

# SGA Accounts Receivable Training Guide

SGA Accounting includes an A/R application, which allows invoices and/or receipts to be recorded for individual customers and allows viewing the transaction history for each customer, similar to browsing A/P transaction history by Vendor.

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## A/R Invoice Entry

***Accounts Receivable > Daily > Accounts Receivable Invoices > A/R Invoice Batch List***

To enter A/R invoices, the menu option is *Daily > Accounts Receivable Invoices > A/R Invoice Batch List*. Any invoice batches that have not yet been posted will be displayed on this screen. See [Invoice Batches](#) for more options. The user may double-click on a batch to review or edit the entries or enter additional invoices. If the user prefers to enter invoices into a new batch, click New Batch.

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## Menu Buttons

**Save:** This function stores the entered invoice information and clears the screen for entering the next invoice in the batch.

**Clone (when creating a new invoice):** This option enables the selection of a previously created invoice to pre-load all invoice entry fields. When clicked, the Customer Summary screen for the entered Customer will be displayed, from which the desired invoice to clone may be selected. Double-click the desired invoice to complete the clone process.

**Cash Application:** The user saves/posts the invoice and immediately enters the Cash Application screen, from which open A/R credit balances may be selected to apply to the invoice.

**Delete:** When viewing a previously saved invoice, this button will delete the invoice from the batch.

**Attachments:** Documents associated with the invoice (Microsoft-accepted file format). Attachments may be added at any time before or after initial entry.

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

**Audit:** When viewing a previously saved/posted invoice, this button will display a log of any/all changes made to the receipt after the initial save.

**Show/Hide Image:** This option displays or hides an image file attached to the invoice on the right side of the screen.

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## Invoice Header

**Customer ID:** Customer IDs may be manually keyed or the Customer list may be displayed by clicking the search icon. Upon initial screen load, the cursor will default to the Customer Name field where the Customer Name may be keyed or selected from the dropdown. Only active Customers may be used for invoice entry. Click the Customer ID label to add a new Customer or access Customer maintenance.

**Address ID:** This specifies the bill-to address to be included on printed/emailed invoice files. Upon selection, the customer's Primary address will initially be displayed. Click the Address ID label to add a new address or access Customer Address maintenance.

**Invoice:** This specifies the invoice number being issued to the Customer. The field may include alpha and/or numeric characters. *Settings > Accounts Receivable > Entry Options > Invoice Options* includes a setting that requires an invoice number.

**Invoice Date:** Records the date of the invoice. In conjunction with the selected Payment Terms, the invoice date is used to calculate the invoice due date. The date may be manually keyed or selected through the calendar menu.

**Payment Terms:** Specifies the number of days before the invoice is due for payment. When entered, the payment terms are used to calculate the invoice due date. If the invoice due date is entered, the payment terms will automatically update to the required number of days.

**Due Date:** The day by which the invoice is due for payment. If Payment Terms are entered, the Due Date will be automatically calculated. If entered manually, the Due Date will control the Payment Terms displayed.

**Batch#:** The system batch number assigned to the invoice being entered. All invoices are entered by batch.

**Batch Total:** The summary amount for all invoices included in the batch. As invoices are entered and saved, the batch total will be updated.

**Invoice ID:** The unique ID number assigned to the invoice by the system. The field will remain blank until the invoice is initially saved.

**Period:** The accounting period into which the general ledger impact of the entered invoice will be posted. *Settings > Accounts Receivable > Entry Options* control the number of past and future periods in which invoices may be entered or changed. Batches may contain invoices with different Periods.

**Status:** The current status of the invoice.

**User:** The creating user of the invoice.

**Description:** Interoffice comments regarding the invoice (optional).

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## Distributions

**Add, Delete, Delete All, Arrow Up, Arrow Down:** Click to add new distributions, delete selected distributions, clear all distributions, or reorder selected distributions up/down in the grid.

**Transaction Code:** This option enables the automated split of an entered invoice amount by

percentage or flat amount. When selected, the user is presented with the **Select Transaction Code** menu. From this menu, the object type, a high-level transaction code grouping, and a specific transaction code may be selected. When an amount and Comment are entered, once OK is clicked, distribution lines will be created for the entered amount according to the transaction code split. **See Help for Transaction Codes.**

**Show Objects (if Fixed Assets with Object Tracking submodule active):** Show/Hide Object Type and Object # fields.

**Show AR Accounts:** Show/Hide the assigned AR account for each invoice distribution. Once displayed, the AR account may/may not be modifiable according to AR Type settings - *Settings > Accounts Receivable > A/R Types.*

**AR Type:** Dictates the general ledger account to which the invoice debit will be entered.

**Quantity (optional):** When entered, the Quantity is multiplied by the Unit Price to determine the invoice distribution amount. Positive or negative numbers may be entered.

**Unit Price:** The Unit Price is multiplied by the Quantity to arrive at the distribution amount. If no Quantity is manually entered, it defaults to 1. Positive or negative numbers may be entered.

**Account:** Also referred to as the **Invoice Account**, the general ledger account to which the invoice credit will be entered.

**Comments:** Descriptive text displayed with the amount in account transaction history and included in outgoing printed/emailed invoice files.

**Distribution Total:** The total amount of all entered invoice distribution lines.

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## Creating Invoices

1. Open the new Invoice entry screen - *Daily > Accounts Receivables Invoices > A/R Invoice Batch List > New/Add to Batch.*
2. Enter/Select a Customer (via Customer ID entry, Customer search, or by keying the Customer name).
3. Enter the Invoice number (if desired and/or required by system settings).
4. Confirm/Modify the Invoice Date.
5. Confirm/Modify the Payment Terms (optional) - when modified, the payment terms will be added to the Invoice Date to derive the Due Date.
6. Confirm/Modify the Due Date (optional) - when modified, the difference between the Invoice Date and Due Date will populate the Payment Terms.
7. Confirm the invoice period - this will be the accounting period during which the invoice general ledger entry will be entered when posted.
8. Add/Delete/Re-order Invoice Distributions - these lines represent the different items being billed to the Customer.
  1. Confirm/Enter/Modify the AR Type - the selected type controls the general ledger account to which the invoice debit will be entered.

2. Enter a Quantity (optional).
  3. Enter a Unit Price – the Unit Price multiplied by the Quantity populates the Distribution Amount.
  4. Enter an Account – otherwise known as the **Invoice account**, this is the general ledger account into which the invoice credit will be entered.
  5. Enter Comments (optional).
  9. Repeat step #8 as needed until all invoice lines have been added.
  10. When all distributions have been added, click **SAVE**.
  11. The screen fields will be cleared for entry into the next invoice in the batch.
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## A/R Void Invoices

*Daily > Accounts Receivable Invoices > Void A/R Invoices*

When an outstanding A/R Invoice is determined to be invalid, a void process is necessary to eliminate the receivable balance. The void process is intended for an invalid invoice, as opposed to a valid invoice that the customer will not pay, for which the write-off process should be used.

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### Void A/R Invoice

**Customer ID:** Select the appropriate customer via Customer ID entry, Customer search, or by keying the Customer name.

**Void Period:** This defines into what fiscal period the Void entry will post to eliminate the receivable amount.

**Void Date:** This is date used for the entry date. It defaults to the current day, but may be changed, and does not impact the period into which the entry is posted.

**Void Comments:** The comment included associated with the Void entry GL distributions. It is visible in the Customer Detail screen and when viewing GL transaction detail.

**Display:** Click Display to show all open invoices associated with the chosen customer.

**Open Invoice Balances:** The checkbox on each grid line indicates whether the invoice is selected for void. The **Select/Deselect All** checkbox at the bottom allows for the selection/deselection of all of the current customer's invoices eligible to be voided.

**Distributions:** When an invoice is highlighted in the grid, the distribution(s) will be displayed below in the Distributions grid. When an invoice is checked for void, by default all distributions will be checked to void the full invoice; however, it is possible to choose just part of the invoice to void based on the distribution checkboxes. Selecting/deselecting distribution checkboxes will result in only the selected distributions being voided.

**Void button:** Once all selections are made, click the Void button in the top left corner of the screen and the system will record the Void entry.

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# A/R Invoice Write-Offs

*Daily > Accounts Receivable Invoices > Write off A/R Invoices*

When an outstanding receivable invoice is no longer collectible from the customer, a write-off may be necessary to eliminate the receivable balance and clear it to the proper write-off GL account. The Write-off process is intended for a valid invoice that the customer will not pay, as opposed to an invalid invoice, for which the void process should be used.

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## Write-off A/R Invoice

**Customer ID:** Select the appropriate customer via Customer ID entry, Customer search, or by keying the Customer name.

**Write-off Period:** This defines into what fiscal period the Write-off entry will post to clear the receivable amount.

**Write-off Date:** This is date used for the entry date. It defaults to the current day, but may be changed, and does not impact the period into which the entry is posted.

**Distribution Method:** Choose between **Entry**, which allows for one or multiple invoice distribution lines to be written off to the same Write-off account, and **Line item**, which allows for separate/different Write-off accounts to be entered for each individual invoice distribution line.

- **Entry:** A Write-off account for the total write-off balance may be manually keyed or chosen using the magnifying glass, and a Write-off comment may be entered to be applied to all of the Write-off entry GL distributions.
- **Line Item:** Each invoice distribution line may be written off using a separate Write-off account and separate Write-off comment.

**Open Invoice Balances:** When an invoice distribution line is checked for write off the amount will default to the distribution line's total open balance but can be changed to a partial amount. Clicking the checkbox for an invoice subtotal will automatically select the checkbox for all of the invoice's distributions. **Select/Deselect All** checkbox at the bottom allows for the selection/deselection of all of the current customer's invoice distribution lines eligible to be written off.

**Show/Hide Detail:** When clicked the Open Invoice Balances grid will expand to include, or contract to hide, the Invoice Account, Invoice Account Description, Comments, Invoice Date, Due Date, Period, and Batch.

**Write-off button:** Once all selections are made, click the Write-off button in the top left corner of the screen and the system will record the Write-off entry.

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## A/R Receipt Entry

*Accounts Receivable > Daily > Accounts Receivable Receipts > Receipt Batches*

To enter A/R receipts, the menu option is *Daily > Accounts Receivable Receipts > Receipt*

*Batches.* Any receipt batches that have not yet been posted will be displayed on this screen. The user may double-click on a batch to review or edit the entries or create additional receipts. If the user prefers to enter receipts into a new batch, click New Batch.

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## Menu Buttons

**Save:** This function stores the entered receipt information and clears the screen for entering the next invoice in the batch.

**Delete:** When viewing a previously saved receipt, this button will delete the receipt from the batch.

**Attachments:** Documents associated with the receipt (Microsoft-accepted file format). Attachments may be added at any time before or after initial entry.

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

**Audit:** When viewing a previously saved/posted receipt, this button will display a log of any/all changes made to the receipt after the initial save.

**Show/Hide Image:** This option displays or hides an image file attached to the receipt on the right side of the screen.

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## Receipt Header

**Customer ID:** Customer IDs may be manually keyed or the Customer list may be displayed by clicking the search icon. Upon initial screen load, the cursor will default to the Customer Name field where the Customer Name may be keyed or selected from the dropdown. Only active Customers may be used for invoice entry. Click the Customer ID label to add a new Customer or access Customer maintenance.

**Address ID:** This specifies the bill-to address to be included on printed/emailed receipt files. Upon selection, the customer's Primary address will initially be displayed. Click the Address ID label to add a new address or access Customer Address maintenance.

**Cash Account Source:** Controls how the general ledger account debited for the receipt is determined.

- **Checkbook:** When selected, the Checkbook dropdown will be displayed. The account selection menu is populated with all cash accounts assigned to the selected checkbook.
- **Transaction Code (when active in settings):** When selected, the Transaction Code field will be displayed. The user may manually indicate the Transaction Code by keying it or searching for it by clicking the search icon.
- **GL Account:** When selected, the Account field will be displayed. The user may manually indicate the GL account by keying it or searching for it by clicking the search icon.

**Check/Ref#:** The check number or EFT information used to identify the receipt. *Settings > Accounts Receivable > Entry Options > Receipt Options* includes a setting that requires an Check/Ref# number.

**Receipt Date:** Records the receipt date, which may be manually entered or selected through the calendar menu.

**Comment:** This comment is used for all receipt distributions created for amounts applied to open invoice balances, and is displayed in the Customer Detail and Account Transactions screen.

**Receipt Amount:** If preferred, the Receipt Amount field may be used as a validation figure to ensure the entire receipt has been applied. If filled, as invoices are marked as applied and/or distributions are added, the Unapplied Amount will reduce and indicate how much of the receipt remains to be applied or has been overapplied. Note that if the Receipt Amount field is manually keyed, a hyperlink to **Apply Balance to A/R credit** will appear. At any time, the link may be clicked to apply the remaining Unapplied Amount to a single distribution line applied to the default Customer Credit GL account set in *Settings > Accounts Receivable > Entry Options > Receipt Options > Customer Credit Account*.

**Unapplied Amount:** The difference between the manually keyed Receipt Amount and the total of applied invoice and distribution line amounts. Note that if the Receipt Amount field is not manually keyed, the Unapplied Amount field will remain \$0, and the **Apply balance to A/R credit** will not be visible; the Receipt Amount field will update to the total of all applied invoice and distribution line amounts.

**Apply balance to A/R credit (if Receipt Amount field is manually entered):** At any time, the link may be clicked to apply the remaining Unapplied Amount to a single distribution line applied to the default Customer Credit GL account set in *Settings > Accounts Receivable > Entry Options > Receipt Options > Customer Credit Account*.

**Batch#:** The system batch number assigned to the receipt being entered. All receipts are entered by batch.

**Batch Total:** The summary amount for all receipts included in the batch. As receipts are entered and saved, the batch total will update.

**Receipt ID:** The unique ID number assigned to the receipt by the system. The field will remain blank until the receipt is initially saved.

**Period:** The accounting period into which the general ledger impact of the entered receipt will be posted. *Settings > Accounts Receivable > Entry Options* control the number of periods past and future into which receipts may be entered or changed. Batches may contain receipts with different Periods.

**Status:** The current status of the receipt.

**User:** The creating user of the receipt.

**Deposit Reference:** The Deposit Reference assigned to the receipt. All receipts with the same date and deposit reference are consolidated when displayed in Bank Rec. The Deposit Reference is initially populated with the Batch #, but may be manually changed. When the receipt is saved, and the screen is cleared for entry of the next receipt, the Deposit Reference field will remain that of the previous receipt.

**Description:** Interoffice comments regarding the receipt (optional).

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## Open Invoices

When invoice use is activated, if open invoice balances exist for the selected customer, the Open Invoices grid will be displayed. Note that when the receipt entry is saved, any invoice distribution lines with applied amounts will be grayed out. They remain grayed out until the receipt is posted, as posted receipts directly impact invoice line items' open balance amounts.

**Show/Hide Invoice Account:** When clicked, the account to which the invoice credit was entered will be displayed in the open invoice grid.

**Applied:** The amount to be applied to the invoice distribution line.

**Open Balance:** The unpaid balance of the invoice distribution line after any previous receipts have been applied/posted.

**Invoice Amount:** The original invoice distribution line amount.

**Remaining invoice information fields:** Invoice #, Receivable Account, Account Description, Comments, Inv Date, Due Date, Period, and Batch.

**Applied Receipt Total:** The total of all receipt amounts applied to invoice distribution lines in the open invoice grid.

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## Distributions

When invoice use is not activated, or if no open invoice balances exist for the selected customer, the Open Invoices grid will not be displayed, and receipt amounts may be added via receipt distributions.

**Add, Delete, Delete All, Arrow Up, Arrow Down:** Click to add new distributions, delete selected distributions, clear all distributions, or reorder selected distributions up/down in the grid.

**Transaction Code:** Enables the automated split of an entered receipt amount by percentage or flat amount. When selected, the user is presented with the **Select Transaction Code** menu. From this menu, the object type, a high-level transaction code grouping, and a specific transaction code may be selected. When an amount and Comment are entered, once OK is clicked, distribution lines will be created for the entered amount according to the transaction code split. **See Help for Transaction Codes.**

**Show Objects (if Fixed Assets with Object Tracking submodule active):** Show/Hide Object Type and Object number fields.

**Show Deposit:** Show/Hide the default assigned Deposit Reference and Deposit Date for the receipt distribution. This information is used to control whether the line items are consolidated or displayed individually in the Bank Rec screen.

**Amount:** The amount of the receipt distribution line.

**Account:** Also referred to as the **Receipt Account**, the general ledger account to which the receipt credit will be entered.

**Comments:** Descriptive text displayed with the amount in account transaction history and



included in outgoing printed/emailed receipt files.

**A/R Credit? (when invoice use activated):** When checked, the receipt distribution line amount will be made available for application to invoices via the Cash Application screen.

**Distribution Total:** The total amount of all entered receipt distribution lines.

**Note:** *The sum of the Applied Receipt Total and Distribution Total is the total Receipt amount.*

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## Creating a Receipt Entry

1. Open the new Receipt entry screen *Daily > Accounts Receivable Receipts > Receipt Batches > New/Add to Batch*.
2. Enter/Select a Customer (via Customer ID entry, Customer search, or by keying the Customer name).
3. Choose/Confirm the Cash Account Source - this will be the general ledger account to which the receipt entry debit will be entered.
4. Enter the Check/Ref # (if desired and/or required by system settings).
5. Confirm/Modify the Receipt Date.
6. Enter a Comment (optional if Invoice use activated) - this comment will be used for receipt lines created as a result of amounts being applied to open invoice balances.
7. Confirm the Receipt Period - this will be the accounting period into which the receipt general ledger entry will be entered when posted.
8. Enter a Receipt Amount (optional) - If manually keyed, the Unapplied Amount field will update each time an amount is applied to an invoice distribution line and/or when a receipt distribution is created.
  - a. Note that when an amount is entered, the **Apply balance to A/R credit** hyperlink will appear. At any time, the link may be clicked to apply the remaining Unapplied Amount to a single distribution line applied to the default Customer Credit GL account set in *Settings > Accounts Receivable > Entry Options > Receipt Options > Customer Credit Account*.
9. Check the box(es) for any invoice distribution lines where receipt amounts will be applied (optional).
  - a. When a box is checked, the entire remaining open balance of the invoice distribution line will populate the **Applied** field; it may be modified to any amount less than or equal to the Open Balance.
10. In the Distributions grid, create distribution lines for amounts not applied to invoices; this may be amounts directly applied to general ledger accounts or amounts for which not enough information is known to apply to open invoice balances. These distribution lines will be entered into the selected Account (the general ledger accounts to which the receipt credits will be entered).
  - a. If an entered amount should be made available for application to open invoice balances

in the future, check the **A/R Credit?** box.

11. When all amounts have been applied, click **SAVE**.
12. The screen fields will be cleared for entry into the next receipt in the batch.

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## A/R Void Receipts

*Daily > Accounts Receivable Receipts > Void Receipt*

When an outstanding A/R Receipt is determined to be invalid, a void process is necessary to eliminate the receivable credit balance. The void process is intended for an invalid receipt, as opposed to a valid receipt that needs to be cleared from the customer's account, for which the write-off process should be used. A receipt has to be unapplied in order to be voided.

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### Void Receipt

**Customer ID:** Select the appropriate customer via Customer ID entry, Customer search, or by keying the Customer name.

**Void Period:** This defines into what fiscal period the Void entry will post to eliminate the receivable amount.

**Void Date:** This is date used for the entry date. It defaults to the current day, but may be changed, and does not impact the period into which the entry is posted.

**Void Comments:** The comment included associated with the Void entry GL distributions. It is visible in the Customer Detail screen and when viewing GL transaction detail.

**Display:** Click Display to show all open receipts associated with the chosen customer.

**Open Receipt Balances:** The checkbox on each grid line indicates whether the receipt is selected for void. The **Select/Deselect All** checkbox at the bottom allows for the selection/deselection of all of the current customer's receipts eligible to be voided.

**Applications:** When a receipt is highlighted in the grid, the distribution(s) will be displayed below in the Applications grid. When ais checked for void, by default all distributions will be checked to void the full invoice; however, it is possible to choose just part of the invoice to void based on the distribution checkboxes. Selecting/deselecting distribution checkboxes will result in only the selected distributions being voided.

**Void button:** Once all selections are made, click the Void button in the top left corner of the screen and the system will record the Void entry.

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## A/R Receipt Write-Offs

*Daily > Accounts Receivable Receipts > Write off A/R Receipts*

### Write-offs

When it is determined that an open receipt balance needs to be cleared from a Customer's

account, for escheatment or other reasons, a write-off is necessary to eliminate the receipt balance and credit the proper write-off account.

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## Write-off A/R Receipt

**Customer ID:** Select the appropriate customer via Customer ID entry, Customer search, or by keying the Customer name.

**Write-off Period:** This defines into what fiscal period the Write-off entry will post to clear the open receipt amount(s).

**Write-off Date:** This is date used for the entry date. It defaults to the current day, but may be changed, and does not impact the period into which the entry is posted.

**Distribution Method:** Choose between **Entry**, which allows for one or multiple receipt distribution lines to be written off to the same Write-off account, and **Line item**, which allows for separate/different Write-off accounts to be entered for each individual receipt distribution line.

- **Entry:** A Write-off account for the total write-off balance may be manually keyed or chosen using the magnifying glass, and a Write-off comment may be entered to be applied to all of the Write-off entry GL distributions.
- **Line Item:** Each receipt distribution line may be written off using a separate Write-off account and separate Write-off comment.

**Open Receipt Balances:** When a receipt distribution line is checked for write off the amount will default to the distribution line's total open balance but can be changed to a partial amount. Clicking the checkbox for a receipt subtotal will automatically select the checkbox for all of the receipt's distributions. **Select/Deselect All** checkbox at the bottom allows for the selection/deselection of all of the current customer's receipt distribution lines eligible to be written off.

**Show/Hide Detail:** When clicked the Open Receipt Balances grid will expand to include, or contract to hide, the Receipt Account, Receipt Account Description, Comments, Receipt Date, Period, and Batch.

**Write-off button:** Once all selections are made, click the Write-off button in the top left corner of the screen and the system will record the Write-off entry.

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## A/R Recurring Receivables

*Accounts Receivable > Daily > Accounts Receivable Management > Recurring Receivables*

### Recurring Receivables

To enter A/R invoices or Receipts to be recorded on a recurring basis, the Recurring Receivables functionality can automate the posting of these recurring entries. The menu option is *Daily > Accounts Receivable Management > Recurring Receivables*. Click **New** to create a new recurring item, or double-click on an existing item to edit.

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## Menu Buttons

**Post:** Posts all Recurring A/R items checked in the checkbox under the **To Be Posted** first column for the selected Period.

**New:** This function creates a new Recurring ID (recurring A/R item). A dialogue screen displays all applicable details and a schedule for the new Recurring ID.

**Create Batch:** This option will create a receivable batch, A/R Invoice and/or Receipt, for all selected Recurring IDs. Created batches can be viewed in *Daily > Accounts Receivable Invoices > A/R Invoice Batch List* or *Daily > Accounts Receivable Receipts > Receipt Batches*

**Edit:** Allows editing of the current highlighted Recurring ID. Recurring IDs can also be edited by double-clicking on the row itself.

**Delete:** Will delete the highlighted Recurring ID after confirming a warning message.

**Log:** Shows all past posting activity for the highlighted Recurring ID.

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## New/Edit Recurring AR

**ID:** Any numbering sequence desired or a more descriptive ID with alpha and/or numeric characters can be used.

**Description:** This describes the nature of the recurring AR so when viewed in the future it is easily identifiable.

**Customer:** Once invoice/receipt information is entered through the **Transaction** button, the Customer for the Recurring ID will be displayed.

**Type:** The type can either be Receipt or Invoice. The type selected controls the entry screen displayed when the **Transaction** icon is clicked.

**Detail:** The **Transaction** icon will display the recurring entry screen with entry fields determined by the transaction type selected, Invoice or Receipt (See [A/R Invoice Entry](#) or [A/R Receipt Entry](#) for additional information). The recurring entry screen display differs from the regular entry screens in that it includes an **Invoice Day** field instead of Invoice Date, or **Receipt Day** field instead of Receipt Date, which allow for a specific day of the month to be used for the invoice/receipt. For Invoices, the **Due Date** field will allow for a specified day of the month to be the recurring due date, although this can be specified in the Customer record as well. Once all necessary fields are completed, the Save button will attach the new invoice or receipt to the recurring ID.

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## Settings

**Post to:** This allows for posting to the current period or the prior period. When resetting the period to a new month from the Month End menu, if the **Current Period** is chosen in this recurring setting, it will post to the new period. If "Prior Period" is chosen here, it will post to the closing period.

**Next post date:** This displays the suggested date on which this entry should be posted. It is auto-

updated based on the frequency and last date the entry was posted. The next post date is a reminder only and does not trigger anything in the system when that date is reached.

**Frequency:** The Frequency dropdown will choose how often the entry will come up for posting. For example, monthly postings will come up once per month during the reset period. Single-use will allow for individual manual posting.

**Nbr times posted:** Displays the number of times this entry has been posted.

**Specify the number of times to post:** This allows you to specify the number of times to post an entry.

**Inactivate when the number of times is reached:** This deletes the recurring entry so that no invoices/receipts will be posted in the future. It does not delete any entries that have already been posted, but only the schedule for future invoices/receipts.

**Click save when finished entering all applicable fields of the recurring entry.**

**Posting a Recurring Receivable:** When you reset the accounting period every month, recurring entries will default to post. You can check or uncheck those you want to post.

**Create Batch:** This allows you to create an invoice or receipt batch by selecting one or more recurring batches (by checking the batch lines) and clicking Create Batch. You can see the batch/es under *Daily > A/R Invoice Batch List* or *Daily > Receipt Batches*.

If you wish to manually post recurring entries, go to *Daily > Recurring Receivables*. Entries will default to post if the next post date is today or in the past. You may click on Log at any time to see when the selected entry was last posted. Once the log is displayed, you may double-click on a line to see the entry detail. To manually post one or more receivable batches, click on the checkbox/es on the lines you wish to post, set the accounting period and date, and click Post.

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## A/R Cash Application

***Accounts Receivable > Daily > Accounts Receivable Management > Cash Application***

To apply open A/R Credits to open A/R Invoices, the menu option is *Daily > Accounts Receivable Management > Cash Applications*. Application batches that have not yet been posted will be displayed on this screen. This screen can also be reached by clicking the *Records > Customers > Summary > Invoice or Receipt > Cash Application* button.

The user may double-click on a batch to review, edit, add additional applications, delete, or post the batch. If preferred, click New Batch to create a new application batch.

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## Menu Buttons

**New Cash Application Batch:** Opens the Cash Application screen.

**Add to Batch:** Opens the batch screen to allow additional customers to open A/R and open invoice selections.

**Edit:** Opens the batch screen to allow Open AR Credits and Open Invoices to be added/removed.

**Delete:** when a batch is selected, this button will delete the batch.

**Post:** The cash application GL entry will be entered when it is posted.

**Refresh:** Refreshes the data on this screen.

**Reports:** Quick Print, Advanced Print, Export only visible rows to Excel, Export all rows to Excel.

**Advanced Filters:** will bring up a list of posted batches, a specific batch, or a list of batches for a specified period.

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## New Cash Application Batch

**Save:** Stores the entered invoice information and clears the screen for entering the next invoice in the batch. To save/Post the Cash Application batch, the customer must balance selected Open A/R Credits and Open Invoices for the batch in full.

**Post:** This will post the Application batch. To save/Post the Cash Application batch, the customer must balance selected Open A/R Credits and Open Invoices for the batch in full.

**Reports:** Print and export only visible rows to Excel, and export all rows to Excel.

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## Cash Application Header

**Customers:** will default to All. To Multi-Select specific customers, click the magnifying glass, check the box(es) next to the desired Customer(s), and select **OK**. The Cash Application screen will re-display with the selected customer(s) open A/R Credits and Open Invoices.

**Period:** Confirm the period range of entry activity to be displayed. The initial default period range is the first period of the current accounting year to the end of time.

**Post Period:** Confirm/Modify the Post Period. This is the accounting period into which the cash application GL Entry will be entered when posted.

**Total Amounts Applied:** This will display the selected totals of Open A/R Credits, Invoice Balances, and the (Under)/Over-applied total.

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## Cash Application

**Open AR Credits:** Check the box(es) next to all the Open A/R Credits to be applied to Open Invoices, and confirm the amounts to be applied. The amount will default to the entire Open A/R Credit balance but may be modified if only partially the A/R Credit is applied. Open A/R Credit and Open Invoices activity may not be cross-applied between Customers.

**Open Invoices:** Check the box(es) next to all Open Invoices to be paid with the Selected Open A/R Credits and confirm the amounts being paid. The amount will default to the Open Invoice balance but may be modified if the Open Invoice is only partially being paid. Open A/R Credit and Open Invoice activity may not be cross-applied between Customers.

**Show/Hide A/R Credit Account:** Show or hide the assigned A/R Credit account and the A/R

Credit Account Description.

**Show/Hide Invoice Account:** Show or hide the assigned Account and the Account Description.

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## Creating a Cash Application Batch

1. Open the new Cash Application entry screen. Go to *Daily > Accounts Receivable Management > Cash Application > New > New Cash Application Batch*.
  2. Enter/Select a Customer. You can use the magnifying glass to Multi-Select single or multiple customers or use All to pull in Open AR Credits for all customers.
  3. Select a Period range.
  4. Select a Post Period.
  5. Display.
  6. Check the Open AR Credit rows, adjusting the Applied amount as necessary. (Credit and Open Invoices activity may not be cross-applied between Customers.)
  7. Check the Open Invoice rows, adjusting the amount as necessary. (Credit and Open Invoices activity may not be cross-applied between Customers.)
  8. Save or Post.
    - If an additional Cash Application entry is needed before the batch is posted, select Save to store your work.
    - If all Cash Application entries are completed, select Post.
- 

## A/R Cash Un-Application

***Accounts Receivable > Daily > Accounts Receivable Management > Cash Application***

To un-apply applied A/R Credits to A/R Invoices, a menu option is *Daily > Customer History or Customer Detail > Cash Application* button. *Records > Customers > Summary or Detail > Cash Application* button can also reach this screen.

**Cash Application:** When an Invoice or Receipt row is highlighted, the Unapply Receipts option opens the Unapply Receipt screen.

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## Menu Buttons

**Unapply:** This will reverse the applied receipt application for the selected Receipt.

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## Cash Un-Application Header

**Customer ID:** The Cash Un-Application screen will display the selected customer A/R Credits and Invoices.

**Un-apply Period:** The default period is the current period. This is the accounting period into which the cash un-application GL Entry will be entered when posted.

**Un-apply Date:** The default date is today.

**Unapply Comments:** The default comment is Unapply Receipt. This can be edited with unique comments.

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## Cash Un-Application

**Customer History:** displays the Invoices and Receipts with Applied or Partially Open status.

**Applications:** Displays the application for the selected invoice or receipt.

**Show/Hide Cash Account:** Show or hide the assigned Cash account used in the Application and the Account Description.

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## Un-apply a Cash Application

1. Open the Cash UnApply Receipt screen - *Daily > Customer History or Customer Detail > Cash Application* button, OR *Records > Customers > Summary or Detail > Cash Application* button.
  2. Enter Customer. You can use the magnifying glass to view the customer list.
  3. Select a Period.
  4. Select an Unapply Date
  5. Enter Unapply Comments.
  6. Display
  7. Check the row(s) to be unapplied.
  8. The Applications grid on the bottom displays how this receipt was applied. Check the Applications to be unapplied.
  9. Select the Unapply button. Message: *Are you sure you want to Unapply?* If you're ready, select Yes.
- 

## A/R System Settings

***Accounts Receivable > AR Setup > Accounts Receivable Options***

To set all settings applications to Accounts Receivable, use the Settings menu option and view the Accounts Receivable sub-menu.

## A/R Types

A/R Types specify the accounts receivable G/L account used for A/R Invoice entry distribution lines.

**New:** Opens the New AR Type menu to create a new, unique AR Type.

- **AR Type:** The label identifier is displayed in the A/R Invoice distribution grid when the AR Type is selected.
- **Description:** A longer form label that may be used to add further description to the AR Type



when displayed in menu selections.

- **Receivable Account:** The G/L account associated with the AR Type. This is the AR account for A/R Invoice entry distributions using the AR Type.
- **Allow receivable account override:** When checked, after being populated, the AR Account field is made modifiable.
- **Match Receivable Account fund to Invoice Account:** When a receivable G/L account is utilized across funds, this setting will assign the Receivable Account fund according to the fund of the Invoice entry distribution account. ***Note: By default, all A/R Invoice entries are balanced by fund.***

**Edit:** Opens the AR Type for editing.

**Delete:** Deletes the AR Type from the menu and removes it from use with future A/R Invoices.

**Reports:** Exports the list of AR Types.

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## Customer Types

Customer Types allow customers to be identified/differentiated by type and can be used to produce different outgoing invoice layouts.

**New:** Opens the New Customer Type menu to create a new, unique Customer Type.

- **Customer Type:** The label identifier displayed in the Customer List
  - **Description:** A longer form label that may be used to add further description to the Customer Type when displayed in menu selections.
- 

**IMPORTANT: Custom Information:** See [Custom Information](#) for more details.

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## A/R Invoice Imports

A/R Invoice information can be imported to create A/R Invoice batches. A/R Invoice imports control the different file layouts available for importing A/R Invoice information from external file sources.

**New:** Opens the New A/R Invoice Import menu to create a new, unique A/R Invoice Import setup.

**Attachments:** Files may be attached to import setups for supporting documentation.

### **General:**

- **Connector Type:** See import connections for help with setting up a connection to an external data source.
- **Connection string:** See import connections for help with setting up a connection to an external data source.

- **Command text:** Extraction query instructions establish what data the system should import from a selected file.
- **Start Row:** The first row in an external file that contains data to import.
- **Reference columns by:** How the program should identify file columns when importing data.
- **Create new Transaction for every line:** When checked, a new invoice will be created for each line of imported data.
- **Use schema:** In unique circumstances, additional import instructions may need to be referenced from an additional data source called a **schema**. SGA staff can assist when this is necessary.

#### **Setup:**

- **Default Invoice Account:** When an Invoice account is not specified for a data row in the imported file, the program will use this account by default.
- **Default AR Type:** When an AR Type is not specified for a data row in the imported file, the program will use this AR Type by default.

#### **Columns:**

Columns may be added to the grid indicating the file column containing the data to be imported (From Column) and the SGA data field into which the data is to be imported (To Column). For Invoice imports, the following columns are required:

Column Name	Required?	Comments
Customer ID	Yes	The importer created the customer ID for the invoice.
Address ID	No	If not specified, PRIMARY is used.
Invoice	No (Unless system settings require Invoice#)	If not specified, the field will be left blank.
Date	No	If not specified, the import date will be used.
Due Date	No	If not specified, the due date will be calculated according to the Customer ID and system settings.
Period	No	If not specified, the import period will be used.

Transaction Code	No	The Transaction Code is applied to the imported amount for automated split across multiple GL accounts.
AR Type	No (Unless Default AR Type not specified)	The imported invoice distribution's AR type controls the AR GL account. If not specified, the Default AR Type is used.
Quantity	No	If not specified, a quantity of 1 is assumed.
Unit Price	No (Unless Amount not specified)	Multiplied by Quantity to calculate the imported invoice distribution amount.
Invoice Account	No (Unless Default Invoice Account not specified)	If not specified, the Default Invoice Account is used.
Comments	No	If not specified, the field will be left blank.
Object Type	No	If not specified, the field will be left blank.
Object	No	If not specified, the field will be left blank.
Deposit Date	No	If invoice distribution amounts are entered to GL accounts assigned to checkbooks, the Deposit Date controls the transaction's display in Bank Rec. If not specified, the field will be left blank.
Deposit Reference	No	If invoice distribution amounts are entered to GL accounts assigned to checkbook,s the Deposit Reference is used to control the transaction's display in Bank Rec. If not specified, the field will be left blank.
Amount	No (Unless Unit Price not specified)	If Amount is specified it is multiplied by Quantity to calculate the imported invoice distribution amount. It is included for legacy import setups.

### ***New Customer:***

**Map to and create customers that do not exist:** When checked, the additional system options can be specified to create new Customer IDs when importing invoice information.

- When activated, the system will attempt to determine if a Customer ID already exists by matching the following imported data in successive order:
  - **Name**
  - **Address detail (Address Line 1, City, State, and Zip)**

If a match is found, imported data that does not match existing Customer record data will be used to update the Customer ID.

- **Primary Address ID:** If no Address ID name is specified in the import file, the label used for the Primary address for newly created Customer IDs.
- **Customer Type:** If no Customer Type is specified in the import file, the Customer Type uses newly created Customer IDs.

**Columns:** Columns may be added to the grid indicating the file column containing the data to be imported (From Column) and the SGA Customer data field into which the data is to be imported (To Column).

- Name
- Billing Name
- Status
- Customer Type
- Address ID
- Contact
- Country ID
- Address 1
- Address 2
- City
- State
- Zip
- Phone 1
- Phone 2
- Fax
- Email
- Invoice Dft AR Type ID
- Dft Due Date Days
- Any Customer Custom Information fields available according to system setup

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## A/R Receipt Imports

A/R Receipt information can be imported to create A/R Receipt batches. A/R Receipt imports control the different file layouts available for importing A/R Receipt information from external file sources.

**New:** Opens the New A/R Receipt Import menu to create a new, unique A/R Receipt Import setup.

**Attachments:** Files may be attached to import setups for supporting documentation.

***General:***

- **Connector Type:** See import connections for help with setting up a connection to an external data source.
- **Connection string:** See import connections for help with setting up a connection to an external data source.
- **Command text:** Extraction query instructions establish what data the system should import from a selected file.
- **Start Row:** The first row in an external file that contains data to import.
- **Reference columns by:** How the program should identify file columns when importing data.
- **Create new Deposit Reference for every line:** When checked a new Deposit Reference will added to each line of imported data. Unique Deposit References separate transactions when displayed in Bank Rec.
- **Create new Transaction for every line:** When checked, a new receipt will be created for each line of imported data.
- **Use schema:** In unique circumstances, additional import instructions may need to be referenced from an additional data source called a **schema**. SGA staff can assist when this is necessary.

***Setup:***

- **Default Cash Account:** When a Cash account is not specified for a data row in the imported file, the program will use this account by default.
- **Default Receipt Account:** When a Receipt account is not specified for a data row in the imported file, the program will use this account by default.

***Columns:***

Columns may be added to the grid indicating the file column containing the data to be imported (From Column) and the SGA data field into which the data is to be imported (To Column). For Invoice imports, the following columns are required:

Column Name	Required?	Comments
Customer ID	Yes	The Customer ID for the receipt created by the import.
Address ID	No	If not specified, PRIMARY is used.

Cash Account	Yes	The Cash Account used for the imported receipt
Transaction Code	No	The Transaction Code is applied to the imported amount for automated split across multiple GL accounts.
Check Number	No (Unless settings require Check/Ref#)	If not specified, the field will be left blank.
Date	No	If not specified, the import date will be used.
Period	No	If not specified, the import period will be used.
Deposit Date	No	If invoice distribution amounts are entered to GL accounts assigned to checkbooks, the Deposit Date controls the transaction's display in Bank Rec. If not specified, the field will be left blank.
Deposit Reference	No	If invoice distribution amounts are entered into GL accounts assigned to checkbooks, the Deposit Reference is used to control the transaction's display in Bank Rec. If not specified, the field will be left blank.
Amount	Yes	The receipt amount applied to the invoice (if specified), A/R credit (if specified), or receipt GL distribution.
Invoice	No	The invoice to which the imported receipt amount should be applied. Imported amounts are applied to invoice line item numbers in ascending order.
Invoice ID	No	If the invoice is not specified, the InvoiceID (unique SGA ID number) should be applied to the imported receipt amount. Imported amounts are applied to invoice line item numbers in ascending order.
Receipt Account	No	If the receipt is not applied to an invoice amount, the GL account is used for receipt distribution lines. If not specified, the Default Receipt Account is used.
Comments	No	If not specified, the field will be left blank.

A/R Credit	No	If the receipt is not applied to an invoice amount, it indicates whether the receipt distribution lines are to be marked as A/R Credits to be used in cash application. 1 = Yes, 0 = No.
Object Type	No	If not specified, the field will be left blank.
Object	No	If not specified, the field will be left blank.
Receipt Number		It is used in reporting but is not visible on the Receipt entry screen.
AR Type		It is used in reporting but is not visible on the Receipt entry screen.

**Auto Number (Assign Batch as Deposit Reference):** If Deposit References are not specified in the import file, the import will use the created Batch number.

### ***New Customer:***

**Map to and create customers that do not exist:** When checked, the additional system options can be specified to create new Customer IDs when importing receipt information.

- When activated, the system will attempt to determine if a Customer ID already exists by matching the following imported data in successive order:
  - **Name**
  - **Address detail (Address Line 1, City, State, and Zip)**

If a match is found, imported data that does not match existing Customer record data will be used to update the Customer ID.

- **Primary Address ID:** If no Address ID name is specified in the import file, the label used for the Primary address for newly created Customer IDs.
- **Customer Type:** If no Customer Type is specified in the import file, the Customer Type is used for newly created Customer IDs.

**Columns:** Columns may be added to the grid indicating the file column containing the data to be imported (From Column) and the SGA Customer data field into which the data is to be imported (To Column).

- Name
- Billing Name
- Status
- Customer Type

- Address ID
  - Contact
  - Country ID
  - Address 1
  - Address 2
  - City
  - State
  - Zip
  - Phone 1
  - Phone 2
  - Fax
  - Email
  - Invoice Dft AR Type ID
  - Dft Due Date Days
  - Any Customer Custom Information fields available according to system setup
- 

## Customer Imports

Customer information can be imported to create new Customer IDs. New Customer imports control the different file layouts available for importing Customer information from external file sources.

**New:** Opens the New Customer Import menu to create a new, unique Customer Import setup.

**Attachments:** Files may be attached to import setups for supporting documentation.

### **General:**

- **Connector Type:** See import connections for help with setting up a connection to an external data source.
- **Connection string:** See import connections for help with setting up a connection to an external data source.
- **Command text:** Extraction query instructions establish what data the system should import from a selected file.
- **Start Row:** The first row in an external file that contains data to import.
- **Reference columns by:** How the program should identify file columns when importing data.
- **Use schema:** In unique circumstances, additional import instructions may need to be referenced from an additional data source called a **schema**. SGA staff can assist when this is necessary.

### **Setup:**



- **Primary AddressID:** The label used for the primary address established for the newly created customers.
- **Customer Type:** The Customer Type assigned to newly created customers.

**Columns:** Columns may be added to the grid indicating the file column containing the data to be imported (From Column) and the SGA Customer data field into which the data is to be imported (To Column).

- Name
- Billing Name
- Status
- Customer Type
- Address ID
- Contact
- Country ID
- Address 1
- Address 2
- City
- State
- Zip
- Phone 1
- Phone 2
- Fax
- Email
- Invoice Dft AR Type ID
- Dft Due Date Days
- Any Customer Custom Information fields available according to system setup

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## General Options

**Enable Accounts Receivable:** When checked, the Accounts Receivable module is activated, and all Daily menu options are visible to users with the required permissions.

**Show Customer name input during entry:** This option enables the display of the Customer Name field on A/R Invoice and A/R Receipt entries, which can be used to select the applicable Customer.

**Use Standard AR edit mode:** Modify A/R Invoice and A/R Receipt entries from the individual entry edit screen.

**Use Split-screen AR edit mode:** Modify A/R Invoice and A/R Receipt entries from a dynamic edit screen, which includes the batch detail, entry information, and visual attachment display.

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## Entry Options

**Entry period range allowed:** Controls the range of accounting periods available in the Period dropdown of A/R Invoice and A/R Receipt entries

- **For specified users:** A unique period range made available to users/groups selected from the **Users/Groups** menu is displayed when the **Users/Groups** icon is clicked.
- **For all other users:** The default period range is made available to all users other than those selected in the **specified user's** menu.

**Update G/L upon:** Determines if A/R entries are reflected in financial statement reporting immediately upon entry or only after being posted.

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## Invoice Options

**Use Invoices:** Enables the use of A/R Invoice entry

- **Require Invoice #:** Text must be present in the Invoice field before an A/R Invoice entry may be saved.
  - **Default due date XX days:** When not specified on individual customers, the number of days entered is used to calculate A/R Invoice entry due dates.
  - **Allow object entry:** When Object Tracking is activated, the Object Type and Object fields may be visible on the A/R Invoice entry screen. When this option is checked, they are made modifiable.
    - **Default Object Type:** The Object Type is populated automatically when the Object Type field is accessed.
    - **Default to display objects:** Upon accessing the A/R invoice entry screen, the Object Type and Object fields are visible to the user by default.
  - **Allow attachments:** Enables the attachment of files to A/R Invoice entries
    - **Default browse level:** The browse level permission is automatically assigned to attachments when they are added to A/R Invoice entries.
    - **Require an attachment:** When checked, A/R Invoice entries require an attachment before they can be saved.
    - **Automatically display image attachments:** When image file attachments are present, they are automatically displayed on the right side of the A/R Invoice entry screen.
- 

## Receipt Options

**Require Check/Ref#:** Text must be present in the Check/Ref# field before an A/R Receipt entry may be saved.

**Use Deposit Slip#:** This enables the display of the Deposit Slip field, which can be used for identification purposes if deposit slips are used for bank deposits.

- **Require a Deposit Slip#:** Text in the Deposit Slip field must be entered before an A/R Receipt entry may be saved.

**Customer Credit Account:** The default G/L account used when receipt balances are automatically used to create A/R credit receipt distributions.

**Enable Cash Account selection via Transaction Code:** This option adds **Transaction Code** to the **Cash Account Source** dropdown. When selected, Transaction Codes default to the cash account according to their setup.

**Allow object entry:** When Object Tracking is activated, the Object Type and Object fields may be visible on the A/R Receipt entry screen. When this option is checked, they are made modifiable.

- **Default Object Type:** The Object Type is populated automatically when the Object Type field is accessed.
- **Default to display objects:** Upon accessing the A/R Receipt entry screen, the Object Type and Object fields are visible to the user by default.

**Allow attachments:** Enables the attachment of files to A/R Invoice entries

- **Default browse level:** The browse level permission is automatically assigned to attachments when they are added to A/R Receipt entries.
- **Require an attachment:** When checked, A/R Receipt entries require an attachment before they can be saved.
- **Automatically display image attachments:** When image file attachments are present, they are automatically displayed on the right side of the A/R Receipt entry screen.

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## Customers

**Fund Accounting > Accounts Receivable > Customers**

This function maintains the A/R customer information in the Accounts Receivable invoice and receipt entry.

Select your customer and open the customer screen by double-clicking. *Records > Customers > Select Customer*

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## Menu Buttons

**New:** Customers may be added manually or by importing a list of customers from a spreadsheet. Contact SGA for assistance in importing.

## Edit:

- **This Customer:** Edit a specific customer's information by changing this screen.
- **Merge:** This option merges one A/R customer or just an address into another. It is helpful if the same customer has been added twice. This option will combine everything related to the customers, including invoices and receipts, merging all history into the **to** customer.
  - To merge, select the **from** and **to** customers. Click the search icon to select the customer IDs.
    - If you wish to delete the **From** customer after merging, then check the box to delete the customer after merging.
    - If you wish to merge into a different address under another customer, then uncheck the **Delete** checkbox and use the search icon to choose the Address ID for the **To** customer you wish to merge into.
    - When merging two customers, you will have the option to add the **From** customer address to the **To** customer address as a historical record with an Address ID assigned using the **From** Customer ID.
    - Click **Merge** from the menu in the Merge Customers pop-up box.
- **Global Edit:** Update Customer Status and Type in mass. Under the customer button, insert customer IDs to deactivate or change the status. You can use the paste from Excel function to add all Customer IDs simultaneously.

**Delete:** To delete a customer, select the customer and click Delete. The system will not allow a customer to be deleted if invoice/receipt transaction history exists.

**Attachments:** This allows you to attach a file, pdf, document, etc., for this customer.

**New Invoice:** A shortcut to create a new invoice for a selected customer. The latest invoice may be added to an existing batch or created in a new batch.

**New Receipt:** A shortcut to create a new receipt for a selected customer. The latest receipt may be added to an existing batch or created in a new batch.

**Summary:** Visit invoices, receipts, or all receivable summaries.

**Detail:** Visit invoices, receipts, or all receivable details.

- **Customer Transactions (Summary vs. Detail)**
  - You can browse the invoices and receipts for a customer by going to the Summary or Detail menus. The main difference between the two is that the summary screen shows one line per invoice, while the detail screen shows all lines of an invoice with the G/L accounts and comments. When you select a specific invoice or receipt, you can see the G/L accounts and comments on the summary screen, but in a separate grid at the bottom.
  - **Customer List:** Customers can be printed or exported to Excel from the reports menu. Select a view to display the columns you want to include. You may also filter the list of

customers to include (by status). Click the dropdown arrow on Reports to print the list or send it to Excel.

**Audit:** Any changes to customer information are tracked and can be viewed by selecting the customer and clicking **Audit**. This includes the before/after values, the user, and the date/time a change was made. The audit lists the operation as **Insert** when a new customer is added. Changes are recorded as **Update**.

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

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## Customer Maintenance

This screen allows you to edit, change, and update customer information.

**Customer ID:** This is a unique number that the system automatically assigns to the customer.

**Name:** The name of the customer that is displayed everywhere in the system except on printed/emailed invoices. If the customer has a name change, change it here.

**Billing Name:** The name of the customer to be used on printed/emailed invoices.

**Alias:** (Optional) Additional customer name that can be used for internal purposes.

**Primary Address:** This is the customer's address and contact information. A customer can have multiple addresses. When an invoice (or receipt) is entered for a customer, the address ID is also specified, designating where the invoice will be billed.

- **Address ID:** This allows this customer to maintain multiple addresses, such as a billing address, a physical address, etc. You should use **PRIMARY** as the customer address to be included on printed/emailed invoice files. The PRIMARY address will be defaulted on the invoice and receipt entry screens, but a different address may be selected.
- **Contact:** (Optional) Name of contact (c/o or Attn:) to print on invoices.
- **Address:** The address information is printed on invoices.
- **Country:** The Country in which the customer resides. Select country codes also provide a dropdown list of valid State/Province codes.
- **Phone 1 & 2:** Used for internal use only.
- **Fax:** Used for internal use only.
- **Email:** The customer's email address that will be used to email invoices. Multiple emails may be specified with a semicolon ";" and then a space to separate them. (Example: user1@sgasoftware.com; user2@sgasoftware.com).

### Status:

- **Active** - Allows invoices and receipts to be entered for this customer.
- **Inactive** - This does not allow invoices or receipts to be entered for this customer.

**Customer Type:** This is a required field used to help identify customers by type as defined

in *Settings > Accounts Receivable > Customer Types*.

**Invoice Default AR Type:** (Optional) If selected, this will automatically populate as the A/R Type for this customer within the invoice entry. The A/R type dictates the general ledger account to which the invoice debit will be entered. A/R Types are defined in *Settings > Accounts Receivable > A/R Types*.

**Invoice Default RV Account:** (Optional) If selected, this will automatically populate as the Revenue/Invoice Account within the invoice entry. The account selected here should be the general ledger account to which the invoice credit will be entered.

**Default Due Date in \_ days:** (Optional) Check the box if you would like to set payment terms for this customer and then assign the number of days. This will populate the Payment Terms field within the invoice entry and calculate the Due Date. Default due dates for overall A/R Invoice entry may be defined within *Settings > Accounts Receivable > Entry Options*.

**Comments:** Interoffice comments specific to this customer. Add new comments using the add icon, edit comments using the pencil, or delete comments using the X delete icon.

**Custom Info:** This allows you to create custom fields for information you wish to track on all customers. Custom Information fields are defined within *Settings > Accounts Receivable > Custom Information*. SGA can assist you in setting up any custom fields and provide a report on custom fields for all customers.

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## Customer Summary Transactions

*Fund Accounting > Accounts Receivable > Customers > Customer Summary Transactions*

Displays A/R invoices and receipts for a customer in summary. Invoices or receipts with multiple lines will be displayed as one line. **Records > Customers > Customer Summary**

The menu option under Customer Summary allows you to display invoices, receipts, or both (All). 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 Reversal 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, you can either click the customize columns button or drag the column header to where you want them.

You can save a view by clicking the save view button. Ability to save a view is based on user menu permissions.

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## Menu Buttons

**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 number or amount is wrong, you may enter reversal transaction/s to correct it. After a receipt has been posted, 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:** Opens the Void screen where an Invoice, or Receipt, can be voided. An Invoice status has to be Unpaid to be voided. Receipts can be voided at any status. The ability to void is based on user menu permissions.

**Write Off:** This opens the Write Off screen, where an Invoice or Receipt can be written off. An Invoice's status has to be Partially Paid or Unpaid to be Written Off, but receipts can be written off at any status. The ability to Write Off is based on user menu permissions.

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

**Adjust Distribution Rows:** increases/reduces the number of rows displayed in the view.

**Attachments: These are d**ocuments 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.

**Print Invoice/Receipt:** To print an invoice/receipt, click to highlight an Invoice/Receipt line and select Print Invoice/Print Receipt.

**Email Invoice:** Opens the Email Forms to select the Distribution email address and the invoice form. The Email To populates from the Customer Record.

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

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## 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, Invoice/Receipt, Pay Invoice, or Void for the selected row.

- When you select an Invoice row, the distributions or line items are displayed in a separate grid at the bottom of the screen under the Distributions tab.
  - The receipts applied to this invoice are displayed in a separate grid at the bottom of the screen under the Applications tab.
- When you select a Receipt row, the distributions of line items are displayed in a separate grid at the bottom of the screen under the Distributions tab.
  - The paid invoices are also displayed in a separate grid at the bottom of the screen under the Applications tab.

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## Customer Detail Transactions

**Fund Accounting > Accounts Receivable > Customers > Customer Detail Transactions**

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.

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### 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 Reversal 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, you can either click the customize columns button or drag the column header to where you want them.

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

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## Menu Buttons

**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 a receipt has been posted, 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 status has to be partially paid or unpaid before it can be written off. Receipts can be written off at any status. 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.

**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.

**Print Invoice/Receipt:** To print an invoice/receipt, click to highlight an Invoice/Receipt line and select Print Invoice/Print Receipt.

**Email Invoice:** Opens the Email Forms to select the Distribution email address and the invoice form. The Email To populates from the Customer Record.

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

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## 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.

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