with it.

Example:

Accounting for Normal Cash Receipt

	Debit	Credit
Cash (a)	186 (1)	
Discounts Allowed (b)	4 (2)	
Allowance (c)	10 (3)	
Accounts Receivable (d)		200 (4)

- (a) defaults from the control record, or may be entered when accessing the program if you use multiple cash accounts
- (b) from control record if you use only one account; otherwise entered when a discount is allowed on an invoice
- (c) must be entered if you enter an allowance amount for an invoice
- (d) from the open item record being paid (must be entered for an open credit)
- (1) invoice amount minus (discount plus allowance)
- (2) invoice amount multiplied by discount percent if paid within discount period; may be overridden by operator
- (3) entered by operator
- (4) amount of invoice being paid - defaults to total invoice balance if payment equals or exceeds invoice balance

Example:

Accounting for Non-A/R Cash

	Debit	Credit
Cash (a)	100 (1)	
Offset Account (b)		100 (1)

- (a) defaults from the control record, or may be entered when accessing the program if you use multiple cash accounts
- (b) entered by the operator
- (1) amount of the check received

Edits

1. Account numbers used must exist within the chart of accounts file.
2. Each payment amount for a customer must be fully distributed to open items or open credits.

Audit Trails

1. A register is forced during posting of cash receipts which shows all payments being posted and recaps by general ledger account number.

Information Outputs

1. Cash receipts worksheet - may be printed for selective customers to help identify open items being paid.
2. Cash receipts edit listing - may be printed for one operator (for selective review) or all operators and shows all info entered.
3. Corresponding posting register.
5. Open item, customer, G/L distributions (see Cash Basis note below), and commissions file are updated.

Special Notes

1. Special cancellation transactions may be entered to cancel any cash receipt that was posted in error (such as to the wrong customer). When you enter the same transaction with negative amounts the system knows you are trying to cancel and will search for the original item. If found you may post the cancellation and both the original and cancellation transactions will not be printed on statements. All audit trails will show the cancellation.
2. **Cash Basis** - In the A/R Control Record you may indicate that you want to update G/L on a Cash Basis. This means that distributions do not go to G/L until transactions are paid. The A/R account is not updated in G/L.

If you choose this option the G/L distributions for a payment are as follows:

	Debit	Credit
Cash (a)	422 (1)	
Discounts Allowed (b)	4 (2)	
Allowance (c)	10 (3)	
Sales (d)		390 (4)
Miscellaneous Charges (d)		10 (4)
Freight (d)		12 (4)
Sales Tax - State (d)		16 (4)
Sales Tax - City (d)		8 (4)

- (a) defaults from the control record, or may be entered per payment if you use multiple cash accounts
- (b) from control record if you use only one account; otherwise entered when a discount is allowed on an invoice
- (c) must be entered if you enter an allowance amount for an invoice
- (d) from the G/L distribution history for the open item record being paid - entered with original transaction
- (1) invoice amount minus (discount plus allowance)
- (2) invoice amount multiplied by discount percent if paid within discount period; may be overridden by operator
- (3) entered by operator
- (4) calculated from the distribution amounts in the document based on the percent of the document that is being paid

$$\text{Percent Paid} = \text{Total Amt Paid} / \text{Total Document Amt}$$

$$\text{Distribution Amount} =$$

$$(\text{Total Amt} \times \text{Percent Paid}) - \text{Prev Amt Posted to G/L}$$

Example:

Assume a \$100 Sale amount was originally distributed \$60 to Sales account A and \$40 to Sales account B. In a previous payment posting the document was 50% paid (\$30 to account A and \$20 to account B). In this payment posting another \$25 is paid on the document. The distribution amounts for this payment are \$15 to Account A and \$10 to Account B:

$$\text{Percent Paid} = (50 + 25) / 100 = 75\%$$

$$\text{Account A Distribution Amount} =$$

$$(60 \times 75\%) - 30 = 15$$

$$\text{Account B Distribution Amount} =$$

$$(40 \times 75\%) - 20 = 10$$

Related Manual Procedures

1. Use the cash worksheet to identify any payments whose application may be questionable - if possible resolve these questions before entering the check.
2. Print the cash receipts edit listing by operator to reconcile the monies received to the monies entered.
3. Schedule postings to occur after the daily backup of data files.
4. The edit listings should be carefully reviewed and any needed changes made before posting is selected.
5. The posting registers should be retained as an audit trail.

Late fee Processing**Synopsis**

The system can automatically calculate late fees or you may manually enter late fees. The system-calculated late fees are based on the number of days past due (or since the last late fee) for each open item using a daily rate (which is calculated from an annual rate entered in the Control Record). Each late fee is stored in a temporary work file where it may be listed and edited before posting to the open item file. During posting a register is printed of all transactions posted.

Information Inputs

1. For calculated late fees you must enter a date for aging, a payment cutoff date, and a date for the late fees to be created. The system reviews the open items and takes into account the late fee flag and the last late fee date in the customer record.
2. For manually entered late fees you must enter all necessary information including the late fee amount to be charged.

Example:

Accounting for a Late fee

	Debit	Credit
Accounts Receivable (a)	5 (1)	
Late fees (b)		5 (1)
(a) the A/R account in the control record		
(b) the Late fee account in the control record		
(1) the finance rate(s) in the control record applied to the number of days past due for each open item adjusted by grace days - a minimum may be specified in the control record		

Edits

1. Dates must be valid.
2. Only customers subject to late fee will be processed.

Audit Trails

1. A register is forced during posting which shows all late fee documents being created.

Information Outputs

1. A late fee edit listing may be printed showing the transactions in the work file.
2. A register is produced during posting.

Related Manual Procedures

1. Schedule posting to occur after daily backup of data files.
2. The edit listing should be carefully reviewed and any adjustments made before posting - after posting a credit or debit memo must be used to adjust a late fee.
3. The posting register should be retained as an audit trail.

Periodic Processing

Synopsis

Certain programs must be run periodically and at year-end. The periodic processes include the transfer of accounting data to General Ledger, the printing of commissions and sales tax reports, and the period-end program that updates the current period number (for G/L reporting). The end-of-year process simply clears the YTD accumulated information in the sales tax and salesperson records.

Information Inputs

1. Each A/R transaction (sale, adjustment, late fee, payment) is associated with a particular general ledger period. This period is based on the G/L Post Date entered in the transaction at the time the transaction is created. These transactions are stored in an interface file until posted to G/L.
2. When posting to G/L from the interface file you must specify a through date for the posting. All debits and credits dated prior to and including that date will be processed, and any transactions dated after that date will remain in the interface file.
3. Salesperson commission report runs from info in salesperson record if in summary. Otherwise info comes from detail commission file.
4. Sales tax report runs from info in tax locality records and sales tax detail file.

Information Outputs

1. Listing of G/L distribution file shows all distributions to be posted to General Ledger - if not interfaced to SouthWare's G/L this report will allow these distributions to be purged after printing.
2. Salesperson report shows info for paying commissions with the option to clear PTD totals for salesmen printed.
3. Sales tax report shows sales and amount of sales tax that should have been collected in each tax locality with the option to clear PTD totals.

4. A/R trial balance shows the detail supporting journal for the A/R balance in General Ledger.
5. End of period program updates current G/L period in A/R control record.
6. Year end program clears sales tax and salesperson YTD info.

Special Notes

1. Paid items in the open item file are moved to history (or purged if not keeping history) by statement processing.
2. The sales tax report shows the amount that should have been collected. If an operator overrode a sales tax amount this will cause a difference between the General Ledger balance and the report.

AR-01 Sales Processing

The selections in this section let you record sales transactions in SouthWare® Accounts Receivable.

As indicated on the menu, the normal steps to process sales transactions are:

1. Enter each sale or sales adjustment as a separate transaction.
2. Print a listing of the transactions you entered and, if necessary, go back to Step 1 to make any corrections.
3. Post the entries to your permanent open item file. Once a transaction is entered in the open item file it cannot be changed, but a credit or debit memo may be used to adjust it or you may cancel it (as discussed later in this section).

If you are using one or more of SouthWare's Invoicing modules you should normally use these modules to enter your sales transactions. This ensures that other files (such as inventory, invoice history, service history, etc.) are kept current with any changes.

A/R Sales Transaction Processing Portal

Entering A/R transactions on graphical workstations is more efficient through the use of a transaction portal. Here are some highlights:

Navigation Tabs

The tabs available in this portal include:

- **List** tab for a list of open sales transactions
- **Transaction** tab for transaction header information
- **Detail** tab for access to distributions for a transaction (only when a transaction is selected)

Status Information

The transaction status area includes the following data (which is automatically refreshed as you edit transactions):

- Current accounting period
- Current transaction operator
- Total number of unposted documents for operator
- Total dollar value of unposted transactions for operator

Transaction Buttons

Available one-click transaction buttons (that are enabled or disabled as appropriate) include:

- Edit listing
- Post transactions

AR-01-01 Enter and Edit Sales Transactions

Sales Transaction Entry

You may use this program to enter new sales transactions into a work file and to edit these transactions prior to posting them into the permanent open item file. These transactions include invoices, credit memos, debit memos, and various other sales adjustments.

NOTE: You will first have to enter an operator code if you don't have an automatic default set up in your logon operator record. See the discussion of transaction operators in AR-07-10. You may switch operators at any time in the program using the operator hot key (normally <Ctrl O>). Many of the features in this program are controlled by the transaction operator options so refer to AR-07-10 if you are not familiar with the many options available.

Viewing Transaction Totals

You may access the transaction totals inquiry at any time by pressing the operator hot key (normally <Ctrl O>) twice from within the entry program. This will show you the current unposted totals in the transaction file for all operators. You may highlight any operator and press <Enter> to see all totals.

If you don't have security clearance to change operators you will only have to press the hot key once. You will see only your own totals.

To Enter Header Information for a Transaction

1. Document #:

Enter the document ID (up to ten characters) of the sales document (invoice, credit memo, or debit memo) you are entering. Each transaction that has not been posted to the open item file must have a unique document number.

If you are entering an adjustment transaction (for commission, sales tax, due date, or to cancel a transaction) you should enter the document number you are adjusting.

2. G/L Date:

This transaction will be posted to G/L and other history files as of the date you enter here. This will default as you specified in the A/R Control Record or transaction operator record but you may change it if needed (subject to your transaction operator security options). The purpose of this date is to let you control the accounting period into which the transaction is posted regardless of the actual document date.

3. Document Type:

Enter the appropriate one-character code for the type of transaction you are entering:

- I Enter "I" for **Invoice** if you are entering an invoice document. This is the default type.
- C Enter "C" for **Credit Memo** if you are entering a credit memo against a previous sale. After you enter the customer number below you may enter the document number to which this credit applies.
- D Enter "D" for **Debit Memo** if you are entering a debit memo against a previous sale. After you enter the customer number below you must enter the document number to which this debit applies.
- T Enter "T" for **Tax Adjustment** to enter an adjustment to sales tax on the document. After you enter the customer number below the program will make sure the document number does exist for this customer.

- A Enter "A" for **Adjust Due Date** to enter an adjustment to the due date of the document. After you enter the customer number below the program will make sure the document number does exist for this customer.
- X Enter "X" for **Cancel** to cancel the document from the open item file. This is to correct a situation where you posted a document with incorrect information. You can cancel the document and then enter it again correctly. See the "To Cancel a Posted Transaction" discussion below for more details. You may not cancel a document that has a debit or credit memo applied to it.

4. Document Date:

Enter the date of the document you are entering.

5. Customer #:

Enter the number of the customer (as defined in your Customer file) to which the sales transaction applies. You may use the customer lookup feature or press <Enter> to search by customer name.

Apply To Doc #

If you are entering a credit memo or a debit memo for an open item customer this field will display. You should enter the number of the document (invoice) to which this credit or debit applies. You may use the <F3> lookup to find the invoice. You may also leave this field blank on a credit, but you will have to apply this document later using an "Apply Open Payments" transaction in the Cash Receipts program (AR-02-02).

6. Salesperson:

Enter the three character code (as defined in your Salesperson file) of the salesperson who is to receive credit for the sale. This will default:

- to the salesperson number in the customer record for invoices and unapplied credit memos
- to the salesperson number on the apply-to invoice for debit memos and applied credit memos
- to the salesperson on the original document for type T, X, and A transactions

You may also enter a salesperson header code if this document involves split commissions.

NOTE: You may press [ESC] from this field to back up and change the Bill To Address.

7. Reference:

This field lets you provide a brief (30 character) description of the nature or purpose of the transaction. You may press <Enter> to default to a standard reference based on the type of transaction you are entering.

8. Sale Amount:

Enter the total sales amount for the items sold, exclusive of freight and miscellaneous charges (maximum of \$999,999,999.99). You should enter all amounts as positive numbers. If you are recording a credit memo the system will treat the number you enter as a negative number.

If you use only one Sales Account Number (as defined in your Control Record) it will display to the right of this amount. Otherwise the literal "To Be Distributed" will display to indicate that you must distribute this amount later.

9. Misc Charge:

Enter the total amount of the miscellaneous charges (such as handling fees) for the transaction (maximum of \$99,999,999.99).

If you use only one Miscellaneous Charge Account Number (as defined in your Control Record) it will display to the right of this amount. Otherwise the literal "To Be Distributed" will display to indicate that you must distribute this amount later.

10. Freight:

Enter the total amount of freight to be charged to the customer for delivery (maximum of \$99,999,999.99).

If you use only one Freight Account Number (as defined in your Control Record) it will display to the right of this amount. Otherwise the literal "To Be Distributed" will display to indicate that you must distribute this amount later.

11. Taxes:

This field displays a window with the sales tax information for this document. The information includes:

Tax Code

This is the appropriate tax header code or locality code for this document. This will default from the customer record. You may use the lookup to search for a tax code.

Taxable

This is the total amount taxable on the sale (maximum of 999,999,999.99) to be used in calculating sales tax for this locality. If a part of the invoice is nontaxable you should adjust this field to the correct amount. This will default to the sales amount plus any miscellaneous charges.

Tax

This is the actual amount of tax charged to the customer. This will default to the calculated amount for this locality.

12. Cost Amount:

Enter the total cost of the items sold (maximum of \$999,999,999.99). This is used to calculate the gross profit for the document.

13. Commissions:

This field displays a window with the commission information for this document. The information includes:

Commissionable

This is the total amount of the document that is subject to commission. This will default to the sale amount. You may change this if a portion of the sale is not commissionable.

Commission per Salesperson

This is the total amount of commission due to the salesperson as calculated from the commission percent in the salesperson file times the commissionable amount.

If the salesperson code you entered in field 6 above is a split commission header code this window will show all the salespersons' commission amounts. The commission amount for each salesperson shown is calculated as:

Commissionable Amount x (% of Split) x Commission %

You may adjust any of these amounts as needed.

14. Terms:

This field displays a window with the credit terms information for this document. The information includes:

Terms Code

This is the three character code (as defined in your Terms Code file) identifying the set of terms you extend to this customer. The system will default to the code used in each customer's record.

Due Date

This is the date when this sales transaction becomes due. The program calculates the default due date from the terms.

Disc. Date

This is the last date on which an early payment discount is available on this document. The program calculates this date from the terms.

For Split Terms

If the terms code you enter is a split terms type (as defined in AR-07-02) the program automatically divides the invoice amount across the different payment dates. To access the splits press <F4>. For each split you may maintain the amounts and dates discussed above. The amounts of the splits must total to the invoice amount.

When you post the invoice to the open item file it will post these as separate open items. All the identifying information (such as invoice number) will be the same for each open item, and the G/L distributions will be split among the open items based on the percentages.

15. A/R Account:

This is the number of the Accounts Receivable general ledger account that will be affected by this document. This will default from the Default A/R Account in the customer record if one is defined. Otherwise this defaults to the Control Record. If you specified only one A/R account in your Control Record the system will display the appropriate number. Otherwise you must enter the

appropriate number or press <Enter> to default to the Control Record number.

When you have confirmed that the header information is correct you may press <Enter> at the Enter Change Number prompt. If you enter an amount for which you use multiple G/L accounts (such as Sales, Miscellaneous Charges, or Freight) you must then enter G/L distributions as discussed in the next section.

NOTE: If you have defined Transaction Extended Data for A/R Transactions you may enter these fields after you complete the header. If the fields are not automatic you may press the Extended Data Hot Key (normally <Ctrl X>). You may also enter Notes at any time during the transaction by pressing the Notes Hot Key (normally <Ctrl N>).

To Enter G/L Distributions for a Transaction

AR-01-01 SouthWare Excellence Series (857) DEMO Company

File Edit Approx Search Next Previous Enter Options Breakout Link Help

Sales Entry And Editing

Period 7 thru 07/31/05
ARS Unposted #.1 \$ 537.50

Transaction Distributions

1. Document # 234432 2. G/L Post Date 02/16/06
3. Document Type Invoice 4. Document Date 02/16/06
5. Customer # 1 Carl Sanders
6. Salesperson BTR Blake Hobbins Auburn AL 36830

Line #	Account #	Account Desc	Amount	Reference
2	4070-000	Sales - Miscellaneous	500.00	Invoice# 234432

Amount to Distribute: 500.00 Amount Left: 00

16. Line # 2
17. Account # 4070-000 Sales - Miscellaneous
18. Amount 500.00
19. Reference Invoice# 234432

to change [OK] [Cancel]

[OK] [Cancel]

BONNIET 05/26/05

Sales Distribution Screen

The screen displays the amount to be distributed and requires you to enter account numbers and amounts until the "Amount Left" is zero.

16. Line #:

Press <Enter> to assign the next line number. This serves as the key to each distribution record on a transaction. You may also use the function keys to display lines already entered.

17. Account #:

This is the G/L account for this distribution. You must enter the account number or use the account lookup to find the account.

18. Amount:

Enter the amount of the document related to this distribution. You may press <Enter> to default to the "Amount Left" shown on the screen.

19. Reference:

Here you may enter a brief (30 character) description of this specific distribution. If you press <Enter> this will default to the header reference field.

This reference is stored in history and in General Ledger to help you document the reason for this distribution.

Continue to enter distribution lines until the Amount Left is zero. Then you may press <F8> at the Line # field to complete the transaction.

NOTE: The transaction must be completely distributed and in balance before you can complete it. If you are not able to complete the transaction you may abandon it (throw it away) by pressing <ESC> at the Line # field. The program will confirm that you want to abandon and then delete the entire transaction.

To Change an Existing Sales Transaction

To change a sales transaction you have already entered but not posted, display it on the screen by entering its document number or use the function key options described in the prompt (these are discussed under "File Maintenance"). You will then use the same access mode prompts discussed in "File Maintenance". You may change the information on the first screen or press <F4> to change the distributions on the second screen.

To Delete an Existing Transaction

To delete an entire transaction you have already entered but not posted, display it on the screen by entering its Document # or use the function key options described in the prompt (these are discussed under "File Maintenance"). At the Access Mode prompt enter "D". You will see the question "Do you want to DELETE this entire transaction?." Make sure that this is the correct transaction to delete, then enter "Y" for Yes.

To Cancel a Posted Transaction

Once you have posted a sales transaction (as discussed under "Post Sales Trans to Open Item File") you may not make changes to it. If you failed to catch and correct an error before posting, the proper way to correct the error is to cancel the existing open item and set up a new one.

To cancel a document simply enter a cancellation transaction for it. Enter the document number in field 1. Then enter "X" as the document type and the document date and customer number. The system will make sure that the document exists in the open item file, then it will fill in the rest of the cancellation transaction for you.

NOTE: If you have upgraded to the Excellence Series from previous SouthWare revisions there will not be any G/L distribution history on file for converted documents. If you cancel a converted document you will have to enter the appropriate G/L distributions for the cancellation.

When you post a cancellation transaction the system will get rid of both the original and the cancellation transaction. You may then reenter the correct information as a new document.

To Adjust Sales Taxes on a Posted Transaction

To adjust the sales tax information on a posted transaction simply enter a Sales Tax Adjustment for it. When you post the sales tax adjustment the program will:

- create a debit or credit memo for the original document to reflect the adjusted amount
- adjust the balance due in the customer record
- generate the appropriate G/L distributions for the adjusted amount

Enter the document number in field 1. Then enter "T" as the document type. The system will make sure that the document exists in the open item file, then it will fill in the rest of the transaction for you. At the Taxes field enter the change(s) to be made to the tax code(s) or tax amounts.

To Adjust the Due Date on a Posted Transaction

To adjust the due date on a posted transaction simply enter a Due Date Adjustment for it. This type of transaction adjusts only the due date on a document.

Enter the original document number in field 1. Then enter "A" as the document type. The system will make sure that the document exists in the open item file, then it will fill in the rest of the transaction for you. At the Terms field enter the new due date for the document.

Special Accounting Note

The G/L Date you enter on a transaction determines into which G/L period and history period the transaction will be posted. You may change this date as needed, but here are the implications of using a date outside of the current A/R period:

Posting to a prior period:

This occurs when the date you use is prior to the current A/R period. This means that any period-end reports that you ran are no longer valid and should be re-run. This is particularly important for the A/R Trial Balance since your G/L balances will no longer agree with the Trial Balance you printed.

If the period you post to has already been closed in G/L you must re-open the period in G/L before you can post the transaction within G/L. This means you will also have to rerun your G/L period reports (including financial statements).

Posting to a future period:

This occurs when the date you use is after the end of the current A/R period. This is OK since the A/R Trial Balance will ignore any open items that have a post date after the end of the period. The transaction will update G/L and the history files as of the future period.

Special Note - How to handle refunds for customer returns

If you need to refund payment because of a customer credit memo you should do the following:

Method A

If possible simply cancel the previously recorded cash receipt (which increases the invoice balance) and enter a credit memo. If the payment has already gone into history you must use Method B.

Method B

- a) **Draft a Check:** If you are using the Accounts Payable system, enter and post an invoice for the miscellaneous vendor (number 999999) and enter the customer's name and address for the miscellaneous vendor. Distribute the invoice amount to a clearing account (debit clearing, credit A/P). The next time checks are processed, a check will be drafted to this customer and the proper accounting distributions will be made (debit A/P, credit cash). If you prefer, write a manual check and use a prepaid invoice (A/P Invoice Processing) to perform both of these steps at once. If you are not using the Accounts Payable system, write a manual check and record a G/L journal entry to debit a clearing account, credit cash.
- b) **Adjust the Customer Balance:** If the original invoice can be accessed on the Customer Open Item Activity Report, enter a Debit Memo (apply to the original invoice number) having a Sale Amount of zero. Enter the refund amount as a Miscellaneous Amount and enter spaces for the Tax Code. This is because the sales analysis and tax reports should not reflect this activity; a credit memo will be issued in the next step. Enter a clearing account number as the distribution account. (You may only do this if your A/R Control Record indicates that you have multiple Miscellaneous Charge account numbers). The G/L distributions will be created (debit A/R, credit clearing account).
- c) **Adjust the sales analysis and customer's balance:** Enter a credit memo against the original invoice.

NOTE: If you originally used the Inventory/Sales system to enter the invoice, use the Credit Memo process in Inventory/Sales to adjust the customer's balance and refund the amount paid.

AR-01-02 Print Sales Transaction Edit List

This option gives you an edit listing of the sales transactions you have entered but not yet posted. You should use this listing to verify your work before posting to the open item file. You can correct any errors found on this listing through the "Enter and Edit Sales Transactions" option explained in the previous section before posting to the open item file.

To print the listing select it from the menu and choose an output option (see "Reports and Listings" for a discussion of output options). If you do not have an auto-default transaction operator you will first be asked to enter your operator code. You may then enter the following parameters (based on your operator security.:

Range of Document Numbers

Enter a range of document numbers to list or press <Enter> to list ALL documents.

One or ALL Operators

Enter a particular transaction operator code or press <Enter> to include all operators.

When to Use: 1) Print once for each operator to check operator batches before posting,
2) Automatically prints as a posting register for all operators

Selections: Range of document numbers, one or all operator ID's

Sequence: Document number

Calculations: (recap) Proof = Debits - Credits

Totals: Grand Totals

Recap: By recap profit center (defined in G/L Control Record) shows total debits, credits for each account number

Source of Info: *Sales Transaction File, Sales Transaction
Distributions File, Sales Transaction Taxes File,
Customer File, Codes File, G/L Account File, G/L
Control File

*Indicates the primary file for the report.

AR-01-03 Post Sales Transactions To Open Item File

This selection takes the A/R sales transactions you have entered and posts them into the open item file. It also creates distributions for the transactions in the G/L interface file (or automatically posts them to G/L if Auto-Posting is selected in the Control Record).

The open item file is a permanent file containing all the outstanding invoices and credit/debit memos for your customers as well as the paid documents which have not yet been printed on statements. The statement printing process moves the paid documents to the history file if you are keeping history.

A sales transaction is not reflected in your A/R records until you have used this process to post it to the open item file. Once a transaction has been posted it cannot be changed, so make sure that you have carefully checked your edit list before proceeding. You may cancel a posted transaction (refer to AR-01-01) if needed.

To post sales transactions to the open item file, select this option from the menu and choose an output option for the listing of documents to be posted. The system requires you to print this listing to ensure that you have checked your work, and you should keep this listing for a printed copy of your work.

If you do not have an auto-default transaction operator you must first enter your operator code. You may then select to post one or all operators depending on your operator security options.

After the listing has printed and you have reviewed it the screen will display an explanation of the posting process. You must enter "C" to continue with the update.

Note on "C" to Continue

The "C" to Continue prompt helps you determine the status of the update if you should have a hardware problem.

Before the program asks you to enter "C" to continue there have not been any file updates. If you have a power outage or other problem before the Continue prompt you can simply restart the post process.

After you enter "C" the program begins its updates and there is a chance that a hardware problem may lose part of a transaction when you restart. This is the reason it is a good idea to make a backup copy of your files before you start an update. You can then restore your files from backup if your system fails during the update.

AR-01-04 A/R Invoicing (Adapter)

A/R Invoicing is an Adapter module for Accounts Receivable. You may license this add-on module to add invoice entry and printing capabilities to SouthWare Accounts Receivable. **If you have not licensed A/R Invoicing this menu will not appear on your system.**

Installing the Adapter

If you are adding this adapter after your initial installation you should load it according to the standard load instructions for your system. After you have loaded the software you should:

- Access the license information and enter either a "T" or "P" for Permanent or Temporary Registration (if you have a new registration sheet) in system # 430. This is done through XX-06-06.
- Update your operator records with the proper security for the A/R Invoicing System (system number 430).

Overview and Relationship to Accounts Receivable

The A/R Invoicing Adapter produces information which flows directly into the Accounts Receivable files. Essentially it creates the same information in A/R as a sales transaction entered through AR-01-01. In addition it provides a printed invoice and a separate history file of detailed invoice information.

Relationship to Other SouthWare Invoicing

The A/R Invoicing Adapter shares several programs and files with the invoicing processes contained in Inventory/Sales and Service Management. If you begin using A/R Invoicing and later add one of these other products, the invoices you produce through either invoicing process will result in the same updates to A/R and the same invoice history.

AR-01-04-01 Invoice Processing

The programs in this section allow you to efficiently enter and edit sale information, print invoices, and update to A/R. You must have set up the files in Installation and Set Up (AR-01-04-03) before you run these programs.

The information that results from these invoices will update Accounts Receivable in the same way as documents entered through AR-01-01 and posted through AR-01-03.

Excellence Tip:

A customer will rarely remit payment before he receives a billing. The longer the delay in sending him an invoice, the longer the wait for payment.

AR-01-04-01-01 Enter Billing Information

You may use this powerful program to enter billing information for sales and to print interactive invoices. The standard service file allows you to quickly and accurately enter sales of standard items. Flexible payment handling allows you to handle special payment situations.

Invoice Header Screen

1. Order#:

Press <Enter> to begin entering a new transaction. The order number is assigned from the control record. The order number is not assigned until you have completed the header information.

You may enter an existing order number or use the <F3> lookup to display an existing sales transaction. If you have already printed an invoice for a transaction you may not change the information.

2. Type:

Enter the appropriate one character code as indicated in the prompt. You may press <Enter> to default to "R" for Regular.

The valid types are listed below.

- R - **Regular** - This type indicates a normal sales transaction.
- N - **No Charge** - This type indicates that the customer is not to be billed for the items. An invoice will be generated for the transaction.
- C - **Credit** - This type indicates that you are recording a credit against a previous sale. You may indicate the invoice number to which the credit applies.
- B - **Billing Adjustment** - This type indicates that you are adjusting the selling price on a sale that has already been invoiced to the customer. You may indicate the invoice number to which the adjustment applies.
- P - **Payment on Account** - This type indicates that you are receiving an over-the-counter customer payment on account. The payment is recorded as an open credit against the customer account. You may print an invoice or receipt for the payment.

3. Date:

This field will default to the current system date. You may use <ESC> to back up and change the date.

4. Cust #:

In this field you identify the Sold To customer for the sale. You may enter the number of an existing customer or use one of the following options:

- **press <F1> to search by name** - this will allow you to search or lookup using the customer name field
- **use the <F3> lookup** - enter a beginning number or just press <F3> to use the customer lookup feature described in File Maintenance
- **press <F4> to access by phone number** - a telephone number field will display and allow you to search by phone number - if you enter a telephone number that doesn't exist you will be given the option to add a new customer
- **add a new customer** - you may enter a new customer number or press <F5> to assign a new number if your A/R control record allows this feature - see the "Adding a New Customer" discussion later in this section

You may not enter a transaction for a customer on credit hold (whose credit rating is "HOLD"). See the "Credit Checking" discussion for further details.

NOTE: All sales history goes to the Sold To customer and all customer related defaults come from the Sold To customer. This is true even if you select a Bill To Address below that has a different Bill To Customer.

5. Bill To #:

The first field here lets you specify the Bill To address for the sale. This field is skipped unless there is at least one separate Bill To Address set up for the customer. If there are billing address records then this will default to the Default Bill To Address defined in the customer record.

The other fields contain the billing name and address fields. These come from the Bill To Address or from the customer if there is not a Bill To Address. If you are adding a customer you must enter these fields.

- the first line of 30 characters is the customer name
- the second line is the first line of address
- the third line is the second line of address
- the fourth line is the third line of address
- the fifth line contains a 20 character city, a 2 character state code, and a 10 character zip code

NOTE: The Bill To Address may indicate that a different customer is to be billed. Normally the Bill To and Sold To customer are the same, but you may sell to multiple affiliated customers whose billing is to go to one customer number. If the Bill To customer is different than the Sold To customer then the A/R open item is assigned to the Bill To customer and the sales history is assigned to the Sold To customer.

6. Cust PO#:

This 15 character field may be used to enter the customer's purchase order number for this sale. In the customer file you may indicate that a PO# is required for a particular customer.

7. Trade Disc %:

This field applies only to Inventory/Sales users.

8. Salesperson:

This three-character field indicates the salesperson who is to receive credit for this sale. This field will default from the customer record but may be changed.

9. Ship To #:

You may enter a valid customer Ship To address for the sale. This field is skipped unless there is at least one Ship To Address set up for the customer. If there are shipping address records then this will default to the Default Ship To Address defined in the customer record.

If there is not a Default Ship To Address in the customer record you may press <Enter> to default to the Sold To customer address. You may also use the <F3> lookup to search alternate ship to addresses for this customer.

(Fields 10 and 11 are not used unless you use SouthWare's Inventory/Sales.)

10. Ship Via:

You must indicate the method of shipment for this sale by entering a valid ship via code (or use the <F3> lookup). This field will default from the ship to record or customer record.

11. Sched Date:

Enter the date of shipment requested by the customer. You may print Inventory/Sales picking tickets based on this date. If no special scheduling is required you may press <Enter> to leave this field blank.

12. Order Comment:

You may enter an appropriate comment for this order (maximum of 45 characters). This comment will print on any invoices for this sale.

Other comments that may be printed include the standard comments from the Control Record, the Header and Trailer text, and the text you may enter with the line items.

13. Account Numbers:

This field will be skipped during entry. You may access this field in change mode to display a window that allows you to change any of the following G/L account numbers for this sale:

- Accounts Receivable (from customer override or from A/R control record)
- Cash (defaults from A/R control record)
- Retainage (shown only if you use Job Cost and this order is for a job - defaults from Job Header)

(Field 14 is Followup Info and is used only in Inventory/Sales Order Entry.)

15. Job Number:

This field will only display if you are using SouthWare's Job Cost and the Job Cost Control Record indicates that you are interfacing to Invoicing.

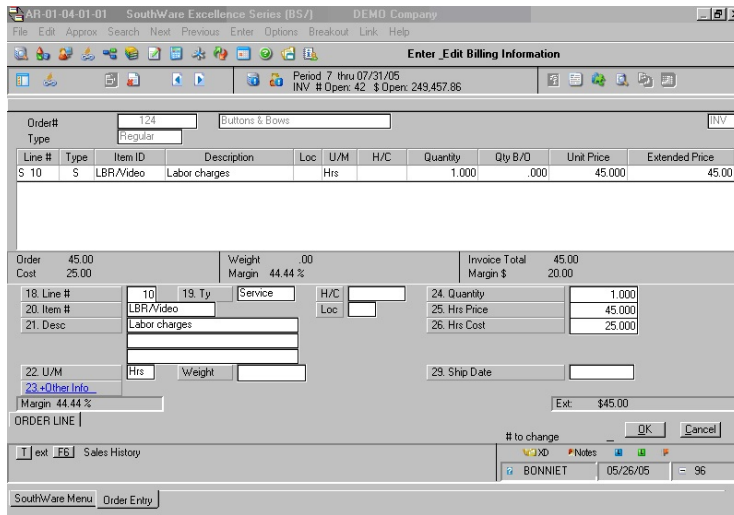
If this transaction is not related to a job, or if you are billing for job retainage only, press <Enter> to skip this field.

If this billing transaction is for a job, enter the job number. You may use the <F3> lookup on job numbers. During the update of this invoice a "BI" type transaction will be created in the Job Cost Transaction subsystem (JC-01). The job number is also stored in the A/R open item record.

If the Job Cost Control Record indicates that you use A/R retainage, retainage will be calculated on this billing. See field 39 below.

(Field 16 is Quotes Info and is used only in Inventory/Sales Order Entry. Field 17 is Other Info and applies only to Inventory/Sales.)

Line Item Info



Invoice Line Items Screen

18. Line #:

Enter a line number or press <Enter> to have the system assign an identifying line number for the service or item being sold. The line numbers are assigned in increments of 10 (first line is 10, second line is 20) so that you may add lines between existing lines.

You may access an existing line by entering its number or by using the <F1> search key to display each line. You may also use the <F3> lookup of line items.

19. Ty and H/C:

Ty

This field identifies the type of line item you are entering. It will automatically default to "S" for Service Codes.

H/C:

This field is used only in Inventory/Sales Order Entry.

20. Item #/Loc:

Specify the service being sold by entering its ID. You may search using the <F1> search or <F3> lookup.

21. Desc:

The description for the service you selected will display in this lines (3 lines of 30 characters each). If you entered a miscellaneous item you must enter the description. Any blank lines in the description will not be printed on the invoice.

22. U/M:

The program will fill in the default selling unit of measure for the service. You may press <ESC> to back up to this field if you need to change the unit of measure.

23. Other Info:

This field will normally be skipped during entry. You may access this field in change mode to display a window which contains the following information for the sale of this item:

Salesperson

This field defaults from the salesperson code on the order header screen. You may change this field as needed. The commission information will be updated by salesperson to the commission file in Accounts Receivable.

Ship To #

This field defaults from the ship to number on the order header screen. If you want to ship this item to a different address you may access this Other Info box and enter a valid ship-to number for this customer. If there is not a ship-to record for the address you want to use you may use the <F3> File Maintenance function within the lookup to set up a new ship-to record. You must refer to a valid ship-to address record since the address itself is not stored in the order.

This is for reference only.

Tax Code

This defaults from the tax code for the customer. You may change this field. The corresponding localities display in a window to the left of this box.

Taxable status

This defaults from service.

Commissionable status

This defaults from the service record.

Accounts

The following accounts default from the service record:

- Sales Account
- Inventory Account
- Cost of Sales Account

24. Quantity:

If the service you are selling is priced as a flat amount this field will be skipped. The price and cost will be shown in the next two fields based on the customer's default price level.

If the service is priced as a rate times units you must enter the quantity being sold of the service. If you press <Enter> without making an entry the quantity will default to 1.

25. (unit) Price:

If the service is priced as a flat amount this field will show the selling price based on the customer's price level. You may override this price in change mode.

If the service is priced as a rate times units this is the rate per unit for this item (maximum of 999,999.999). The rate is determined by the customer's price level. The extension of rate times quantity is shown as the "Extended Price" below.

The price levels from the item's record will display at the bottom of the screen when you access this field in change mode. They will also display if the item is miscellaneous or if the customer's price level has a zero price. You may enter a price, or you may enter the price level number (1 thru 5) and press <F1> to specify that price.

26. Unit Cost:

This field contains the unit cost for the service. The cost comes from the service code record, and is either a flat amount or a rate times units.

When you have finished a line item press <Enter> to finish and return to the Line # field.

Payment Info

Invoice Payment Screen

When you have entered all the line items needed, press <F8> at the line number field to proceed to the payment screen.

31. Misc Charges:

In this field you may enter up to four Miscellaneous Charge Codes. When you access this field a window will appear on the screen. You may enter the code or use the <F3> lookup to find the code, then enter the amount of the charge.

A miscellaneous charge code may be defined to be a percent of the total extended amount. If you enter such a code and the percent was defined in the code record, the amount will be calculated and displayed. If the percent was left zero in the record, you may enter the percent here and the amount will be calculated.

32. Tax:

This field shows the default tax code and the total tax amount for the sale. Normally services are non-taxable, but if you sold taxable items the system will automatically calculate sales tax based on the sales tax code assigned to the customer.

The default tax code for the order comes from the customer record. The sales tax localities may be overridden per line item as discussed in field 23 above.

When you access this screen the program calculates the total sales tax amount based on the tax localities for the line items. Any taxable miscellaneous charges are taxed using the default tax code for the order.

You may access this field in change mode and change the tax code or amount.

- If you change the tax code the program will reassign tax localities to each line item and recalculate the tax amount based on the new default code.
- If you override the tax amount the program will not change the tax if you later change the tax code.
 - The taxable amount of a sale is normally NOT changed when you override the sales tax amount. The sales tax report shows the tax amount due based on taxable sales in addition to the actual tax amount collected. However, if you change the sales tax amount to zero, the entire sale will be classified as non-taxable on the tax report.

Taxable status of a sale is normally determined by the taxable status of the stock item or service. If you need to change the taxable status of a line item you may access the "Other Info" field in line item entry. If you need to change the taxable status of the entire order you should change the default tax code in this field.

33. Pay Type:

Here you must specify the method(s) of payment to be used by the customer. The valid payment types are:

- 1 - **On Account** - sale is charged to the customer's open A/R account - the system will not allow this option to the miscellaneous customer or to customers with "CASH" as their credit rating - the terms for the customer will display in field 38
- 2 - **Cash** - payment is in cash
- 3 - **Check** - payment is by check
- 4 - **Credit Card** - payment is by credit card - you must then enter the credit card information discussed in field 37

The amount for types 1, 2, and 4 will default to the amount due. You may use multiple payment types on the same sale if, say, the customer pays part of the amount with cash and part with a check.

34. Drawer:

For payment received from the customer you must enter the name of a valid cash drawer or use the <F3> lookup to find the proper drawer. This will default from the drawer defined in the terminal line record in SwiftMate. You have the option of using electronic cash drawers or of simply using the cash drawer name for the reconciliation reports in SV-02-05.

35. Cash:

Enter the amount of cash received if you selected payment type 2.

36. Check #:

Enter the number of the check received as payment if you selected payment type 3. Then enter the amount of the check or press <Enter> to default to the amount due.

37. Credit Card:

Enter the one character credit card type as defined in the Location Record if you selected payment type 4. Then enter the credit card number (maximum of 20 characters), expiration date (MMYY), authorization code if used (10 characters), and the amount to be charged.

NOTE: See XX-05-13 for information about interfacing credit card information to IC-Verify®.

38. Terms:

This field contains the terms code to be used for this sale when payment is made on account (type 1). This will automatically default to the terms code in the customer record.

You may access this field in change mode. If the due days for the terms code is "1" (indicating C.O.D. terms) you may not change the code.

For Split Terms

If the terms code you enter is a split terms type (as defined in AR-07-02) the program will automatically divide the invoice amount across the different payment dates.

When you post the invoice to the A/R open item file it will post these splits as separate open items. All the identifying information (such as invoice number) will be the same for each open item, and the G/L distributions will be split among the open items based on the percentages.

39. Retainage Amt:

This field will only display if:

- you are using SouthWare's Job Cost and the Job Cost Control Record indicates that you are interfacing to Invoicing and
- the Job Cost Control Record indicates that you use A/R retainage and
- the job you specified in field 15 has an A/R retainage account number.

Any retainage amount shown is calculated by multiplying the subtotal of the line items times the A/R retainage percent in the job header record (JC-02-03). You may override this amount in change mode.

Any retainage amount will be included in the "BI" Job Cost Transaction created when this invoice is updated.

After you have completed the transaction, press <Enter> at the "Enter Change Number" prompt. If there was an overpayment on the sale you will be given the option of treating it as change given or to create an open credit in A/R for the difference.

Printing the Invoice

Then a question will ask if you are ready to print the invoice. Enter "Y" to print the invoice on the interactive invoice printer defined for your terminal. Enter "N" to skip the printing for now; you may print the invoice later through this program or through the batch print (AR-01-04-03).

After the invoice prints a question will ask if you want to reprint. Enter "Y" to reprint the invoice, or enter "N" to complete the transaction.

Adding a New Customer

You may create a customer record when you record a sale to a new customer. Simply enter a new customer number or press <F4> to

assign a number if you use numeric customer codes and have system-assigned numbers. The new customer record in A/R is created as follows:

- The customer number, name, and address are transferred from the order you are entering. You may also enter the telephone number and contact name.
- The other information is defaulted from the Non A/R Customer in the Service Management Control Record. If you change any of this information in the order the customer record will reflect the changed information.

AR-01-04-01-02 Print a Billing Edit List

This selection allows you to print a listing of the invoices to be printed. You should check the accuracy of the information and make any changes before printing the invoices.

Select the list from the menu and choose an output option. Then specify the sequence for the report:

- enter "O" to print the report in sales order number sequence
- enter "C" to print the report in customer number sequence
- enter "S" to print the report in salesperson sequence

Next you may enter a range of records to include, or press <Enter> for ALL records. If you selected "O" you may enter a range of order numbers. If you selected "C" you may enter a range of customer numbers. If you selected "S" you may enter a range of salespersons to print.

After you confirm your entries the report will print.

NOTE: A warning will be printed on the report if the Apply To Invoice number for a Credit Memo does not exist in the system.

When to use: To list all billing transactions that need to have invoices printed

Selections: Range of order numbers or customer numbers

Sequences: By order number or order within customer number

Calculations: Ext. Price = Units x Unit Price
Ext. Cost = Units x Unit Cost

Totals: Order totals, grand totals

Recaps: None

Source of Info: *Order line file, order header file, separate ship-to file, ship-to address file, order serial file, control file, A/R customer file, A/R codes file, A/R open

* Indicates Primary File

AR-01-04-01-03 Print Batch Invoices

This selection prints all invoices that were not interactively printed from the billing entry program.

When you select this program you must first choose an output option for the invoices. Make sure you have the invoices properly mounted on the printer you select.

Next you must enter the invoice date to be used on the invoices. You may press <Enter> to default to the current system date.

A question will then ask if you want to print an alignment form to check the alignment of your invoice forms on the printer. Enter "Y" to print an alignment form, and continue to enter "Y" to print additional alignments. Enter "N" when the alignment is correct, and the invoices will print.

After the invoices are printed you will be asked if they are ok. If you enter "Y" for Yes, the billing orders will be flagged as invoiced. If you respond that they are not ok, you may enter a range of invoice numbers to reprint. The invoices that are reprinted will be assigned new invoice numbers.

When to use: To print any invoices not printed interactively

Selections: Invoice date

Sequences: By order number

Calculations: Subtotal = total extended price

Totals: Invoice totals (Total Due)

Recaps: None

Source of Info: *Order header, order line, control file, invoice file, A/R codes file

* Indicates Primary File

AR-01-04-01-04 Update Invoice Information

This selection updates several SouthWare files with the billing information from invoices. All invoices that have been printed since the last update will be updated.

When you select this program you must first choose an output option for the invoice register. Then a question will ask if you want to print the register in summary format. If you choose summary, only the invoice totals will be shown. If you say No to summary, the detail of each invoice will be shown.

NOTE: If you do not keep a copy of the invoice, you should print this register in detail. Since this register is the primary reference document for invoices, it can be very helpful to have this detail information available.

A second question will ask if you want to print a recap by item. Enter "Y" to print a recap by service code on the bottom of the register. Enter "N" to skip the recap.

The invoice register and general ledger distributions will print. Then an explanatory message will describe the update process and ask you to enter "Y" to continue. After the update is complete the menu will be redisplayed.

NOTE: You should not run this update while orders are being entered. If the update program appears to be stopped, it is likely that another terminal is using records needed by the update program. You should run this program only after first backing up your data files.

When to use: To update files after printing all invoices for the day

Selections: Summary or Detail, optional recap by service

Sequence: Invoice number (by line within invoice if in detail)

Calculations: $\text{Margin} = [(\text{Price} - \text{Cost})/\text{Price}] \times 100$

Totals: Invoice totals
Report totals for units and extended price/cost

AR-01-04-01-04

Update Invoice Information

Recaps: G/L distributions by invoice number within account
number
G/L distributions by profit center
Salesman
Service code (optional)

Source of info: * Invoice File, Order Header, Order Line Item, A/R
Codes, G/L Account, Ship To File

* Indicates Primary File

AR-01-04-02 Reports and Listings

The programs in this section allow you to print invoice information and file listings. The first two selections should be run periodically to remove unneeded information from your files.

AR-01-04-02-01 Print/Purge Billing History

This report allows you to print out selected invoice history records. You may print out any invoice information on file and select it by date and customer number. You then may purge the information from the files.

Select the report from the menu and choose an output option. Then you may enter the invoice date to print/purge through.

After you confirm the date, the report will print and show all invoice information on file dated prior to and including the date you entered. Then you must indicate whether you want to purge the information just printed.

When to Use:

- 1) When a printed copy of completed invoices is needed (only invoices which have been updated by the update invoice information are included)
- 2) As a final copy of history before purge is done

Selections: Invoice date to purge through

Sequence: By order number within customer

Calculations: $\text{Gross margin \%} = \frac{[(\text{Ext. Price} - \text{Ext. Cost}) / \text{Ext. Price}] \times 100}{}$

Totals: Invoice totals, Grand totals (recap)

Recap: Grand total is detailed recap of sales, cost, taxes, misc. charges, payments

Source of Info: *Invoice History File, Invoice History of Line Items, History of Serial Line Items, A/R Codes

*Indicates the Primary File

NOTE: The invoice history files are also used by the Inventory/Sales and Service Management products. If you purge invoice history AND have security clearance for these other products, you may print and purge records from these products at the same time.

AR-01-04-02-02 Print/Purge Order Audit File

This program lists the order numbers used by the invoicing program, and indicates what happened to each order number used since the last time you purged this file. This listing allows you to account for each order number used. At the end of the report you may purge the file.

Select the program and choose an output option. After the report has printed a question will ask if you want to purge all records from the file. Enter "Y" to purge or "N" to leave the records in the audit file.

NOTE: The order number audit file is also used by Inventory/Sales and Service Management. This program purges ALL records, including any used by these other products.

AR-01-04-02-03 Miscellaneous Charge Codes Listing

This program allows you to list the miscellaneous charge records you have set up. This listing may be used for reference or to check the entry of the records.

Select the program and choose an output option. All codes on file will be printed.

AR-01-04-02-04 Services Listing

This program allows you to list the service records you have defined. This listing may be used for reference or to check the entry of the records.

Select the program and choose an output option. Then enter a range of service codes to include or press <Enter> to include ALL services.

AR-01-04-03 Installation and Set Up

The programs in this section are used to prepare this Adapter for processing. They allow you to define certain options in A/R Invoicing and to set up the master files needed by the invoicing program.

The A/R Invoicing Set Up is a checklist menu, and you should run these programs in the sequence they are listed.

AR-01-04-03-01 Set Up Invoicing Options

This program is the control record for A/R Invoicing. Here you may control features within the Adapter, so make sure you understand these questions before you answer them.

Option	Value	Last # Assigned	User Assigned
1. Sales Order # Format	N	419	N
2. Invoice Number Format	N	366	
3. Keep History?	Y		
4. Post Cash Sales To AR?	Y		
5. Reverse Cust Name?	Y		
6. Length Of Invc Form	66		
7. Printable Invc Lines	50		
8. Print Headers On Invc?	N		
9. Print Comp Name On Invc?	N		
10. Invoice Type/Comments	3		
11. New Customer Defaults	999999		
12. Card/Other Pay Types	Card/Other Pay Types		
13. Invoicing Options	Invoicing Options		

A/R Invoicing Control Record Screen

1. Last Order Number:

This field is used by the system to assign unique numbers to sales transactions. If you do not use SouthWare's Inventory/Sales or Service Management systems you may press <Enter> to start the numbering at one.

If these fields are not already set up in another invoicing module you may indicate the format for the ten-character order number that uniquely identifies each customer sales order. Select one of the following formats:

- N Numeric Only with Leading Spaces** - the sales order number will contain only numbers, and they will be right-justified with leading spaces instead of zeros. (ex: 99999)
- Z Numeric Only with Leading Zeros** - the sales order number will contain only numbers, and they will be right-justified with leading zeros. (ex:0000099999)

- A **Alpha-Numeric with Trailing Spaces** - the sales order number may contain letters and numbers, and they will be left-justified with trailing spaces. (ex:A1B2C3)
- L **Location Prefix with Alpha-Numeric** - the sales order number will require a valid location number as the first three positions, with left-justified alpha-numeric values for the last seven positions (trailing spaces). (ex:xxxA1B2C3) In A/R Invoicing the location is automatically "001" and you should only choose this option if you later plan to upgrade to a multi-location Invoicing module in Inventory/Sales or Service Management.
- U **Location Prefix with Numeric** - the sales order number will require a valid location number as the first three positions, with right-justified numeric values for the last seven positions including leading zeros. (ex:xxx0009999) In A/R Invoicing the location is automatically "001" and you should only choose this option if you later plan to upgrade to a multi-location Invoicing module in Inventory/Sales or Service Management.

Last Number Assigned

If you currently assign order numbers in sequential order, you may enter the last order number you have used and the system will begin assigning numbers sequentially beginning with that number. Otherwise press <Enter> and the system will assign an order number of "1" to the first order entered.

NOTE: The sequence of order numbers is shared with the Invoicing systems in Inventory/Sales and A/R Invoicing. **Do not change this field** if a last order number is already displayed in the field.

User Assigned?

Enter "Y" if an operator should be allowed to enter the order number for a new order. Enter "N" if new orders should always use the next system-assigned number.

2. Last Invoice Number:

This field is used by the system to assign a unique number to each invoice printed. If you do not use SouthWare's Inventory/Sales or Service Management systems you may press <Enter> to start the numbering at one.

Select one of the formats as described above under Sales Order # Format. The format choices are limited based on your A/R Control

Record choice of Invoice # Format (AR-08-02, field 25, Invoice # Format).

- If you chose Numeric in A/R and your Order Number format above is numeric you have the option to select "O" to select to use a nine-digit Order Number as the Invoice number, with the tenth digit of the invoice number being a sequence number to handle the printing of multiple invoices from a single order. This forces the order number to use no more than nine digits.
- If you chose Alpha-Numeric in A/R you may choose one of the alpha-numeric formats as described above under Sales Order # (alpha-numeric, location-prefixed). You also have the option to select "O" to select to use a nine-character Order Number as the Invoice number, with the tenth character of the invoice number being a sequence number to handle the printing of multiple invoices from a single order. This forces the order number to use no more than nine characters.

NOTE: The sequence of invoice numbers is shared with any invoicing you do in SouthWare's Inventory/Sales or Service Management products. **Do not change this field** if a last invoice number is already displayed in the field.

3. Keep History?:

Enter "Y" if you want to maintain a history file of the detailed invoice information processed through this Adapter. Enter "N" if this history is not needed. If you want to use the Billing History Report you must keep history.

4. Post Cash Sales to AR?:

Enter "Y" if you want to create an invoice and a payment record in the A/R open item file for each cash sale. This would allow you to print customer statements that show all sales activity (cash or on account) for each customer. Enter "N" if you want only sales on account (receivables) to be shown in A/R.

5. Reverse Cust Name?:

If you have reversed the customer names in your A/R customer file, you may specify whether you want to reverse the name when printed on each invoice. Enter "Y" to reverse when printing or enter "N" for no reversal.

Example:

If you chose name reversal:

"Jones, Charles A./Jr." will print on the form as

"Charles A. Jones, Jr."

"Apex Companies, The" will print on the form as
"The Apex Companies"

6. Length of Invc Form:

Enter the total number of lines on the invoice form. For a standard 8 1/2 x 11 inch form this would be 66 lines.

7. Printable Invc Lines:

Enter the number of printable lines to be used on the paper or invoice form you are using. This controls how many lines will be printed before an invoice is continued on another form.

8. Prt Headers on Inv?:

Enter "Y" if you are not using a preprinted invoice form and want the program to print all the necessary headers to print the form on plain paper. Enter "N" if you are using a form with the headers already preprinted.

9. Prt Comp Name on Inv?:

Enter "L" if you want to have your company name and address printed on the form at the left margin. Enter "R" to have the name and address printed at the right margin.

If you are using a form with your company name and address already preprinted, enter "N" for No.

10. Invoice Type/Comments:

In the first field shown here you must define the invoice format you are using. Enter "1" to use the standard invoice format. If you have invoice forms designed for Rev 3 of SouthWare products, enter "2" to use that format.

In the lines to the right you may define two 50 character lines which will print on the bottom of all invoices printed in A/R Invoicing. This allows you to print standard messages on your invoices that can be changed as often as you like. You may skip these lines if you don't need them.

11. New Customer Defaults:

When you add a new customer through the invoicing program there are several fields that must be defaulted. Here you enter a customer number to be used as the "sample" customer for these defaults.

12. Credit Cards:

These fields define the valid credit cards which may be used as payment on an invoice.

TYPE:

Enter a one letter code which indicates the type of credit card. This might be "V" for Visa, "M" for MasterCard, etc.

DESCRIPTION:

Enter the full description of the credit card.

GL ACCOUNT #:

Enter the general ledger account number into which the payments for this card are to be posted.

13. Invoicing Options:

This field displays a window of special options related to the printing of invoices.

Printing Sequence

Enter the sequence for batch invoices. Enter "O" for Order number sequence or "C" for Customer number sequence.

Lines Between Line Items

Enter the number of blank lines to leave between line items on the invoice.

Print Credit Card Info

Enter "Y" or "N" to indicate whether you want to print the credit card #, expire date, and authorization # on any invoices paid by credit card.

Print Customer Phone #

Indicate whether you want to print the customer's phone number on the invoice.

Print Job Prior Billings

Indicate whether Previous Job Billings / contract amount should print as reference information on invoices related to jobs. If the job billing type is fixed price the contract price prints. If the job billing type is cost plus then the previous job billings print.

Include Sales Tax in J/C

Indicate whether you want sales tax to be included in the amounts considered as Job Billings.

Print Due/Disc Dates?

Indicate whether you want to print the Due Date and Discount Date for the invoice next to the invoice total. This will print instead of the "Total Due" literal.

Laser Printer?

Enter "Y" if you are printing invoices on a laser printer.

AR-01-04-03-02 Set Up the Service File

Service File Screen

This program allows you to set up codes, descriptions, and pricing for the services or items you sell. You can then easily record the sale of a service or item by simply entering its code.

1. Service Code:

Enter a code (maximum of ten characters) to uniquely identify the service or item being defined. The <F3> lookup is available.

2. Service Type:

Enter the code that properly identifies the type of service you are defining:

<L>abor Enter "L" if this service should be categorized as labor. Labor services are required to be measured and priced per hour.

<P>arts Enter "P" if you want to classify this service as a part.

(blank) Other If this is neither labor nor parts you should press <Enter> to leave this field blank.

3. Thru 5. Description:

Enter a description of the code (maximum of three lines of 30 characters each). This is the description that will print on any invoice for this code.

Only the first line will display in searches, so make sure that this contains any important identifying information. The full three lines print on the invoice.

6. Pricing Code:

If this is a Labor type service (type "L") this will automatically default to "U" for Units.

Enter a "U" if the pricing levels for this service are to be entered as rates per unit. Enter an "A" if the price levels are to be entered as flat or fixed amounts.

7. Unit Of Measure:

If this is a Labor type service this will automatically default to "HRS" for Hours.

Enter the unit of measure (maximum of three characters) which applies to this service code. Examples might include "EA" for EACH or "MLG" for MILEAGE.

8. Units Entry Method:

This field is skipped.

9. Miscellaneous Svc?:

Enter "N" for any standard service offered by your business. If you want to define a miscellaneous service code you may enter "Y" to skip many of the remaining fields. When you use a miscellaneous service code in a billing or service order transaction, the program will require you to enter all of the description and pricing information for the service.

10. Reference Price/Rate:

Enter the standard price or rate for this code.

11. Level 1 Price/Rate:

Enter the price or rate for the first price level. This is the pricing that will be used for customers with a price level of 1. Maximum price is 999,999.99, maximum rate is 99,999.999.

12. Level 2 Price/Rate:

Enter the price or rate for the second price level.

13. Level 3 Price/Rate:

Enter the price or rate for the third price level.

14. Level 4 Price/Rate:

Enter the price or rate for the fourth price level.

15. Level 5 Price/Rate:

Enter the price or rate for the fifth price level.

16. Minimum Bill:

This field is skipped.

17. Unit Cost:

Here you may specify a standard cost per unit for this code (up to 999999.999). This cost will be used on invoices that use this code.

18. User Field:

You may enter up to 20 characters of information in this field. This information is for your reference on the screen or may be accessed using ReportMate.

19. User Flags:

You may enter up to five one-character fields. These fields are not used by the system but they may be accessed using ReportMate.

20. Taxable Sale?:

Enter "Y" if sales of this code are subject to sales tax. Enter "N" if this code is sales tax exempt.

21. Commissionable Sale?:

Enter "Y" if sales of this code should earn commission for the responsible salesperson. Enter "N" if this code is not eligible for commissions.

22. Prorate Sale?:

This field is skipped.

23. Sales Account Number:

Enter the general ledger sales account number that should be credited with earned revenue from this code. This must be a valid number in the chart of accounts. This account will be credited at the time of billing.

24. Cost Of Sales Acct:

Enter the general ledger account number which is to be debited for any cost of a sale of this code. If there is a cost (see Unit Cost above), the extended cost on a sale of this code will go to this account.

25. Cost Offset Acct:

Enter the general ledger account number which is to be credited for any cost of a sale of this code. You may enter the same account as in the previous field if you don't want to create any G/L distributions for cost.

26. Unearned Revenue?:

This field is skipped.

27. Location Overrides:

In this field you may optionally define override account numbers and taxability status for each service location for a service code. This allows you to use the same service code in multiple locations but provide location-specific accounting and taxability.

When you access this field for a service code you may create an override location record with optional overrides of the following information:

- Taxable Sale flag
- Sales G/L Account
- Cost of Sales G/L Account
- Cost Offset G/L Account
- Unearned Revenue G/L Account

These location records/fields are optional overrides:

- ☞ If you don't define an override for a particular location then when you use this service in that location the accounting and taxable status will default from the service code.

- ☞ For each of the fields in the override location record you may leave the field blank if you don't want to override the default value in the service code. For example, you might want to override the Taxable Sale flag for a particular location but not override the account numbers.

AR-01-04-03-03 Set Up Miscellaneous Charge Codes

The screenshot shows a window titled 'AR-01-04-03-03 SouthWare Excellence Series (B57) DEMO Company'. The main title bar is 'Maintain Misc. Customer Charges'. The form contains the following fields:

- *1. Misc. Charges Code: A dropdown menu.
- 2. Description: A text input field.
- 3. Taxable?: A checkbox.
- 4. Percentage?: A checkbox.
- 5. GL Account No.: A text input field.
- 6. Misc Type: A checkbox.

At the bottom right, there is an 'Exit' button. The status bar at the bottom of the window displays 'BONNIET', '06/03/05', and '01'. The bottom-left corner shows 'SouthWare Menu' and 'Miscellaneous Charges'.

Miscellaneous Charges Screen

This program allows you to set up codes for the special charges you may add to an invoice. This would include such fees as freight, insurance, handling fees, or special order fees.

1. Misc Charges Code:

Enter a three character code to uniquely identify this particular charge.

2. Description:

Enter a description of the miscellaneous charge (maximum of 30 characters). This description will print on invoices.

3. Taxable?:

Enter "Y" if this miscellaneous charge is subject to sales taxes. Press <Enter> to enter "N" if sales tax is not to be charged on this charge.

4. Percentage?:

Enter "Y" if this miscellaneous charge is to be calculated as a percentage of the total line items (extended amounts). Enter "N" if the charge is to be an amount entered by the operator.

If you enter "Y" you may then enter the percentage to be used (up to 999.999) if it is a constant percent. For example, if this charge is a 10% handling fee, enter "10" as the percent.

If you want to be able to define the percentage for each order, leave the percentage field blank (zero). Each time you use this charge on an order you will be asked to enter the percentage.

5. GL Account No.:

Enter the general ledger account number to be credited for this miscellaneous charge. Normally this will be an Other Income account. The account you enter must have been previously entered in SouthWare General Ledger or in SouthWare Accounts Receivable.

6. Misc Type:

Enter "F" if this charge is a type of Freight. Leave this blank for "Other" if this is a non-freight miscellaneous charge. The SouthWare Forms Adapter can use this type to print "Total Freight" on a custom invoice. You may also override the taxable status of Freight-type charges in the tax locality records.

AR-01-04-03-04 Set Up Billing Operator (if needed)

This program lets you edit the default billing operator or add new operators. Normally you should not have to access this program since a default operator is automatically created. See IS-07-11 in the Inventory / Sales documentation for a description of these fields.

AR-02 Receipt of Payment Processing

You will use the options in this section to record payments made by your customers. The programs will handle payments on account by balance-forward customers, payments applied to specific invoices by open item customers, and unapplied or "open credit" payments by open item customers. You may also enter checks received which are not related to A/R (non A/R cash).

These selections outline the normal steps to record payments received:

1. (Optional) Identify each open item customer from whom payment has been received and print a worksheet showing all the open invoices for those customers. This will speed up the application of payments.
2. Enter each payment as a separate cash receipt transaction. You can also apply open credits or reapply payments or credits.
3. Print a listing of the cash receipts transactions you entered and, if necessary, go back to Step 2 and make any needed corrections.
4. Post the cash receipts to your open item file. Until the payments have been posted the system will not recognize the corresponding invoices as being paid.
5. This is an optional module you may license to help you improve your collection efforts.

A/R Cash Receipt Processing Portal Changes

Entering A/R transactions (AR-02-02) is now more efficient. Here are some highlights:

Navigation Tabs

The tabs available in this portal include:

- **List** tab for a list of unposted payment transactions
- **Header** tab for payment header information
- **Detail** tab for access to cash applications for a payment (only when a payment is selected)

Status Information

The transaction status area includes the following data (which is automatically refreshed as you edit transactions):

- Current accounting period
- Current transaction operator
- Total number of unposted payments for operator
- Total dollar value of unposted payments for operator

Transaction Buttons

Available one-click transaction buttons (that are enabled or disabled as appropriate) include:

- Edit listing
- Post transactions
- Entry of Non-AR Cash
- Review Mode Access
- Auto-Apply Function

Secured Salesman Note

Cash receipts does not use the secured salesman feature. If you want to secure cash receipts to secure access to data based on secured salesman, set the environment variable SWENV-USE-SECURE-SMAN to "Y" in ARCSHENT.OBJ.

A/R Payment Portal

The QuickScreens portal for A/R payments provides fast and efficient entry of A/R payments via check, cash, or cards. It also provides the option to quickly apply existing open payments. The web-page portal covers the most commonly-used functions, and the advanced A/R cash receipt entry program is just a click away if you need other advanced SouthWare functions. Select "AR - Enter Payments" from the QuickScreens menu.

Excellence Tip:

Division of duties is important even in a small office and even if you have complete faith in the person handling the cash. The individuals responsible for maintaining accounts receivable records should not have access to cash receipts

AR-02-01 Create Cash Receipts Worksheet

The Cash Receipts Worksheet lets you print the open invoices for customers to which you will be applying payments. You are not required to print a worksheet, but it is simply for your convenience to speed up your cash receipts processing.

You may print this report even if you have already entered some cash receipts but not yet posted them to the open item file. This will add any new invoice records to the file. The worksheet will show the status of open items as adjusted by the pending cash receipts.

To print a Cash Receipts Worksheet select it from the menu and choose an output option as discussed under "Reports and Listings". You may then enter the following parameters for each payment:

Customer Number:

Enter the customer for the payment. You may press <F1> at the customer number field to search by customer name, or press <F3> to lookup, or you may press <Enter> to create a worksheet for ALL customers.

Check Date:

Enter the date the payment was received. This date lets the program determine whether a valid payment discount is available.

When you have specified all the customers you want to include on the worksheet, press <F8> at the Customer Number field. A question will then display "Ready to build the work file for these customers?". Enter "Y" to continue or enter "N" if you need to enter other names. When you continue a question will ask if you want to print the worksheet sorted by customer name. Enter "Y" to sequence the printout by customer name, or enter "N" to print in customer number sequence.

NOTE: If a workfile already exists but no cash receipts have been entered a question gives you the option to delete and rebuild the entire worksheet.

After you answer these questions the system will create a work file containing the open items for these customers. The work file is used during cash receipts entry to keep track of payments so that the system may prevent you from inadvertently applying too much cash to an

invoice. After the work file is built the worksheet will be printed in the sequence you specified.

When to Use:	When preparing to enter cash receipts for the day, also a means to determine valid discounts and allowances
Selections:	Select one or more customers by number or name, select check date to process discounts and allowances
Sequence:	Choice of customer number or name sequence
Totals:	Total invoice balance, valid discounts, and net due by customer
Recap:	None
Source of Info:	*Open Item File, Customer File

* Indicates Primary File

AR-02-02 Enter And Edit Cash Receipts

Payment Entry Screen

In this program you can enter the various types of customer payments you receive. You may also review and change payments that you have entered but not yet posted.

When you select this program you must enter a cash receipts transaction operator code unless you have an auto-default operator. See AR-07-11 for more details on the options defined per transaction operator.

Viewing Transaction Totals

You may access the transaction totals inquiry at any time by pressing the operator hot key (normally <Ctrl O>) twice from within the entry program. This will show you the current unposted totals in the transaction file for all operators. You may highlight any operator and press <Enter> to see all totals.

If you don't have security clearance to change operators you will only have to press the hot key once. You will see only your own totals.

Entering the Payment Header Fields

1. Customer #:

Enter the number of the customer who made this payment. Optionally, you may use the lookup feature.

If you want to enter non-A/R cash you may press <F4> at this field to skip the customer number. See the "Special Notes on Non-A/R Cash" section below.

If you don't know the customer number

You may have a payment to record but don't know which customer sent it. This is particularly challenging when you have multiple customers with the same name, such as a chain of stores.

When this situation occurs a special search function lets you identify the customer for a payment by entering the number of a document being paid. Click on "FindDoc#" or press <F5> at the customer number field to display a pop-up window. Enter a document number and confirm the information if only one document exists with that number. If there are multiple documents with that number select the one to use. The program will then fill in the customer number.

When you get to the payment application information you must enter the payment information as usual. The program does not retain the document number entered earlier since the normal method for recording a payment is to use the review mode, which involves multiple documents.

Group Customers

When you enter a payment the system checks to see if the customer is a group customer. If the customer is a group customer and you have the ability to apply Customer Group Payments (AR-07-11, field 4):

- You may apply payment to any open items for any customers who are part of the group. The resulting payment record(s) will match the customer in the open item(s) being paid.
- The Review Mode function will show all open items from all customers who are in the group.
- Any unapplied amount (open payment) is associated with the customer who sent the payment.

“Multi-customer” Payments

When you enter a payment the system checks to see if the customer has the type that designates multi-customer payments (AR-07-11, field 4). If the customer has that type:

- You may apply payment to any open items for any customers. The resulting payment record(s) will match the customer in the open item(s) being paid.
- You may NOT use the Auto-Apply to Oldest feature.
- You may NOT use Review Mode.
- Any unapplied amount (open payment) is associated with the customer who sent the payment.

Note: Normally all open items for a customer are added to the cash apply temporary work file when you enter the customer’s payment. For multi-customer payments the single open item is added to the work file each time you enter a document number to which payment is applied.

2. Payment Type:

Indicate the type of payment transaction that you are creating by entering one of the following numbers:

- 1 Check
Indicates that you are entering a payment by check.
- 2 Cash
Indicates that you are entering a payment in cash.
- 3 Card/Othpay
Indicates that you are entering a payment via credit card or an other type of pay as defined in AR-07-12.
- 4 Apply Open Payment
Indicates that you want to apply a previously-created open payment to specific invoices.
- 5 Reapply Credits/Debits
Indicates that you want to change the way a credit or debit has been applied.
- 0 Cancellation
Indicates that you want to cancel a previous cash receipt transaction that you posted. After you post a cancellation you may then enter the original transaction again with any necessary changes.

NOTE: You may not cancel a payment from history for a Balance Forward type customer.

3. (document number/pay type):

The actual description of this field depends upon the type of transaction:

- For Check type payments this is "Check #" and you should enter the actual check number of the check you are recording as a payment (up to ten characters). If you (or someone else) has already entered but not posted this same check number for this customer the existing cash receipt will be displayed.
- For Cash type payments this is "Doc. Number" and is automatically filled in with the literal "CASH".
- For Card/Othpay type payments enter the type code as defined in AR-07-12 or use the Lookup to find the code.

Multiple Cash or Card/Other Payments for Same Customer

When you enter a type 2 (cash) or type 3 (credit card or other pay type) payment, the system checks to see if you have already entered one of these type payments for this customer in this batch of transactions. If you have, a message explains that you have already entered one of this type for this customer and asks if you want to continue with this one. Enter "Y" to enter the additional payment.

If you enter multiple payments of the same type for the same customer the system will insert the current time into the assigned document number to ensure that each payment has a unique ID. For example, if a credit card payment type is VSA for Visa and you enter several payments for the same customer the document number assigned will be VSA0HHMMSS where HH is hours, MM is minutes, and SS is seconds. Similarly, multiple Cash payments would be assigned document numbers of CASHHHMMSS.

- For Apply Open Payment types this is "Doc. Number" and will be the document number of the Open Credit. You may enter the document number. If the document exists and there is only one record, the document info is displayed and you may continue with the reapply. Otherwise the search displays only those documents that match the document number. If you don't know the document number just press <Enter> at the document number field and an automatic search will display.

- For Reapply Credit/Debit types this is "Doc. Number" and will be the document number of the debit or credit memo. You may enter the document number. If the document exists and there is only one record, the document info is displayed and you may continue with the reapply. Otherwise the search displays only those documents that match the document number. If you don't know the document number just press <Enter> at the document number field and an automatic search will display.
- For Cancellation types this is "Doc. Number" of the document you are cancelling. You may enter the document number. If the document exists and there is only one record, the document info is displayed and you may continue with the reapply. Otherwise the search displays only those documents that match the document number. If you don't know the document number just press <Enter> at the document number field and an automatic search will display. The search display includes both open and history items.

4. Reference:

Enter any 30 characters to use as further description of this payment. There is a standard default for each type of payment. For Credit Card type payments you should enter the Card Number and Expiration Date.

5. Payment Date:

Enter the date you received the payment. The date entered here will be used by the system to determine whether a valid payment discount is available on the open items to which the payment is applied. If you press <Enter> without making an entry the system will default to the last date entered.

6. G/L Date:

This transaction will be posted to G/L and other history files as of the date you enter here. This will default as you specified in the A/R Control Record or transaction operator but you may change it if needed (subject to your transaction operator security options). The purpose of this date is to let you control the accounting period into which the transaction is posted regardless of the actual document date.

7. Payment Amount:

Enter the amount of the payment (max of 999,999,999.99). This is the amount that will be applied to the outstanding items or balance for the customer.

8. Acct #:

For any payment type transactions this is the Cash Account number to be debited with the payment amount. This will default as defined in your A/R Control Record.

For a Reapply Credit/Debit type transaction this is the A/R account that was affected by the original application. This will default from the document that you select.

NOTE: If you use I/S and your cash receipts operator (in AR-07-11) has a location designated as the payment location when you enter payments, the cash account is going to come from IS-07-05, field 12. If you leave the location field blank in AR-07-11, then the cash account defaults from AR-08-02, field 15.

If you chose the Control Record option to Enter a Deposit ID the cash receipts entry program will allow you to enter a Deposit ID after the Cash Account number in field 8:

Deposit ID

(Applies only if you chose "Y" to Cash Receipt Deposit Recap option in field 25 of the A/R Control Record)

Enter a Deposit ID (up to 10 characters) to identify this payment with a batch of payments to be deposited together. The posting register will print a recap by payment type (cash, checks) within Deposit ID.

CAREFULLY review the header information and make any needed changes before pressing <Enter> to specify no change. Once you have said that this information is correct you will not be able to change it until after you have applied the entire amount shown. However, you may press <ESC> at the Apply To # field to abandon the entire transaction and start over.

NOTE: If you have defined Transaction Extended Data for A/R Cash Receipts you may enter these fields after you complete the header. If the fields are not automatic you may press the Extended Data Hot Key (normally <Ctrl X>).

You may also enter Notes at any time during the transaction by pressing the Notes Hot Key (normally <Ctrl N>).

Credit Card Payments

If you are currently using SouthWare's Credit Card Manager to authorize your credit card payments through a card processor you may verify/authorize credit card payments in Cash Receipts Entry.

The Cash Receipts Edit Listing/Posting Register will include detailed information about each credit card payment if you have indicated in your AR control record to include a "Deposit ID Recap" (AR0802 field #25).

Implementation Notes:

- To use this feature you must indicate in your AR Cash Receipts operator AR0711 field #4 to use Credit Card Interface
- To show detailed credit card information on Cash Receipts Edit list: Change Field #25 in the AR Control Record to print a "Deposit ID Recap"

Application of the Payment

The next step is to identify how the payment is to be applied to the customer's outstanding balance. **See also the Group Customers and Multi-Customer Payments discussions under the Customer number section above.**

Apply A/R Payment Screen

9. Apply To #:

Enter the document number of the invoice to be paid as discussed in detail in "To Apply a Payment for an Open Item Customer." You may press <F3> to lookup, press <F4> to access Review Mode, or press <F5> for Automatic Application of Cash.

This field is skipped for Balance Forward customers.

NOTE: If you decide you can't finish a transaction and want to abandon the entire transaction you may press the <ESC> key at this field. The system will ask you to confirm that you want to abandon the entire transaction, and you must enter "Y" to confirm.

To abandon a transaction for a balance forward customer you may take the system defaults on the application, then bring the header up again and delete the transaction.

10. Amount Paid:

For open item customers, enter the amount of cash to be applied to the open item, or you may press <F1> to let the system put default entries in the fields. The payment amount will be inserted in this field for balance forward customers. If you enter an amount the

system will verify that the amount is not greater than the cash remaining to be applied. If you default to the system entries, the system will pay as much of the open item as possible with the remaining cash.

This field is skipped for Balance Forward customers.

A/R Account

If you are setting up an open credit and use multiple A/R accounts (as specified in your Control Record) you must enter the account that applies to this payment, or press <Enter> to default to the A/R account in your Control Record. For specific open items you will not need to make an entry in this field - the system will fill in the A/R account used to record the sale.

11. Discount:

Enter the amount of any discount allowed on the payment. A warning will display "Disc Amount Greater Than Valid Discount" if the amount you enter is greater than the valid discount available according to the customer terms. If you defaulted to the system entries, the system calculated any valid discount based on the customer terms and the Receipt Date of the payment.

Disc Account

If you use multiple Discount accounts (as specified in your Control Record) you must enter the account that applies to this payment, or press <Enter> to default to the Discount account in your Control Record. If you use only one Discount account or did not enter a discount amount, you will not need to make an entry in this field.

12. Allowance:

Enter the amount of any adjustment or "allowance" given to the customer on this item. An allowance is any adjustment you agree to make in a customer's account without issuing a debit or credit memo.

Allw Account

Enter the account number to which the allowance you gave should be charged. Normally this would be an Adjustment or other Miscellaneous Expense account. You may use the search functions to find the correct account.

13. Reference:

Enter an appropriate reference to describe this transaction, or you may press <Enter> to default to a standard reference.

After you enter the information an "Enter Change Number" prompt will appear at the bottom of the screen. Make changes as needed, then press <Enter> when the payment is correct. The payment will be recorded and cleared from the screen.

The program requires that you apply the entire payment before you finish the transaction.

Distribution Display via Grid Technology

The scrolling display of distributions in the Cash Receipts entry program uses a subset of SouthWare's grid technology on Windows workstations. This gives you the benefits of:

- Column resizing - you may use the mouse to drag a column header border to increase or decrease the column width
- Column sorting - you may click on a column header to sort the distributions by the values of that column
- Scroll bar - you may use the scroll bar to view all distributions
- Display of the Reference field in the scrolling area

Please note that you also have access to the powerful FileView technology for other lookup features.

To Record a Payment for an Open Item Customer

For an open item customer you must specify which open items are being paid by each payment. If you are not sure you may record a payment as an open credit to be applied later to specific invoices.

In the Apply To # field you have several options:

- you may enter the document number of an invoice
- you may use the <F3> lookup of open items
- you may use the <F4> key to access Review Mode (see Special Note later in this section)
- you may press <F5> to automatically apply the cash to the oldest open item(s)
- you may press <Enter> to set up an open credit

If you enter (or select from lookup) a particular invoice you must enter any applicable information in the remaining fields or take the defaults offered by the program.

If you press <F4> for Review Mode you may display a list of open items and select multiple invoices from the list. See the Special Note below for more explanation of Review Mode.

If you press <F5> for Automatic Application the system will display each open item to which cash is applied. When all the cash is applied you may use the <F1> key to review each application.

If you press <Enter> at the "Apply To #" field to set up an open credit the amount remaining to apply will be set up as an Open Credit.

Option to review multiple open payments/credits

When you finish applying a payment the program checks to see if there are any open payments/credits (if your cash receipt operator record allows you to apply open payments). If there are, the program asks if you want to see/apply them. If you answer Yes you will see a list of all open payments/credits for the customer. If you select one the program will automatically start adding a new transaction to apply the open payment/credit.

To Apply a Payment for a Balance Forward Customer

You do not need to enter a document number to apply the payment for a balance forward customer. After you complete the header information the system will skip the Apply To # and Amount Paid fields. You must then fill in any applicable information in the remaining fields. The payment will automatically be applied to the customer's balance by paying the oldest open invoices. Statement processing moves the detail for paid documents from the open item file to the history file.

Special Notes on Review Mode

Review Mode lets you quickly apply a payment to multiple documents for a customer. When you press <F4> at the Apply To # field a window pops up and asks you to select whether you want to see:

- 1 - Invoices Not Fully Paid
- or
- 2 - All Invoices

Enter "1" to see only invoices that still have unpaid balances after considering any payments applied in previous unposted payment

transactions. Enter "2" to see all invoices with an unpaid balance in the open item file.

The screenshot displays the 'A/R CASH RECEIPTS MAINTENANCE' window. The 'Header Detail' section includes the following fields:

- 1. Customer #: 1
- 2. Payment Type: Check
- 3. Check #: 234432
- 5. Payment Date: 06/03/05
- 7. Payment Amt: 5,000.00
- Unapplied Credits: 56.20
- 4. Reference: PAYMENT - Check # 234432
- 6. G/L Date: 06/03/05
- 8. Account#: 1020-000

The grid below shows the following payment items:

Full	Partial	Open	Document #	Reference	Doc Date	Due Date	Orig Amount	Balance Due	Amt Applied	
			107	PAYMENT - Check #...	05/22/05	06/21/05	23.05	17.40	17.40	N
			94	PAYMENT - Check #...	06/01/05	07/01/05	250.00	250.00	250.00	N
			103	PAYMENT - Check #...	06/13/05	07/13/05	26.82	26.82	26.82	N
			104	PAYMENT - Check #...	06/13/05	07/13/05	23.60	23.60	23.60	N

The 'Amt Left to Apply' section shows:

- 9. Apply To #: 0
- 10. Amount Paid: -
- 11. Discount: -
- 12. Allowance: -
- 13. Reference: -

A/R Payment Review Mode Screen

The cursor is positioned in the Payment Code (P/C) column. Position the cursor next to a document to which you want to apply payment. You may do this by pressing <Enter> to skip the document and go to the next line or by using the up and down arrow keys to position the cursor. Then enter one of the following Payment Codes:

- Enter "1" as the Payment Code if you want to automatically apply payment to the document using all defaults. The program shows the payment applied and stays in Review Mode.
- Enter "2" as the Payment Code if you want to be able to enter the apply to information for the document. You may then enter or change the fields as discussed earlier in this section.

Grid Mode

Payment Review Mode uses grid technology on graphical workstations to improve the capabilities and ease of use. This improves the display of document information and provides for easier specification of the payment code.

Selecting Payment Code in Review Mode

The grid displays a separate column for each payment option. Each column has an icon that indicates the selected column for the document:

- Full payment - click on this column to select to fully pay the document
- Partial payment - click on this column to select to pay the document with changes
- Open - click on this column to remove any application of this payment to the document

For example, if you select to pay the document in full, an icon will appear in the "Full" column. If you want to delete the payment for this document, click on the Open column for that document and it will delete the payment applied.

When you are finished with Review Mode you may press <F8> to return to the Apply To # field.

When you exit Review Mode after applying all of the remaining payment the program checks to see if this customer has an open payment on file. If there is an open payment the program asks you if you want to apply this open credit. Enter "Y" and the program will automatically finish the current transaction and start a new "Apply Open Payment" type transaction for the customer. You will automatically continue in Review Mode.

To Apply an Open Payment (Open Credit)

When you select this type of transaction you will see a search screen that automatically shows the unapplied payments (open credits) for this customer. Select the open credit you are applying from this search. The header screen is automatically filled in for you.

At the Apply To # field you have the same options as discussed above under "To Record a Payment for an Open Item Customer".

Note: When you enter a customer number in the Cash Receipts entry program the program automatically displays any open (unapplied) credit balance for the customer. This alerts you to the fact that you have unapplied payments for the customer.

To Reapply a Credit/Debit

When you select this type of transaction you will see a search screen that automatically shows the applied items on file for this customer. Select the document to be reapplied from this search. Then enter or default the remaining information on the header screen.

At the Apply To # field you have the same options as discussed above under "To Record a Payment for an Open Item Customer".

To Cancel a Posted Transaction

Once you have posted a cash receipt transaction you may not make changes to it. If you failed to catch and correct an error before posting, the proper way to correct the error is to cancel the existing cash receipt and set up a new one.

When you select this type of transaction you will see a search screen that automatically shows the payments in the open item file and in the history file for this customer. Select the document to be cancelled from this search. The program will automatically create a cancellation transaction containing the same original document information with negative amounts.

When this cancellation transaction is posted the system will adjust out the effects of the original cash receipt in all files. You may then enter the correct cash receipt into the system.

Special Notes on Non A/R Cash

If you wish to enter cash received that is not related to payment of a receivable you may do so by pressing <F4> at the customer field. The system will then ask you to fill in the payment header information.

Next the lower portion of the screen allows you to enter multiple lines of distribution for the payment amount. You may not exit the box until the distribution amounts you enter equal the amount of the payment. If the payment is for a vendor refund you may also enter the related Vendor RA information to update the Vendor RA records.

The Non A/R Cash will be shown on your edit listing so that you may account for all cash received on one report.

If Non A/R Cash was posted incorrectly, you may enter a negative Non A/R Cash transaction to effectively "cancel" the original amount.

Special Notes on Split Terms

If an invoice being paid involved a split terms code then the open item file contains multiple documents for the same invoice. Each document contains the amounts and dates for one of the splits. If you need to pay more than one split on an invoice with the same payment you must use Review Mode to indicate how the payment should be applied.

Deposit IDs

Using a Deposit ID in Cash Receipts Entry (AR-02-02)

If you chose the "Y" option in the A/R Control Deposit ID field (AR-08-02, field 25) to Enter a Deposit ID the cash receipts entry program will allow you to enter a Deposit ID after the Cash Account number in field 8:

Deposit ID

(Applies only if you chose "Y" to Cash Receipt Deposit Recap option in field 25 of the A/R Control Record)

Enter a Deposit ID (up to 10 characters) to identify this payment with a batch of payments to be deposited together. The posting register will print a recap by payment type (cash, checks) within Deposit ID.

Example:

For example, let's say you enter your cash receipts with two Deposit IDs of "B-120107" and "A-120107" to designate deposits to your two bank accounts on 12/01/07. When you print the register the recap would show:

Recap page for A-120107 with totals

- Individual payments sorted and totaled by payment type (cash, checks)

Recap page for B-120107 with totals

- Individual payments sorted and totaled by payment type (cash, checks)

You can then write the totals on a deposit slip for each account and attach the appropriate recap page(s) to each deposit slip.

Cash Flow Notes

- If you select the Bank Account Recap option (“B”) for the Deposit ID Recap then the Cash Flow summaries of deposits to bank accounts are based on bank account/date as of the time A/R G/L distributions are posted to G/L. ***If you want Cash Flow to reflect each posted deposit separately you should activate the Auto Post to G/L feature (AR-08-02, G/L Update Option).*** This will create Cash Flow summary records each time you post A/R cash receipts rather than combining them when you batch post to G/L. Alternatively, you could use the “Enter Deposit ID” option (“Y”) and enter a unique ID for each deposit instead of using the bank account ID.
- You may see the Deposit ID for individual cash receipts in the Cash Flow Inquiry and reconciliation program and related reports.
- The Data Dictionary for Cash Flow information contains fields for Deposit ID if you need to access Deposit ID information after posting.

History of Deposit IDs

When you post Cash Receipts the deposit ID for each payment is stored in the open item record and remains with the record when it moves to history.

- You could create a ReportMate “combo” reports from history if you need to report on payments by Deposit ID.
- The A/R Inquiry program shows the Deposit ID when you zoom on a cash receipt.

AR-02-03 Print Cash Receipts Edit List

Use this program to print a list of the payment transactions you have entered so that you may check the accuracy of your work. The list will include all the payment transactions entered since the last posting of cash receipts to the open item file. You should print this list before you select the "Post Cash Receipts to Open Items" option. You may correct any errors you find on the list using the "Enter and Edit Cash Receipts" option previously discussed.

Select "Print Cash Receipts Edit List" from the menu and choose an output option as discussed in "Reports and Listings." You may then enter one Operator code or press <Enter> to include the entry work of ALL operators (subject to your operator code security). The list will show all unposted cash receipts with a proof total for each cash receipts transaction. When printing is complete the menu will be redisplayed.

When to Use: 1) Print for each operator to check operator batches before posting
2) Automatically prints as a posting register for all operators

Selections: One or all operator codes

Sequence: Document number

Calculations: (recap) Proof = Debits - Credits

Totals: None (use the recap totals)

Recap: 1) By G/L account number shows all documents in detail plus account totals
2) By recap profit center (defined in G/L Control Record), shows total debits, credits for each account number
3) By payment type

Source of Info: *Cash Receipts Transaction File, Cash Receipts Distributions File, Customer File, Open Item File, G/L Account File

*Indicates the primary file for the report.

AR-02-04 Post Cash Receipts To Open Items

Use this program to post your cash receipt transactions to your open item file. Until the cash receipts are posted, the payments are not recognized in the system. You should carefully review the Cash Receipts Edit List and correct any errors before choosing this option.

Select "Post Cash Receipts to Open Items" from the menu. You must choose an output option for the posting register, which shows all the cash receipt transactions being posted. Then you may choose to post one or ALL operator codes.

After the register is printed a message screen will be displayed explaining the posting process about to be done. Read the screen and enter "C" to continue. The system will post each cash receipt to the open item file. When finished the menu will be redisplayed.

AR-02-05 Collections Processing (Adapter)

Collections is an Adapter module for Accounts Receivable. You may license this add-on module to further increase your ability to follow up on expected customer payments. **If you have not licensed Collections this menu will not appear on your system.**

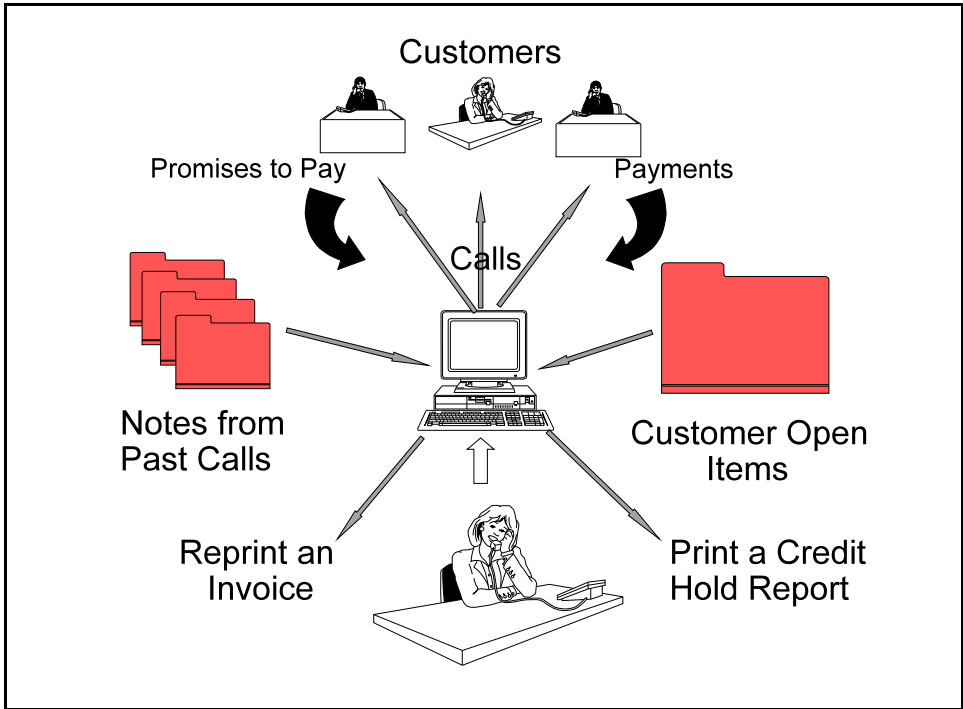
With Collections you can:

- Know Who Needs a Collection Call (options 1 and 2)
- Keep Track of Customer Promises (options 1 and 2)
 - use the on-line search to find situations needing attention, then interactively enter what the customer promised about each invoice in question
- Review Past Collection Calls (options 1 and 2)
- Know to Withhold Further Credit (option 3)
 - print the special credit hold report to identify credit abusers
- Instantly Replace a Lost Invoice (option 4)
 - instantly print out a duplicate invoice to replace a "lost" one

Installation Note

The procedures for loading SouthWare packages are covered in the "SwiftMate" documentation. Please refer to those instructions for the steps necessary to load and check out the software on your system.

After you have loaded the software you should update your operator records with the proper security for the Collection System (system number 420).



AR-02-05-01 Enter & Review Collections Info

With this program you can review open and past due items for customers and enter collection call information. You should make sure any current customer payments have been entered and posted (AR-02-04) if you want them reflected in your review.

Excellence Tip:

A main cause of collection problems is lack of contact with the debtor. Remember, overdue accounts have other creditors, too, and your company is competing with them. Use Collections to record all commitments to pay so your

Excellence Tip:

If business conditions deteriorate generally or in your customer's industry you should shorten the cycle for your credit department's normal collection efforts.

NOTE: If you use SouthWare SalesMark see the Special SalesMark Notes below.

Collections Parameters

When you select this program you must enter the following parameters. These allow you to specify which types of customers to review. If a customer meets any of these criteria the system will select him for review.

Select Any Customer Scheduled for a Next Review By

This field allows you to select customers based on the Next Review Date that was entered for each previous collection call. Enter a cut off date or press <Enter> to default to the current system date on your computer. Any customer with a previous collection call whose Next Review Date is equal to or less than the date entered will be selected for review.

Select Any Customer With An Invoice Past Due at Least ___ Days

This field allows you to select customers based on the age of their open items (as determined by the Aging Date below). Enter the number of days past due that any open item must be in order for a customer to be selected, or press <Enter> to select any past due items. Alternatively you may press <F1> to include all customers with open items.

Aging Date for Calculating Past Due Days

Enter the aging date to be used in determining the past due status of invoices. You may press <Enter> to default to the current system date on your computer. The program ages by due date.

Note: If your normal A/R aging method in the Control Record is by invoice date this program will use standard due date aging periods (Current, 1 to 30 Days, 31 to 60 Days, Over 60 Days) instead of the aging periods in the Control Record.

Select Customers Who Are Over Their Credit Limit?

Enter "Y" if you want to review any customers who have exceeded their credit limit regardless of aging. Enter "N" to ignore credit limits.

Select Customers Based On Which Collection Status

If you want to review past collection calls with a certain status, enter the status here. Otherwise press <Enter> to consider all collection statuses.

Example:

- 1) To display only those people who need followup to a previous call.
- 2) To display everyone who needs a collection call.

	Example 1	Example 2
Review Date	(Desired Date)	(Desired Date)
Number of Days Past Due	999	1
Aging Date	(Current Date)	(Current Date)
Review Customers Over Credit Limit	N	Y
Collection Status	ALL	ALL

Document #	Date Due	Amount Due	Reference	Days	Call Dt	Commit Dt
94	07/01/05	250.00	ORD: 122 CNTR:500		07/20/05	
103	07/13/05	26.82	ORD: 135			
104	07/13/05	23.60	ORD: 136			
105	07/13/05	134.11	ORD: 137			
106	07/13/05	53.65	ORD: 138		07/20/05	
107	06/21/05	17.40	ORD: 146			
110	08/08/05	10.00	ORD: 151			
313	11/01/05	472.50	ORD:139			

Sample Collection Call

This screen allows you to record information about new collection calls or to update information for calls previously recorded.

The top area of the screen displays some pertinent information from the customer file for a customer being reviewed.

The middle area of the screen displays open items for a customer and allows you to enter specific date commitments for individual open items. The open items are displayed in invoice number sequence, which typically means that the oldest items will appear first. You may scroll through the open items as needed to review the details, answer questions, and enter Call and Commit dates for each invoice.

The bottom area of the screen allows you to enter general information resulting from a collection call.

Finding or Selecting a Customer

CUST #:

Enter the number of a customer to review and press <Enter> or press the <F1> key to search by number for the first customer who meets any of the criteria specified in the first screen. Alternatively,

press <Enter> to skip to the customer name field and enter the name or part of the name and press <F1> to search by name. The <F3> lookup is also available.

Specifying the Action to be Taken

After you select a customer the system will first display the first five unpaid items for the customer. It will then look for a previous collection record that is still pending or waiting for review. The following situations could exist:

Active collection record with items still unpaid -

A question will ask if you want to start a new conversation. If you enter "Y" for Yes the previous record will be moved to history and you may enter a new call as described in the following section "To Enter a New Call." If you enter "N" for No the previous record will be displayed and you may change or add information as described in the following section "To Modify an Existing Call."

Active collection record with no open invoices -

A prompt will explain that there are no open invoices and ask if you want to start a new conversation. Enter "Y" to enter call information even though there are no invoices, or enter "N" if you don't want to create a new call. If you enter "N" a second prompt will ask if you want to close the current record. Enter "Y" to move the current record to history or enter "N" to leave it active.

No active collection record with items still unpaid -

A prompt will explain that there is not an active conversation and will ask if you want to select the customer anyway. Enter "Y" to enter a new call or enter "N" to clear the customer information from the screen.

No active collection record with no open invoices -

A prompt will explain that there are no open invoices or active conversations and ask if you want to select the customer anyway. Enter "Y" to enter call information or enter "N" to clear the customer information from the screen.

To Enter a New Call

After you have specified to enter a new call the cursor will position at the Call Date field:

CALL DATE:

Enter the date of the contact with the customer. You may press <Enter> to default to the current system date on your computer.

OPER:

Enter the initials (maximum of three characters) of the operator who made the call.

SPOKE TO:

Enter the name (maximum of 15 characters) of the person you spoke to during the conversation. A spoke to name **must** be entered before you can complete the collection record.

CONVERSATION:

Enter any comments, reminders, or other notes that you would like to record concerning the call. You may enter up to three lines of 60 characters.

To Indicate Which Invoices Were Discussed

After you enter the conversation field the cursor will automatically position at the Call Date for the first invoice in the middle window. You then have the following options:

<F1> Next Page

Press <F1> to display the next 8 invoices for the customer.

<F2> Prev Page

Press <F2> to display the previous page of invoices for this customer.

<F3> Customer

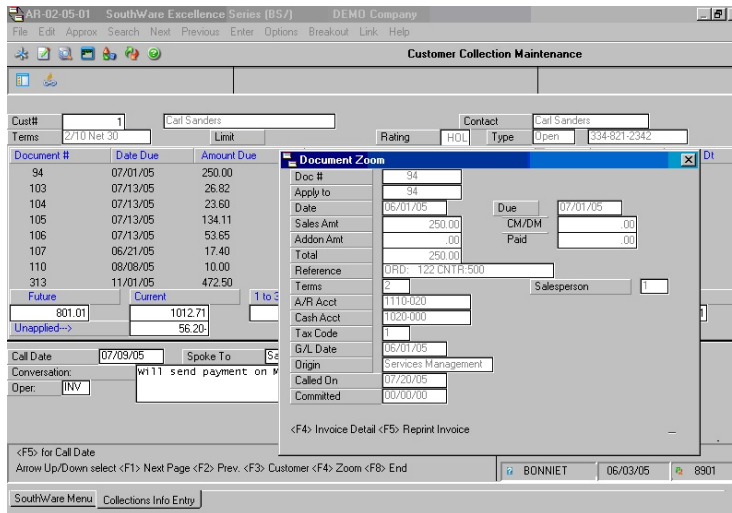
Press <F3> to display the customer screen. This is an inquiry only function.

<F4> Zoom

Press <F4> to zoom in on more information about the A/R open item. A box will appear in the middle of the screen. Within the box you have the following options if this open item was created from one of the invoicing modules:

<F4> Invoice Detail

You may press <F4> to zoom into the invoice inquiry for the details of the invoice.
 <F5> Reprint Invoice
 You may press <F5> to reprint the invoice as discussed in AR-02-05-04.



Sample Collection Zoom Box

CALL DATE:

For each invoice displayed on the screen you should enter a call date if you discussed the invoice during the collection call. You may press <Enter> to leave the call date blank or you may press <F5> to default to the call date for the conversation.

COMMIT DATE:

For each invoice with a call date you may enter the date by which the customer has promised to pay. If there is already a date in this field you may press <F5> or <Enter> to leave the previous date unchanged. If there was no previous Commit Date you may press <Enter> to default to the date (if any) used on the previous discussed invoice (the last invoice with a Call Date). To back up to the Call Date you may press the <ESC> key.

NOTE: The Call Date and Commit Date are actually stored in the open item invoice record. Deleting or inactivating a conversation will not change these dates.

Continue entering information for any invoices you discuss. You may use the arrow keys to skip around on the screen. When you are finished entering invoices you may press <F8> to continue to the Status field.

STATUS:

Enter any two characters that you wish to use to specify the status of the completed call. The system does not verify this code, but you may print the collections report based on this status code. For example, if you entered a status code of "DI" for those calls that require you to send a **Duplicate Invoice**, you could print the collections report for only those calls with a DI status.

NEXT REVIEW:

Enter the date when you next want to review this customer's collection situation. This review date is one of the selection criteria for the collections report. You must enter a next review date before you can complete the collection record.

Excellence Tip:

Right or wrong, many companies pay by the "squeaking wheel" principle. If someone owes you money, be sure they know you want prompt payment and that you will continue efforts to collect.

Skipping Between Fields

After you have entered fields for a call you may skip between fields if you need to update the information in a random sequence. A prompt describes the function key options available for skipping directly to any of the fields needed to record the call. The options are:

- <F1> skip to Spoke To from another field
- <F2> skip to Conversation from another field
- <F3> skip to the Invoice information in the middle of the screen from another field

- <F4> skip to the Status and Review fields from another field
- <F6> display the history of previous conversations - you may continue to press this key to display each previous conversation for this customer

When you have entered all of the information about a call the cursor will return to the function key prompt line (if you use the function keys to skip the cursor will return to the prompt line after each field). Normally at this point you should press <F8> or <Enter> to finish the conversation record.

Before completing a record you may change a field by pressing a function key, or you may abandon or "throw away" the collection record by pressing <ESC>. If you press <ESC> the system will ask you to confirm that you want to reactivate the previous conversation. Enter "Y" to reactivate the previous conversation.

To Modify an Existing Call

If the customer you select has a current collection record and you specify not to start a new call, the current active collection information will be displayed. The function keys discussed under "To Enter a New Call" above may be used to change or add to the information on the record.

When you access invoices which have already been reviewed the dates will default to their previous values.

Special SalesMark® Notes

If you use SouthWare's SalesMark® module you may access the Collections window for reviewing invoices within the SalesMark call entry program. You can use this feature in two ways:

1. **Use SalesMark Calls instead of Collections Calls:** If the people using Collections also use SalesMark on a regular basis you can use SalesMark calls to enter the notes about your collection calls. You can then pop up the collections window within a call to enter individual invoice Call and Commit Dates.
2. **Review Collections Efforts within a SalesMark Call:** If your Collections operators don't normally use SalesMark they can enter your collections calls into Collections as described in this chapter. Your SalesMark operators may then access and review the Call and Commit Dates for invoices at any time from within SalesMark.

To set up this option you add the following option to your SalesMark Options menu (SM-04-02):

AR-02-05-01

Enter & Review Collections Info

<u>Desc</u>	<u>Program</u>
Collect	R1OPNENT/B

When you are reviewing or talking to a customer in SalesMark you simply select "Collect" from the Options feature (<F10>) to display the invoice review screen for the customer.

AR-02-05-02 Print Customer Collections Report

This report is designed to provide a printed version of the information you review and enter through the "Enter & Review Collections Info" selection. The report may be used before you make collection calls as a means of identifying customers that need attention, or it may be used after calls to review the information you have entered.

To print the report select it from the menu and choose an output option. You must then enter the following parameters for the report:

Report Sequence

Enter one of the valid sequences for the customer file. These include customer number, name, phone, salesperson, and group.

Range of Customers

Enter the range of customer values for the sequence above or press <Enter> for all customers.

After you specify the sequence and range for the sequence the report asks what type of Report you are trying to create. The options are:

- By Review Date
- By Call Dates
- Past Due Only
- Past Due within Review Dates
- Past Due within Call Dates

After you select the general type of report the subsequent questions guide you through creating that type of report.

When to use: To get a printed version of the information you review and enter through the "Enter and Review Collections Info" selection. It may also be used to identify customers who need attention or after a call is made to review the entered info.

Selections: Sequence
Range of Customers
Type of report
(Varies based on type of report)

Sequence: By Customer Number, Name, Phone, Salesperson, Group

AR-02-05-02

Print Customer Collections Report

Calculations: Number of days past due = Aging Date - Due Date

Totals: Customer totals aged
Total invoices aged

Recap: None

Source of Info: *Collections conversation file, Collections invoice
file, Open item file, Customer file, Salesperson file
*Indicates Primary File

AR-02-05-03 Print Credit Hold Report

With this report you can do a quick analysis of the credit status of your customers. You can scan the report to determine if there are customers who should be put on credit hold or on a C.O.D. shipment status. The report is sequenced by customer name and the information shown on the report for each customer selected includes:

- Customer Number
- Customer Name
- Contact Name
- Phone Number
- Number of invoices past due
- Total amount past due
- Total amount of open credits

Excellence Tip:

Don't favor large accounts unless you have negotiated special credit terms for big orders. Insisting on prompt payment will create respect rather than ill will if handled courteously and tactfully. Don't ignore small accounts, either. Small debts do add up.

To print the report select it from the menu and choose an output option. Then you must enter the following parameters:

Range of Customer Numbers

Enter a range of customer numbers to include or press <Enter> to include ALL customers.

Aging Date

Enter an aging date to be used for aging the invoices for each customer. You may press <Enter> to default to the current system date.

Number of Grace Days

Enter a number of grace days to use if you want to allow a grace period on past due items. The number of grace days entered will be added to the due date of invoices before determining their aging status. If you press <Enter> without making an entry the system will assume zero grace days.

Print Detail?

Enter "Y" for Yes if you want to print individual open items and show aging days in addition to the information outlined above.
Enter "N" to print only the summary information.

When to use: For a quick analysis of the credit status of customers

Selections: Range of customer numbers
Aging date
Number of grace days
Print detail option

Sequence: Customer number sequence and then by doc number

Calculations: Number of days past due = Aging date - Due date

Totals: Customer totals for invoices and open credits
Grand totals for invoices and open credits

Recap: None

Source of Info: *Open item file, Customer file

*Indicates Primary File

AR-02-05-04 Reprint Invoices From History

This option allows you to reprint any invoice whose information is available in the invoice history files. When a customer loses the invoice, you can quickly provide a duplicate or replacement invoice.

Select this program and choose an output option. You must load the appropriate invoice forms on the printer for the type of invoice you are reprinting.

Now you may enter the invoice number to be reprinted. When you enter a number, the program verifies that the invoice exists in history and that it originated from the system indicated above. Selected information from the invoice is displayed, and you must confirm that this is the invoice to be reprinted.

If this is the first invoice to be reprinted, a question will ask if you want to print an alignment. Each time you answer this question with "Y" for Yes, an alignment form will be printed on the selected printer. Enter "N" for No when alignment is correct, and the invoice will then print. The alignment question will not be asked on any subsequent invoice reprints during this session.

After the duplicate invoice is printed a question will ask if you want to reprint the duplicate. Enter "N" to return to the invoice number field. You may then enter another invoice number or press <F8> to return to the menu. If you need to print invoices of another type (from another origin), you must exit to the menu and select the program again.

Any reprinted invoice will have the literal "DUPLICATE INVOICE" or "DUPLICATE CREDIT" printed in the body of the invoice. The invoice number printed will be the same as the original invoice.

AR-02-05-05 Print & Purge Collections History

This selection allows you to print information about previous collection calls with the option to purge these old records from the collection history file. You should periodically print and purge old records that are no longer needed for reference.

Select this option from the menu and choose an output option for the report. You may then enter a range of customer numbers to print, or press <Enter> to include ALL customers.

Next you must enter a purge cut-off date for processing. All inactive collection records with call dates prior to the date entered will be eligible for printing and purging. Only inactive calls may be purged.

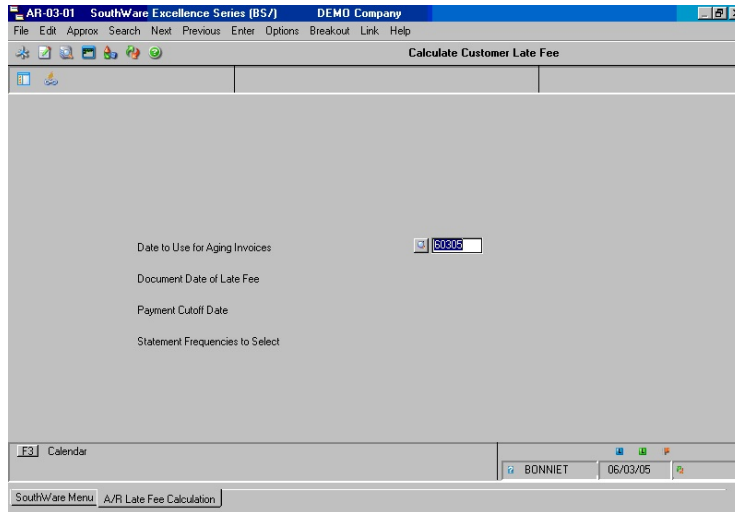
After you confirm that the selection criteria is correct the report will print. A question will then ask if you are ready to purge the records printed on the report. Enter "Y" to purge the records from the file, or enter "N" to leave the records on file.

AR-03 Late Fee and Statement Processing

The options in this selection are used to calculate and post late fees to customer accounts and to print statements for selected customers.

The first four selections are used to calculate and post late fees to the customers' accounts. You should calculate and post Late Fees before you print statements. The fifth selection is the printing of customer statements.

AR-03-01 Calculate Late Fees



Late Fee Calculation Screen

This option automatically calculates any appropriate late fees that should be assessed to past due customer items.

1. Date To Use For Aging Invoices:

Enter the "as of" date to use as the basis for determining whether an item is past due and subject to a late fee. The system will determine which items are past due as of the aging date, after allowing for the grace period (as set up in your Control Record). A late fee will then be calculated for these past due items.

2. Document Date of Late Fee:

Enter the document date you want to use for the late fee open items that will be created. Each late fee calculated for customers with past due balances will be posted to the open item file with this date.

3. Payment Cutoff Date:

Enter the date to be used in determining which payments are considered when calculating late fees. Any payments in the system which are dated after the date you enter will not be considered.

4. Statement Frequencies to Select:

Enter the statement frequencies of the customers to be selected, or press <Enter> to include all frequencies.

After you confirm that your entries are correct the system will calculate all applicable late fees and the menu will be redisplayed.

A/R Late Fee Calculations

The following is a fairly complex illustration of the method used to calculate late fees:

DOC#	TYPE	APPLY NUMBER	DUE DATE	REFERENCE	SALE AMT
115	PYMT		2/26/93	OPEN CR	1156.00CR
78	CR.M		3/02/93	CREDIT MEMO	10.00CR
36	CR.M	5	2/03/93	ORD: 6022	1148.00CR
122	INVC		3/09/93	ORD: 129	1248.00
456	INVC		2/11/92	INV# 000456	3773.12
2001	INVC		1/11/93	INV# 002001	393.60

Assume the A/R Control Record has a late fee Level 1 set at 12% APR with a cutoff level of \$600.00 and late fee Level 2 is set at 14% APR and the number of grace days is set at 10 days and the customer record has a last late fee date of 2/28/93. The following process will be used to calculate late fees on the above past due invoices:

1. All unapplied credits are added together. (doc#'s 115 & 78).
2. Document #36 with apply to #5 will result in a credit balance which is added to the total unapplied credits. These three are then subtracted from the past due invoices beginning with the lowest invoice # (i.e. the oldest invoice). The total of these credits is \$2,314.00CR. This means that Inv# 122 will not be subject to late fees at all and Inv # 456 will have only \$2,707.12 subject to late fees.
3. Before figuring the number of days on which to calculate late fees the program must determine whether to use the individual invoice due date or the last late fee date in the customer file (to keep from calculating late fees on invoices that have already had late fees calculated on them). The program compares the two dates and then uses whichever is greater or closer to the late fee aging date. The aging date in this example is 4/30/93. So document # 456 is aged according to the last late fee date, because that is later than the

invoice due date, giving 61 days past due. Since this is greater than the number of grace days (A/R control record), the document is considered for late fees.

(Most Recent of [Last Late Fee Date] or [Invoice Due Date]) =
Test Date

Cut Off Date - Test Date = # of Days Late Fee

4. Since no other documents have been considered for late fees, the previous past due total is zero and is less than the Level 1 cutoff amount. But because the adjusted amount of doc # 456 will cause the past due total amount to be greater than the Level 1 cutoff amount (\$600), the amount causing the past due total to reach the Level 1 cutoff amount is calculated using the Level 1 rate with the remaining amount being calculated using Level 2. (i.e. $\$600 \times 12\% \times 61 \text{ days} / 365 \text{ days} = \12.03 and $\$2,107.12 \times 14\% \times 61 \text{ days} / 365 \text{ days} = \49.30 giving a total of \$61.33 late fees for this document.
5. Document # 2001 is aged at 61 days since the customer's last late fee date is later than the document due date and is calculated using Level 2 rate of 14% APR since the previous past due total already exceeds the level 1 cutoff amount. (i.e. $\$393.60 \times 14\% \times 61 \text{ days} / 365 = \9.21 late fees for this document.

Past Due Amount x Annual Interest Rate x Late Fee Days / 365

7. Since there are no more documents, the customer's total late fee is \$70.54 (i.e. $\$61.33 + \9.21).

NOTE: If you have specified in the A/R control record to charge a minimum late fee then a doc # 999999 will be created for any amount necessary to reach that minimum.

AR-03-02 Adjust The Calculated Late Fees

The screenshot shows the 'Late Fee Maintenance' window in the SouthWare Excellence Series (BS/1) DEMO Company. The window title bar includes 'AR-03-02 SouthWare Excellence Series (BS/1) DEMO Company'. The menu bar contains 'File Edit Approx Search Next Previous Enter Options Breakout Link Help'. The window title is 'Late Fee Maintenance'. The form contains the following fields:

*1. Customer #		G/L Post Date	06/03/05
*2. Document #		Level 1 Percent	15.000
*3. Due Date		Level 1 Maximum	\$500.00
4. Late Fee Date		Level 2 Percent	12.500
5. Past Due Amount		Minimum Charge	\$50
6. Late Fee			
7. Sales Tax on Late Fee			

The status bar at the bottom shows 'BONNIET 06/03/05 01'. The window also has an 'Exit' button and a 'SouthWare Menu A/R Late Fee Edit' bar at the bottom left.

Late Fee Adjustment

This option is used to set up individual late fees or to change the late fees calculated in the "Calculate Late Fees" option previously discussed.

1. Customer #:

To add a new late fee, enter the number of the customer (up to ten characters) to whom the charge will be assessed. To access an existing unposted late fee, you may enter the appropriate customer number or use the function keys (as discussed in "File Maintenance") to display the charges already on file.

2. Document Number:

This is the document for which a late fee is charged.

3. Document Due Date:

Enter the due date of the past due document (MMDDYY). This is used for calculation of default late fee for any documents that you enter manually.

NOTE: If you want to enter one late fee for all past due items you could enter a document number of "999999" and put the current date in field #3.

4. Late Fee Date:

This is the date of the open item that will be created when you post the late fee to the open item file. Enter the document due date for a late fee you are adding, or you may change the date for an existing record. For late fees created by the "Calculate Late Fees" option this date will be the "Document Date of Late Fee" you entered in that option.

5. Past Due Amount:

This is the total past due amount to which the late fee percent(s) will be applied. For the charges created by the "Calculate Late Fees" option this amount is the total amount past due as of the aging date you entered in that option.

6. Late Fee:

This is the amount of the late fee to be posted to this customer's account. The default amount is calculated based on the figures displayed on the right side of the screen, or you may enter the amount you wish to use. The default amount is based on the number of days between the Late Fee Date and either the Document Due Date or Last Late Fee Date, whichever difference is greater.

7. Sales Tax on Late Fee:

In your Control Record and your tax locality codes you indicated whether late fees are ever subject to sales tax. This field is used if a particular late fee is subject to tax.

This field displays a box into which you may enter tax codes and tax amounts. This is the same entry that you do for a normal sales document.

To Cancel a Posted Late Fee

Once you have posted a late fee you may not change it. To fix an error in a posted charge you may cancel the incorrect late fee and then enter a new charge with the correct information.

To cancel a posted late fee simply enter the original late fee document information with a negative late fee amount. The system confirms that the original document exists in the open item file and will display a message explaining that it will be cancelled. When you post the cancelling transaction, the program will get rid of both the original and the negative transaction.

NOTE:

You can also use AR0101 to cancel a posted late fee by using the cancel (X) option discussed further under AR0101.

AR-03-03 Print Late Fees to be Posted

You should use this program to print the late fees that have been calculated or entered in the first two options in this section. You should carefully check over the listing of the late fees before posting them (as discussed in "Post Late Fees as Open Items"). If you need to change any of the charges, use the "Adjust the Calculated Late Fees" option discussed in the preceding section.

To print the listing select it from the menu and choose an output option (as explained in "Reports and Listings"). You may then choose to print the report in <D>etail (showing all late fees per invoice per customer) or in <S>ummary (showing total late fee per customer). The listing will print and include all the late fees to be posted to the open item file. When these late fees are posted only one late fee per customer will be created.

NOTE: If you select to print in detail there may also be a doc #999999 that was created in order to reach the minimum late fee specified in the A/R control record.

When to Use: Automatically runs before posting to verify each customer's charges, when no detail of invoices is needed to verify

Selections: None

Sequence: Customer number

Calculations: None

Totals: Grand totals

Recap: None

Source of Info: *Late Fees Transaction File, Customer File, Control File

*Indicates the primary file for the report.

AR-03-04 Post Late Fees To Open Items

This option posts the late fees to the open item file, where they become part of each customer's balance. A late fee open item is created for each customer containing the total late fee for the customer. Once the late fees have been posted they are treated like an invoice and may not be changed, but they may be adjusted with a credit memo or cancelled. You must post the late fees before they will appear on statements.

To post the late fees select "Post Late Fees to Open Items" from the menu and choose an output option (as explained in "Reports and Listings") for the register that will be printed. A register is required before posting so that you will have a listing of the late fees that are posted. After the register prints, you must enter "C" to continue with posting. When posting is complete the menu will be redisplayed.

Each late fee will generate a new Open Item Record and the late fee fields in each Customer Record will be updated.

AR-03-05 Print Statements

You may use this program to print statements for those customers who receive statements. You may also select to print only Past Due notices. You may print statements at any time, but you should use regular cycles. After statements are printed, the paid items for each customer included in the statement cycle will be moved to the history file if you are keeping history; if history is not kept the paid items will be purged from the system.

Statement Selections

When selecting "Print Statements" you will first be asked to choose an output option (as discussed in "Reports and Listings") for the statements.

BEGINNING DATE:

For normal statements enter the beginning date for the range of dates you want to show on the statement. For Past Due Notices press <Enter> to skip this field. This beginning date will normally only affect the statements of balance forward customers, since open item statements should show all open items regardless of date. For balance forward customers the statement will show a beginning balance as of the date you enter here.

ENDING DATE:

Enter the date you want to use as the cutoff date for items to appear on the statement. Any invoices or payments dated after this ending date will not be shown on the statement. This date will be used for aging the invoices (See A/R Aging Report for details on the aging calculation).

Note: For Balance Forward Customers Only:
If there are payments after the ending date nothing is purged.

SORT SEQUENCE/RECORD SELECTION:

First you must select a sequence for the statement printing. The valid options are:

- C - customer number sequence
- N - customer name sequence
- Z - customer zip code sequence
- T - customer telephone number sequence
- G - customer group number sequence
- S - assigned salesperson for customer sequence

After you select a sequence you may enter a range of values to be included or press <Enter> for ALL. For example, if you select salesperson sequence you may enter a range of salesperson numbers to include.

FREQUENCIES:

Enter "Y" for Yes by each statement frequency that you want to process. Press <Enter> for No by the frequencies you do not want to process.

SKIP FULLY PAID ITEMS?:

Enter "Y" if you want to print only documents that still have an outstanding balance. The program will purge paid documents before printing statements.

Enter "N" to print all activity (including fully paid items) since the last statement.

MINIMUM CUSTOMER BALANCE TO PRINT:

This field allows you to print normal statements for only those customers whose balance for the range of dates exceeds a minimum amount. Press <Enter> if you want statements for all customers

selected, even if they have zero balance. Press <F1> to default to "0.01" so that you will get only non-zero balance statements. Enter another amount (maximum of 999,999,999.99) if desired.

For Past Due Notices the minimum balance test will consider only past due items.

PRINT YTD LATE FEES?:

Press <Enter> to default to "No" if you do not want to print YTD late fees on each statement printed. Enter "Y" if you do want YTD late fees printed.

If you enter "Y" another question will ask "Clear YTD Late Fees?". If these are the final statements for the year for these customers you should enter "Y" for Yes to clear the totals in the customer records for these customers printed. Otherwise enter "N" for No.

NOTE: You should print and clear the YTD Late Fees on the last statement of the year. This is the only way to automatically clear the YTD Late Fee field in the customer file.

PRINT PAST DUE STATEMENTS:

Enter "Y" if you want to print the statements as Past Due Notices. Enter "N" to print regular statements - the items that are included will be based solely on the data range you entered.

If you enter "Y" a second question will ask for the Minimum Number of Days Past Due. Enter a number (maximum of 999). Statements will only be printed for customers who have at least one open item which is past due at least this number of days. A third question will then ask "Print Only Past Due Items?". Enter "Y" to print only past due items on the statement (only Past Due Items will be considered when comparing to the Minimum Balance above). Enter "N" to print all items on the statement for Past Due customers.

INCLUDE CREDIT BALANCE STMENTS?:

Enter "Y" if you want to print statements for any customers with credit balances (less than zero). Enter "N" if you do not want any credit balance statements to be printed.

Next the program will determine if you have invoice history for one of the SouthWare® invoicing products (Service Management, A/R Invoicing, Point of Sale, or Order Entry). If you do, a question will ask if you want to print the detailed line items for any invoice found in history. Enter "Y" to include this detail on the statement to show what was purchased on the invoice. Enter "N" to skip the printing of detail.

After specifying the statements to be printed, you will see a screen which allows you to enter any comments that you want to print on the bottom of all the statements. These comments could be used for anything from seasons greetings to promotional messages to collection messages. You may enter up to three lines of seventy characters each, or <Enter> through any lines that you do not want to use. A question at the bottom of the screen will then ask "Are these comments okay?". Enter "Y" if the comments are correct, or enter "N" if you want to reenter the comments.

When you say the comments are correct, a question at the bottom of the screen will ask "Do you want to print an alignment?". Make sure that the proper paper (either plain paper or statement forms) is loaded on the printer. Enter "Y" to print a statement format with "X's" and "9's" so that you may check the positioning of the paper. The question will continue to appear after each alignment so that you may print as many alignments as necessary.

Answer "N" to the alignment question when you have the paper properly aligned. The statements will print and when finished a question will display on the screen asking "Are the statements okay?". Carefully look over the printed statements before answering the question. As long as you answer "N" for No that the statements are not okay, you may reprint the statements as many times as needed. For normal statements, when you answer "Y" for Yes that the statements are okay, the system will purge the paid items just printed from your open item file. You may later reprint statements for these customers, but the purged paid items will not appear on subsequent statements.

Resetting Avg. No. of Days to Pay

After you say the statements are OK, a screen will display which explains how the Average Number of Days to Pay is calculated for each customer. A question asks if you want to reset the payment counter to 1.

If you enter "Y" for Yes, the current average will be given a weight of "1" and the next payment will receive the same weight as the average of

all previous payments. If you enter "N" for No, the current counter will not be reset and the next payment will receive no more weight than the previous payments.

Examples:

A customer's current average is 30 days and the payment counter is 20 (there have been 20 payments since the last time you reset the counter). The next payment received will be 50 days after the invoice date.

If you do reset the counter the new average will be calculated as:
 $[(30 \times 1) + 50] / 2 = 40$ days

If you do not reset the counter the new average will be calculated as:

$[(30 \times 20) + 50] / 21 = 31$ days

Normal Statements

When to Use: Once per frequency used in the Customer File

Selection: Range of Processing Dates, Sequence to Print, Range of Selected Sequence, Statement Frequencies, Option to Skip Fully Paid Items, Minimum Balance, Option to Print Late Fees, Option to Skip Credit Balance Statements

Sequences: Any of Customer Alternate Keys (number, name, zip code, telephone, group, salesperson)

Calculations: Documents are aged, by their due date or invoice date (control option) - categories are user defined in Control Record

Totals: Customer Totals

Recaps: None

Source of Info: *Open Item File, Customer File, Control File

*Indicates the primary file for the report.

Past Due Statements

- When to Use:** Any time past due notices are needed
- Selections:** Aging Date, Sequence to Print, Range of Selected Sequence, Statement Frequencies, Option to Skip Fully Paid Items, Minimum Balance, Option to Print Late Fees, Option to Skip Credit Balance Statements, Past Due Days, Exclude items not past due Aging Date
- Sequences:** Any of Customer Alternate Keys (number, name, zip code, telephone, group, salesperson)
- Calculations:** Same as Normal
- Totals:** Same as Normal
- Recaps:** None
- Source of Info:** Same as Normal

*Indicates the primary file for the report.

Below are examples of two customers - one open item and one balance forward - and their existing open items. The aging method is based on Due Date as specified in the A/R control record.

Open Item Customer

Cust # 1 OPEN ITEM

DOC#	TYPE	APPLY#	DOC DATE	DUE DATE	SALE AMT
546	INVC	546	3/01/93	3/02/93	3.00

Balance Forward Customer

Cust # 2 BALANCE FORWARD

DOC#	TYPE	APPLY#	DOC DATE	DUE DATE	SALE AMT
77	INVC		2/01/93	3/10/93	25.00
861030	LFEE		10/30/93	10/30/93	41.35
28	INVC		2/02/94	3/10/94	5800.00
60	INVC		4/13/94	5/10/94	2000.00
6755	PYMT		4/13/94	4/13/94	4500.00CR
65	INVC		4/21/94	5/10/94	2.00

**Example 1:
Normal Statement**

This is an example of a NORMAL STATEMENT run with a range of dates for the month of April 1994 and no minimum:

Cust # 1 - Open Item				
Doc	Date	Type	Reference	Amount
546	3/01/93	Invoice	Ord: 83 P/O:1243.00	
Current	Over Due 30	Over Due 60	Over Due 90	Total Due
			3.00	3.00
Cust # 2 - Balance Forward				
Doc	Date	Type	Reference	Amount
	4/01/94	Balance Forward		5,866.35
60	4/13/94	Invoice	Inv # 000060	2,000.00
6755	4/13/94	Payment	Pymnt	4,500.00CR
65	4/21/94	Invoice	Inv # 000065	2.00
Current	Over Due 30	Over Due 60	Over Due 90	Total Due
2,002.00		1,366.35		3,368.35

Example 2:

Normal Statement

If you run NORMAL STATEMENTS for the month of April 1994 and specify to have a minimum balance of \$5.00, the following statements would print:

Cust # 1 would not receive a statement.

CUST # 2 would receive the same statement shown in Example 1.

Example 3:

Past Due Notices

If you run PAST DUE NOTICES for the month of April 1994, specify to have no minimum balance and select customers with items 30 days past due (as of 4/30/94), the following would print for each customer:

Cust # 1 - Open Item				
Doc	Date	Type	Reference	Amount
546	3/01/93	Invoice	Ord: 83 p/o:124 3.00	
Current	Over Due 30	Over Due 60	Over Due 90	Total Due
			3.00	3.00
Cust # 2 - Balance Forward				
Doc	Date	Type	Reference	Amount
77	2/01/93	Invoice	Invoice # 000077	25.00
861030	10/30/93	Late Fee	Late fee	41.35
28	2/02/94	Invoice	Invoice # 000028	5,800.00
60	4/13/94	Invoice	Invoice # 000060	2,000.00
6755	4/13/94	Payment	Payment	4,500.00CR
65	4/21/94	Invoice	Invoice # 000065	2.00
Current	Over Due 30	Over Due 60	Over Due 90	Total Due
2,002.00		1,366.35		3,368.35

Example 4:

Past Due Notices

If you run PAST DUE NOTICES for the month of April 1994 and specify to have a minimum balance of \$5.00 and to select customers with items 60 days past due as of 4/30/94 and choose to print past due items only the following would print for each customer:

CUST # 1 would not receive a statement.

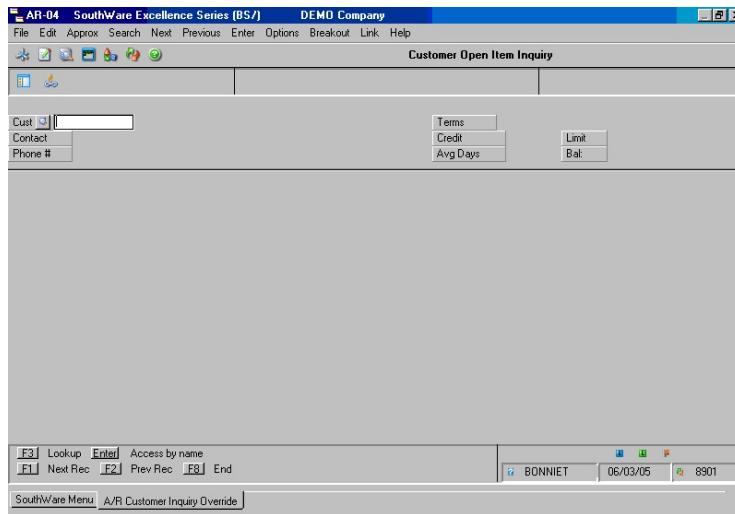
Cust # 2 - Balance Forward				
Doc	Date	Type	Reference	Amount
77	2/01/93	Invoice	Invoice # 000077	25.00
861030	10/30/93	Late Fee	Late Fee	41.35
Current	Over Due 30	Over Due 60	Over Due 90	Total Due
			66.35	66.35

AR-03-05

Print Statements

NOTES:

AR-04 Customer Inquiry



Customer Inquiry Screen

The Customer Inquiry program allows you to quickly access any information about a customer account. You may inquire about current outstanding items, paid items (if you are maintaining history), and information in the customer file. There is also a special zoom into detail invoice information if you produced an invoice in another SouthWare® product.

When you select this option you must first select a customer to review by entering the appropriate customer number, using the search function keys, or using the lookup feature.

When you select a customer the screen will ask for a sequence for displaying the individual open items. Select a sequence:

- A - Enter "A" to display the items in Apply To number sequence. You may then enter a starting Apply To number or press <Enter> to start with the first number for this customer. This is the default sequence.
- N - Enter "N" to display the items in document number sequence. You may then enter a starting document

number or press <Enter> to start with the first document for this customer. For example, this sequence allows you to inquire into a customer check and see all the invoices that were paid by the check.

- D - Enter "D" to display the items in document date sequence. You may then enter a starting document date or press <Enter> to start with the first document date for this customer.

Apply to #	Document #	Tp	Doc Date	Due Date	Amount	Reference	Days	S/b	Orig	Allocation
	316	C	10/02/05	11/01/05	26.20	ORD:191			AEM 1	.00
	234432432	P	01/18/06	01/18/06	30.00	PAYMENT - Check # 234432432			C	.00
94	94	I	05/01/05	07/01/05	250.00	CNTR:500 ORD: 122		1	4	.00
95	95	I	04/30/05	05/30/05	53.60	ORD: 126	paid	BTR	4	.00
95	234432432	P	01/18/06	01/18/06	53.60	PAYMENT - Check # 234432432			C	.00
97	97	I	01/31/05	03/02/05	53.75	ORD: 130	paid	BTR	2	.00
97	234432432	P	01/18/06	01/18/06	53.75	PAYMENT - Check # 234432432			C	.00
103	103	I	06/13/05	07/13/05	26.82	ORD: 135			BTR	1
104	104	I	06/13/05	07/13/05	23.60	ORD: 136			BTR	1
105	105	I	06/13/05	07/13/05	134.11	ORD: 137			BTR	1

Future: 801.01 Current: 1,012.71 1 to 30 Days: .00 31 to 60: .00 Over 60 Days: .00

Buttons: NextPg, PrevPg, Customer, History, Options, End

Status: BONNIET 06/03/05 8908

Sample Customer Inquiry List

After you select a sequence and starting value the program will show the aging totals for the customer and display documents in the open item file for the customer.

NOTE: If you use Collections the screen will also show if there is an active collection call for the customer.

The function key prompts shown on the screen provide the following features:

NextPg (<Enter> or <F1>)

displays the next screen full of items if there are more items than will fit on one screen

PrevPg<F2>

displays the previous screen of items if you have already used the NextPg option

Customer<F3>

displays the screen of information in the customer record for this customer (as explained in AR-07-01) - you may not change the information shown - this also allows you to access any extended data or notes for the customer

History<F5>

allows you to display items from the paid item (history) file - you may select the same sequence options as for open items plus the following additional sequences:

- I **Most Recent Invoices** - this shows history items except for Payment Type records sequenced from most recent to oldest.
- R **Most Recent Activity** - this shows all history items (including Payment Type records) sequenced from most recent to oldest.

The screen then displays paid items for the customer

- in history you may press <F5> to return to the open items for the same customer

Options <F6>

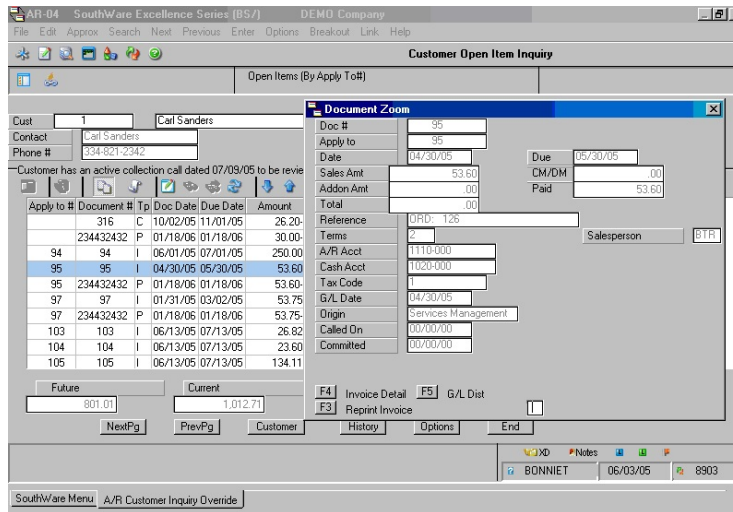
allows you to choose to see:

- Excellence Period History for the customer
- Credit Information

If you choose Credit Information the program will display a box with the following information:

Date Added
Customer Type
Last Invoice Date
Last Payment Date
Last Late Fee Date
Past Due balance/date
High Balance/Date
Average Days to Pay
Credit Rating/Limit
Current Balance
Sales Order Count/Amount
Service Order Count/Amount
Prepaid Contract Count/Amount
Prepaid Service Order Count/Amount
Credit Amount Available/Exceeded

Zoom Feature



Sample Open Item Zoom Window

In the scrolling list the cursor will highlight the first item on the screen. You may zoom in on any item by clicking on it with the mouse or by highlighting it with the cursor (using the arrow keys) and pressing the <Enter> key. A window will display in the middle of the screen showing the item's information from the open item file. To clear the window from the screen simply press <Enter>.

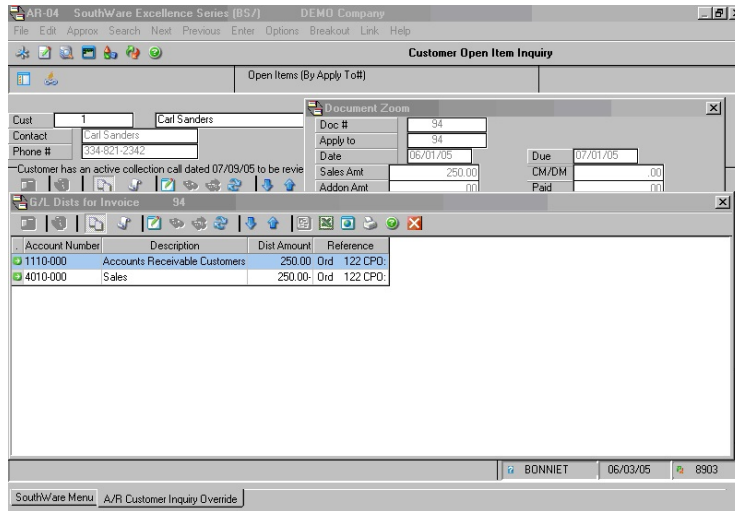
While in a zoom window there are other related zooms for the window:
Detail

The last field in the window indicates the origin of the item. If the document you select was originally entered in another SouthWare product, you may zoom in for further detail. For example, if an invoice was created in Inventory/Sales, you may press <F4> in the window to display the detail of the invoice.

You may press <F3> to print a duplicate copy of an invoice to send to a customer. The reprinted version will include the literal “***** Duplicate Copy *****” so that you may distinguish a reprinted invoice from an original invoice.

<F5> G/L Dist

Press <F5> to display all the G/L distributions for the document.



Sample Document G/L Distribution Inquiry

Extended Data Hot Key (normally <Ctrl X>)

If you use Extended Data you may press the Extended Data Hot Key to access any Transaction Extended Data for this document.

Notes Hot Key (normally <Ctrl N>)

You may press the Notes Hot Key to access any Notes entered for this document.

When you are finished with the inquiry program you may press <F8> to clear the customer record from the screen, then press <F8> at the customer number field to return to the menu.

AR-04

Customer Inquiry

NOTES:

AR-05 Standard Reports and Listings

SouthWare reports and listings use a common output routine. You have many options for printing, creating files, displaying report data, sending reports via e-mail or fax, etc. For an explanation of these options see the Introduction to the SwiftMate documentation or see the topic “Standard Print and Output Options” in the help system.

AR-05-01 A/R Aging Report

The A/R Aging Report lets you examine the "age" or delinquency status of the outstanding items for selected customers. The report will classify the outstanding items according to the aging periods you defined in your Control Record. You may use it to identify customer accounts that have collection problems or to serve as an overall analysis of the company's collection practices.

The Aging Report ages open credits and payments into an aging period (this is the same as the statement print program).

Select the A/R Aging Report from the "Reports and Listings" menu and select an output option. Then enter the following parameters:

Print <D>etail or <S>ummary?

Enter "D" if you want the report to show the individual open items and their aging status as well as totals for the aging periods. Enter "S" if you want to show only the totals on the report.

Enter Aging Date

Enter the date you want to use for purposes of aging. The report will consider items as current if their due date is on or after the aging date.

When you enter an aging date for the report that is prior to the current date, the program asks if you want to include documents that have been posted to history. If you answer "Y" the report will include items from both the open item and history item files that are dated through the aging date. If you answer "N" the report will run as it did in previous revisions and will include only items from the open item file that are dated through the aging date. For example, if on the 10th of the current month you run the aging report for the 31st of last month, you have the option to include any items that may have been paid and moved to history (such as via statement printing) since the 31st.

Note: To include history items the report must build a sort file from history. If you have a large number of history records you may notice a delay before the report prints.

Include Past Due Items Only?

Enter "Y" if you want to print only items which are past due as of the aging date. You may then enter the minimum number of days past due that an item must be before it should be printed. Enter "N" to include all open items for a customer.

Include Items After Aging Date?

Enter "Y" if you want the report to include items whose document dates fall after the aging date. Enter "N" if you want to include only those items whose document date is on or before the aging date.

Exclude Inactive Customers?

Excluding inactive customers will speed up the AR Aging Report if run from History because this will eliminate calculating balances for the inactive customers

Enter Report Sequence

Enter an "A" if you want to print the report in customer name (alphabetic) sequence. Otherwise enter an "N" to print the report in customer number sequence. Enter an "S" to print in responsible salesperson sequence.

Range of Records

You may enter a range of customer numbers, customer names, or salesperson numbers depending on the sequence you selected. Enter the beginning and ending values for the range of records you want to include on the report, or press <Enter> for "ALL" records.

Select A/R Account

If the A/R control record indicates that you use multiple A/R accounts you may enter a single account to print for a single A/R account or press <Enter> through the field to specify to include ALL accounts.

NOTE: The Control Record determines the aging periods used by this program. If you don't understand why the report is putting invoices into certain categories you should check your Control Record to verify that you are using the correct aging periods and the correct aging method (by invoice date or by due date).

Example Aging Calculations:

Runtime Options:
Aging Date of 5/01/93

Control Record Values:

Aging Method by Invoice Date

Aging Categories:

<u>Description</u>	<u>Days</u>
Current	30
Over 30	60
Over 60	90
Over 90	999

Calculation:

Doc Date	Aging Date -	Invoice Date =	Aging Days	Aging Category
3/06/93	5/01/93	3/06/93	56	Over 30
2/05/93	5/01/93	2/05/93	85	Over 60
5/01/93	5/01/93	5/01/93	0	Current

When Printed in Detail

When to Use: Any time you need customer aging for analysis or collection purposes

Selections: Range of Records, Aging Date, Past Due Only?, Exclude item past Aging Date?, A/R Account

Sequence: Customer Number, Customer Name, or Responsible Salesperson

Calculations: Documents are aged by their due date or invoice date - categories are user defined in the Control Record

Totals: Customer or Salesperson Totals, Grand Totals

Recap: None

Source of Info: *Open Item File, Customer File, Codes File, Control File

When Printed in Summary

When to Use: Any time summarized aging information is needed for financial planning

Selections: Same as Detail

Sequence: Same as Detail

Calculations: Same as Detail

Totals: Grand Totals

Source of Info: Same as Detail

*Indicates the primary file for the report.

Excellence Tip:

Late does not necessarily mean uncollectible. Don't be too hasty when writing off bad debts. However, don't spend more time (money) collecting the debt than the amount of the debt.

AR-05-02 A/R Trial Balance Report

The A/R Trial Balance is designed to serve as a subsidiary ledger showing the detail of the Accounts Receivable balance in your general ledger. The report shows the outstanding balance for each customer within an A/R account and a total for the A/R account. The report also shows the individual open items for each open item customer.

Select the A/R Trial Balance from the "Reports and Listings" menu and choose an output option.

Reporting Year/Period:

You may select a reporting year and period - this defaults to the current period in the A/R control record. You may select any valid year/period, but remember that the information from prior periods must be available in history.

Range of A/R Accounts:

If you use multiple A/R accounts (as specified in your Control Record) you must then specify the range of A/R accounts to be printed. Enter the beginning and ending A/R account, or <Enter> to print ALL A/R accounts. The report will print one A/R account at a time and show a total for each account on the report. If you use only one A/R account you will not be asked to enter a range.

Summary Option

Choose one of the following options:

- N No Summary - the report prints in detail (as in previous revisions)
- C Summary by customer - the report prints customer name and balance with no detail of the open items
- A Summary by G/L Account - the report prints G/L account and balance with no detail per customer or open item

When you are using this report to support the balance shown in your general ledger, remember that you must have posted all of your general ledger distributions to SouthWare General Ledger. If you are not using SouthWare General Ledger, you must have manually posted all of the distributions to your general ledger.

When to Use: 1) Any time you need a detailed report of an A/R account balance (can also be done from G/L

History Report if you post in detail and keep history)

2) As part of end of period reporting

- Selections:** Year/Period, Range of A/R account numbers, Summary option
- Sequence:** Sorted by customer number within A/R account number; invoices for each customer sorted in numerical order
- Calculations:** None
- Totals:** Customer Totals, A/R Account Totals, Grand Totals
- Recap:** None
- Source of Info:** Customer File, *Open Item File, Control File, General Ledger Account File

*Indicates the primary file for the report.

AR-05-03 Detailed Customer Activity Report

This report shows the individual open items for a range of customers and a range of dates. The report may be run using either the history file (if you are keeping history) or the open item file. Totals are given for each customer on the report and there is a total for the entire report.

Select the report from the menu and choose an output option. You may then enter the following parameters:

Range of Customers

Enter the range of customers that you want to include on the report, or <Enter> for ALL customers.

Range of Dates

Enter the beginning and ending dates for the period that you want to review.

Print G/L Distributions

Enter "Y" if you want to print the related G/L distribution history for each document printed. Enter "N" to skip the printing of G/L distributions.

Use <H>istory File, <O>pen Item File, or oth?

Enter "H" if you want the report to print the items from the history file that meet the criteria of the customer and date ranges. Enter "O" if you want the report to print the items from the open item file that meet the criteria of the customer and date ranges. Enter "B" to include items from both files - if you choose Both then the report will build a sort file of information from both files before printing the combined report.

Document Type

Enter a specific document type as shown in the prompt or press <Enter> for ALL.

Include Canceled Documents?

This option applies only if you select to print History AND you choose all document types.

This option allows you to include any canceled documents on the report. The options available include:

Y Include Canceled Documents - choose this option to include Canceled Documents in addition to other documents

- O Canceled Documents Only - choose this option to print ONLY canceled documents on the report
- N Don't Included Canceled Documents - choose this option to skip any canceled documents in history

The legend of the report shows whether you selected to Include Canceled documents or to show Canceled Only. The document type show for canceled documents is as follows:

XINV	Canceled invoice
XCRM	Canceled credit memo
XPAY	Canceled payment
XDEB	Canceled debit memo
CANC	Cancellation transaction

See the "Canceled Documents" discussion below.

When You Print Open Items

- When to Use:** Any time you want a printed copy of all detail about all outstanding documents for customers; this detail is available until an invoice is totally paid and a statement has been processed.
- Selections:** Range of Customer Numbers, Range of Document Dates, Option to print G/L Distributions, One or All document types
- Calculations:** Add On Amt = Misc Charges + Freight Total Amt = Sale Amt + Add On Amt
- Totals:** Customer Totals, Grand Totals
- Recap:** None
- Source of Info:** *Open Item File, Customer File, Codes File, Control File

When You Print History

- When to Use:** Any time you want a printed copy of detail about all paid documents for customers; this detail is available until history is purged.
- Selections:** Range of Customer Numbers, Range of Document Dates, Option to print G/L Distributions, One or All document types
- Calculations:** Add On Amt = Misc Charges + Freight Total Amt = Sale Amt + Add On Amt
- Totals:** Customer Totals, Grand Totals
- Recap:** None
- Source of Info:** *Paid Items File, Customer File, Codes File, Control File

*Indicates the primary file for the report.

Canceled Documents

This feature applies only if you are keeping Paid Item History in Accounts Receivable (AR-08-02, field 8)

Canceled A/R Sales Transactions

The system maintains a history of canceled A/R sales transactions instead of removing them from your files. This makes it easier for auditors to review transactions that have been canceled.

When you cancel an A/R sales transaction the system shows the document on the posting register. This is your primary audit trail. The system also does the following to record the canceled transaction:

- Creates the cancellation document in the history file
- The amounts are reversed from the original transaction
- The G/L post date will be the sales transaction G/L post date
- Creates the expense distributions in the history G/L file and flags them as canceled. The amounts are reversed.

- Moves the open item being canceled to history and flags it as canceled. The G/L post date is not changed.
- Flags the expense distributions for the canceled open item as being canceled

The canceled document information is flagged as canceled, which prevents it from printing on any standard reports or appearing on inquiries.

Canceled A/R Cash Receipts

This feature applies only if you are keeping Paid Item History in Accounts Receivable (AR-08-02, field 8)

The system maintains a history of canceled A/R cash receipts instead of removing them from your files. This makes it easier for auditors to review transactions that have been canceled.

When you cancel an A/R cash receipt the system shows the cancellation on the posting register. This is your primary audit trail. The system also does the following to record the canceled payment:

- Creates the cancellation transaction in the history file
 - The amounts are reversed from the original transaction
 - The G/L post date will be the sales transaction G/L post date
- Creates the expense distributions in the history G/L file and flags them as canceled. The amounts are reversed.
- Marks the payment as canceled if the payment is already in history. If the payment is still in the open item file, the system moves the payment to history and flags it as canceled. The G/L post date is not changed.
- Flags the expense distributions for the canceled open item as being canceled

The canceled payment information is flagged as canceled, which prevents it from printing on any standard reports or appearing on inquiries.

Purging of Canceled Items

The History Purge process will include any cancellation transactions for the dates being purged. The related purge register will show these transactions with the same document types used on the Paid Item Listing.

Advanced Reporting Discussion

Cancellation transaction information is automatically ignored by SouthWare's data access routines. This is based on a SouthWare "linkage" flag related to showing cancellation

information. This flag defaults to "N", but when the flag is set to "Y" or "O" the data access routines will include cancellation information.

You may manipulate this linkage flag (XX99, field 191) via a SouthWare WorkFlow FlowMod if you wish to include cancellation information for a special situation such as a ReportMate report. For example, you could set this flag to "O" for Cancelled Only, print a ReportMate report from the A/R history file that shows canceled transactions, then set the flag back to "N".

Note: This flag is utilized by both A/P and A/R - setting it will impact both A/P and A/R history reporting.

AR-05-04 Commissions Due Report

This option produces a report of the commissions due to be paid to your salespersons. You may print the report in either summary or detail.

If commissions are not based on customer payments (as defined in the AR control record), the Commissions Due Report prints the Prev Amount Paid column. This will allow users to print a past commissions report to better reflect what commissions have been paid.

To print the Commission Due report select it and choose an output option. Then you must specify the following:

Records to Include

If you are keeping Commission Detail history (as indicated in the A/R Control Record) you may indicate which records to include in this report:

- Enter "R" for only records that have been Reported in a previous period
- Enter "N" for only records that have not been Reported using the end-of-period commission report
- Enter "B" for both types of records

<D>etail or <S>ummary

Enter "D" to print the commission details for each invoice for each salesperson. This lets you see exactly which sales are included in the commission total. Enter "S" to print only the totals for each salesperson.

You must be keeping Commission Detail (as defined in the Control Record) in order to choose the "D" option.

Range of Invoice Dates (or Reported Dates)

If you are printing non-reported commissions then enter a range of Invoice/document dates to include. If you are printing only Reported commissions (history) you may enter a range of Reported Dates to include - this would allow you to include history for several reporting periods.

Range of Salespersons

Enter a range of salesperson codes to include or press <Enter> for ALL.

Print Sales and Cost?

Enter "Y" to print the sales, cost, and gross profit amounts for each invoice or total. Enter "N" to print only the Commissionable, Commission, and Previous Amount Paid Amounts.

Print Supporting Line Items?

Enter "Y" to print the detail line items for any invoice created from a SouthWare Invoicing module. This lets you see for what items or services the commission is being paid.

The report will then print as you specified.

Purging Commissions History

If you are keeping commission history you may use this report to selectively purge unneeded records. If you have a security level of at least 8 in A/R and you select to print (not display) Reported records only, a question will appear at the end of printing to ask if you want to purge the records just printed. Enter "Y" to purge the records or "N" to leave them on file.

Amount Paid Calculation

If you pay commission based on the amount paid on the invoice the Commission Due amount on the report is calculated as follows:

Commission Amount for Invoice	(as entered or calculated when the invoice was entered)
x Percent Paid	(based on open item record and its related payments/credits)
- Previous Amount Paid	

= Commission Due	

How Credits Affect Commissions

If you post an open credit to AR then an open credit commission record is written to the commissions file. When you apply open credits to invoices the program will create commission records for the individual credit amounts with the apply to number of the invoice and the credit will go to the salesperson on the invoice. When you go to apply a credit, if the reported date is already updated on the credit memo or the open credit record cannot be found in the commission file then no new credit memo record is created because that means that the credit has already been reported on a previous commission report.

When to Use:	1) Any time a commissionable status is desired 2) Before period to date information is cleared (clearing of this information is controlled by the report itself)
Selections:	Type of records, detail or summary, range of dates, range of salesperson numbers, option to print sales, cost, and profit, option to print invoice detail lines
Sequence:	Invoice number within customer number within salesperson number
Calculations:	<ul style="list-style-type: none">● Gross Profit = Sales Amt - Cost Amt● Commissionable Amt was defaulted or entered on each invoice● Commission Due is calculated based on the commission amount calculated or entered on each invoice● Percent Paid is based on the open item record and its related payments/credits● Previous Amt Paid shows any commission amount that was paid on a previous Commission Due report
Totals:	Customer totals, salesperson totals, grand totals
Recap:	None
Source of Info:	*Salesperson Detail Commissions File, Salesperson File, Customer File, Control File

AR-05-05 Sales Analysis Reports

The reports in this section provide you with different analyses of the sales you have made to customers. These reports use the Excel History file to print PTD and YTD sales information.

AR-05-05-01 Sales Analysis By Customer Report

This option produces an analysis of sales to your customers showing total period-to-date and year-to-date sales, cost of sales, and profit. The report also shows the percent of the total sales and total profit attributable to each customer.

To print the report select it from the menu and choose an output option. Then enter the following parameters:

Range of customers

Enter a range of customers to include or press <Enter> for ALL.

Reporting Year

Enter a valid Excel reporting year for the report or press <Enter> to default to the current year. You may use the <F3> lookup.

Reporting Period

Enter a valid Excel reporting period for the report or press <Enter> to default to the current period. You may use the <F3> lookup.

NOTE: Because each percentage on the report is rounded to the nearest tenth, the totals of the percent columns may not always equal 100 percent. This is due only to the rounding, and the calculation for each item is correct.

When to Use:

- 1) Any time a sales analysis is desired
- 2) Before clearing the period to date information
- 3) Before clearing the year to date information

Selections: Range of customer numbers, choice of Excel reporting period

Sequence: Customer Number

Calculations: % of Sales = (Sales this customer/Sales all customers) x100; Profit = Sales - Cost of Sales; % of Profit = (Profit this customer/Profit all customers) x100

Totals: Grand Totals

Recap: None

AR-05-05-01

Sales Analysis By Customer Report

Source of Info: *Customer File, Control File

*Indicates the primary file for the report.

AR-05-05-02 Sales Analysis by Cust. Type Report

This option produces an analysis of sales, cost of sales, and profit for customer types. The report is sequenced by customer type (as defined in the Customer file) and prints totals for each customer type.

To print the report select it from the menu and choose an output option. Then enter the following parameters:

Range of customer types

Enter a range of customer types to include or press <Enter> for ALL.

Reporting Year

Enter a valid Excel reporting year for the report or press <Enter> to default to the current year. You may use the <F3> lookup.

Reporting Period

Enter a valid Excel reporting period for the report or press <Enter> to default to the current period. You may use the <F3> lookup.

When to Use: 1) Any time a sales analysis is desired
2) Before clearing the period to date information
3) Before clearing the year to date information

Selections: Range of customer types, choice of Excel reporting period

Sequence: Customer number within customer type

Calculations: % of Sales = (Sales this customer/Sales all customers) x100; Profit = Sales - Cost of Sales; % of Profit = (Profit this customer/Profit all customers) x100

Totals: Customer Type, Grand Totals

Recap: By Customer Type, show % of customers of this type and reprint all totals previously printed as type totals

Source of Info: *Customer File, Control File

*Indicates the primary file for the report.

AR-05-05-03 Sales Analysis by Salesperson Report

This option produces an analysis of sales, cost of sales, and profit for all customers. The report is sequenced by salesperson and prints totals for the customers assigned to each salesperson.

To print the report select it from the menu and choose an output option. Then enter the following parameters:

Range of salespersons

Enter a range of salespersons to include or press <Enter> for ALL.

Include PTD Customers Only?

Enter "Y" to print only those customers with PTD activity. Enter "N" to include ALL customers.

Reporting Year

Enter a valid Excel reporting year for the report or press <Enter> to default to the current year. You may use the <F3> lookup.

Reporting Period

Enter a valid Excel reporting period for the report or press <Enter> to default to the current period. You may use the <F3> lookup.

NOTE: This report shows all sales information for each customer "assigned" to a salesperson, regardless of whether the assigned salesperson actually made all the sales. If you override this salesperson when you enter sales transactions (or Inventory/Sales or Service Management invoices), the report will not reflect the actual salesperson's sales. To evaluate salesperson performance you should use the "Print Salesperson/Commissions Information" selection discussed later in this section.

NOTE: Because each percentage on the report is rounded to the nearest tenth, the totals of the percent columns may not always equal 100 percent. This is due only to the rounding, and the calculation for each item is correct.

When to Use:

- 1) Any time a sales analysis is desired
- 2) Before clearing the period to date information
- 3) Before clearing the year to date information

Selections: Range of Salesperson Numbers, option for customers with PTD activity only, choice of Excel reporting period

Calculations: % of Sales = (Sales this customer/Sales all customers) x100; Profit = Sales - Cost of Sales; % of Profit = (Profit this customer/Profit all customers) x100

Totals: Salesperson Totals, Grand Totals

Recap: By salesperson, show % of customers for this salesperson and reprint all totals previously printed as salesperson totals

Source of Info: *Customer File, Salesperson File, Control File

*Indicates the primary file for the report.

AR-05-05-04 Sales Analysis By State Report

This option produces an analysis of sales, cost of sales, and profit for customers within each state. The report is sequenced by state for the customers, and totals are printed for each state.

To print the report select it from the menu and choose an output option. Then enter the following parameters:

Range of state abbreviations

Enter a range of two character state abbreviations to include or press <Enter> for ALL.

Reporting Year

Enter a valid Excel reporting year for the report or press <Enter> to default to the current year. You may use the <F3> lookup.

Reporting Period

Enter a valid Excel reporting period for the report or press <Enter> to default to the current period. You may use the <F3> lookup.

NOTE: Because each percentage on the report is rounded to the nearest tenth, the totals of the percent columns may not always equal 100 percent. This is due only to the rounding, and the calculation for each item is correct.

When to Use:

- 1) Any time a sales analysis is desired
- 2) Before clearing the period to date information
- 3) Before clearing the year to date information

Selections: Range of states, choice of Excel reporting period

Calculations: % of Sales = (Sales this customer/Sales all customers) x100; Profit = Sales - Cost of Sales; % of Profit = (Profit this customer/Profit all customers) x100

Totals: State Totals, Grand Totals

Recaps: By state, show % of customers for this state and reprint all totals previously printed as State Totals

Source of Info: *Customer File, Control File

*Indicates the primary file for the report.

AR-05-06 File Listings

This selection displays a menu of the file listings available in A/R. These let you obtain a printed copy of the information in your master files.

AR-05-06-01 Customer Info Listing

This option prints the information contained in your Customer file for selected customers. The report should be printed periodically for use as a reference listing.

NOTE: This report does not show the open items for the customers.

To print the report select it from the menu and choose an output option. Then enter the following parameters:

Sequence of report

Select a sequence for report using the customer alternate keys shown in the prompt. The default is by customer number.

Range of records

Enter a range of values for the sequence you selected or press <Enter> for ALL.

Print Related Notes

The last question asks if you want to print any notes that have been entered for the customers selected to print. Enter "Y" to print Notes or "N" to skip them. If you select to print Notes you may select one or all types and a range of dates for the notes.

When to Use:

- 1) Any time a printed copy of all customer record information is needed
- 2) Before clearing period to date information
- 3) Before clearing year to date information

Selections: Sequence, range of values, option to print Notes

Sequence: By Customer Number, Name, Zip Code, Group Number, Phone Number, or Salesperson Number

Calculations: None

Totals: Grand Totals

Recap: None

Source of Info: *Customer File, Codes File, Salesperson File

AR-05-06-02 Customer Names Listing

This option produces an alphabetical list of all your customers showing the customer number, name, address, phone number, salesperson number, and type for each customer. The report may be used as a simple cross reference between customer name and customer number or as a summary reference listing for mailings or other contacts with your customers.

To print this report select it from the menu and choose an output option. The report will show all customers and be sorted alphabetically by customer name.

When to Use: Provides an alphabetic name reference to the customer's number and address

Selections: None

Sequence: Customer name

Calculations: None

Totals: None

Recaps: None

Source of Info: *Customer File

*Indicates the primary file for the report.

AR-05-06-03 Salesperson Listing

This option produces a report of the information in your salesperson file.

To print the report select it from the menu and choose an output option. Then enter the following parameters:

Range of Salespersons

Enter a range of salesperson codes to include or press <Enter> for ALL.

Print Sales, Cost, and Profit?

Enter "Y" to print the sales, cost, and gross profit amounts for each salesperson. Enter "N" to print only the commissionable information.

Print Related Notes

The last question asks if you want to print any notes that have been entered for the salespersons selected to print. Enter "Y" to print Notes or "N" to skip them. If you select to print Notes you may select one or all types and a range of dates for the notes.

NOTE: You may print this report through the "Periodic and Year-End Processing" menu selection if you wish to reset the period sales to zero and start a new commission period.

When to Use: For a listing of salesperson and related totals

Sequence: Salesperson Number, option for sales and cost, option for Notes

Calculations: Gross Profit = Sales Amt - Cost Amt

For Commissions on Sales:

Commission Amt = Sales Amt x Commission %

For Commissions on Profit:

Commission Amt = Gross Profit x Commission %

Totals: Grand Totals

Recap: None

Source of Info: *Salesperson File, Control File

*Indicates the primary file for the report.

AR-05-06-04 Ship Via Codes Listing

This option is a listing of the Ship Via Codes you have set up in your Ship Via file. You may use this listing to check your entry work when entering Ship Via Codes, or you may use the listing as a reference report for your data entry operators.

Select "Print Ship Via Codes" from the menu and choose an output option. You must then enter a range of Ship Via Codes to include on the report, or you may press <Enter> for ALL Ship Via Codes.

When to Use: After set up of the ship via codes for use in entering customer information; each customer is assigned a default ship via code

Selections: Range of ship via codes

Sequence: Ship via code

Calculations: None

Totals: None

Recap: None

Source of Info: *AR Codes File

*Indicates the primary file for the report.

AR-05-06-05 Tax Localities Listing

This option allows you to print selected tax localities as defined in your tax locality file. The report shows year-to-date sales and sales tax information for the tax localities on the report. When printed in detail, you may use this report to reconcile the G/L account balances for tax liability accounts.

Select this report from the "Reports and Listings" menu and choose an output option. Then enter the following parameters:

Records to Include

If you are keeping Sales Tax Detail history (as indicated in the A/R Control Record) you may indicate which records to include in this report:

- Enter "R" for only records that have been Reported in a previous period
- Enter "N" for only records that have not been Reported using the end-of-period sales tax report
- Enter "B" for both types of records

Print in <D>etail or <S>ummary

Enter "D" to print a report which contains the invoice and tax amounts by tax locality code. Enter "S" to print totals only by tax locality.

Include Records Based on <G>/L Post Date or <D>ocument Date

This option applies only if you are including Non-Reported records in the report. Enter "G" if you want to specify a date range for this report based on the G/L Post Date of the documents being reported. Enter "D" to specify a date range based on the Document Date.

Range of Dates

Enter the appropriate range of dates for this report:

- If you are printing a history report (Reported records only) this is a range of Reported Dates to allow you to include multiple reporting periods in the report.
- If you chose a G/L Post Date range selection this is a range of G/L Post Dates.
- If you chose a Document Date range this is a range of Document Dates for the sales tax records.

Range of Tax Codes

Enter a range of tax codes to print or press <Enter> to print ALL tax localities.

The report shows the tax rate, taxable sales, sales tax, gross sales, non-taxable sales, and G/L account for each tax locality selected.

Purging Tax Detail History

If you are keeping tax detail history you may use this report to selectively purge unneeded records. If you have a security level of at least 8 in A/R and you select to print (not display) Reported records only, a question will appear at the end of printing to ask if you want to purge the records just printed. Enter "Y" to purge the records or "N" to leave them on file.

When Printed in Summary

- When to Use:** For a brief list of tax codes
- Selections:** Records to include, Range of tax locality codes
- Calculations:** Sales Tax = Taxable Sales x Tax %
Nontaxable = Gross Sales - Taxable Sales
- Totals:** None
- Recap:** None
- Source of Info:** *Tax Detail File

When Printed in Detail

- When to Use:** When attempting to "balance" G/L Tax Liability account balances with A/R taxable summary
- Selections:** Records to Include, Range of tax locality codes
- Calculations:** Sales Tax = Taxable Sales * Tax %
Nontaxable = Gross Sales - Taxable Sales
- Totals:** Tax Locality Totals
- Recap:** None
- Source of Info:** *Tax Detail File, Codes File

*Indicates the primary file for the report.

AR-05-06-06 Tax Headers Listing

This option allows you to list the tax headers you have set up to identify combinations of tax localities. The report shows the tax localities and their corresponding tax percentages for each selected tax header combination.

Select this report from the "Reports and Listings" menu and choose an output option. You must then select a range of tax codes to print, or press <Enter> to print all tax header codes.

When to Use: After set up of Tax Localities and Tax Headers to use in setting up Customer Records; each customer is assigned a default tax code which may be a header or a locality.

Selections: Range of Tax Header Codes

Sequence: By Tax Locality Code (in order set up) within Tax Header Code

Calculations: None

Totals: Tax Header Total

Recap: None

Source of Info: *AR Codes File

*Indicates the primary file for the report.

AR-05-06-07 Terms Codes Listing

This option is used to print the information you entered in your terms code records in your terms code file. For further explanation of this information see the "Maintain Terms Codes" discussion under "File Maintenance".

To print the report select it from the menu and choose an output option. You must then enter a range of terms codes to print on the report, or <Enter> for ALL terms codes. The report will print and the menu will be redisplayed.

When to Use: After set up of Terms Codes for use in setting up Customer Records; each customer is assigned a default terms code

Selections: Range of Terms Code

Sequence: Terms Code

Calculations: None

Totals: None

Recaps: None

Source of Info: *AR Codes File

*Indicates the primary file for the report.

AR-05-06-08 Control Record Listing

This option allows you to print out the information you set up in the Control Record. For further explanation of this information see the "Set Up the Control Record" discussion in AR-08-02.

To print the report select it from the menu and choose an output option. The Control Record info will print and the menu will be redisplayed.

When to Use: Before calling for support regarding any type of process which depends on control options or parameters.

Selections: None

Sequences: None

Calculations: None

Totals: None

Recap: None

Source of Info: *AR Control Record

*Indicates the primary file for the report.

AR-05-06-09 Customer Period History Listing

This selection allows you to list the information contained in your Excellence period history for customers. For a discussion of the fields available refer to the "Excellence Period History" section in AR-07-01.

To print the listing select it from the menu and enter the following parameters:

Select Width of Report

Enter 80, 132, or 264 characters as the maximum width for the report. This will determine the amount of information that can be printed on each line.

Select Field to Print

Enter a single field to print or enter zero to print all the fields for each customer. You may use the <F3> lookup to select a field. If you select a single field you will get one line per customer for an easy comparison between customers. If you select all fields each field will be printed on its own line per customer.

Define Time Periods

For an 80 or 132 character report select one of the following:

- 1 - YTD Comparatives (shows YTD totals in the columns)
- 2 - PTD Comparatives (shows the same Period for each year in the columns)
- 3 - Period Trend (shows the periods immediately prior to and including the period you select)

For a 264 character report this will automatically default to Period Trend.

Print a Totals Column?

- For PTD and YTD comparative reports you may enter "Y" to print a totals column of the other columns printed on the report.
- For a 264 character report this will automatically default to "Y" for a total of all columns printed.
- For an 80 or 132 character Period Trend report this will automatically default to "N" since there is not enough room for a totals column.

Reporting thru Year (Period)

Indicate the reporting year and period through which the report is to run. You may use the <F3> lookup to select the thru period.

Select Sequence

Select which customer sequence to use: number, name, phone, group, salesperson, zip code

Range of Keys

Enter a range of values to include based on the sequence you selected.

Then choose an output option. The listing will print showing the information you selected.

When to Use: To analyze a particular Excellence period field across all customers or to list all fields for a customer

Selections: Report width, one or all fields, time period, totals column, thru period, sequence, range of customers

Sequence: Customer number, name, phone, group, salesperson, zip code

Calculations: None

Recaps: None

Source of Info: *AR Customer File and Excellence History File

*Indicates primary file

AR-05-06-10 A/R Sales Operator Listing

This selection allows you to list the information for each of your A/R sales transaction operators. For a discussion of the fields shown refer to AR-07-10.

To print the listing select it from the menu and choose an output option. The listing will print showing all operators.

When to Use: After initial set up of operators to check options.

Selections: None

Sequence: By operator code

Calculations: None

Recaps: None

Source of Info: *AR Sales Operator File

*Indicates primary file

AR-05-06-11 A/R Cash Operator Listing

This selection allows you to list the information for each of your A/R cash transaction operators. For a discussion of the fields shown refer to AR-07-11.

To print the listing select it from the menu and choose an output option. The listing will print showing all operators.

When to Use: After initial set up of operators to check options.

Selections: None

Sequence: By operator code

Calculations: None

Recaps: None

Source of Info: *AR Cash Operator File

*Indicates primary file

AR-05-07 Customer Labels

This option prints customer names and addresses on standard continuous form gum labels (3.5" x 15/16"). You can use these labels for mass mailings to your customers.

To print the labels, select this option from the menu and choose an output option. You may then enter the following parameters:

Range of customer numbers

Enter a range of customer numbers to print or press <Enter> for ALL customers.

Range of customer types

Enter a range of customer types to include, or press <Enter> for ALL types.

Number of labels across

This question allows you to specify whether you are using 1-wide, 2-wide, or 3-wide label forms. Enter a 1, 2, or 3 to specify the number of labels on a print line.

Print contact if space available?

Enter "Y" or "N" to indicate if you want to print the contact name for the customer on the labels that do not have 5 address lines. If you used all 5 address lines in a customer record then the contact name will not print even if you enter "Y".

Next you will be asked if you want to print an alignment label. Make sure the labels are mounted on the printer, then press <Enter>. You may print as many alignment forms as needed to properly position the labels. When you enter "N" the labels will be printed.

When to Use: When a 5-line address label is needed for mailout to customers.

Selections: Range of Customer Numbers, Range of Customer Types, number of labels across, whether to print Contact Name

Sequence: Customer number within zip code

Calculations: None

Totals: None

Recap: None

Source of Info: *AR Customer File

*Indicates the primary file for the report.

NOTES:**AR-06 Periodic and Year-End Processing**

The options in this section are the steps you need to perform on a regular but not daily basis.

AR-06-01 Interface to G/L from A/R

This option is a menu of the programs that list and transfer G/L distributions from A/R to General Ledger. The G/L Interface option in the A/R Control Record defines how these options are used.

- If you selected the Automatic interface to G/L these programs are automatically run at the end of each A/R posting. You do not need to run them here.
- If you selected the Periodic interface to G/L you may run these programs whenever you wish to list or post the G/L distributions.
- If you selected No Update to G/L you may use the listing option whenever you wish to print and then purge the G/L distributions.

NOTE: The option to post transactions in <D>etail or in <S>ummary is specified in the G/L Control Record (GL-08-01).

AR-06-01-01 Print the G/L Interface Report

This report lists the amounts that have been distributed to your general ledger accounts through SouthWare Accounts Receivable for all dates that have not been posted previously to G/L. These include distributions resulting from Accounts Receivable, Inventory/Sales, and Services Billing transactions.

These distributions are consolidated into one interface file, which may then be posted by range of G/L Post Dates directly into the SouthWare General Ledger Journal file or printed for manual posting.

To print the report select it from the menu and choose an output option (as discussed in "Reports and Listings"). You may then enter a range of G/L Post Dates to include or press <Enter> for ALL. If you interface directly to SouthWare General Ledger the report will process and then redisplay the menu.

If you do not interface to SouthWare General Ledger, you should answer yes to the question, "Do you wish to purge the records just printed?" because the distributions will continue to appear on any interface report you print until you purge them. This should be your normal procedure at month-end as well as year-end. If you enter "N" for No, these distributions will remain on file.

NOTE: If you want to see all G/L distributions for a period and are not interfacing to G/L do not purge until the end of the period.

When to Use: 1) Any time to obtain most current changes to G/L Account Balances,
2) Automatically runs as posting register, if posting to G/L (for selected period only)

Selections: Range of Posting Dates

Sequences: Document number within account number, within G/L Post Date

Calculations: Proof = Debits - Credits

Totals: Account totals, period totals, grand totals

Recap: None

AR-06-01-01

Print the G/L Interface Report

Source of Info: *Distribution File, Customer File, Control File, G/L
Account File, G/L Control File

*Indicates the primary file for the report.

AR-06-01-02 Post A/R Interface File to G/L

This option is used to post the general ledger distributions generated in SouthWare Accounts Receivable directly into the SouthWare General Ledger Journal file. You may adjust the distributions in this Journal file if needed before posting to your Permanent Ledger. However, you must post in General Ledger before the entries will be reflected in your Permanent Ledger or financial statements. The system will not allow you to run this option if you do not interface to SouthWare General Ledger.

To post to SouthWare General Ledger choose this option and select an output option (discussed in "Reports and Listings") for the distribution report. You must then enter a cutoff date; all distributions through the cutoff date will post to G/L.

After the distribution report prints you will see a screen describing what the posting program is about to do. The message explains that up to this point no updating has been done. After you enter "C" to continue the update begins. If any power outage or similar hardware problem occurs during the time after you enter "C" and before the update finishes you should preferably restore files from backup and start the process again.

After distributions have been posted to the G/L Journal you should print a Journal Transaction Edit List from General Ledger.

Controlling the Amount of Detail Posted to G/L

The option to post distributions to G/L in summary or detail is contained in the GL Control Record. If you post in summary the distributions for each G/L Post Date will be combined into one amount per account and the accounts will be combined into one transaction. If you post in detail the resulting G/L transaction will show the same amount of detail as is shown on the interface listing.

When you post to G/L in detail this creates a large number of distributions for certain accounts (such as the A/R account or cash account). There is a Summary Post field in the G/L account file maintenance (GL-07-01) which allows you to specify that the detail for a particular account is to be summarized.

Future Year Distributions

You may post distributions for a new fiscal year to the SouthWare G/L journal file even if the year-end process has not been run in General Ledger. These future year transactions will remain in the G/L journal file until G/L year-end is run. They will then post the next time you run the G/L Journal Post process (GL-01-03).

AR-06-02 Process Commissions Due

These options let you process the commissions due to your salespersons for the current reporting period. In option 1 you may review (and optionally adjust) the commissions due. In option 2 you print a report of the commissions due for this reporting period.

AR-06-02-01 Review/Adjust Commissions Due

Commission Due Screen

Here you may display and optionally adjust each commission record for each sale for each salesperson. You may optionally review the invoice detail if this record was created from one of the Invoicing modules.

Here is an explanation of the fields shown:

1. Salesperson:

Enter a salesperson code or press <F3> to use the lookup.

2. Customer Number:

Enter a valid customer number if you are working with a particular customer. You may also press <F4> to display a list of all commission records for this salesperson.

3. Document Number:

This is the invoice number for the sale.

4. AR Open Post Date:

This is the system date when the invoice was posted.

5. AR Open Post Time:

This is the system time when the document was posted.

6. Apply To Number:

This is the number of the document to which this document applies.
If this is a credit memo this would be the invoice to which it applies.

7. Doc Type:

This is the type of document. Valid types are "I" for Invoice and "C" for Credit Memo.

8. Invoice Date:

This is the date of the invoice.

9. Commissionable:

This is the total commissionable amount on the document.

10. Commission:

This is the total amount of commission on the document. If you need to change this amount you should enter the override commission amount in field 14 below.

11. Amount Paid Out:

This is the total amount of commission already reported on previous commission reports. This will be zero unless you pay commission based on paid invoices and this invoice was partially paid as of the last report.

12. Sales Amount:

This is the total sales amount on the document.

13. Cost Amount:

This is the total cost amount on the document.

14. Override Commission:

This field is set up with the same amount as field 10 above. You may enter a new commission amount for this document if you want to override the amount in field 10. The commission report uses this amount when reporting the commissions due and indicates if this amount was overridden through this program.

15. Reported Date

If you choose to keep AR Commissions History (AR-08-02, field 25), at month-end when you answer “Yes” to clear Commissions Reporting, the Reported Date will be updated to this field instead of deleting the commissions record.

Displaying Other Invoices

You may display a list of the commission records for a particular salesperson.

- Enter the salesperson number and press <F4> at the customer number field, or
- Display any record for the salesperson and press <F4> at the Enter Change Number prompt.

To See Invoice Detail

If a commission record is for a document that was created in one of SouthWare's Invoicing modules you may display the commission information for each line item on the invoice. Display the commission record, then press <F5> to display a list of each line item on the invoice.

For each line item you can see:

- Commissionable amount
- Commission amount
- Override flag
- Quantity Shipped
- Unit of Measure
- Total Cost
- Total Price

AR-06-02-02 Print a Commissions Due Report

This selection prints the same report described in AR-05-04. The type of records to include if you keep history is automatically defaulted to be the Non-Reported commissions only.

After printing is complete a screen will display explaining that you must reset the period sales activity figures to zero if you want to start a new commission period. A question will ask "Do You Wish to Reset to Zero at this Time? <Y>or<N>." Enter "Y" to reset the figures to zero or enter "N" if you want to reprint the report before resetting the figures. The figures will only be reset for the salespersons who were printed on the report.

When you clear period totals:

- If you are keeping commissions history this puts the ending date from the reporting range into the Reported Date for each record printed on the report. The records are now considered as Reported and will not appear on future commission reports run at end of period.
- If you are not keeping commissions history the reported records will be purged from the file if they are completely reported (no unpaid commission balance).

NOTE: This option should be run after "Load the Initial Open Items" to clear these period-to-date amounts and start a new sales period.

Possible Reconciliations Needed:

1. If you give an allowance or discount on an invoice and want to adjust the commission amount you should use the Review/Adjust program to adjust the commission.

AR-06-03 Print a Sales Tax Report

With this program you may print a report showing information about sales and sales tax information for a reporting period. This produces the same report as the "Tax Localities Listing" discussed in AR-05-06-05. When you print the report from this period-end menu:

- the type of record to include is automatically those that have not previously been reported
- you reset the period figures in the sales tax locality records and update the reporting status of records included in the report (if keeping tax detail history).

Refer to AR-05-06-05 for instructions on how to run this report, including information about Purging Tax Detail History.

Since you normally print this report to aid you in preparing your sales tax returns you should press <Enter> to include ALL tax codes.

NOTE: If the tax for a locality is payable only when the invoice is paid the report will calculate the Tax Payable column based on the Percent Paid for each invoice.

After the report is printed a screen will appear explaining that the period sales tax figures must be reset before starting the next tax reporting period. You must answer the question "Do You Wish to Reset to Zero at this Time?<Y>or<N>." Enter "N" if you want to reprint the report before clearing the current period information. Otherwise enter "Y" and the period figures will be reset to zero.

When you clear period totals:

- If you are keeping tax detail history this puts the ending date from the reporting range into the Reported Date for each record printed on the report. The records are now considered as Reported and will not appear on future tax detail reports run at end of period.
- If you are not keeping tax detail history the reported records will be purged from the file if they are completely reported.

NOTE: You may run this program after the set-up step of "Load the Initial Open Items" to clear the period-to-date amounts and start a new sales period.

AR-06-04 Print Period-End A/R Trial Balance

This option prints the detailed report that serves as the subsidiary journal for Accounts Receivable. After you have posted the distributions to your general ledger in Step 1 above, this detail report should agree with the total amount of Accounts Receivable showing in your general ledger. You should print this report at the end of every period so that you will have a detailed listing of the outstanding items making up the Accounts Receivable balance shown on your financial statements.

Select "Print an A/R Trial Balance" from the menu and choose an output option. If you use multiple A/R accounts (as specified in your Control Record) you must then specify the range of A/R accounts to include on the report. You normally should press <Enter> to include ALL A/R accounts. The report will show all the outstanding items, totals for each customer, and totals for each A/R account on the report.

NOTE: The trial balance is as of the end of the current A/R period. Invoices in the open item file with G/L Post Dates after the current period will not be included. Any payment made after the current period for an item on the trial balance will be added back to the item's balance.

AR-06-05 Run A/R Period-End Update Process

You should run this option at the end of every Accounts Receivable period. The End of Period program updates the A/R Current Period Number by one, purges the paid items for customers who do not normally receive statements (those with "N" or "D" statement frequency), and gives you the option to reset the Average Days to Pay counter.

Select this option from the "Periodic and Year-End Processing" menu. You will see a screen displaying a description of the clearing process about to be done. Read the message and enter "Y" if you want to change to the next accounting period. Enter "N" if you realize you are not ready to close out the period.

NOTE: The Accounts Receivable process of "End of Period Processing" should always precede the General Ledger "End of Period Processing" for the same current period. The A/R distributions are posted to the SouthWare General Ledger Journal file. You may adjust transactions in this Journal file if needed before posting to your Permanent Ledger. However, you must post within General Ledger before the entries are reflected in the Permanent Ledger (See GL-01).

NOTE: Refer to AR-05-06-05 for instructions on how to Purge Tax Detail History if you are keeping tax detail history.

Reset Avg Days To Pay Counter

After you increment the accounting period a screen will display which explains how the Average Number of Days to Pay is calculated for each customer. A question asks if you want to reset the payment counter to 1.

If you enter "Y" for Yes, the current average will be given a weight of "1" and the next payment will receive the same weight as the average of all previous payments. If you enter "N" for No, the current counter will not be reset and the next payment will receive no more weight than the previous payments.

Examples:

A customer's current average is 30 days and the payment counter is 20 (there have been 20 payments since the last time you reset the counter). The next payment received will be 50 days after the invoice date.

If you do reset the counter the new average will be calculated as:

$$[(30 \times 1) + 50] / 2 = 40 \text{ days}$$

If you do not reset the counter the new average will be calculated as:

$$[(30 \times 20) + 50] / 21 = 31 \text{ days}$$

AR-06-06 Run A/R Year-End Update Process

This program clears some year-to-date totals in the sales tax and salesperson files. You should run this option only after you have printed the salesperson and tax reports for the final period, cleared the period totals, and performed the "Run A/R Period-End Update Process" option.

When you are ready to clear YTD totals select this program from the menu. A screen will display explaining what totals will be reset to zero. A question will be displayed at the bottom of the screen asking if you are ready to clear these fields. Enter "Y" for Yes to reset the year-to-date totals. Enter "N" for No if you are not ready to complete the year-end process (if, for example, you remember that you need to print a report before you clear the totals). A status message will display at the bottom of the screen showing the records currently being reset. When the process is complete the menu will be redisplayed.

NOTE: This option may be run after "Load the Initial Open Items" to clear these amounts from the Salesperson and Tax files if you are beginning to use the SouthWare Accounts Receivable system as of the beginning of your fiscal year as defined in your General Ledger Control Record.

AR-06-07 Purge A/R History (as needed)

This program lets you purge records from the paid item history file. These are items that have been fully paid and are being stored for reference information. If you don't need this history for reference you may purge it to reduce the size of your history file.

Select this program and choose an output option for the purge report that prints. Then you may enter the following parameters for the purge:

Range of Customers:

Enter a range of customers to include in the purge or press <Enter> for ALL.

Range of Dates:

Enter a range of document dates to include or press <Enter> for ALL.

Print G/L Distributions:

Enter "Y" if you want the purge report to print the G/L distributions for each document to be purged. Enter "N" to skip the printing of the G/L distributions.

The purge report shows all documents for the ranges you selected. After the purge report prints a question asks if you are ready to purge the documents. Enter "Y" to purge. If you decide you don't want to purge enter "N" to abandon the purge process.

AR-06-08 Purge Misc Ship To Addresses

This program lets you purge records from the ship to address file for miscellaneous one-time sales. These miscellaneous ship to addresses (those with the format "M99999") provide the miscellaneous shipping address details for invoices in billing history. If you use numerous miscellaneous ship to addresses you may want to periodically purge older ones from the file.

Select this program and choose an output option for the purge report that prints (if you choose Display you will not be allowed to purge). Then you may enter the following parameters for the print/purge:

Range of Customers:

Enter a range of customers to include or press <Enter> for ALL.

Range of Salesperson Numbers:

Enter a range of salespersons to include or press <Enter> for ALL.

Range of Dates Created:

Enter a range of dates created (the date the related invoice was posted to history) or press <Enter> for ALL.

The purge report shows all miscellaneous ship to addresses for the ranges you selected. After the report prints a question asks if you are ready to purge (if you printed the report rather than displayed it). Enter "Y" to purge. If you decide you don't want to purge enter "N" to abandon the purge process.

AR-06-09 Summary Trial Balance - AR Accts

This sample report summarizes all documents within the date range and prints one line per customer within A/R Account. Only OPEN ITEMS are considered. The range of G/L Post Dates should begin as of your EARLIEST POSSIBLE outstanding invoice and should cutoff at the desired end of period.

AR-06-10 Purge Customers and History

This program gives you the ability to purge a range of customers that have had no activity since a particular date. This purge program also cleans up related history for the customers purged. Here are the files purged for each customer included in the purge process:

- Customer Record is deleted
- Any customer-related Extended Data is deleted
- Any customer-related Notes are deleted
- Any E-Mail address cross-references are deleted
- All customer-related Excel History is deleted
- All related TaskWise records are deleted

If you choose to purge Related Billing History

- All AR History and AR/GL History Records are deleted
- All Invoice-related files including Header, Detail, Tracking, payments, invoice text, invoice XD, delivery records are deleted

NOTE: Before you run this purge make sure you have a good backup of your files. The purge removes records from the system and you may not restore them except from backup.

When you select this program you must first choose a print option (print or spool only) for the audit report. Then you must enter the "No Activity Since" date and a range of customer numbers. You also have an option whether to purge related billing history or to leave it on file for other analysis.

The report will include customers that fall within the range of customers that have no activity since the date entered in the parameters. The dates used for comparing activity are the last payment date, last invoice date, and last finance charge date.

The report shows Customer Number, Customer Name, Last Activity Date, "Del?" (which is whether the customer can be deleted or not), and a Comment. The Last Activity Date is the most recent of the payment, invoice, or finance charge date.

A customer will NOT qualify for purging if any of the following are true:

- there are AR open items on file
- the customer's balance is not zero
- there is YTD activity in XL History
- there are open sales orders

- there are open service orders
- there are open contracts
- there are any open TaskWise transactions
- there are any TaskWise contacts (TW-03-07-04 is the TaskWise purge process you may use to purge applicable TaskWise records prior to purging A/R records)

If any of the above conditions are met, then the "Del?" flag will be "N" and the Comment field will explain which condition is met. If a customer has more than one of the above conditions only the first condition will show.

After the report is printed a question asks if you are ready to purge the customers flagged as "Y" along with their related billing history (if Related Billing History purge was selected). Answer "Y" to purge the records.

AR-06-10

Purge Customers and History

NOTES:

AR-07 File Maintenance

The File Maintenance and Entry programs in SouthWare products have many powerful standard features. The look of your screens will vary depending on your selected style options but the functionality and keystrokes are the same or similar in all styles. For an explanation of basic features and for review of the many advanced options see the Introduction to the SwiftMate documentation or see the topic “Standard Entry/Maintenance Options” in the help system.

AR-07-01 Customer Information

This program lets you add or change customer records.

You may enter a new customer record as described below, or you may use the access methods described in the preceding section to display an existing record to be changed or deleted.

NOTE: The system will not allow you to delete a customer record when there has been activity with the customer during the current year or there are open sales orders or service orders on file.

1. Customer #:

Enter a number or code to uniquely identify this customer. In the Control Record you indicated whether you want to use numeric or alphanumeric customer codes. If you are using numeric codes you may enter up to ten digits. If you are using alphanumeric codes you may enter up to ten characters. Several reports in the system are sequenced by customer number, so you may want to assign these numbers in some logical sequence.

You may press <F4> to automatically assign the next available customer number if your Control Record allows this option. There is a field in the Control Record which contains the last number assigned. If the number the system tries to assign has already been used (such as when you entered a new customer without using the <F4> assign feature), it will add one to the number and keep trying until it finds one not already used.

NOTE for TaskWise users:

When you create a new customer record the address, phone number, fax number and e-mail address will be populated in the primary contact ID.

To access an existing customer record you may use the <F1> search by number, skip to the name field and search by name, or use the <F3> lookup feature. If you enter a beginning value for the lookup feature you will immediately see a lookup window. If you do not enter a beginning value you may first select how to search (by number, name, phone number, salesperson, group, zip code, or extended data), enter a beginning value, and then select a record from the lookup window.

2. Name:

Enter the name for this customer (up to 30 characters). It is helpful when you do name searches if you put the most unique part of the name first.

In the Control Record you indicated whether the name was to be reversed on statements. If you said "Y" to name reversal you should enter last name first on any names to be reversed. A comma must separate the last and first name, and any appendage (such as ", Jr.") must be at the end preceded by a slash. During statement printing the name will be reversed on any names which contain a comma.

Example:

If you chose name reversal

"Jones, Charles A./Jr." will print on the statement as "Charles A. Jones, Jr."

"Apex Companies, The" will print on the statement as "The Apex Companies"

NOTE:

If you are using name reversal you must not use commas unless you want the name reversed. If you need a comma for an appendage such as "Inc." you must use the slash. A company named "The Jones Companies, Inc." should be entered as "Jones Companies, The /Inc." for correct reversal. If you entered it as "The Jones Companies, Inc." this would be reversed to "Inc. The Jones Companies".

If you need to put multiple commas in a name, you may use the semicolon (;). Any semicolons will be turned into commas when printed. For example, "Jones, Jones, and Smith" may be entered as "Jones; Jones; and Smith" so that no reversal of the names is done during printing.

3. thru 7. Address:

Enter the address of the customer as it should appear on any mailings to this customer (such as statements). If the customer name won't fit into the name field above you may want to use the first address line for the remainder of the name.

Address 1-3

You may enter up to three street address lines if needed (30 characters each). The system will not print any blank lines in the address. The

entire address is printed on the statements to allow use of window envelopes.

Only the first two lines display in most places in the system where the customer address displays. The third line does not usually display but may print on customer-related forms or labels.

NOTE (for TaskWise users)

When you make a change to a customer address the system gives the option to update TaskWise contacts for matching information.

A question will be asked:

- Change Matching Contact Address?

If you answer "Y" the system will update the information in contacts for this customer who have the same original information (before the change). The question allows you to control which data is updated.

City, State

Enter the city (up to 20 characters) and state (up to 2 characters).

Zip Code

The zip code field is 10 characters long. If you use International Addresses (as defined in your Company Record XX-03-01) the Zip Code field becomes a plus field with the following data:

Zip Code	Enter the zip or postal code.
Country Code	You may enter a country code in this field as set up in the Country File (XX-09-05). If you enter a country code the printed address for this customer will be formatted as defined in the country file. You should skip this field for U.S.A. addresses.

International?	If you entered a country code above this field will automatically be "Y". If you left the country field blank you may enter Y or N here. Enter "Y" if you want the option to enter a country code when you enter/edit addresses for this customer. Enter "N" to make the zip code field a single field for addresses for this customer.
----------------	---

Note: You must enter "Y" here in order to utilize foreign addresses in related bill to and ship to records.

Currency Code This is for use with a future Adapter.

8. Contact:

Enter the name of the person you normally contact when dealing with this customer (up to 20 characters).

NOTE for TaskWise users:

If you change the contact on the customer, the new TaskWise contact created from that change will include the e-mail address and fax number as well as the address and phone number.

Excellence Tip:

Direct action: Go to the decision maker when pressing for payment. Your invoice will stay at the bottom of the clerk's pile unless his instructions are changed. Use Notes or Extended Data to keep track of the customer decision-maker

9. Phone/Other:

This field is a plus box:

- In the first field shown here enter the phone number of the customer (up to 20 characters).
- In the second field you may enter a fax number (up to 20 characters).
- In the third field you may enter an E-mail address for the customer (up to 50 characters). You may also press <F4> to Maintain Add'l e-mail addresses. This lets you access a program to set up additional e-mail addresses. You may define as many e-mail addresses as you need, and these will be available via lookup when you send an e-mail document to this customer.

These fields are for your reference. If you need more or larger fields you should use Extended Data™.

NOTE for TaskWise users:

When you make a change to a customer phone number, fax number, or e-mail address the system gives the option to update TaskWise contacts for matching information. Up to three questions will be asked depending on how many of these fields you changed:

- Change Matching Contact Phone/Fax?
- Change Matching Contact E-Mail?

If you answer "Y" to one or more of these questions the system will update the information in contacts for this customer who have the same original information (before the change). The questions allow you to control which data is updated.

Note: If you answer "Y" to the Phone/Fax question then both phone numbers have to match the numbers on the contact or neither will be changed.

10. Salesperson:

Enter the three-character code (as specified in the Salesperson file) of the salesperson who works most frequently with this customer. You may use the <F3> lookup function to find a salesperson or to add a new one. During sales entry for this customer you may default to this salesperson by pressing <Enter>. The salesperson is an alternate key in this file, and you may search (using lookup) for customers by salesperson.

The salesperson for an invoice may be overridden by the ship-to address.

11. Balance Method & Statement Frequency:

In the Balance Method field enter the letter "O" (not zero) if you handle this customer as an open item customer (payments are applied to specific sales). Enter "B" if you handle this customer as a balance forward customer (payments are applied to the oldest sales).

NOTE: The system will not allow you to change the balance method unless you have a security level of 9. If open items exist for this customer a warning will explain that you normally shouldn't change this method but will allow the change.

In the Statement field enter the appropriate code to identify how often statements are to be printed for this customer. Before printing statements you will be able to specify the statement frequency codes you want to process. The system will process statements for all customers with the codes you specify. The valid codes are:

- N Do not print statements for this customer - paid items will be moved to history at period-end
- D Print statements at your discretion - paid items will be moved to history when statements are printed or at period-end, whichever comes first
- W Print statements weekly
- S Print statements semi-monthly
- M Print statements monthly

12. Terms Code:

Enter the three character code (defined in the Terms Codes file) for the terms extended to this customer. The description of the terms from the Terms Codes file displays to the right.

13. Credit Limit & Rating:

In the Credit Limit field you may enter any maximum amount of credit (up to \$999,999,999) you want to extend to this customer. The A/R system will not prevent you from entering sales in excess of this amount, but the A/R Aging Report will indicate any customers that have exceeded their limit. No entry is required.

NOTE: The SouthWare Invoicing modules (A/R Invoicing, Point of Sale, Order Entry, and Service Invoicing) do check this credit limit. You can control whether an operator can enter an invoice for a customer who is over credit limit.

In the Rating field you may enter any four characters that you want to use for reference. You could utilize an established code by one of the major rating services or make up your own. The A/R system does not use this field and no entry is required.

NOTE: If you are using the Invoicing modules there are two special purpose values for this field. If you enter "CASH" here the invoicing programs will allow only cash purchases by this customer. If you enter "HOLD" here the invoicing programs will not allow any sales to this customer.

Excellence Tip:

Credit decisions should be based on a customer's character, business capacity (experience, management & success) and financial position. The credit customer needs to have both the desire and the ability to pay.

14. Avg Days to Pay & Add Late Fee?:

The first field displays the average number of days between the invoice date and the date of payment by this customer. This applies only to open item type customers and is not applicable to balance forward customers. The system will update this field during processing. See AR-06-05 for an explanation of this calculation.

In the second field enter "Y" if you want the system to calculate late fees on any past due items for this customer when you run the "Calculate Late Fees" selection. Enter "N" if you do not want late fees charged to this customer.

15. Current Balance:

The amount in this field (up to 999,999,999.99) will be updated by the system. When adding a new record this field will be skipped and you may not enter an amount. This balance is created when you load your initial open items for the customer. When you are changing a record a security level of 9 is required to change this field.

16. Past Due Amt:

This field shows the total amount that was past due for this customer as of the late date you ran the A/R aging report (this is net of any open credits or payments). To the right of the amount is the date you last printed the A/R aging report.

Excellence Tip:

For most sellers sound credit policy involves selling to risk categories that are almost certain in the long run to produce some bad debt loss.

17. High Balance:

This field shows the highest outstanding balance this customer has ever reached. To the right of the amount is the date this balance was reached.

18. Invoicing Options:

This field displays a box containing the following fields related to invoicing:

Price Level

Applies to users of the SouthWare Invoicing modules - Enter the number (1 thru 5) of the price level from the stock or service file that applies to this customer.

Discount %

Enter the line item discount (up to two digits) normally allowed on this customer's orders. This is a sales discount, not a payment discount. No entry is required.

Require PO#

This field applies only to the invoicing modules. If your customer will not pay an invoice unless you have a valid customer purchase order number, enter "Y" in this field. Your operators will be required to enter a customer purchase order number each time an invoice transaction is entered in these other SouthWare products. Otherwise you may press <Enter> to default to "N" in this field.

Ship Via

Enter the three character code (defined in the Ship Via Codes file) for the normal method of shipping to this customer.

Tax Code

Enter the code (defined in the Tax Header Codes file) for the sales tax percentages and reporting localities that apply to this customer.

The remaining fields apply to the SouthWare Invoicing modules (A/R Invoicing, Inventory/Sales, and Service Management).

Default Ship To

Enter the six character code (defined in the Ship To Address file) of the default ship to address for this customer. You may leave this field

blank if the default ship to address is the same as the customer address. This is used as the default on an invoice.

Allow Subs?

Enter "Y" or "N" to specify if this customer allows substitutions on stock items ordered. In Order Entry and Point of Sale invoicing this flag controls whether you can switch to a substitute for an out-of-stock item.

Allow B/Os?

Enter "Y" or "N" to specify if this customer allows backorders on stock items ordered. In Order Entry and Point of Sale invoicing this flag controls whether backordering is an option when an ordered item is out-of-stock.

Partial Shipments? If you enter "Y" to Allow B/Os, a second question asks if this customer accepts partial shipments on sales orders. Enter "Y" if partial shipments are allowed. Enter "N" if the customer accepts only complete shipments. This provides the default answer for the "P/T Control" field in the order.

Default Bill To

Enter the six character code (defined in the Bill To Address file) of the default bill to address for this customer. You may leave this field blank if the default bill to address is the same as the customer address. This is used as the default billing address on an invoice.

Delivery Route

This is a two-part field that allows you to define the delivery route for this customer. This is used by the Order Entry module picking tickets. You may leave this field blank if you don't offer delivery or don't use Order Entry.

- **Route** - The first part of the field allows you to enter a three-character code that defines the route to which this customer is assigned. The order entry picking ticket program will sequence picking tickets by route and print a recap of items needed for the route.
- **Route Sequence** - The second part of the field allows you to enter a relative location or sequence within the route. When you sort picking tickets by route this will be the sequence within the route. You may enter a number up to 9999.99 with the first four digits intended for initial sequence numbers and the two decimal positions available for later additions between numbers.

Send Reminder?

Enter "F" if this customer should normally receive fax versions of invoice-related forms. Enter "E" if this customer should normally receive e-mail versions of invoice-related forms. During invoicing this option gives you an automatic reminder to send when it is time to print an interactive invoice-related form for the customer. Enter "N" if you don't want a send reminder for this customer.

Bill Shipping?

This field gives you the option to specify that a particular customer should not be charged for shipping charges calculated by the Shipping Interface Adapter. The normal assumption is that shipping charges should be billed. You may enter "C" here to bill only COD charges to the customer, or you may enter "N" for a customer who should not be billed for any shipping-related charges.

Rental Tax

Enter the tax code to use for rentals to this customer. The default is the sales tax code.

Rental Security Value Limit

Enter the limit of rental security value for this customer. When you enter a rental contract for this customer if the total Rental Security Value of the items on all started Contracts for the customer is greater than this limit the program will ask you to take security for the current contract amount in excess of the limit.

Enter zero in this field to specify no limit.

Rental Rate Group

Enter the Rate Group for this customer to use when determining if special rental pricing applies. See RD-05-04 for more info.

19. Cust Type:

This field displays a plus box with a default customer type and override types as described below. The override types apply only if you use an invoicing system that allows price, commission, and tax overrides.

You may enter a code (up to five characters) that you have defined to classify your customers. No entry is required. One of the sales analysis reports is sorted by customer type.

This field has a special use if you use Order Entry and plan to use Order Entry to do transfers out of a location. To make such a transfer you must have a transfer customer record for each location to which you will be transferring. You indicate a transfer customer by entering "LOC" in the customer type field. You may only use a transfer customer in Order Entry as the auto-default customer from your Dept/Operator record. See IS01 in the Inventory/Sales documentation for a complete explanation of how this works.

Multiple “customer types” per customer for use in Overrides

You may optionally specify a different “customer type” for each type of override that may apply to a customer’s transactions. You may specify additional override types for:

- price overrides
- tax overrides
- commission overrides.

The values in these additional fields are NOT validated so you may use any values you wish. You could also add field filters if you wanted to validate these types.

In the related override maintenance programs you may then enter the appropriate “customer type” as specified in the customer record.

How the Additional Override Types are used

At the time to apply overrides, the program will look in the customer record to see if there is a value in the specific type of override (for example, at pricing time the program looks at the pricing customer type in the customer record). If this is blank the program uses the normal customer type to test for applicable overrides. Only one customer type will result from a customer in each situation (either the non-blank override type for the type of override or the standard customer type).

Inactive?

Enter “Y” if this customer is no longer active and is maintained in the file only for historical reference. This will prevent the customer from appearing in normal customer lookup lists and customer reports. The customer will still be available for maintenance and inquiry, but will not be shown in customer lists. The customer will show in the search list only when called from the customer maintenance program.

The following reports offer the option to print inactive customers:

- Customer Info Listing (AR-05-06-01)
- Customer Labels (AR-05-07)

20. Group Number:

The Group Number field is an optional field that allows you to tie individual customers to a related group of customers. You may search for customers via the Group Number and you may print customer statements sequenced by Group Number.

If you enter a Group Number it must be a valid customer number. You may skip this field if you do not need to enter a group number. The lookup feature is available.

Example: Let's say you sell to several stores of a "Joe's Hardware" chain of hardware stores. Each store has a customer number and the central office is customer number 921. Enter 921 as the group number for each Joe's Hardware store.

Billing:

You define the responsible billing customer per invoice. You may need to invoice each individual store. Or you may put "921" as the "Bill To Customer" in each store's Bill To Address in order to record sales for each store but have them invoiced to the central office.

Lookups:

You may search for all of Joe's Hardware stores by doing a lookup on Group Number and entering 921 as the starting value.

Statements:

If you invoiced each individual store you may print statements sequenced by Group Number so that all of Joe's Hardware store statements will be together.

21. Tax #:

If this customer is tax exempt enter the tax exempt ID in this field (up to 15 characters). This ID will print on the sales tax report and on the invoice.

22. A/R #:

This field is skipped if you use only one A/R account as defined in your Control Record.

If you use multiple A/R accounts you may enter an A/R account number here to use as the default on any sales transactions for this customer. This is especially useful if this customer's account should be different than the default in the Control Record.

You may leave this field blank if you don't want to override the normal system defaults.

If you use Inventory/Sales invoicing this account will override the A/R account in the location record but will not override any Override account from the Department/Operator record.

23. User Fields:

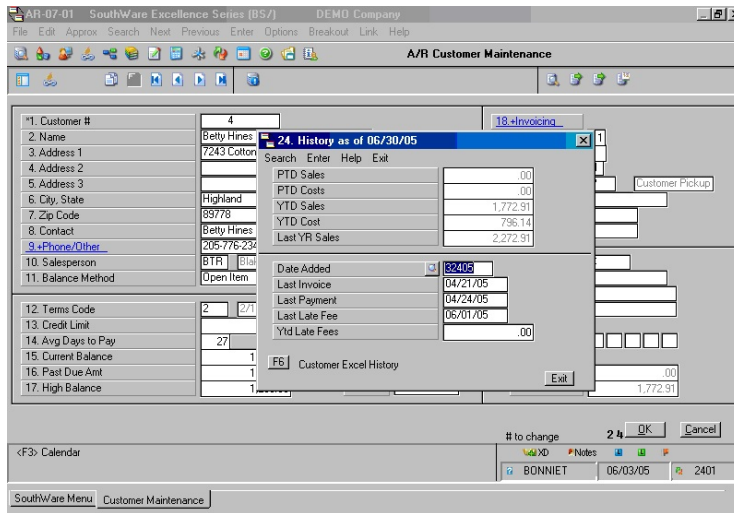
This field displays a box that contains two user-defined fields:

User Flags

Enter a one character code in each of the five fields shown or press <Enter> to skip a field. These fields are not used by the A/R system but may be accessed through ReportMate for special reporting.

User Area

Enter up to 20 characters in this field. This field is not used by the A/R system but may be accessed through ReportMate for special reporting.



Sample Customer History Box

24. History:

This field displays a box with various history information about this customer. When you are adding a customer you may skip these fields. The system automatically updates these fields.

Date Added

This is the date you added this customer to the file.

Last Invoice

This is the date of the last invoice for this customer.

Last Payment

This is the date of the last payment received from this customer.

Last Late Fee

This is the date of the last Late Fee charged to this customer.

YTD Late Fees

This is the total amount of Late Fees charged to this customer during this year (since the last time you ran AR-03-05). You have an option to print this total on customer statements. If you print the total you have the option to clear the total after printing. You should do this on

your last statement of the year since this is the only way to automatically clear this field.

Excel History

You may also press <F6> from the history field to access this customer's Excellence history. The summary screen shows some key period numbers for the current year. You then have the option of changing years or zooming into the detail of any period shown. This is the information used by ExcelReport to create the Success Report Card.

To Change Year

Press <F5> to switch to the history for another year so you can see the periods in that year. The cursor will position in the Year ID field and you may enter a Year ID or use the <F3> lookup to see each year defined in the G/L period file. Select the year to display.

To Zoom Into a Period

Period Ending 05/31/05	
Sales	1168
Cost of Sales	745
Discounts/Allowances	0
Payments	0
# Payments	0
# Late Payments	0
Credit Value Recv'd	0
Cost of Errors/Complaints	0
# Errors	0
# Testimonial Comments	0
# Complaints	0
# Other Events	0
Net Excel Pts - All Events	0
# Partnership Ratings	0
- Avg. Rating	0
# Sales/Mark Contacts	0
# Minutes	0
# Collection Calls	0
# Invoices	1
# Sales Orders	1
# Line Items	12
# Filled Immediately	100%
# Shipped On Time	100%
# Orders Evaluated	0%
- Avg. Excel Rating	0
# Service Orders	0
# S/O's Evaluated	0%
- Avg. Excel Rating	0

Customer Period Sample

Zoom on a period by entering its field number. A screen then shows all the fields stored for that period. Below is an explanation of each field:

Sales

Total dollar value sold to this customer net of credits. Updated by Invoicing and A/R Sales.

Cost of Sales

Total direct cost of sales for this customer net of credits. Updated by Invoicing and A/R Sales.

Discount/Allowances

Net amount of discounts and allowances given to this customer. Updated by A/R Cash Receipts.

Payments

Total dollar amount of payments received from this customer. Updated by Invoicing and Cash Receipts.

Credit Payments

Total number of applied payments for this customer through Cash Receipts. If a customer check pays multiple invoices this will count as multiple payments. Updated from Cash Receipts.

Late Credit Payments

Total number of credit payments that were received after the due date of the invoice they paid. If a customer check pays multiple invoices each invoice may be counted as a late payment. Updated from Cash Receipts.

Credit Value Received

Total estimated value of the credit terms allowed to this customer on invoices that have been paid. This is calculated during each Cash Receipt update based on the rate in the A/R control record. This does not include the credit value of any unpaid invoices or unapplied payments.

Cost of Errors/Complaints

Total estimated cost of the errors and complaints events involving this customer. Updated from Events.

Errors

Total number of error events involving this customer.

Testimonial Comments

Total number of testimonial events entered for this customer.

Complaints

Total number of complaints involving this customer.

Other Events

Total number of other ExcelReport events involving this customer.

Net Excel Points - All Events

The customer's net total of Excel Points from events that are measured in Excel Points.

Partnership Ratings

Total number of times this customer has been surveyed and asked to rate the overall success of our relationship.

Average Partnership Rating

The average score of all partnership ratings where -2.0 is Failing or Unacceptable, -1.0 is Poor, 0.0 is Fair or Average, 1.0 is Good, and 2.0 is Excellent.

SalesMark Contacts

Total number of SalesMark calls involving this customer. Updated by SalesMark entry.

SalesMark Minutes

Total number of minutes on SalesMark calls with this customer. Updated by SalesMark entry.

Collection Calls

Total number of collections calls (through the A/R Collections Adapter) made to this customer.

Invoices

Total number of invoices issued to this customer. Updated from Invoicing and A/R Sales.

Sales Orders

Total number of sales orders for this customer. Updated from Invoicing.

Line Items

Total number of invoiced line items on sales to this customer. Updated from Invoicing.

Line Items Filled Immediately

Total number of invoiced line items that were filled immediately from stock. This is flagged in each line item as it is entered and then updated from Invoicing when the line item is invoiced.

Line Items Shipped On Time

Total number of ordered line items that were shipped on or before the scheduled ship date. This is flagged in each line item as it is selected for invoicing and then updated from Invoicing when the line item is invoiced.

Orders Evaluated

Total number of times you have followed up on an order to see if the customer was satisfied with your products/service. This is updated by Events.

Average Order Rating

The average score of all order ratings where -2.0 is Failing or Unacceptable, -1.0 is Poor, 0.0 is Fair or Average, 1.0 is Good, and 2.0 is Excellent.

Service Orders

Total number of service orders for this customer. This is updated by Invoicing.

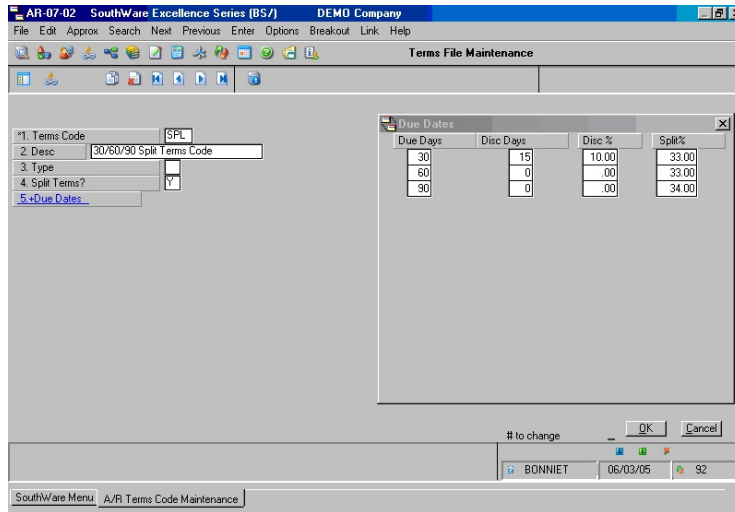
Service Orders Evaluated

Total number of times you have followed up on a service order to see if the customer was satisfied with your service.

Average Service Order Rating

The average score of all service order ratings where -2.0 is Failing or Unacceptable, -1.0 is Poor, 0.0 is Fair or Average, 1.0 is Good, and 2.0 is Excellent.

AR-07-02 Terms Codes



Terms Screen

This program lets you add or change terms code records. These codes define the terms of payment that you extend to your customers. Setting up codes for these terms allows you to refer to these codes on each invoice instead of defining the details of the terms.

You may enter a new code or you may use the access methods described previously to display an existing record to be changed or deleted.

1. Terms Code:

Enter a code (maximum of three characters) that will help you to remember the terms associated with it. For example, if your most common payment terms are 2/10, Net 30, you might assign a code of "REG" for regular, "COM" for common, or 210 for 2/10 to that set of terms. This code is the "key" to each terms record (as explained in the introductory section to "File Maintenance").

2. Description:

Enter a description (up to 30 characters) of the set of terms you are entering (i.e. -2/10,N30). This description is for clarification only and is not used in processing.

3. Terms Type:

Enter a space if the terms are calculated based on due days - the number of days after the date of an invoice that the invoice becomes due and payable. Enter a "P" if the terms are prox terms - invoice becomes due on a certain day of each month.

4. Split Terms?:

Enter "N" here if the terms you're defining involve only one payment due date.

Enter "Y" if the terms you're defining involve multiple payments. For example, you may allow a customer to pay 30% of an invoice in 30 days, another 30% in 60 days, and the remaining 40% in 90 days. To define this type of terms you should enter "Y" for Split Terms. See the discussion below for further examples.

Round?

If you enter Y for split terms, an option is available to set the split to whole dollar rounding. Whole dollar rounding is rounded to the nearest whole dollar.

- Example: A \$600 invoice that has 6 payments would round each payment to \$100 even, instead of just taking the total invoice amount and multiplying it by the split %. The last payment will always be whatever is left over to pay for the invoice.

5. Due Dates:If the Terms are Not Split

If you entered a space at the Type field you will see three fields asking for "Due Days, "Discount Days, and "Discount Percent".

- In the "Due Days" field enter the number of days after the invoice date when payment becomes due. You may enter a Due Days of zero to define terms that will result in the Due Date being the same as the Invoice Date.
- In the "Discount Days" field enter the number of days after invoice date during which a valid payment discount is available.
- In the "Discount Percent" field enter the percent of discount that you may deduct from an invoice amount if the invoice is paid within the discount period.

For example, if your terms are 2/10 Net 30 you should enter 30 for Due Days, 10 for Discount Days, and 2 for Discount Percent.

If you entered a "P" as the Type, you will see five fields asking for "Prox Due Day", "Prox Disc Day", "Discount Percent", "Cutoff Day", and "Increment".

- In the "Prox Due Day" field enter the day of the month on which invoices from the previous month becomes due.
- In the "Prox Disc Day" field enter the day of the month on which the last day a payment discount is allowed for invoices from the previous month.
- In the "Discount Percent" field enter the percent of discount that may be deducted from the invoice amount, if the invoice is paid with the discount period.
- In the "Cutoff Day" field enter the day of the month that determines into which payment period an invoice falls. All invoices dated on or before the cutoff date will become due on the next "Due Day", while invoices dated after the cutoff date will become due the following "Due Day".
- In the "Increment" field you may enter a special month-increment to add to the calculated due dates and discount dates for this terms code. The default is "0".

Example Prox Due Date calculation* using Prox Day = 15 and Cutoff Day = 25:

<u>Document Date</u>	<u>Month Incr</u>	<u>Due Date</u>
07/05/99	0	7/15/99
07/26/99	0	8/15/99
07/05/99	1	8/15/99
07/26/99	1	9/15/99
07/05/99	2	9/15/99
07/26/99	2	10/15/99

* Discount date is calculated the same way

As an example, a set of prox terms may call for payment on the 25th of each month for all invoices dated through the 30th of the preceding month with a discount available if paid by the 10th. You would set up these terms by entering "25" for Prox Due Day, "10" for Prox Disc Day, and "30" for the Cutoff Day.

For Split Terms

The entry of the data is the same except that you may enter up to 15 sets of days along with a Split % (with 2 decimals) for each set. This tells the system to divide up an invoice that has these terms into multiple open items with different dates. Below is the data you would enter for a split terms that provided for three equal payments over 90 days:

<u>Due Days</u>	<u>Disc Days</u>	<u>Disc %</u>	<u>Split %</u>
30	0	0	33.33
60	0	0	33.33
90	0	0	33.34

Note that the total of the split percentages must equal 100%.

Now assume you entered an invoice for \$676.90 using these terms. In the A/R Sales transaction or Invoice Entry program you would enter and edit this as one invoice. The terms code box will show the three different open items that will have the same invoice number but a slightly different post time to make each one a unique open item. Unless you override the split you will get the following open items during posting:

- Open Item 1 would be \$225.61 due in 30 days
- Open Item 2 would be \$225.61 due in 60 days
- Open Item 3 would be \$225.68 due in 90 days

The G/L distributions for these three open items would be the prorated portion of the distributions for the original invoice transaction.

AR-07-03 Salesperson Information

Salesperson Screen

This program lets you add or change salesperson records. Each salesperson is assigned a code, and a record is created for each salesperson to keep track of sales and commissions. You must enter at least one valid salesperson record.

You may enter a new salesperson or you may use the access methods described previously to display an existing record to be changed or deleted.

1. Salesperson:

Enter a code (maximum of three characters) that will be used to identify this salesperson. Normally you should use the salesperson's initials, but you may need to use another scheme if you have salespersons with the same initials.

2. Name:

Enter the name of the salesperson (maximum of 30 characters)

3. Initials:

Enter the initials of the salesperson (three characters). These will be used on screens and reports when there is not room for the full name.

4. Territory:

Enter a description of the salesperson's sales territory (maximum of 30 characters).

5. Base Yr Sales:

This field is for reference only. You may enter any amount (up to 999,999,999.99) in this field. This has no effect on any other programs in the system.

6. Commission Pct:

Enter the default commission percent that you want the system to use when calculating commission for this salesperson. You may enter up to two digits with two decimal places (99.99). If you enter "5" the system will convert that number to ".05" when it performs calculation.

To calculate commissions for this salesperson the system will apply this percent to the commissionable amount on a sale. If you use Inventory/Sales this commission percent may be overridden by the Commission Override File.

7. Sales PTD:

Enter the amount of commissionable sales generated by this salesperson for the current period (up to 999,999,999.99). The system will update these fields and no entry is required. When you add a new record this field has no special security, but to change this field you must have a security level of 9.

8. Sales YTD:

Enter the amount of commissionable sales generated by this salesperson for the current year (up to \$999,999,999.99). The system will update these fields and no entry is required. When you add a new record this field has no special security, but to change this field you must have a security level of 9.

9. Cost of Sales PTD:

Enter the cost of the commissionable items sold by this salesperson for the current period (up to \$999,999,999.99). The system will update these fields and no entry is required. When you add a new

record this field has no special security, but to change this field you must have a security level of 9.

10. Cost of Sales YTD:

Enter the cost of the commissionable items sold by this salesperson for the current year (up to \$999,999,999.99). The system will update these fields and no entry is required. When you add a new record this field has no special security, but to change this field you must have a security level of 9.

11. Commissionable PTD:

Enter the total commissionable amount for this salesperson for the current period (up to 999,999,999.99). The system will update this field and no entry is required. When you add a new record this field has no special security, but to change this field you must have a security level of 9.

12. Commissionable YTD:

Enter the total commissionable amount for this salesperson for the current year (up to 999,999,999.99). The system will update this field and no entry is required. When you add a new record this field has no special security, but to change this field you must have a security level of 9.

13. Commissions PTD:

Enter the total commissions amount for this salesperson for the current period (up to 999,999,999.99). The system will update this field and no entry is required. When you add a new record this field has no special security, but to change this field you must have a security level of 9.

14. Commissions YTD:

Enter the total commissions amount for this salesperson for the current year (up to 999,999,999.99). The system will update this field and no entry is required. When you add a new record this field has no special security, but to change this field you must have a security level of 9.

15. E-Mail Address:

Enter the Internet e-mail address for the salesperson. This is particularly helpful if you use the WorkFlow ability to generate Internet e-mail from templates.

16. Active?:

Enter “N” to remove this salesperson from lookup lists except for the lookup in Salesperson maintenance. This allows you to keep a salesperson record on file for history but suppress the salesperson from normal lookup lists.

ReportMate Fields to Test if Record Matches Current Salesperson

Several fields are available in ReportMate so that you can create reports that limit lists to the current logon salesperson (as defined in the employee record assigned to the logon operator). These fields have the description “Salesmn Match Curr?” and have the following results:

- “Y” if the document being tested is assigned to the current salesperson
- “Y” if the document being tested is assigned to a split salesperson code and the current salesperson is one of the salespersons in the split
- “N” if the document being tested is not assigned to the current salesperson or to a split that includes the current salesperson

Here are the files that contain this field:

<u>File</u>	<u>Description</u>	<u>Field</u>
AR01	Customer	89
AR02	A/R Open Items	61
AR03	A/R Paid Items	61 (does not include payment records)
RS07	Order Header	335
RS10	Invoice Header	335

AR-07-04 Split Commission Headers

#	Header Code	Description	Salesperson	Percents
1	1	Equal Split: AEM, BTR, WTG	AEM	33.34
2			BTR	33.33
3			WTG	33.33
4				
5				
6				
7				
8				
9				
10				
11				

Split Commission Screen

This program lets you set up split commission arrangements for your salespersons. You can define a salesperson code that is a combination of two to nine salespersons. You may define what portion of the commission goes to each salesperson in the code.

1. Header Code:

Enter a three character code to uniquely identify this split commission arrangement. You will be able to enter this header code on an invoice instead of a single salesperson code.

2. Description:

Enter a 30 character description of this split commission arrangement for reference.

3.-11. Salespersons and Percents:

For each of these nine fields you may enter a valid salesperson code (as defined in AR-07-03) and a percentage with up to two decimals (50% is entered as 50). You may skip any fields not needed. The percentages that you enter should normally add up to 100 percent, but you may define a split that totals to more or less than 100 percent.

This allows you to specify that the total commission given in this split is to be more or less than the normal commission amount. For example, you could have a split that gave a salesperson 100% of the normal commission and gave the sales manager an additional 5% of the normal commission.

How These Headers Are Used

When you enter one of these codes on an invoice instead of an individual salesperson code the program calculates the commission amount for each salesperson in the header. For each salesperson the program first calculates the commissionable amount by taking the total commissionable amount times the salesperson's percentage in the header. Then the commission amount is calculated for the salesperson by multiplying the salesperson's commission rate times the commissionable amount.

Example:

Assume you have a header record where Salesperson A (2% commission) gets 50%, Salesperson B (3% commission) gets 30%, and Salesperson C (1% commission) gets 20%. You use this header code on an invoice where the commissionable amount is \$200.

$$\text{Salesperson A's commission} = 200 \times 50\% \times 2\% = \$2$$

$$\text{Salesperson B's commission} = 200 \times 30\% \times 3\% = \$1.80$$

$$\text{Salesperson C's commission} = 200 \times 20\% \times 1\% = \$.40$$

$$\text{Total commission} = \$4.20$$

This calculation based on each individual salesperson's percentage of the commission averages out to a total commission percent on the invoice of 2.1%:

$$A = 50\% \times 2\% = 1.0\%$$

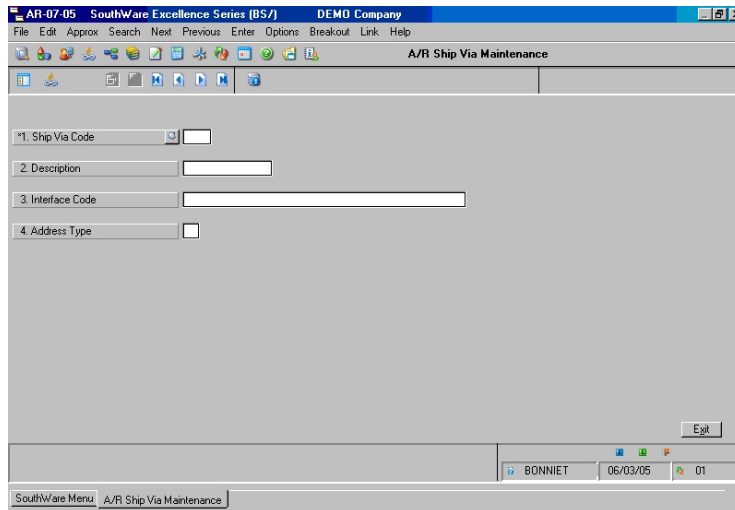
$$B = 30\% \times 3\% = .9\%$$

$$C = 20\% \times 1\% = .2\%$$

$$\begin{array}{r} \text{---} \\ \text{Total} \quad 2.1\% \end{array}$$

$$\$200 \text{ commissionable} \times 2.1\% = \$4.20$$

AR-07-05 Ship Via Codes



Ship Via Screen

This option lets you add or change ship via codes. These codes define the different ways you ship merchandise to customers. Setting up codes for these methods allows you to refer to the codes rather than having to enter the shipping information throughout the system. You define a default code in each customer's record and then the Invoicing modules use this default.

You may enter a new code or you may use the access methods described previously to display an existing record to be changed or deleted.

1. Ship Via Code:

Enter a three character code to identify the shipping method.

2. Description:

Enter a description of the shipping method (maximum of 15 characters). This description will display when you enter the code in the system.

3. Interface Code:

(Applies only to Shipping Interface product)

Leave this blank if you don't use the SouthWare Shipping Interface module.

This is the code that is sent to the third-party product via the ASCII interface file. In the Ship Via record you must enter the interface code that your third-party product requires in order to recognize the shipping method. If you don't enter the appropriate words or code for your third-party product then it won't recognize the shipping method you specified in the SouthWare order.

4. Address Type:

If you use the Shipping Interface module then you may indicate whether a Ship Via method is considered residential. If you enter "R" in this field then the SouthWare Shipping Interface module will send a flag to the third-party shipping software indicating that the shipment is Residential.

If you use the Delivery Scheduling sub-system (IS-01-05) you must enter "D" for any Ship Via codes that require Delivery.

5. Override Staging SID:

Applies only if you use Warehouse Tracking.

Here you may enter an override SID to be used for staging when an order uses this ship via method. For example, if you use different loading docks for your different delivery trucks you can enter the dock SID to be used for each truck's ship via code.

AR-07-06 Tax Localities

The screenshot shows the 'A/R Tax Code Maintenance' window. The title bar indicates 'AR-07-06 SouthWare Excellence Series (BS/1) DEMO Company'. The menu bar includes File, Edit, Approx, Search, Next, Previous, Enter, Options, Breakout, Link, and Help. The main area contains a list of fields for defining tax localities:

Field Number	Field Name	Input Type
1	Tax Locality	Text box
2	Description	Text box
3	Record Type	Text box
4	State ID	Text box
	County	Text box
	City	Text box
5	Tax Percent	Text box
6	Max Order Taxable	Text box
7	Max Line Taxable	Text box
8	Cash Basis?	Text box
9	Tax Late Fee?	Text box
10	Freight Tax Status	Text box
11	G/L Account #	Text box
12	Taxable Sales Ytd	Text box
13	Gross Sales Ytd	Text box
14	Recap per Invoice?	Text box
15	Tax Flounding	Text box
16	Line Amt Exclusion?	Text box with 'Excluded Amount' label

At the bottom right, there is an 'Exit' button. The status bar at the bottom shows 'SouthWare Menu A/R Tax Code Maintenance', 'BONNIET', '06/03/05', and '01'.

Tax Locality Screen - GUI Style

Here you may define codes for the sales tax localities to which you must report sales tax due and collected on sales to your customers. In the Tax Header program (AR-07-07) you may define standard combinations of these localities.

You may enter a new code or you may use the access methods described previously to display an existing record to be changed or deleted.

1. Tax Locality:

Enter a code (maximum of ten characters) to identify the tax authority you are entering. For example, "ALA" would be a descriptive code for Alabama state sales tax.

2. Description:

Enter a description (maximum of 30 characters) for the tax authority you are entering. Using the same example as above, you might enter "Alabama Sales Tax".

3. Record Type:

Indicate the type of Locality by entering a one-character type code:

- S State
- C County
- L Local (usually city)

4. State/County/City:

Indicate the related localities for the Locality type:

- For State, enter the two-character state abbreviation
- For County, enter the state and a County name (25 characters)
- For Local/City, enter the state, County name, and City name (28 characters)

These fields make it possible to uniquely identify this reporting locality when importing sales tax info.

5. Tax Percent:

Enter the percent number for the sales tax rate. The system will convert the number you enter to a percent, and will allow two digits with four decimal places (99.9999).

6. Max Order Taxable:

If this tax locality has an order limit for sales tax enter the cutoff amount (maximum of 99,999.99) in this field. Otherwise press <Enter> to leave this field blank and specify no order cutoff amount.

The maximum order taxable amount is not used in A/R. If you use Inventory/Sales invoicing this cutoff amount is used by the system when calculating sales tax on an order. For this locality the taxable amount on an order will not exceed this amount.

7. Max Line Taxable:

If this tax locality has a line item limit for sales tax enter the cutoff amount (maximum of 9,999.99) in this field. Otherwise press <Enter> to leave this field blank and specify no cutoff amount.

The line item cutoff amount is not used in Accounts Receivable. If you use Inventory/Sales invoicing this cutoff amount is used by the system when calculating sales tax on an order. For this locality the taxable amount on any one line item will not exceed this amount.

8. Cash Basis?:

Enter "N" here if this tax locality requires you to report and pay taxes on a sale based on when the sale is made, not when the customer pays for it. This is the case with most tax localities.

Enter "Y" if this tax locality allows you to report and pay taxes on a sale when you get paid for the sale. The system will not report the tax due on a sale until you are paid for the sale. For example, if you have received a 50% partial payment 50% of the tax will be reported as due.

9. Tax Late Fee?:

This field is skipped and "N" if you indicated in the Control Record that no Late Fees are subject to tax.

Enter "N" here if this tax locality does not require you to pay sales tax on any late fee charged to a customer. This is the case with most localities.

Enter "Y" here if this tax locality requires you to charge sales tax on Late Fees. When an invoice for this locality receives a Late Fee the system will calculate sales tax on the Late Fee.

10. Freight Tax Status:

This field allows you to override the taxable status of freight-type miscellaneous charges on invoices for this locality:

- A Enter "A" here if freight is always taxable in this locality. Invoices for this locality will always tax freight.
- N Enter "N" here if freight is never taxable in this locality. Invoices for this locality will never tax freight.
- (blank) Leave this field blank to use the taxable status defined in the freight-type miscellaneous charge record. Invoices for this locality will check the taxable flag in the miscellaneous charge record(s) to determine whether to tax freight.

11. G/L Account #:

Enter the general ledger account number of the liability account for this tax locality. You may set up a different account for each tax locality or you could use one account for all sales tax due.

Departmentalize Option

If you use SouthWare WorkFlow you may use WorkFlow G/L Templates to override the default G/L account numbers used for sales tax codes on sales orders. This allows you to departmentalize the accounts by location or other breakdown.

- Define a WorkFlow G/L Template (WF-03-06) that modifies the standard account as needed.
- In the I/S Control Record Invoicing Options (IS-08-02, field 23) you have a new option:

Sales Tax G/L Template:

Enter the ID of the WorkFlow G/L Template to use on the account numbers for sales taxes - this will modify the default account from the tax code record. Leave this field blank if you don't want to modify the default accounts from the code records.

- In the Sales Tax Locality records you have the option to disable departmentalization. A "Departmentalize" field appears beside the account number and automatically assumes "Y" when you enter the related template in the Control Record. You may change this to "N" for any codes that should not be departmentalized by the template.

Example:

Let's say you want to departmentalize the accounting for your sales taxes by using a different account number for each location. Instead of setting up a different code for each tax/location combination you could do the following:

1. Make sure you have a G/L account set up for each tax/location combination. Use the location number as the department portion of the account.
2. Create a WorkFlow G/L template that replaces the department part of your account number with the location number.
3. Specify the template ID in your I/S control record.

12. Taxable Sales YTD:

The system will update this field as transactions are entered (up to 999,999,999.99). No entry is required. When adding a new record this field has no special security, but when changing a record a security level of 9 is required to change this field.

13. Gross Sales YTD:

The system will update this field as transactions are entered (up to 999,999,999.99). No entry is required. When adding a new record this field has no special security, but when changing a record a security level of 9 is required to change this field.

14. Recap per Invoice:

This flag indicates whether you want to print the tax amounts for this locality in a separate recap on your invoices that you print through one of the SouthWare Invoicing processes. Sample uses of this feature include:

- To satisfy the request of a sales tax auditor who wants to see the tax for his locality broken out on each invoice.
- To recap Value Added Tax or other special taxes that are required to be shown separately on each invoice.

Enter "N" to skip this feature. If you enter "Y" the standard invoice print program will use the description area to print a recap under the Sales Tax Amount such as:

Sales Tax	78.00
Georgia- State	59.00
Atlanta- City	19.00

Only the tax localities with "Y" in the Recap flag will print in detail, so the total may include amounts not shown in the breakdown.

Special Notes:

- On the standard invoice the description of the tax locality is abbreviated to the first 16 positions to avoid running into other columns. If you use the SouthWare Forms Adapter you may choose to print all 30 characters of the description.

15. Tax Rounding:

This gives you the option to specify that the computed tax should always round up to the next penny for any partial pennies. *At this writing this is apparently a requirement for the state of Maryland.*

You must specify one of the following:

(blank) Round to the nearest penny.

- U Round up to the next penny for any partial pennies in the computation - if the resulting tax amount (carried to 4 decimals) has any partial pennies the program will round the tax amount up to the next penny.

16. Line Amt Exclusion?:

This field allows you to set an excluded taxable amount for this tax locality. Enter "Y" if this tax locality has a line item excluded amount for sales tax (e.g. the first \$1000 is not taxable). You may then enter the excluded amount (maximum of 9,999.99) in this field. Otherwise enter "N" to ignore the exclusion feature.

The line item exclusion amount is not used in Accounts Receivable. If you use Inventory/Sales invoicing this exclusion amount is used by the system when calculating sales tax on an order. For this locality the taxable amount on any one line item will only be on amounts that exceed this exclusion.

This exclusion feature was added to address a complex taxing situation in the state of Tennessee but may be applicable elsewhere. Here's an example of how this would be used in conjunction with other limits:

Tax Rates

- State rate of 7.0 %
- Additional state tax of 2.75% for the amount over \$1600 up to \$3200 on a single line item
- Local rate of 2.25% for the first \$1600 of a line item

Tax Localities

- TN1
 - Rate of 7.0% with no exclusion or maximum
- TN2
 - Rate of 2.25% with a line exclusion of 1600 and a line maximum of 3200
- TNLOC
 - Rate of 2.75% with a line maximum of 1600

Tax Header

Header "TENN1" Includes:

- TN1
- TN2
- TNLOC

Sample Line Item Sales for TENN1

- \$1000 line item
 - taxable of 1000 for TN1
 - taxable of 0 for TN2
 - taxable of 1000 for TNLOC

- \$2000 line item
 - taxable of 2000 for TN1
 - taxable of 400 for TN2
 - taxable of 1600 for TNLOC

- \$4000 line item
 - taxable of 4000 for TN1
 - taxable of 1600 for TN2
 - taxable of 1600 for TNLOC

AR-07-07 Tax Header Codes

#1. Tax Header Code	2. Description	3. Tax Locality 1	4. Tax Locality 2	5. Tax Locality 3	6. Tax Locality 4	7. Tax Locality 5	8. Tax Locality 6	9. Tax Locality 7	10. Tax Locality 8	11. Tax Locality 9
1	Alabama/Auburn/Lee	ALA	AUB	LEE						

Alabama State Taxes
City of Auburn Taxes
Lee County Taxes

to change: [] [OK] [Cancel]

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Tax Header Screen

Here you may set up or change the tax header codes that are used to group together tax locality combinations. Since many sales require you to collect tax on each of a local, county, and state level, these tax headers are convenient for referring to these common combinations. You should set up a tax header code for all of the combinations you need.

You may enter a new code or you may use the access methods described previously to display an existing record to be changed or deleted.

1. Tax Header Code:

Enter a code (maximum of ten characters) to identify this combination of tax localities.

2. Description:

Enter a description of the tax header (maximum of 30 characters) to help you identify this tax combination during lookups and reporting.

3. thru 11. Tax Localities:

Enter the code (defined in the Tax Localities file) of each of the tax authorities in this combination. Often this will include a state, a county, and a city tax. Use only the number of tax localities that you need and skip the remainder of the fields.

AR-07-08 Customer Bill To Addresses

The screenshot shows a software window titled "AR-07-08 SouthWare Excellence Series (BS/) DEMO Company". The main window title is "Maintain Customer Bill-to Addresses". The form contains the following fields:

- *1. Sold Customer: [Text Box]
- *2. Bill To ID: [Text Box]
- 3. Bill To Customer: [Text Box]
- 4. Name: [Text Box]
- 5. Address 1: [Text Box]
- 6. Address 2: [Text Box]
- 7. Address 3: [Text Box]
- 8. City: [Text Box]
- 9. State: [Text Box]
- 10. Zip Code: [Text Box]
- 11. Fax Number: [Text Box]

At the bottom of the window, there is a status bar with the text "BONNIET 06/03/05 01".

Bill To Address Screen

This option lets you add or change bill to addresses for your customers. These addresses let you bill a different address (or customer) than the one you are selling to. You may define a default Bill To Address in each customer's record (as part of field 18 in AR-07-01) and the Invoicing programs use this default. When you add a new bill to address for a customer the program asks if you want to make this the default for the customer. If you answer "Y"es the program will update the default field in the customer record.

You may enter a new address or you may use the access methods described previously to display an existing record to be changed or deleted.

1. Sold Customer:

Enter the number of the customer to which this address applies. You may use the customer lookup.

2. Bill To ID:

Enter a six character code which uniquely identifies this Bill To address for this customer.

3. Bill To Customer:

In most situations you should skip this field. The Sold To customer above will be billed for sales to this address.

In some cases you may want to bill a different customer than the one you sold to. If you enter a customer number here the sales programs will update sales history for the Sold To customer but will credit the receivable to the Bill To customer.

For example, you may be selling to a chain of businesses. You sell to each individual store, but payment will come only from a central office. You would set up each store as a customer and then use the Bill To Customer field to designate that the central office is responsible for payment. Each store would have its sales history but all A/R open items would belong to the central office.

If the sold customer has a group number that is a valid customer then the <F1> key will default to the group customer number. You also have the option to default to the group name and address. If you choose to change the bill to customer to another group number you will be asked if you want to update the address with the group address.

4. Name:

Enter the bill to name for this record (up to 30 characters). This defaults to the sold customer name.

5.-10. Address:

Enter the address lines for this record.

11. Phone:

Enter the phone number for this record if different than the customer record.

12. Contact:

You may enter an override contact for this address.

13. Email Address:

You may enter an override e-mail address.

AR-07-09 Customer Ship To Addresses

The screenshot shows a software window titled "AR-07-09 SouthWare Excellence Series (BS/) DEMO Company". The main window title is "Maintain Customer Ship-To Addresses". The form contains the following fields:

- *1. Customer #
- *2. Ship To ID
- 3. Name
- 4. Address 1
- 5. Address 2
- 6. Address 3
- 7. City
- 8. State
- 9. Zip Code
- 10. Sales Tax Code
- 11. Terms Code
- 12. Ship Via
- 13. Salesperson
- 14. Phone Number
- 15. Contact Name
- 16. Rental Tax Code

At the bottom of the window, there is a status bar with the text: "SouthWare Menu A/R Customer Ship To Addresses". The status bar also displays "BONNIET", "06/03/05", and "01".

Ship To Address Screen

This option lets you add or change ship to addresses for your customers. These addresses let you ship to a different address than the one you are billing. You may define a default Ship To Address in each customer's record and the Invoicing modules use this default. When you add a new ship to address for a customer the program asks if you want to make this the default for the customer. If you answer "Y"es the program will update the default field in the customer record.

You may enter a new address or you may use the access methods described previously to display an existing record to be changed or deleted.

1. Customer #:

Enter the number of the customer to which this address applies. You may use the customer lookup.

2. Ship To ID:

Enter a six character code which uniquely identifies this Ship To address for this customer.

3. Name:

Enter the bill to name for this record (up to 30 characters).

4.-9. Address:

Enter the address lines for this record.

10. Tax Code:

Here you may enter a default sales tax code for sales shipped to this address. You may leave this field blank if sales to this address should default to the tax code defined in the customer record.

11. Terms Code:

Here you may enter a default terms code for sales shipped to this address. You may leave this field blank if sales to this address should default to the terms defined in the customer record.

12. Ship Via:

Here you may enter a default ship via method for sales shipped to this address. You may leave this field blank if sales to this address should default to the ship via code defined in the customer record.

13. Salesperson:

Here you may enter a default salesperson for sales shipped to this address. You may leave this field blank if sales to this address should default to the salesperson defined in the customer record.

14. Phone Number:

Here you may specify a phone number for this ship to address.

15. Contact Name:

Here you may specify the name of a contact person for this ship to address.

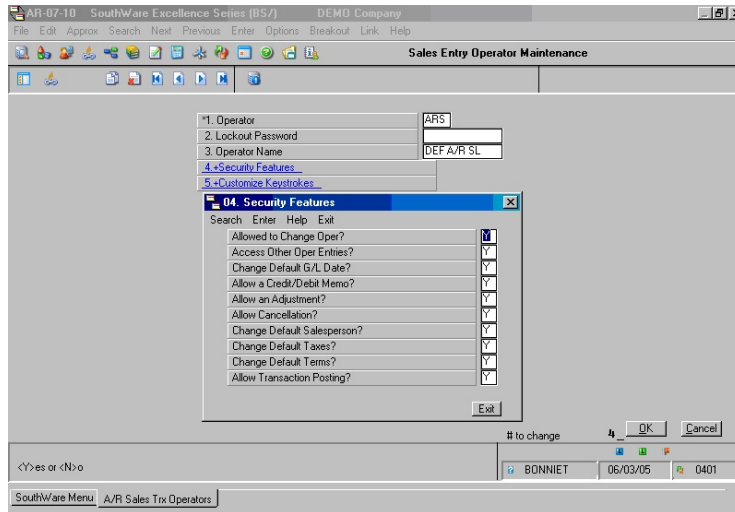
16. Rental Tax Code:

Here you may specify a tax code to use for rental billings to this ship to address.

17. Email Address:

You may specify an e-mail address for this ship to. This allows you to create email launch ids using a different email address from the one defined in the customer file.

AR-07-10 A/R Sales Trx Operators



A/R Sales Transaction Operator Screen

In this program you define one or more operator records for the operators who will be entering A/R sales transactions. These operator records let you customize the security and defaults for each operator. You must define at least one operator record and you may define as many as you wish.

1. Operator:

Enter a unique code (up to three characters) to identify this operator.

2. Lockout Password:

Enter a password (up to ten characters) if you want to require that an operator enter an additional password before using this code. If you leave this field blank the program will not ask for a password.

If you use a password this will mean that the Predefined Operator feature (discussed below) will also require a password unless you turn the Password Validation feature off.

3. Operator Name:

Enter an operator name (up to ten characters) to display on the screen each time this code is used.

4. Security Features:

This field displays a box so you can define the security options available to this operator.

Allow to Change Oper?

Controls whether this operator can use the Switch Transaction Operator Hot Key (normally <Ctrl O>) to change to a different operator code.

Access Other Oper Entries?

Controls whether this operator can access or change transactions entered by another operator.

Change Default G/L Date?

Controls whether this operator can access and change the G/L Post Date field.

Allow a Credit/Debit Memo?

Controls whether this operator can enter a Credit or Debit Memo type transaction.

Allow an Adjustment?

Controls whether this operator can enter a transaction to adjust Due Dates or Sales Taxes.

Allow Cancellation?

Controls whether this operator can enter a cancellation type transaction.

Change Default Salesperson?

Controls whether this operator can change the default salesperson on a transaction.

Change Default Taxes?

Controls whether this operator can access and change the default sales tax info on a transaction.

Change Default Terms?

Controls whether this operator can change the default terms on a transaction.

Allow Transaction Posting?

Controls whether this operator can post transactions.

IT Currency Override Options

Multiple options control whether this operator can override the currency code, exchange rate, and settlement flag.

5. Customize Keystrokes:

This field displays a box so you can define which keystrokes should be skipped for this operator. You can always back up to a skipped field (subject to security options above).

Skip G/L Date?

Will automatically default and skip the G/L Post Date on each transaction.

Skip Reference?

Will automatically default and skip the Reference field on each transaction.

Skip Salesperson?

Will automatically default and skip the Salesperson on each transaction.

Skip Taxes?

Will automatically default and skip the sales tax related fields on each transaction.

Skip Cost?

Will automatically skip the cost field on each transaction.

Skip Commissions?

Will automatically skip the commissions fields on each transaction.

Skip Terms?

Will automatically default and skip the Terms information on each transaction.

Skip A/R Account?

Will automatically default and skip the A/R account on each transaction.

Skip G/L Reference?

Will automatically default and skip the G/L Reference field on each distribution on each transaction.

Ask About Edit List?

Will automatically skip the question about printing the edit listing as you exit the entry program.

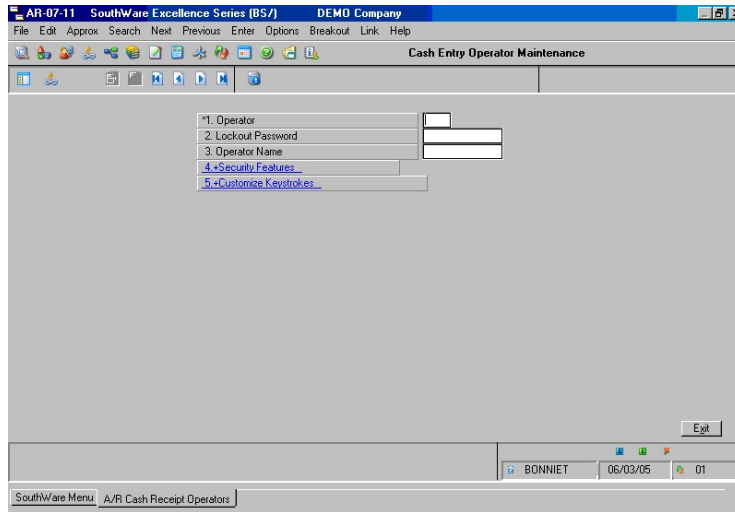
Previous G/L Date?

Will automatically default the G/L Post Date from the previous transaction entered.

Special Note on Automatic Operator Default

You may predefine the default A/R Sales operator code for each logon operator. This keeps the A/R Sales processing programs from asking you for an A/R Sales operator each time you access these programs.

Have the system administrator go into the Default Transaction Operators program (XX-03-03). For each A/R Sales Transaction operator enter the default A/R Sales Transaction operator code.

AR-07-11 A/R Cash Receipt Operators

A/R Cash Receipt Operator Screen

In this program you define one or more operator records for the operators who will be entering Cash Receipt or Payment transactions. These operator records let you customize the security and defaults for each operator. You must define at least one operator record and you may define as many as you wish.

1. Operator:

Enter a unique code (up to three characters) to identify this operator.

2. Lockout Password:

Enter a password (up to ten characters) if you want to require that an operator enter an additional password before using this code. If you leave this field blank the program will not ask for a password.

If you use a password this will mean that the Predefined Operator feature (discussed below) will also require a password unless you turn off the Password Validation feature.

3. Operator Name:

Enter an operator name (up to ten characters) to display on the screen each time this code is used.

4. Security Features:

This field displays a box so you can define the security options available to this operator.

Allow to Change Oper?

Controls whether this operator can use the Switch Transaction Operator Hot Key (normally <CTRL O>) to change to a different operator code.

Access Other Oper Entries?

Controls whether this operator can access or change transactions entered by another operator.

Change Default G/L Date?

Controls whether this operator can access and change the G/L Post Date field.

Show Customer Balance?

Controls whether this operator should see the customer's balance during a transaction.

Allow Apply Open Payments?

Controls whether this operator can apply an open credit payment to invoices.

Allow Reapply Credits?

Controls whether this operator can reapply a previously applied payment or document.

Allow Cancellation?

Controls whether this operator can enter a cancellation type cash receipt transaction.

Allow Non-A/R Payments?

Controls whether this operator can enter payments not related to A/R.

Create an Open Payment?

Controls whether this operator can create an open credit for a payment. If you enter "N" the operator must apply the payment to other documents.

Allow Discount Override?

Controls whether this operator can override the default payment discount on a transaction.

Allow Allowance?

Controls whether this operator can enter an Allowance amount on a transaction.

Allow Transaction Posting?

Controls whether this operator can post transactions.

Payment Type Location

If you don't use a SouthWare Invoicing module this should be blank and not applicable.

If you use an Invoicing module you may enter a location for each operator. The payment types shown to the operator will be only those payment types valid for that location (see AR-07-12). If you enter a location the cash account for the cash receipts will come from the location record instead of the A/R control record.

IT Currency Override

(See International Transactions documentation.)

Allow Cust Group Payments?

If you use customer groups (AR-07-01, field 20) you have the option to apply a payment to open items for any customer in the group. This allows you to receive a payment from the group customer (such as a headquarters or centralized payer) and apply it to invoices associated with other customers in that group.

Enter "Y" if this operator should be able to apply a payment from a group customer to open items for any customer in the group. Enter "N" to require payments to be applied only to open items for the same customer as the one making the payment.

Note: Payments posted to multiple customer accounts cannot be canceled as a group. You must cancel each customer payment.

Note: Customer Excellence Period History is always updated for the customer receiving credit for the payment, not for the group customer.

Allow Multi-Cust Payments?

This field and the following field give you the ability to receive a summary payment from a special type of customer (such as a single check for COD collections from a shipper) that needs to be applied to multiple customers. The Cash Receipts entry process (AR-02-02) lets you apply a payment from this type of customer to any unpaid invoice regardless of customer.

Note: This feature applies only to Open Item type customers. Balance forward customers may not be used with the Multi-Customer Payment feature.

Enter “Y” if this operator should be able to enter a payment from a specified type of customer and apply it to any open items for any customer. Enter “N” if this operator may only apply payments for a customer to invoices for that same customer.

Customer Type

(Applicable if you enter “Y” to Allow Multi-Cust Payment)

Enter a customer type (AR-07-01, field 19) that you will use to designate customers who send you multi-customer payments. When you enter a payment for any customer so designated you may apply the payment to any invoice. For example, you could enter “*MULTI” as the customer type here, then enter that same type in the customers who send multi-customer payments.

5. Customize Keystrokes:

This field displays a box so you can define which keystrokes should be skipped for this operator. You can always back up to a skipped field (subject to security options above).

Skip G/L Date?

Will automatically default and skip the G/L Post Date on each transaction.

Skip Reference?

Will automatically default and skip the Reference field on each transaction.

Skip Transaction Type?

Will automatically default and skip the Transaction Type on each transaction.

Default Transaction Type?

You may enter "1" for Cash, "2" for Check, or "3" for Credit Card as the default type of transaction.

Skip Cash Account?

Will automatically default and skip the Cash Account on each transaction.

Auto Review?

Will automatically go into review mode on each payment so that you can select invoices from a list.

Skip Payment Reference?

Will automatically default and skip the Payment reference field on each transaction.

Ask About Edit List?

Will automatically skip the question about printing the edit listing as you exit the entry program.

Default Previous G/L Date?

Will automatically default the G/L Post Date from the previous transaction entered.

Special Note on Automatic Operator Default

You may predefine the default A/R Cash Receipt operator code for each logon operator. This keeps the A/R Cash Receipt processing programs from asking you for an A/R Cash Receipt operator each time you access these programs.

Have the system administrator go into the Default Transaction Operators program (XX-03-03). For each A/R Cash Receipt operator enter the default A/R Cash Receipt operator code.

AR-07-12 Credit Card/Special Payment Types

With this program you define the types of credit cards or other special payment methods that you use within A/R and the invoicing modules.

1. Location #:

Here you must define the SouthWare location for this payment type or use the location or pay type lookups:

- You may leave this field blank if you don't use one of the SouthWare invoicing modules (A/R Invoicing, Order Entry, Point of Sale, Service Invoicing) or want to define a non-location payment type that will be used only in A/R Cash Receipts.
- If you specify a non-blank location here then it must be valid. You may use the Lookup feature to find the correct location.

Note: If you will be setting up valid locations but don't yet have them set up you may access this program later from the location record maintenance program.

2. Pay Code:

Here you may enter a code (up to 3 characters) to uniquely identify this payment type (within this location if applicable). One-character codes are usually sufficient, but multiple character codes may be

helpful. For example, you might use "V" for VISA, "M" for MasterCard, "GC" for Gift Certificate, "CPN" for Coupon, etc.

3. Description:

Here you may enter a 30-character description of the payment type. This description will appear in the Lookup list when you search for payment types.

4. Short Desc:

Here you may enter an 11-character abbreviated description of the payment type. This description will appear on screens and when printed on forms.

Note: If you want to see separate records in Cash Flow for different Credit Card types this field must be filled in.

5. Payment Account#:

Enter the G/L account number that should be debited when you receive a payment of this type. For example, for a credit card you would enter a cash account if the payment will be deposited to a cash account or a receivable account if the payment must be collected from the card issuer. On a prepaid payment type such as a gift certificate you may debit the unearned account if one was credited when you issued the certificate.

6. Rsvd Credit Card Type:

For credit cards this allows you to define that the card is one of the special reserved types that can be identified via the card number. A list of the reserved types appears. If this payment type is for one of the reserved types, select it from the list. Otherwise select the "Not a Reserved Type" option.

If you select a reserved card type here the payment entry program will verify that the card number you enter for a payment of this type is a valid number for the credit card type.

The following three fields are automatically defaulted if this payment type is a reserved credit card type (field 6 above).

7. Enter Card Number?:

(Applies only to Invoicing modules and Service Order payments - does not apply to A/R Cash Receipts)

Enter "Y" if the entry program should ask for a card number for this type of payment.

Enter "N" if the entry program should not ask for a card number such as when:

- this payment type is not a credit card and you don't need to enter any ID number
- you have the card number stored in a separate system and don't need to record it here.

8. MOD 10 Validate?:

(Applies only to Invoicing modules and Service Order payments - does not apply to A/R Cash Receipts.)

Enter "Y" if the card number you enter should be validated using the standard "MOD10" algorithm for credit card numbers. This takes place after any validation for the reserved type (if applicable) specified in field 6 above. Enter "N" to bypass this test.

9. Enter Expire Date?:

(Applies only to Invoicing modules and Service Order payments - does not apply to A/R Cash Receipts.)

Enter "Y" if the entry program should ask for an expiration month/year for this type of payment. Enter "N" to skip this field.

10. Mask Credit Card No?:

Enter "Y" to print/display the credit card number as all "x" except for the last four digits.

11. CashFlow Group ID:

(Applies only if the Location field is blank.)

This field applies to the Cash Flow module. You may enter a group ID that allows you to screen the payments for a particular type of credit card. This is helpful if your bank credits your account separately for different types of credit cards.

NOTE: To use this feature, ensure that all your matching card types have the same short description (field #4). That means that all the Master Card records should have the same short description and all the VISA credit card types should have the same short description.

12. Merch WH Payment Type:

If you use the Merchant Warehouse processor interface you must enter the corresponding Merchant Warehouse code for this payment type.

AR-07-12

Credit Card/Special Payment Types

NOTES:

AR-08 Installation and Set-Up Procedures

The options in this section are the steps you need to take to prepare the SouthWare® Accounts Receivable system for your use.

The items that appear on the menu are organized to function as a step by step checklist for you to follow. It is important that you perform these steps in the order they appear, since each step depends on the previous one.

Preparing the System

Preparing the system for your use is simply a matter of setting up your data in the system. Here is a quick overview of what you are about to do.

- If you are not using the SouthWare General Ledger system you must first set up some general ledger information used by the A/R system.
- You will then set up your Control Record in which you specify several system-wide options.
- You then set up terms codes to define all the types of terms you extend to your customers.
- Next you must set up files defining sales tax, shipping, salesperson, and customer information.
- Lastly you must enter the outstanding receivables you have on hand at the time you start using the system.

Once you have completed the steps in this section the SouthWare Accounts Receivable system will be set up and ready for you to start processing your daily work. Since you probably are converting your accounts receivable recordkeeping from some other existing system, it is important that you test the changeover before dropping your existing system. We recommend that you run both the SouthWare Accounts Receivable system and your existing system simultaneously for at least one full accounting period to determine that they are yielding equivalent results. This double work load is cumbersome but necessary to ensure that an accurate transition to the SouthWare Accounts Receivable system is made. Once you are sure that the data has been accurately transferred and that you are comfortable with the new procedures, you may discontinue your old system.

AR-08-01 Set Up G/L Info (If Necessary)

The options in this section should be used ONLY by non-users of the SouthWare General Ledger system. If you are currently using General Ledger you have already set up your accounting periods and accounts, and you may proceed to the "Set Up the Control Record" option.

NOTE: If you plan to use the SouthWare General Ledger you must enter this information through General Ledger "Installation and Set-Up".

As indicated by the menu you must first define your account number structure and accounting periods. Then you may enter or edit your chart of general ledger accounts.

AR-08-01-01 Set Up Account Structure & Periods

When you first select this option the program will explain that you should only be using this program if you don't plan to use General Ledger. You must then confirm that you want to continue.

Auto-Set-Up Option

We have provided an automatic set-up option that you may use. The program will ask if you want to use a standard chart of accounts. Normally you should answer "Y" for Yes to select a standard account number format and have the program set up the needed G/L files. You may print the Chart of Accounts using the print program indicated in the menu. If you enter "N" to the auto set up option then you must enter the G/L information as described below.

To Set Up a Standard Chart of Accounts

This selection is not on any menu. The first time you access this program for a new company you are offered an option to use a standard chart of accounts. If you answer "Y" you may enter the following parameters:

Account Number Structure:

The standard structures allow for an account code and a department. You may choose either a 4-3 structure (4 digit Code, 3 digit Department) or a 6-4 structure for the standard chart. Enter "1" in this field to set up the chart of accounts using a 4-3 structure. Enter "2" to set up the chart using a 6-4 structure, and each Code number shown will be multiplied by 10 (e.g. - Cash In Bank "1020" became "010200"). In either case the Department portion of the account number will be the Profit Center.

How Many Departments Do You Have?:

Enter 1 to 99, depending on your company's needs. Departments will be numbered 10, 20, 30, etc. for the 4-3 structure and 100, 200, 300, etc. for the 6-4 structure. If you only have one department, all departments will be zero.

All Balance Sheet accounts set up will have a zero department number.

After you confirm your entries you must define your accounting periods as discussed later in this section.

To Define a Non-Standard Account Structure

If you don't choose the automatic set-up option you must define your own account structure. The account number structure in SouthWare's General Ledger may have up to 4 parts and any part may be up to six digits as long as the total number (including dashes between parts) does not exceed fifteen characters.

Examples:

____-____	(4-3) is 8 characters - acceptable
____-____-____	(3-6-4) is 15 characters - acceptable
____-____-____-____	(2-4-2-4) is 15 characters - acceptable
____-____-____-____	(6-6-6) is 20 characters - unacceptable

For each part you select you may specify a name and a length. The possible names are:

Di<V>ision	(specified by entering a V)
<C>ode	(specified by entering a C)
<D>epartment	(specified by entering a D)
<O>ther	(specified by entering an O)

The Code portion is required and the other parts are optional. Many reports and screens will be sequenced by the entire account number. Therefore we recommend that you place whichever name determines your normal sequence in the first part. For example, if you use Division and most reports should be separated by Division, put Division first.

When you have specified all the parts needed you must identify which part is to be used when the system provides profit center recaps. For example, if you select Department as your recap portion all reports that recap account activity will recap (or summarize) by Department.

After filling in these fields the system will display the format you have defined. If you need to change it you may reenter your answers. If the format is correct you should say "N" to the "Any Change?" question and the accounting periods screen will be displayed.

To Define Accounting Periods

You use this screen to define the starting and ending dates of each of your accounting periods in your current fiscal year.

Year ID	Start Date	End Date	Closed?
Period 1	01/01/05	01/31/05	N "Current"
Period 2	02/01/05	02/28/05	N
Period 3	03/01/05	03/31/05	N
Period 4	04/01/05	04/30/05	N
Period 5	05/01/05	05/31/05	N
Period 6	06/01/05	06/30/05	N
Period 7	07/01/05	07/31/05	N
Period 8	08/01/05	08/31/05	N
Period 9	09/01/05	09/30/05	N
Period 10	10/01/05	10/31/05	N
Period 11	11/01/05	11/30/05	N
Period 12	12/01/05	12/31/05	N
Period 13	00/00/00	00/00/00	N

Sample Accounting Period Screen

Year ID

This is a four digit ID (such as "1998") that identifies the current year. You may take the default shown or enter your own ID.

If you have a fiscal year that is not a calendar year you should typically use the year your fiscal year ends as the ID. For example, if your current fiscal year runs from October 1, 1998 to September 30, 1999 you should probably use "1999" as your ID.

Start/End Period Dates

Enter the beginning and ending dates of the periods you use in your record keeping. If you use months for your accounting periods you will enter the first and last day of each month by the appropriate period number. For example, if you have a calendar fiscal year, period one would have January dates. If your fiscal year starts in October, period one should have October dates.

If the first period you enter is a calendar month the system will ask if you want to automatically fill in the rest of the periods through period 12 with months. If you enter a period that is not a month you must fill in all periods that apply to you.

NOTE: Period 13 may not be used if you use months.

After you confirm the periods the program will display the G/L Control Record. If you chose the automatic set-up option the program will first build the standard account file.

Field	Value	Options
1.+Account Structure	XXXXXXXX	
2. Next Transaction #	1	
3. Add Budgets w/Accts?	N	Enter Inc Stmt Accts as P
4. Add Compares w/Accts?	N	Enter Inc Stmt Accts as P
5. User Entity Type 1		
6. User Entity Type 2		
7.+Detail Posting to G/L?		
8.+Account Type Ranges		
9.+Periods - Current Year	2005	(12 periods)
10.+Periods - Next Year	2006	(12 periods)
11.+Periods - Last Year	2004	(12 periods)
12.+Periods - 2 Years Ago	2003	(12 periods)
13.+Periods - 3 Years Ago	2002	(12 periods)
14.+Periods - 4 Years Ago	2001	(12 periods)
15.+Periods - 5 Years Ago	2000	(12 periods)

Sample Control Record

Many of the fields shown in the G/L Control Record do not apply if you don't use General Ledger. The years shown are the years for which you may have period history.

AR-08-01-02 Maintain the Chart of Accounts

In this option you are setting up the accounts you need. Each "account" you use in your company's set of books (such as "Cash", "Accounts Receivable", or "Sales") that might be used in a transaction must be set up here. The system will compare any account you enter during processing against the list you set up here to verify that you are entering a valid number. In addition, the description of the account will display after entry to help you make sure you entered the right one of your accounts. The account number is the identifier or "key" for each account record used (see "File Maintenance" for a further explanation of record "keys"). You must assign an account number with the account number structure you defined to each account you use.

The account number structure used in the SouthWare General Ledger is variable and user defined. The account number may have up to 4 parts and any part may be up to six digits, as long as the total number (including dashes between the parts) does not exceed fifteen characters. See the discussion of the account number structure in the previous section for examples and more detail.

The screenshot displays a software window titled "AR-08-01-02 SouthWare Excellence Series (BS/) DEMO Company". The window contains a menu bar with options: File, Edit, Approx, Search, Next, Previous, Enter, Options, Breakout, Link, Help. Below the menu bar is a toolbar with various icons. The main area is titled "Non-GL User Account Maint (AR)". It features a form with three input fields: "1. Account Number" (with a dropdown arrow), "2. Account Description" (a long text box), and "3. Account Type Code" (a small text box). An "Exit" button is located at the bottom right of the form area. The status bar at the bottom of the window shows "SouthWare Menu Non-GL Chart Of Accts Maint", "BONNIET", "06/03/05", and "01".

Sample Non-G/L Account Maintenance

1. Account Number:

Enter the account number (as discussed above) that you have assigned to each record.

2. Account Description:

Enter the description of the account being set up. You may use up to 30 characters.

The standard chart of accounts includes all of the types of accounts you will need. If you do need to add an account during processing you will be able to use the <F3> lookup to access this program and add a new account at any time.

AR-08-01-03 Print the Chart of Accounts

This program allows you to print the accounts that you created. Select this program from the menu and choose an output option. All the accounts in the chart of accounts will print.

AR-08-02 Set Up the Control Record

In the Control Record you define some system-wide features; therefore, it is very important that you set it up carefully and properly. The Control Record requires you to answer questions about the optional features of the SouthWare Accounts Receivable package. The answers you give here will be used by the system to determine what information you want to keep, and they will allow the system to ask you only the questions that are appropriate. For example, if you specify that you will only use one A/R account number in the system, you may specify this account in the Control Record and thereafter the system will not ask you for a number.

Sample Control Record

Under normal circumstances you will only set up this record once and never need to change it. However, you should remember that several optional user features are controlled from the Control Record. If you do decide later on to change any of your responses you may access the record from the same menu selection and make the desired changes.

Standard Control Record Templates are now available to help you set up selected control records. These templates can simplify implementation of a system by providing recommended defaults for the many options available in SouthWare control records.

When you access the control record maintenance to create a new control record the system will check to see if there are any available templates. If there are templates the program will offer an option to:

- Skip the use of templates
If you select to skip the use of a template the program will let you add the fields with normal defaults.
- View the settings for the template
You may select this option to access the Control Record Manager and view the list of available templates. Here you may expand a template to view its settings. When you exit the Control Record Manager the program will turn to this option list.
- Select a template
If you select to use a template:
 - The program will utilize the template fields as the default values for each field in the control record.
 - Any fields that should be initialized for a new control record or that must be tailored to your files (such as sequence numbers or G/L account numbers) are initialized so they use their normal defaults (if any).
 - The program will automatically complete most fields except those that need valid values (typically account numbers). It will stop at those fields that need valid values so that you may enter the appropriate value for your company.

1. Aging Fields:

In the first field here you specify whether the system should age your receivables based on the document date of your invoices or based on the due date of your invoices. Enter "I" if you want the system to age by invoice date. Enter "D" if you want the system to age by due date.

If you enter D for Due Date:

In the second field you can define an optional Future aging status to further categorize your Current invoices. Enter how many days in the future (up to 999) an item must be due in order to be categorized as future. If an item is at least this many days away from its due date it will be considered Future. If an item is not yet due but is due in less than the number of days here it will be considered Current (as defined below).

Example:

Your Future category is defined as 45 days. As of January 1 here is how the following invoices would be categorized:

	<u>Due Date</u>	<u>Aging Category</u>
Invoice 1	1/31	Current
Invoice 2	2/28	Future

This Future category is used on the customer inquiry screen, on the aging report, and on the Collections report. (Future items are shown as Current.) It is not used on statements.

2. through 5. Aging Periods:

These fields specify the periods you want the system to use when categorizing your outstanding receivables. The periods you should set up here depend on your aging method (as defined in 1) and on your normal payment terms. You enter both a description and the number of days past the aging date for each aging period you define. The descriptions of the aging periods will be printed on the customer statements.

If you are using invoice dates to age ("I" in 1), Period 1 would normally be described as "Current" and you would enter the number of days past invoice date that an invoice is considered current. For example, if payment is due 30 days after invoice date, you would enter "30" so the system would categorize all invoices not yet due as "Current". You then may set up the other categories in the same manner. A common practice is to set up "Over 30 Days" (#Days=60), "Over 60 Days" (#Days=90), and "Over 90 Days" (#Days=999) categories.

If you are using due dates to age ("D" in 1), Period 1 would still be described as "Current" but you would enter "0" for the number of days. This is because an invoice even one day past the due date should not be classified as current. The other categories should be set up in the same manner using whatever aging periods you want to define.

6. Customer Number Value:

In this field you indicate the type of customer number you want to use. The first field indicates whether you want to use numeric customer codes or alphanumeric codes. The customer number itself is always stored in the file as alphanumeric, but the entry programs have the ability to treat it as a numeric field.

The advantage of using alphanumeric customer numbers is that you can enter letters in the code. The disadvantage is that any numbers

you enter will not be right justified in the field, and sorting by customer number may not give you the results you expect.

Example:

If you are using alphanumeric codes and use numbers, the customer numbers A1, A2, A10, A11, and A100 will be sorted as follows:

A1
A10
A100
A11
A2

If you want to use numeric customer values enter "N" for numeric in this field. For alphanumeric entries, here are the Uppercase Control options available:

No control

The system will accept the case of any letters entered without changing them. (E.g. - "abc12345xy" will remain "abc12345xy")

All Uppercase

The system will change all letters entered to upper case letters. (E.g. - "abc12345xy" will become "ABC12345XY")

All Lowercase

The system will change all letters entered to lower case letters. (E.g. - "ABC12345XY" will become "abc12345xy")

Upper First Letter

The system will change values entered so that the first letter of each word is uppercase and the remaining letters in the word are lowercase. (E.g. - "MAINT SVC" will become "Maint Svc")

Note: If your Uppercase Control option is Upper First Letter but then you key in a value with a combination of upper and lower letters the system will NOT change the case of letters. This allows you to handle names such as "McKay" and "McDonald" by keying them in exactly as they should be used.

Using Case Edit Control with Existing Data

The Uppercase Edit Control is simply a "translation filter" of the data you enter into a field. If you activate Uppercase Edit Control when you already have data files the system does NOT change

existing data record values (your existing data could contain duplicates if case is ignored).

- If all your existing data matches this format then you may activate the control and have the convenience of the automatic formatting.
- If you activate Entry Field Control for a field and you have existing data that does not match the format you specify then you will not be able to enter the non-matching data values directly into the field. If you are looking for an existing record you may still select it via the Lookup feature but the filter will not let you directly enter a value that does not match the Uppercase Edit format you selected.

For example, if you select to use "All Uppercase" editing for the stock number field and you have an existing stock number of "xyz" you will not be able to enter "xyz" directly into the stock number field. This is because the stock number entry routine will convert the "xyz" you enter to "XYZ" before looking for the record in the stock file. The "xyz" record will display in lookup lists and you may select it from the Lookup.

Note: In the example above you could use a stock cross-reference record to create a cross-reference that associates "XYZ" with the stock number "xyz"..

If you choose numeric customer values ("N") in the first field, a second question will ask if you want the option to automatically assign customer numbers when you set up a new customer record. If you enter "Y" for Yes, you may press <F4> in the customer maintenance program (AR-07-01) to assign the next customer number. Another field will ask you to enter the last customer # used. When you press <F4> to assign a new number, the system will add one to the last number (and, if the number has been used, keep trying until it finds one not already used).

7. G/L Options:

This field displays a box with options about the interface from Accounts Receivable to General Ledger:

G/L Update Option:

This option controls whether and how often G/L distributions from A/R are posted to the G/L Transaction File (GL-01-01):

- Enter "P" for Periodic Update if you want the distributions to stay in an interface file until you select to post them to G/L via AR-06-01-02. This lets you control how often G/L is updated from A/R.
- Enter "A" for Automatic Update if you want the distributions to be immediately posted to G/L as part of any A/R updates. This lets you avoid any delay or separate process of posting to G/L.
 - **Print Additional Ref Lines?** If you choose the automatic update option you may choose whether to print the optional second reference line on the G/L Posting Report. "Y" shows more info but makes the report longer. "N" shows less info but keeps the report shorter.
- Enter "N" for No Update if you do not use SouthWare's General Ledger. The G/L distributions will accumulate in A/R and you may periodically print and purge them.

NOTE: When initially setting up your system you should enter "N" for No. This allows you to load your beginning open items (invoices and credit memos) without transferring the distributions for these items to General Ledger. This is necessary since these items should already be reflected in General Ledger. After you load the open items you may choose the "Reset G/L Interface Flag" option in this section and change this flag if you have the SouthWare General Ledger system.

NOTE: There is an option in the General Ledger Control Record (GL-08-01) to control whether postings to G/L from A/R are in Detail or in Summary.

Auto-Post G/L Trx:

Enter "Y" to automatically post the G/L transactions created by the interface. This will post the transactions within G/L at the time they are created.

Accounting Period:

Enter the current year and period number "1" (as set up in your "Accounting Periods") if you will begin using the SouthWare Accounts Receivable package at the beginning of your fiscal year. Otherwise, enter the period number for the period you plan to start processing (or the one prior to the current period if you plan to load open items and close a period). The system keeps track of the period you are working in for purposes of posting to general ledger, and this period number is updated by the "Run A/R Period-End Update Process" selection.

NOTE: The Accounts Receivable current period functions independently of the current period in General Ledger. The A/R current period will often be at least one period ahead of the G/L current period.

Default Post Date:

Each A/R transaction or payment has a specific posting date that determines its G/L posting date and its reporting period for history purposes. This field lets you define what the default date should be. You may override this default for any transaction.

- Enter "C" for Current to have the Post Date for each transaction default to the current system date. If you are interfacing to SouthWare's Cash Flow Ledger module then you must enter "C" here.
- Enter "E" for End of Period to have the Post Date default to the last day of the current period.

Cash Basis Reporting?:

This field lets you specify whether you want the interface to G/L to be on a cash basis or on an accrual basis.

- Enter "Y" for Cash Basis Reporting to G/L. This means that G/L is only updated when invoices are paid, not when they are entered. The reports in A/R will continue to reflect all accrued invoices, but G/L will only reflect the expenses that have been paid.
- Enter "N" for Accrual Basis Reporting to G/L. This means that G/L is updated each time a transaction or payment is updated. G/L will reflect all distributions whether or not they have been paid. This is the typical method of accounting.

8. Maintain History?:

Enter "Y" for Yes if you want the system to store the detail information for each individual sale and payment transaction recorded in SouthWare Accounts Receivable during the fiscal year. Enter "N" if you want the system to keep detailed information on paid items for the current period only.

NOTE: The history file gets quite large during the year and takes up significant disk space. However, you may purge the history file (by customer number range and by date range) periodically.

9. Print Comp Name on Stmt?:

Enter "Y" for Yes if you want the system to print your company name on the customer statements. Enter "N" for No if you want to use forms with your company name preprinted and thus do not want the system to print the name.

10. Reverse Cust Name on Stmt?:

Enter "Y" if you plan to enter customer names in the format "last name, first name" in the customer file. Otherwise enter "N" for No to print the name as it appears in the customer record.

The advantage of name reversal is that searching by customer name on individuals is usually easier by last name. On company names it is also better for searches to put such words as "The" after the unique part of the name. During statement printing the name will be reversed on any names which contain a comma. See AR-07-01 for more information.

Example:

If you chose name reversal

"Jones, Charles A./Jr." will print on the statement as "Charles A. Jones, Jr."

"Apex Companies, The" will print on the statement as "The Apex Companies"

NOTE: If you are using name reversal you must not use commas unless you want the name reversed. If you need a comma for an appendage such as "Inc." you must use the slash. A company named "The Jones Companies, Inc." should be entered in the customer file as "Jones Companies, The /Inc." for correct reversal. If you entered it as "The Jones Companies, Inc." this would be reversed to "Inc. The Jones Companies".

11. through 17. Account Numbers

These fields allow you to define the general ledger account numbers commonly used in SouthWare Accounts Receivable. For each account code except Late Fees you must specify whether you use more than one account number. If you use only one of any of these accounts, you may enter it here and the system will not need to ask you for the number during processing. If you use multiple accounts for any of

these types, you may specify the most frequently used number and the system will assume this "default" account during processing unless you enter a different number.

11. Accts Rec:

Enter "Y" if you use more than one Accounts Receivable account, or "N" if you use only one. For example, if you have multiple profit centers and want to record receivables separately for each one, you would need multiple A/R accounts. Then enter the account number of your A/R account if you have only one, or the most frequently used A/R account number if you have multiple accounts.

12. Sales:

Enter "Y" if you use more than one Sales account. Enter "N" if you use only one and then enter the appropriate account number.

13. Misc Chgs:

Enter "Y" if you use more than one Miscellaneous Charges account. Enter "N" if you use only one and then enter the appropriate account number. Miscellaneous Charges would include such items as handling fees that you charge to your customers. You may have a separate account for Miscellaneous Charges or you may use an "Other Income" type account.

14. Freight:

Enter "Y" if you use more than one Freight account to record freight charged to customers. Enter "N" if you use only one. Then enter the appropriate account number.

15. Cash:

Enter "Y" if you use more than one Cash account for depositing cash receipts, or "N" if you use only one and then enter the appropriate account number.

16. Discount:

Enter "Y" if you use more than one Discount account to record discounts given to customers for early payment, or "N" if you use only one and then enter the appropriate account number. You may have

a separate account for Discounts Given or you may use an "Other Expense" type account.

17. Late Fees:

Enter the appropriate account number for Late Fees Charged. You may have a separate account for Late Fees or you may use an "Other Income" type account.

18.-22. Calculation of Late Fees -

These fields are used to specify the rates and time periods you want the system to use in calculating late fees. The system allows you to set up two levels for late fees so you may charge a different annual rate on the portion of balances in excess of a specified amount (e.g. - 12% on the first \$500.00 and 14% on the excess).

18. Minimum Charge:

Enter the dollar amount (maximum of \$99.99) that is the minimum late fee you want to charge to a customer's account. If a late fee is due and the amount calculated by the system is less than this amount, the system will charge the Minimum Charge.

A second question in this field asks if you want to allow late fees on late fees. If you want to compound late fees enter "Y" for Yes. If you do not want to compound late fees (or if it's illegal in your state!) enter "N" for No.

19. Level 1 Rate:

Enter the annual rate to be used for late fees. The system will convert this to a daily rate and assess it on the number of days past due when late fees are automatically calculated. The system will take the number you enter (maximum of 99.999) and convert it to a percent. If only one late fee rate is used, enter it here and leave fields 20 and 21 blank.

20. Level 1 Cutoff Amt:

Enter the maximum dollar amount of a balance (up to \$9,999.99) to which you want to apply the Level 1 Rate. Any portion of a balance in excess of this amount will have the Level 2 Rate applied when a late fee is due.

21. Level 2 Rate:

Enter the annual rate you want to apply to the portion of balances in excess of the Level 1 Cutoff Amount. The system will apply this rate to such excesses when late fees are due.

22. Grace Period In Days:

Enter the number of days after the due date of an invoice that you want to allow as a grace period before charging a late fee.

23. Commissions:**Detail**

Enter "Y" if you want the system to store detail information about the sales used in calculating commissions. Enter "N" if you want the system to keep track of totals only.

Method

Enter "P" if you pay commissions based on the Gross Profit of a sales. Enter "S" if you pay commissions on the Sales amount. This is used as the method for any salesperson you set up.

Paid?

If you enter "Y" to Commission Detail a question asks if you want to pay commissions on paid invoices only.

- Enter "Y" if you want to pay commissions based on the percentage the invoices are paid by the customer (e.g. 50% of the commission is paid on an invoice that is 50% paid by the customer).
- Enter "F" if you want to pay commission on an invoice only when the invoice is fully paid (100% paid by the customer).
- Enter "N" if you want to pay commission on the sale regardless of whether it is paid ("N" will be entered automatically if you choose not to keep Commission Detail).

The question to pay commission only on paid invoices affects the commission amount shown on the Salesperson (Detail) Commission Report.

24. Print Statement on Plain Paper?:

Enter "Y" if you do not want to use preprinted statement forms and want the system to print all the necessary headings so that statements

may be printed on plain paper. Enter "N" if you want to use preprinted forms and do not want the system to print headings.

Format - This option lets you select a Top Tear-Off Style or a Side Tear-Off Style for the statement:

- The Top Tear-Off Style prints remittance info on the top of the statement. With this format the customer is encouraged to remove the top of the statement, fill in the payment amount, and sent it back with the payment.
- The Side Tear-Off Style allows the customer to remove the right side of the statement to send in with payment. The right side prints the Document Number/Amount of each unpaid item shown on the statement so that the customer may indicate which items he is paying.
- The Rev 7 Side Tear-Off Style uses a side tear-off format that allows for the larger document numbers and amounts in Rev 7. For new users you should use this style and order the appropriate forms.

Laser? - Enter "Y" if you will be printing statements on laser sheet forms (single sheets). The program will adjust the format of printing for laser printers. Enter "N" if you will be printing on continuous-feed statement paper.

25. Other Options:

This field displays a window of other options.

Are Any Late Fees Subject to Tax?

Enter "N" if Late Fees are not subject to Sales Tax.

If you are required to charge sales tax on at least some of your late fees enter "Y". In the sales tax locality record you indicate whether late fees should be taxed. If a locality requires tax on Late Fees and an invoice for the locality receives a Late Fee the system will calculate sales tax on the Late Fee.

NOTE: If you use Inventory/Sales the tax code associated with an invoice is the tax code from the order header. Even if the line items used other tax codes the order header determines the tax code for the invoice.

Credit Value %

Enter the annual interest rate to use in calculating the value of the credit you extend to your customers. As you post credit payments the

system will use this rate to calculate the dollar value of the credit given. This credit value is stored in each customer's period history file. This gives you an idea of the difference in cost between credit terms and cash terms.

For a payment against an invoice:

Annual Rate / 365 = Daily Rate

Date Paid - Invoice Date = # Days Credit

Days Credit x Amt Paid x Daily Rate = Value of Credit

Age Unapplied Credits?

If you enter "N" then all unapplied credits will be considered current when aged. If you enter "Y" then unapplied credits will be aged based on their document date. This affects aging in ExecuMate II, customer inquiry, and the A/R Aging report.

Document Format Code:

The invoice document field in A/R is a ten-character alpha-numeric field, but you may choose to enter and store your internal document numbers for invoices and related documents as numeric if this is more convenient. Read the Notes below before you choose an option. Your options are:

N - Numeric Only - Leading Spaces - choose this option to enter and store document numbers as numeric values (numbers only) with leading spaces. To enter invoice 1234 you enter "1234" and it is stored and will print with leading spaces as " 1234".

Z- Numeric Only - Leading Zeros - choose this option to enter and store document numbers as numeric values (numbers only) with leading zeros. To enter invoice 1234 you enter "1234" and it is stored and will print with leading zeros as "0000001234".

A - Alpha-Numeric - Trailing Spaces - choose this option to enter and store document numbers as alpha-numeric values (numbers, letters, and other characters) which are left-justified within the ten character field. To enter invoice 1234 you enter "1234" and it is stored and will print as "1234 ".

Notes on Invoice # Format

- **THIS IS A VERY IMPORTANT FIELD IF YOU USE A SOUTHWARE INVOICING MODULE!**

The SouthWare Invoicing Modules allow formatting of the document numbers they produce, and the options they allow are required to be consistent with the format choice here in A/R. If you choose numeric values in A/R then the document numbers in Invoicing must also be numeric.

- The document number format choices in Invoicing include the option to prefix document number with location. If you plan to use a location prefix in Invoicing you **MUST** choose the alpha-numeric option here in A/R since location number is alpha-numeric.
- Payment document numbers in Cash Receipts (AR-02-02) are always treated as alpha-numeric. This is because these documents were generated externally and may include alpha-numeric characters even if you use numeric-only for your internal documents.

Keep Commission Detail History?

Enter "Y" to retain commission records after reporting them through the end of period report (AR-06-02-02). Enter "N" to automatically delete them after they are fully reported.

Note: If you keep detail history you may purge records by running the report in AR-05-04 for reported records only. After the report is finished it gives you the option to purge the records you just printed.

Keep Tax Detail History?

Enter "Y" to retain tax detail records after reporting them through the end of period report (AR-06-03). Enter "N" to automatically delete them after they are fully reported.

Deposit ID Recap?:

With this option you may specify to print a recap of payment amounts to be deposited for each Cash Receipts posting (AR-02-04). This can serve as the supporting detail for your bank deposit slip(s). The available options are:

N No Recap

The register will not recap deposit detail

Y Enter Deposit ID

The cash receipt entry program will allow you to enter a Deposit ID for each cash receipt transaction. The register will print a recap page per Deposit ID with the details for the deposit.

B Bank Account Recap

(Applies only if you use SouthWare Cash Flow module)

The cash receipt entry program will associate each cash receipt with a Cash Flow Bank Account based on the cash account for the transaction. The register will print a recap page per Bank Account with the details for the deposit.

Pay Type	Customer#	Check Number	Amount	Recd	Curr	Customer Name	Oper
Deposit ID: Colonial US \$							
Check		1 debchk2fri	75.00	US \$		SouthWare Innovations, Inc.	ARC
Check		5 checkfri	300.00	US \$		Kings Chiropractic Center	ARC
Check Totals (2 items)			375.00	US \$			
Cash		2 CASH100454	40.00	US \$		Manfred Morris "MM"	ARC
Cash Totals (1 items)			40.00	US \$			
Deposit ID Colonial Totals			415.00	US \$		Reporting Oper:ARC	
Deposit to: Colonial Bank of Opelika 8877 Opelika Highway PO Box 234 Opelika AL 36801							
Account No: 222-111-12353							
Account name: Rev 13 Demo Local P. O. BOX 3040 1922 Professional Circle Auburn AL 36830							
Contact: 334-821-1108							
			Total Cash:	40.00			
			Total Checks:	375.00			
			Total Deposit:	415.00			

Deposit Slip Recap for a bank Deposit ID

The recap for options E and B will use the following hierarchy:

- Currency code (if applicable)
 - Deposit ID (first page shows totals for deposit)
 - Payment type (cash, checks) with total
 - Individual Payment and amount

- Detail Other Pay?

If you chose to recap deposit info in Cash Receipts then you must specify whether to include other type payments (typically credit cards) in the recap. Enter "N" to include only cash and check type payments in the deposit. Enter "Y" to include other types

such as credit card payments in the deposit total and detail recap (these are not normally included since they are not part of the funds deposited).

Using a Deposit ID in Cash Receipts Entry (AR-02-02)

If you choose the “Y” option to Enter a Deposit ID the cash receipts entry program will allow you to enter a Deposit ID after the Cash Account number in field 8:

Deposit ID

(Applies only if you chose “Y” to Cash Receipt Deposit Recap option in field 25 of the A/R Control Record)

Enter a Deposit ID (up to 10 characters) to identify this payment with a batch of payments to be deposited together. The posting register will print a recap by payment type (cash, checks) within Deposit ID.

Example:

For example, let’s say you enter your cash receipts with two Deposit IDs of “B-120107” and “A-120107” to designate deposits to your two bank accounts on 12/01/07. When you print the register the recap would show:

Recap page for A-120107 with totals

- Individual payments sorted and totaled by payment type (cash, checks)

Recap page for B-120107 with totals

- Individual payments sorted and totaled by payment type (cash, checks)

You can then write the totals on a deposit slip for each account and attach the appropriate recap page(s) to each deposit slip.

Cash Flow Notes

- If you select the Bank Account Recap option (“B”) for the Deposit ID Recap then the Cash Flow summaries of deposits to bank accounts are based on bank account/date as of the time A/R G/L distributions are posted to G/L. ***If you want Cash Flow to***

reflect each posted deposit separately you should activate the Auto Post to G/L feature (AR-08-02, G/L Update Option). This will create Cash Flow summary records each time you post A/R cash receipts rather than combining them when you batch post to G/L. Alternatively, you could use the “Enter Deposit ID” option (“Y”) and enter a unique ID for each deposit instead of using the bank account ID.

- You may see the Deposit ID for individual cash receipts in the Cash Flow Inquiry and reconciliation program and related reports.
- The Data Dictionary for Cash Flow information contains fields for Deposit ID if you need to access Deposit ID information after posting.

History of Deposit IDs

When you post Cash Receipts the deposit ID for each payment is stored in the open item record and remains with the record when it moves to history.

- You could create a ReportMate “combo” reports from history if you need to report on payments by Deposit ID.
- The A/R Inquiry program shows the Deposit ID when you zoom on a cash receipt.

Customer Address Search Options

The customer search function lets you search by address "Address Search" when you press F3 or click on the search icon at the customer # field, Bill-to field, Ship-to field or SV Contract # field. The address field shows the address, city, state, and zip.

Here you may specify which files and records to search for customer address info:

- Include Inactive Customers?
- Include Customer Address?
- Include Contract Address?
- Include Bill-to Address?
- Include Ship-to Address?
- Include Inactive Contracts?

Select the files/records to include in the search. For best performance do not include files you do not normally need to search.

AR-08-03 Set Up The Terms Code File

This option is used to set up a code for each of the sets of terms you extend to your customers. You will specify which terms code applies to each customer in the customer file, and the system will use the terms to determine when invoices are due and when discounts are available. If you use only one set of terms for all customers you will need to set up only one record in this file.

The explanation of how to enter Terms Codes is found in the "Terms Codes" section under "File Maintenance." .

AR-08-04 Set Up Sales Tax Localities

This option is used to set up codes for all the different sales taxes that you must collect from your customers. The SouthWare Accounts Receivable system will calculate the appropriate sales tax on sales transactions based on the information you enter here. The system will also keep track of the total tax collected for each taxing authority, set up the appropriate liability for general ledger purposes, and allow you to print a sales tax report at the end of the month to assist you in preparing your sales tax returns.

The sales tax localities that you are setting up here may be combined into Tax Header Codes as described in the next section. Make sure that you have set up all of the sales tax localities that you use and that they have the proper general ledger account before proceeding to the next section.

The explanation of how to enter Sales Tax Localities is found in the "Tax Localities" section under "File Maintenance".

AR-08-05 Set Up Tax Header Codes

This selection is used to group the Tax Locality Codes you set up in the previous section into commonly used combinations. Since most sales will involve more than one taxing authority, you must calculate multiple taxes on each sale. You could enter each of the appropriate Tax Locality Codes for each sale transaction, but these Tax Header Codes offer a simpler method. You define a Tax Header Code as being made up of multiple Tax Locality Codes, and thereafter may refer to that particular combination of taxes using the Tax Header Code only. This greatly speeds up the entry of sales transactions and lessens the chance for error.

Use the Load sheet to set up all of the common combinations of state, county, and city taxes that apply to your customers. Each combination may include up to nine different tax localities. Try to assign three character codes that will be easy to remember when you need to specify that particular combination.

The explanation of how to enter Tax Header Codes is found in the "Tax Header Codes" section under "File Maintenance". Please refer there and follow the outlined steps to set up your codes.

AR-08-06 Set Up The Ship Via File

This option is used to set up codes for all of the shipping and transportation methods that you use in delivering merchandise to your customers. The normal shipping code for each customer is set up in the customer record to speed up sales processing. Some examples of codes you might use are:

- F - Federal Express
- P - Parcel Post
- U - UPS
- Y - Yellow Freight

You should consider assigning codes for specific shipping companies that are used frequently. General codes (e.g. T - Truck, A - Air Freight) may be set up to encompass methods that are used occasionally.

The explanation of how to enter Ship Via Codes is found in the "Ship Via Codes" section under "File Maintenance". Please refer there and follow the outlined steps to set up your codes.

AR-08-07 Set Up The Salesperson File

This option is used to set up information about the salespersons who earn commissions. You must set up at least one salesperson even if you do not wish to keep track of sales commissions. Each salesperson must be assigned a unique code so that you may easily reference them in the Customer File and in the entry of sales. The system keeps track of sales and cost of sales information for each salesperson record, and allows you to produce a report showing sales activity and the resulting commissions due.

The explanation of how to enter Salesperson records is found in the "Salesperson Information" section under "File Maintenance". Please refer there and follow the outlined steps to set up the proper information.

AR-08-08 Set Up The Customer File

This option is used to set up a record for each of your customers. In this record you specify information for each customer that is used throughout the system. This information includes customer address, salesperson, shipping method, statement frequency, and payment terms. In addition, you may set up useful reference information not used by the system such as the name of your contact person, the phone number and a credit rating. The system provides other reference information such as cumulative sales and cost of sales and an account balance.

You must assign a unique ten-digit or ten-character code to each of your customers as an identifying code. The explanation of how to enter Customer records is found in the "Customer Information" section under "File Maintenance". Please refer there and follow the outlined steps to set up your customers.

AR-08-09 Set Up Customer Bill To Addresses

This option lets you set up any alternate billing addresses for your customers. These are addresses you need to use in addition to the standard customer address in the customer file. The primary purpose of these is to print on invoices from one of SouthWare's invoicing products.

You may also use the billing address records to specify a different billing customer number. This allows you to take certain invoices for a customer and make them payable by a different customer.

The explanation of how to enter Customer Bill To Addresses is found in the "Customer Bill To Addresses" section under "File Maintenance."

AR-08-10 Set Up Customer Ship To Addresses

This option lets you set up any alternate shipping addresses for your customers. These are addresses you need to use in addition to the standard customer address in the customer file. The primary purpose of these is to use in one of SouthWare's invoicing products.

The explanation of how to enter Customer Ship To Addresses is found in the "Customer Ship To Addresses" section under "File Maintenance."

AR-08-11 Set Up A/R Sales Trx Operators

This selection lets you define one or more operator records for the operators who will be entering A/R sales transactions. These operator records let you customize the security and defaults for each operator. You must define at least one operator record and you may define as many as you wish.

Please refer to "A/R Sales Trx Operators" in the "File Maintenance" section for a description of the fields and an explanation of how to enter the information.

AR-08-12 Set Up A/R Cash Receipts Operators

This selection lets you define one or more operator records for the operators who will be entering A/R Cash Receipt transactions. These operator records let you customize the security and defaults for each operator. You must define at least one operator record and you may define as many as you wish.

Please refer to "A/R Cash Receipt Operators" in the "File Maintenance" section for a description of the fields and an explanation of how to enter the information.

AR-08-13 Load The Initial Open Items

This selection is used to enter the invoices and credit memos that you have on hand and have recorded in your general ledger, but which have not yet been paid. After you have entered these items the SouthWare Accounts Receivable system should contain the same total amount of receivables as that shown in your general ledger.

You may enter, edit, and post your initial open items in batches if you wish. The option for entering documents which have been partially paid are: (1) enter the document amount in full and post any payments through payment processing or (2) enter the remaining balance of the document as the document amount.

The initial open items entered here will update period-to-date and year-to-date amounts in the Salesperson and Tax files. These amounts should be reset to zero as discussed in "Clear Out Initial Item Info" prior to processing your normal Sales Transactions.

If you have invoices and credit memos for sales that you have not yet entered in your general ledger, do not enter them here. Wait until you have completed the steps in the "Installation and Set Up Procedures" section, and then you may enter them through the normal "Sales Processing" selection.

When you select this option you will see the same menu described under "Sales Processing". Enter the invoices and credit memos as described in that section, print a listing, check it for accuracy and make any corrections, and post the items (transactions) to the open item file. Then return to this menu and continue with the "Installation and Set Up Procedures".

If a customer has a credit balance you should press <Enter> at apply to number to enter Beginning Customer Credit Balance with "zero" apply to number. The open credit must be applied to a subsequent invoice in "Payment Processing" (AR-02).

AR-08-14 Clear Out Initial Open Item Info

When you choose this selection the "Periodic and Year-End Processing" (AR-06) menu will be displayed. When you loaded the initial open items you updated the general ledger distribution file and the period-to-date and year-to-date information in the salesperson and sales tax files. In order for your first reports to be correct, you must clear out this information before starting to use the system.

The first selection is used to print the general ledger distributions resulting from the invoices and credit memos you entered through the "Load the Initial Open Items" option. Since these distributions have already been reflected in your general ledger, you want to print and purge the distributions so they will not be double posted to your records.

This is the same report described in "Print G/L Interface Report" in the "Periodic and Year-End Processing" section. As discussed there, since you set the "Interface To G/L" flag in your Control Record to "N", the report will ask you if you want to purge the distributions after they are printed. Answer "Y" for Yes.

Next you should reset to zero the amounts in the Salesperson and Tax files. If you are starting Accounts Receivable processing at the beginning of your fiscal year, you should continue with selections 2-6 to reset these period-to-date and year-to-date totals. However, if you begin processing during your fiscal year you will need to run "Print a Salesperson Report" and "Print a Sales Tax Report" and select to reset amounts to zero. Then you should "Run End of Period Processing". This will clear the period-to-date fields.

AR-08-15 Reset G/L Interface Flag (if needed)

If you are using the SouthWare General Ledger system you may use this selection to access the Control Record and change the "Interface To G/L?" answer to "Y" for Yes. Be sure you print and purge the initial G/L distributions as discussed in the preceding sections before changing this "flag."

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