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Customer Detail Transactions

Daily > Customer History > Customer Detail

The menu option under Customer Summary allows you to display invoices, receipts, or both (All). *Records > Customers > Customer Detail.*

This screen displays the A/R invoices and receipts for a customer in great detail. Invoices and receipts with multiple lines are displayed as separate lines, which allows you to see the G/L accounts and comments since they are at the detail level. This screen displays the invoices followed by the payment, which are grouped together and color-coded so they appear grouped together. Voids appear in red.

Header

Customer ID: Customer IDs may be manually keyed, or the Customer list may be displayed by clicking the search icon.

Period Range: You may enter a range of transaction months/years to browse. Information will be displayed based on the columns selected in the View setting at the top right of the screen.

Type: Option to filter for All with Balances, Invoices, Invoices with Balances, Receipts, Receipts with Balances. It dictates the general ledger account to which the invoice debit was entered.

Display Cash Application Entries: Displays all lines, including Void and Write-Off entries for the selected customer.

Totals for Range: Calculates the total Invoices/Receipts for the selected period.

Totals for Customer: This function calculates the total Invoices/Receipts for the customer's lifetime, regardless of the selected period.

View: This allows you to save your settings for which columns are displayed or hidden and in what order.

- To hide or unhide columns, click the **Customize Columns** button and check which columns will be displayed.
- To order columns, click the **Customize Columns** button or drag the column header to where you want it.

You can save a view by clicking the Save View button. This ability is based on user menu permissions.

Menu Buttons

Customer Summary: Opens the Customer Summary screen to display a summarized transaction history. The screen will open to view the same Period that is currently selected on the Customer Detail screen.

Edit: After an invoice has been posted, the only thing you may edit is the Invoice#, Comments, Invoice Date, or Accounting Period. If the G/L account# or amount is wrong, you may enter reversal transaction/s to correct it. After posting a receipt, you may only edit the Check/Ref#, Receipt Date, Period, and Comments. The ability to edit is based on user menu permissions.

Void Invoice/Receipt: This opens the Void screen, where an Invoice or Receipt can be voided. The invoice status has to be Unpaid to be voided. The ability to void is based on user menu permissions.

Write Off: Opens the Write-Off screen, where an Invoice or Receipt can be written off. An invoice must be partially paid or unpaid before it can be written off. Receipts can be written off at any stage. The ability to Write Off is based on user menu permissions.

Cash Application: Apply Receipts/Unapply Receipts: Open the Cash Application screen where Open A/R Credits are applied or unapplied to Open Invoices.

Invoice Dropdown Menu:

- **Print:** To print an invoice, click to highlight an Invoice line and select Print from the dropdown. AR Invoices must be posted prior to printing.
- **Email:** Opens the Email Forms to select the Distribution email address and the ivnoice form. The **Email To** field is populated from the Customer Record. The standard verbiage on the Email Subject and Body can be overridden here for this email being sent, or modified for all emails by modifying the Special Form assigned to the AR Invoice Type.

Receipt Dropdown Menu: Print or Preview a Receipt by clicking to highlight a Receipt line and selecting either **Print** or **Preview** from the dropdown.

Attachments: These documents are associated with the A/R Invoice or Receipt (Microsoft accepted file format). Attachments can be added at the time of invoice or receipt entry, or later from the customer transaction history screen. Select the invoice or receipt to add/edit attachments**.**

Links: User-created linkages to other system entries, system screens, and/or custom URLs.

Reports: Print, Export only visible rows to Excel, or Export all rows to Excel.

Display

The user may double-click on an Invoice/Receipt to review or edit the entry.

Right-clicking on any displayed row allows you to browse the Batch, Cash Application Batch, Invoice/Receipt, Pay Invoice, or Void for the selected row.