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Kinetic Customers and Accounts Receivable User Guide

Version 2025.1

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Setup

This section describes the primary records you need to create for the Accounts Receivable module. These apps are contained within the Setup folder for this module. Only the primary records are described here. Some areas within the Operations section may also document setup records if they are required for a specific workflow.

You may also need to set up some parameters within the Company Configuration app. Some modules have global settings you define through this administration program. For more information, review application help for this module.

Creating Aging Codes

An aging hold automatically places customers on hold based upon their oldest unpaid invoice. An aging hold is separate from, but similar to, credit hold.
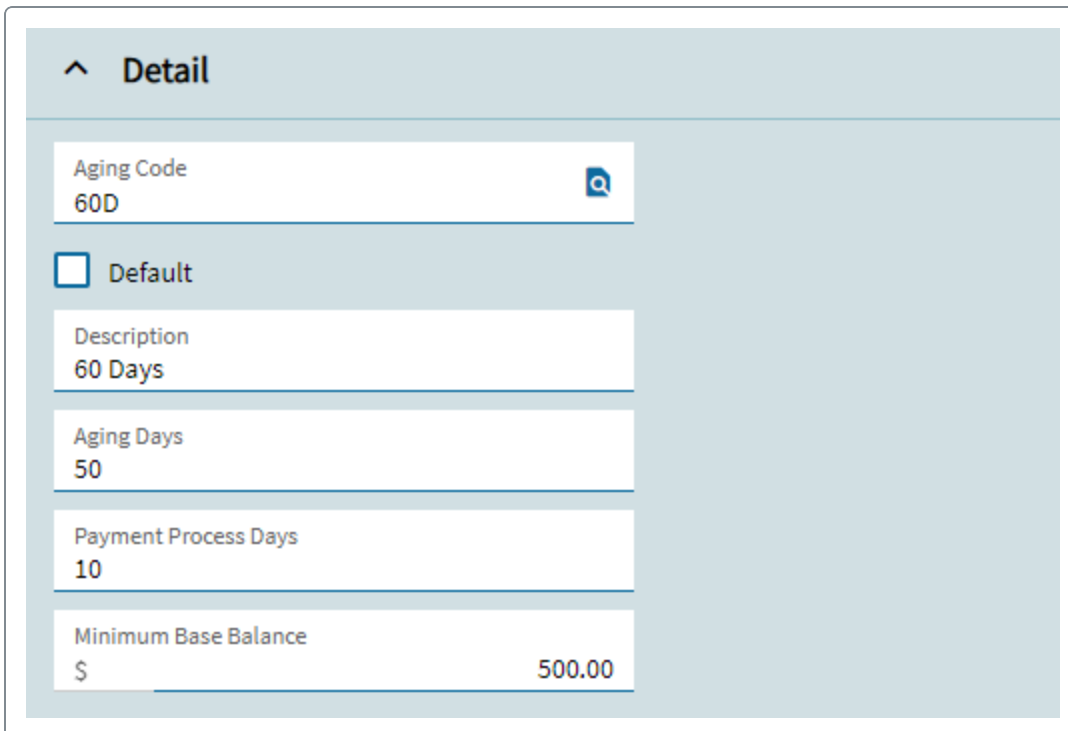
Credit hold tracks outstanding credit amount, while aging hold tracks if a customer is overdue on payments. A customer may be under the established threshold for outstanding credit amount but being late on payments may make him a credit risk that you want to monitor.

Aging codes define the number of days past due that an invoice can be before a customer is eligible to be placed on aging hold. In Aging Code Maintenance, you determine the criteria that will be used by the aging process to automatically place customers on aging hold based on their past due invoices. This includes the number of days past the invoice due date, the minimum overdue balance, and any grace period, or payment process days.

Use the landing page of the application to view existing site cost IDs or to enter a new one.

In this article, we will cover entering an aging code.

1. From the main menu, go to **Financial Management > Accounts Receivable > Setup > Aging Code Maintenance**.

2. Select **New** ⊕ to add a new aging code. The **Details** page displays.

   ∧ **Detail**

   Aging Code
   60D

   ☐ Default

   Description
   60 Days

   Aging Days
   50

   Payment Process Days
   10

   Minimum Base Balance
   $ 500.00

3. In the **Aging Code** field, enter an identifier for the code. For example, Over10.

4. If this aging code should be used as the default for all newly created customers, select the **Default** check box.

5. In the **Description** field, enter additional information to describe the aging code. For example, Over 10 days late.

6. In the **Aging Days** field, enter the number of days past the due date the invoice can be unpaid before the customer is placed on aging hold. The default value is 0. If the value is 0, the aging delinquency starts the day after the due date.

7. In the **Payment Process Days** field, enter the number of days past the defined number of aging days the invoice can be unpaid before the customer is put on aging hold. This value acts as a grace period for the customer. If the value is 0, there is no grace period.

8. In the **Minimum Base Balance** field, enter the minimum balance in base currency that the customer must be overdue to be placed on aging hold. If the minimum base threshold is met (alone with the other criteria for the aging code), the hold is triggered, and the transaction is placed on aging hold. This value is the total of all past due invoice balances. If the value in this field is 0, past due invoices with a value greater than 0.00 are placed on aging hold.

   For example, the minimum base balance is 500.00. Dalton Manufacturing has 100 past due invoices for 5.00 each, which totals 500.00. When the Aging Hold process runs, the customer is placed on aging hold because it meets the minimum base balance criteria.

9. Select **Save** .

Entering Invoice Terms

Use **Terms Maintenance** to establish rules that define how customers pay their invoices. Terms define the due dates, payment frequencies, discounts, and number of payment installments. Each accounts receivable code defines a time period and a discount percentage period schedule.

A terms record is required for each customer. When creating a customer record, a default terms record displays in the new record, but you can override this selection.

Use the landing page of the application to view existing terms codes or to enter a new one. In this article, we will cover:

- Entering the overall parameters for a terms code
- Defining the discount periods available and the percentage discount available during the periods
- Adding or adjusting a payment schedule

Entering the Parameters for a Terms Code

1. From the main menu, navigate to **Financial Management > Accounts Receivable > Setup > Terms**.

2. Select **New** ⊕ to add a new terms code.

3. On the **Details** card, enter a unique identifier used for the term in the **Code** field.

4. Enter a concise description, like Net 30, for the payment terms in the **Description** field. This description is printed on the order acknowledgment and the AR invoice.

   Tip: If you want to translate this description in another language, select the search icon in the Description field, and then, select the option you need from the **Language** list and enter the translated text.

5. Define how many payments can be made against an invoice during a payment cycle in the **Number of Payments** field. If this number is more than one, any invoice assigned these terms is paid through multiple payments.

6. Select the billing schedule associated with the term in the **Terms Type** field. Schedules can be based on a number of days, a day of the month, or both (End of X Month(s) plus Y day(s)). The selection in this field determines the available fields in the Due area.

7. If this terms type requires a letter of credit, select the **Require Letter of Credit** check box.

8. To use these terms to be the default on new customer records, select the **System Default** check box.

9. If the fields are available, use the **Number of Months** and the **Due on Day** fields to define a schedule based on payment after the specified number of months plus the specified number of days.

10. If the field is available, use the **Number of Days** field to define a schedule based on periodic payments. The application adds the number of days entered in this field to the invoice date to obtain the due date.

11. If the fields are available, use the **Due on Day** and **Minimum Days** fields to define a schedule based on monthly payments. The application uses the minimum days setting to move a billing to the next month when the invoice date occurs close to the due on day.

12. Use the **Discount Type** field to select the discount schedule associated with the term. Discounts can be applied based on a number of days, a day of the month, or both (End of X Month(s) plus Y day(s)). Use the Discounts sheet to define discount terms.

13. Select **Apply Discount When Paid in Full** to limit application of discounts to invoices that have been paid in full.

Details

Code*

COD

☐ System Default

Description*

Cash on Delivery

Number of Payments

1

Terms Type

Days

☐ Require Letter of Credit

Due

Number of Months

0

Number Of Days

0

Due on Day

0

Minimum Days

0

Discounts

☐ Apply Discount When Paid in Full

Discount Type

Days

14. Select **Save**.

Defining the Discount Periods

Define each discount period available within the current terms code and the percentage discount available during this period. The fields that activate on the Discount List card depend on the Discount Type value you select on the Details page. This value indicates the method the application uses to determine the overall time period for each discount percentage.

1. Go to Terms Maintenance. Enter or select a terms code.

2. On the **Discount List** card, select **New** ⊕ to add a new discount.

3. Indicate how many months past the Invoice Date are used for the overall terms period in the **Number of Months** field. This field is available if you select the End of X Month(s) On Y Day (s)terms type. Enter the number of months you need in this field.

4. Indicate how many days past the Invoice Date are used for the overall terms period in the **Number Of Days** field. This field is available if you select the Days terms type. Enter the number of days you need in this field.

5. Define how many days into the last month are included in the overall terms period in the **Due on Day** field. This field is available if you select either the End of X Month(s) On Y Day(s) or Days of Month terms type. Enter the day number in this field.

   For Example: You enter 20 within the Due on Day field. Now the final discount date for invoices that use this terms code is January 20th, February 20th, March 20th, and so on throughout the year.

6. Determine the last day of the month used for the overall terms period in the **Minimum Days** field. If an invoice is entered which has an Invoice Date on the day after this value, its discount schedule is moved into the next month. This field is available if you select the Days of the Month terms type. Enter the number of days from the beginning of each month you wish to include in this date range.

   For Example: You create a Net 25 terms code that uses the Days of the Month terms type. You indicate in the Due on Day field that the final discounting date is the 25th of each month. You then enter 15 within the Minimum Days field. In order to receive a discount, any invoices with dates on or before the 15th of each month must be paid before the 25th of that same month. Any invoices with dates 16 or later must be paid before the 25th of the next month in order to receive the discount

7. In the **Discount Percentage** field, enter the discount percentage given for prompt payment of an invoice. Invoice printing uses this value to calculate a prompt payment discount amount.

Discounts List	All ⌄				▼ ⊕ ⋮
Number Of Months ⋮	Number of Days ⋮	Due On Day ⋮	Minimum Days ⋮	Discount Percent ⋮
⧉ 0	30	0	0	10.00

⤢ Full Screen

8. Select **Save**. 💾

Adding or Adjusting a Payment Schedule

A Payment schedule is created automatically depending on the parameters of the selected terms ID. You may want to adjust it adding new sequences to the schedule or updating the existing ones.

To add a new payment sequence to the payment schedule:

1. Go to Terms Maintenance. Enter or select a terms code.

2. On the the **Payment Schedule List** card, select **New** ⊕ to add a new schedule sequence to the Payment Schedule grid.

3. In the **Days** column, specify the number of days for this payment sequence.

Payment Schedule List	All ⌄		▼ ⊕ ⋮
Payment ⋮	Days ⋮	Percentage ⋮
⧉ 1	0	100.000000

⤢ Full Screen

4. Specify the percentage for the payment sequence in the **Percentage** column.

5. Select **Save**. 💾

Setting Up Recurring Cycles
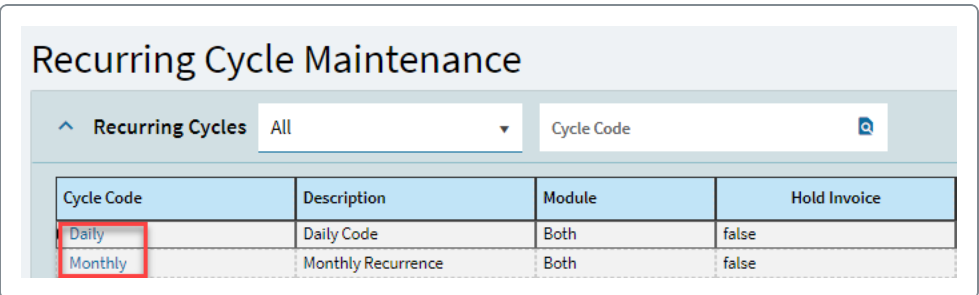
A recurring cycle code controls how Kinetic generates a recurring invoice (those generated at regular intervals) and what its billing cycle will be. A recurring cycle code is a collection of different settings, including how often and how long the invoice will occur.

In this article, we will cover defining a new recurring cycle code.

1. Open the **Recurring Cycle Maintenance** app.

   The Landing page displays. The page displays a list of existing cycle codes.

2. To select an existing cycle code, select the **Cycle Code** link inside the grid.

3. To add a new record, select **New**. ⊕

   The Details card displays.

4. Enter a new **Cycle Code**.

5. Enter a description for the cycle code you are entering.

6. Specifies a module for which the recurring cycle will be available.

7. Select the following check boxes as necessary.

- **Inactive** - Indicates that the recurring cycle is inactive and is not available for selection on invoices when this check box is selected.

- **Hold Invoice** - Select if you want Kinetic to place the recurring invoices that are generated using this cycle on hold when they are created.

- **Copy Latest Invoice** - Indicates that recurring invoices will have their details copied from the latest posted recurring invoice posted from the recurring series when this chec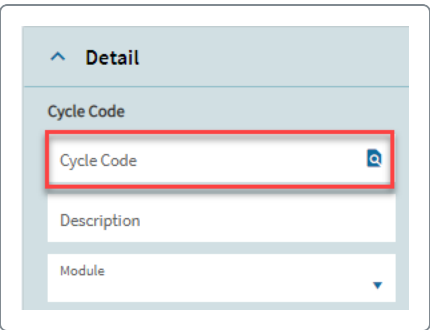k box is selected. If the check box is clear, recurring invoice details will be copied from the recurring source invoice.

8. Define the **Billing Cycle** values.

- The **Interval** and **Modifier** frelds, specify the length of time after which the next recurring invoice will be used. For example, every six weeks or every two months.

- **Modifier** - Specifies how often the interval will be applied to create recurring invoices.

- **Billing Date** - Specifies the day of the week or month on which the recurring invoices will be generated.

- **Duration** - Specify how many times you want to create the recurring invoice using this cycle. The value includes the recurring source invoice. Once the duration is reached, the

source will be deactivated.

- **Maximum Value** - Select this check box if you want to set a maximum value to be invoiced through the recurring series instead of within a set time period. The recurring series will be inactivated when the total value of all recurrences reaches the maximum value. This value is defined optionally for each recurring source invoice. If this check box is selected, the 'Duration' field becomes unavailable.

9. Select **Save** . 🖫

> ⚠ You must keep in mind that once you select a recurring cycle code on a recurring source invoice, you cannot modify the settings in the billing cycle or delete it.

Calculating Charges on Overdue Invoices

Define the conditions for calculation of charges and interest on overdue invoices using **Finance/Late Charge Maintenance**. Some conditions include the tax category, charge rates, terms, limits, and which invoices to include.

Once you create a finance charge, you can assign it to a customer record in **Customer Maintenance**. The assigned code is then used by the finance/late charge generation process to automatically create a corresponding finance charge invoice(s). Charges are then applied to their overdue invoices and late payments as per the agreement when the finance charge was assigned to the customer record.

The finance/late charge generation process should run periodically from **Process Finance/Late Charges**. As a result, an accounts receivable (AR) invoice entry group made up of finance charge invoices is created within **AR Invoice Entry**. If necessary, invoices can be edited, added, or deleted from the invoice group before it posts.

Use the landing page of the application to view existing existing finance/late charges or to enter a new one.

In this article, we will cover:

- [Creating the Primary Information for a Finance Charge](#)

- [Creating Finance Charge Interest Rates for the Finance Charge](#)

- [Adding GL Controls](#)

Creating the Primary Information for a Finance Charge

1. From the main menu, navigate to **Financial Management > Accounts Receivable > Setup > Finance/Late Charge**.

2. Select **New** ⊕ to add a new finance charge.

3. Enter a unique identifier for the finance charge in the **Charge ID** field.

4. Specify a description for the finance charge in the **Description** field.

5. Enter a description to appear on the invoice in the **Invoice Line Description** field.

6. Select a term from the **Terms** field.

7. If necessary, enter a document type in the **Default Invoice Document Type** field. This is used for invoice legal numbering.

8. If required, enter a grace period in the **Payment Process Days** field. This is the number of days between the overdue date and the date interest charges begin to accrue.

9. If necessary, apply a finance charge to the interest invoice in the **Misc Charge** field. Typically, this type of charge is an invoice or handling fee.

10. Select the type or types of invoices to which the interest applies. Choose the types you need in the **Included Invoices** area.

    > ℹ️ If you select Credit Memo, a credit memo that references an overdue invoice will be deducted from that invoice's overdue amount. Credit memos that do not reference an invoice will not be deducted.

11. Use fields in the **Limits** and **Lowest Amount to Charge** areas to define how charge amounts affect invoice generation.

    The limits fields define general minimum and maximum charges while the **Per Customer** and **Per Invoice** fields define minimum amounts required to generate invoices.

12. Select **Save**. 💾

Creating Finance Charge Interest Rates for the Finance Charge

Using the **Rates** card, create and update finance charge interest rates for the current finance charge record.

1. Navigate to the **Rates** card.

2. Select **New** ⊕.

3. Enter the date for the active interest rate in the **Effective Date** field.

> ℹ️ The Process Finance/Late Charge program then uses this rate against all invoices which are overdue on or after this date until it encounters the Effective Date for the next rate defined for this finance charge record.

4. Define the percentage to multiply against amounts on overdue invoice linked to the current finance charge record in the **Finance Charge Percent** field.

   As long as the invoices are overdue on or after the current Effective Date up to the next Effective Date, this rate is the active percentage for the current finance charge record.

5. Enter a rate in the **Rate for Number of Days** field.

> ℹ️ This rate indicates how many days the current percentage rate will be calculated against overdue invoices. If you select the **Percentage on Amount Overdue** option is selected in Company Configuration, this field is available. Enter the value, in days, you want for this rate. For example, if this rate is per year, enter 365 in this field.

6. Define how many days are contained within each charge period in the **Charge Period** field.

   If the Percentage on Amount Overdue option is selected in Company Configuration, this field is available. After an invoice is overdue past this day threshold, the finance charge is increased for the next charge period. Enter the value, in days, you want for this rate. The default value is 1.

   For example, you enter 20 in the **Charge Period** field. An invoice is three days late, so you charge the customer for 20 days late. Now the same invoice is 30 days overdue, so you charge for 40 days late. The next charge period is 60 days late and so on.

∧ Rates			▼ ⊕ ⋮
Effective Date	Finance Charge Percentage	Rate for number of days	ChargePeriod
02/17/2021	32.00	365	1

7. Select **Save.** 💾

Adding GL Controls

The general ledger (GL) control or controls selected on this GL Control card determine the accounts and journal codes used to post transactions to which the record applies.

You can associate one or more GL controls with a record in this setup program. Each control associated with a record must belong to a different control type. The association allows the use of control values when the record applies to a posted transaction.

Example: The AR Account and AP Account GL control types reference the company entity. You define GL controls based on both types and apply them to Company A in Company Configuration. A transaction that belongs to Company A then posts using the account hierarchy set up for this specific transaction for the Company A business entity. Posting rules use the controls' account references to create the accounts for the company's journals.

You cannot associate GL controls with programs where users select posting accounts when they enter transactions. Examples of this type of program include AP Adjustment and Cash Receipts. The Master Chart of Accounts (COA) defines the accounts available in these programs.

To add GL controls:

1. On the **GL Control** card, select **New**. ⊕

2. Select the **GL Control Type** that contains the account contexts you need.

3. Next use the **GL Control Code** field to enter a GL control contained by the selected GL control type.

4. Continue to add the GL control types you need for the current record. When you finish, save the changes.

GL Control Type	Type Description	GL Control Code	Control Description
Finance Charge	Finance Charge	FINCHG	Finance Charge Default

Creating Relationship Classes

Relationship classes define the associations between customers with a national account setup. You can create these relationship classes in **Relationship Class Maintenance**.

The classes you define serve several functions.

The classes serve the following functions:

- **Credit sharing** – in credit sharing, a child customer can access its own credit, the credit of its parent, and the credit available in one or more credit pools associated with the national account. To implement this functionality, you must define a tiered relationship class, used by the company for credit sharing.

- **Reporting** - National accounts can be used to order entries on aged receivables and sales analysis reports. Implementation of this functionality required definition of a tiered relationship class, used by the company for reporting.

- **Payer Bill-To Relationships** - National accounts can establish payer-bill-to relationships, in which a payer customer pays for a bill-to customer that receives invoices. Implementation of this functionality requires the definition of a non-tiered relationship class, used by the company for payer bill-to relationships.

You can define tiered or non-tiered relationship classes.

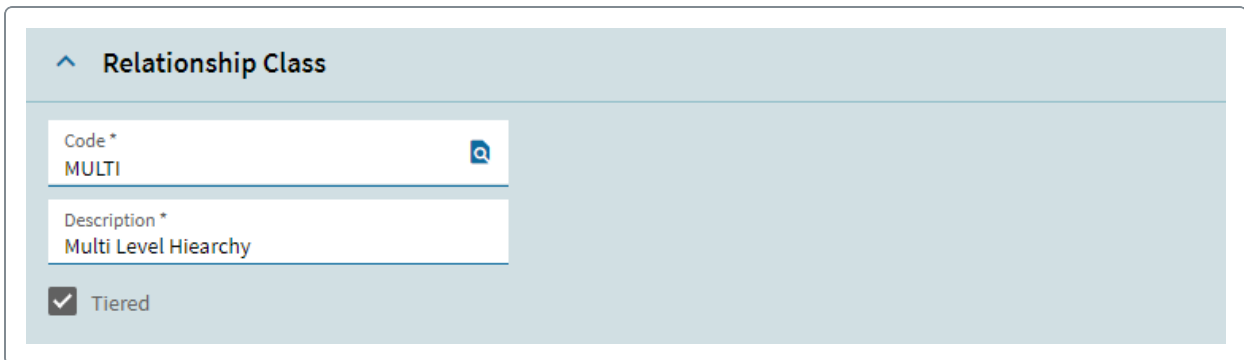The following relationship class tires are available:

- A **tiered** relationship links one or more child customer to a single parent customer. Tiers affect how members of a class share credit and how reports group class members. Tiered relationships can contain multiple layers. Therefore, a national account can have "grandparent" customers, which have the same relationship with their grandchildren as their parents do.

- A **non-tiered** relationship defines a list of customers that act as either a parent or a child. You can create multiple children for a single parent, and multiple parents for a single child. Non-tiered relationships are commonly used to define relationships between a customer and a broker, who acts as a payer. You can define which relationship classes define national accounts in Company Configuration in the National Accounts (sheet?). Here, the classes for credit sharing, reporting and payer bill-to accounts can be entered. You can implement one of these functions, two, or all three. You will use the company's national account classes to define accounts in National Account Relationship Maintenance.

To specify which relationship classes define national accounts, use the **National Accounts** sheet in Company Configuration. Here, the classes for credit sharing, reporting and payer bill-to accounts can be entered. You can implement one of these functions, two, or all three. You will use the company's national account classes to define accounts in National Account Relationship Maintenance.

Use the landing page of the application to view existing relationship classes or to enter a new one.

Entering a Relationship Class

1. From the main menu, go to **Financial Management > Accounts Receivable > Setup > Relationship Class**.

2. Select **New** ⊕ to add a new relationship class.

3. In the **Code** field, enter an identifier for the class.

4. In the **Description** field, enter additional information to describe the class.

5. To define a tiered class, select the **Tiered** check box. Define tiers as necessary. Note that reports will provide subtotals for each tier, and that tiers affect credit checking and set the default payer sold to relationships.
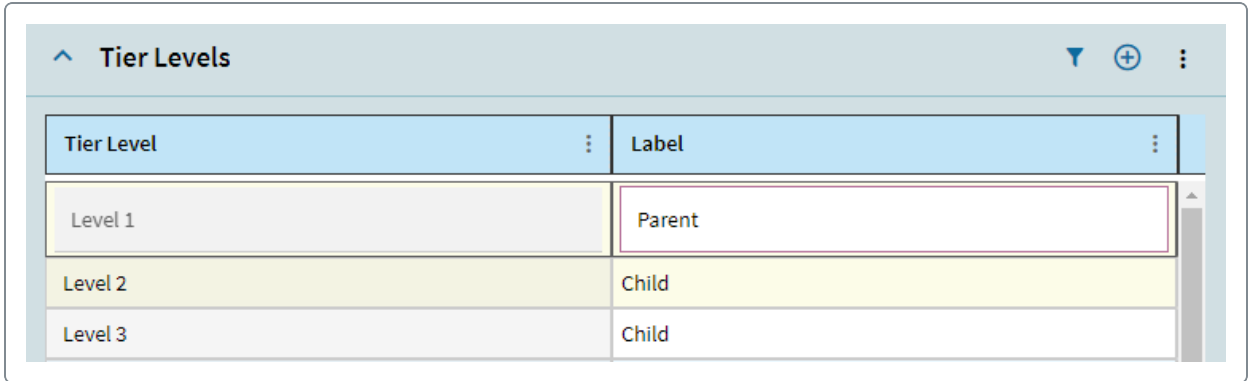

6. Select **Save.** 💾

Adding Tiers to a Relationship Class

1. In the **Tier Levels** card, select ⊕ to add a tier level. A new row is added to the grid and assigned a level number.

2. Use the **Label** field to name the tier level.

Completing the Setup

Once you have defined relationship classes, follow these steps to complete the setup.

1. In **Company Configuration**, apply the class or classes as company defaults for national account processing.
2. Use the class or classes to define national accounts in **National Account Relationship Maintenance**.

Creating a National Account Relationship

You can define customer hierarchy or parent/child relationships by using National Accounts. With National Accounts, you can accept payments made by one customer on behalf of another related customer, allow credit checking hierarchy against a related group of customers, and allow reporting hierarchy for a related group of customers to determine how receivables and other financial data is reported and viewed. To use national accounts, you define relationship classes and assign customers to a specific relationship class.

Run **National Account Relationship** app to define customers involved in a national account relationship.

The class associated with the account determines the underlying relationship structure and whether it applies to credit-sharing, reporting, or payer bill-to relationships. For credit-sharing accounts, you can define credit pools available to an account's customers.

National accounts serve the following functions:

- **Credit sharing** - National account customers can share credit. In credit-sharing, a child customer can access its own credit, the credit of its parent, and the credit available in one or more credit pools associated with its national account. Implementation of this functionality requires the definition of a tiered relationship class used by the company for credit sharing. Customers that belong to national accounts based on the class can share credit.

- **Payer Bill-To Relationships** - National accounts can establish payer bill-to relationships in which a payer customer pays for a bill-to customer that receives invoices. Implementation of this functionality requires definition of a non-tiered relationship class the company uses for payer bill-to relationships. Customers that belong to national accounts based on the class can receive and pay invoices based on the relationship.

- **Reporting** - National accounts can define reporting relationships based on markets or other criteria. National accounts can be used to sort entries on aged receivable reports and sales analysis reports. Implementation of this functionality requires definition of a tiered relationship class the company uses for reporting. Customer information for each child displays within its parent throughout the account levels.

Use the following programs to implement national accounts:

- Use Relationship Class Maintenance to create the relationship classes used to define national accounts. You must define separate classes for credit sharing, reporting, and payer bill-to relationships to fully implement national account functionality.

- Use Company Configuration to implement national account functionality and set the relationship classes used to define accounts. The National Accounts sheet specifies the classes used to define credit sharing, reporting, and payer bill-to accounts. You can implement one, two or three functions.

- Use National Account Relationship Maintenance to define customers involved in a national account relationship and the credit pools available to the account's customers.

- Use Customer Maintenance to define a customer as a valid payer bill-to and to enter customer-specific settings that affect credit sharing and payer bill-to relationships. Settings on a customer record's National Account sheet allow child customers to pay their parent's invoices as well as invoices for customers in a payer bill-to account. The National Account Credit sheet defines settings for a customer in a credit-sharing account. Settings determine the credit types the customer uses and the order in which they are used.

National account customers can share credit. In credit sharing, a child customer can access its own credit, the credit of its parent, and the credit available in one or more credit pools associated with the national account.

Implementation of this functionality requires the definition of a tiered relationship class, used by the company for credit sharing. The class defines the general structure of the relationships while national accounts apply the structure to groups of customers. Customers that belong to national accounts based on the class can share credit.

You can also define customer-specific settings that allow the use of parent credit by children and define the order in which member customers access their own credit, the credit of their parents, and pool credit.

Often, credit sharing in a national account follows the management hierarchy of the account customers. For example, you define a credit-sharing relationship class with three tiers. The relationship class is the basis for an account with a parent customer, a subsidiary customer, and a division that reports to the subsidiary. This relationship links the three together for credit sharing and checking.

National accounts can define reporting relationships based on markets or other criteria. National accounts can be used to sort entries on aged receivables and sales analysis reports.

Implementation of this functionality requires definition of a tiered relationship class, used by the company for reporting. The class defines the general structure of the relationship while national accounts apply the structure to groups of customers. National Accounts is available for selection as a sort parameter when generating Aged Receivables and Sales Analysis reports. Customer information for each child appears within its parent through all levels of the account.

National accounts can establish payer bill-to relationships, in which a payer customer pays for a bill-to customer that receives invoices. National accounts can allow multiple payers, cross-account payers, and third-party payers.

Implementation of this functionality requires the definition of a non-tiered relationship class, used by the company for payer bill-to relationships. The class defines the general structure of the relationships while national accounts apply the structure to groups of customers. Customers that belong to national accounts based on the class can receive and pay invoices based on the relationship. You can also define customer-specific settings that allow child customers to pay their parent's invoices and allow a customer to pay invoices for all customers in a payer bill-to account.

A payer bill-to relationship affects entry of cash receipts, settlements, and credit memos. Cash receipts, credit memos, and settlements from one customer can apply to the invoices of other national account customers.

Typically, parent customers pay for their children and grandchildren. You can use national accounts to support other types of payer bill-to relationships, including:

- Multiple payers. For example, company headquarters and one of its divisions can pay invoices for other entities in the company. You define a national account that identifies the division as the parent of customers within the account while headquarters remains the parent for reporting and credit checking.

- Third-party payers, such as brokers. Definition of an a tiered account with the broker as the parent allows this type of payer bill-to relationship.

- Cross-account payers, which can pay for any other member in a tiered relationship. Selection of the Across National Accounts option in Customer Maintenance designates a cross-account payeer.

In this article, we will cover:

- [Creating Tiered National Accounts](#)

- [Defining a New Credit Pool](#)

Creating National Accounts

1. Define the relationship class that applies to the account in **Relationship Class Maintenance**.

2. Use Company Configuration to implement national account functionality and set the relationship classes used to define accounts.

- Tiered national accounts apply to accounts used in reporting and credit sharing.

- Non-tiered national accounts apply to accounts used to define payer bill-to relationships.

To create a national account:

1. Open the**National Account Relationship** app.

2. Select **New** ⊕ to add a new relationship.

3. Enter a tiered (non-tiered) relationship in the **Relationship Class** field. You can either type the class or click Relationship Class and select one.
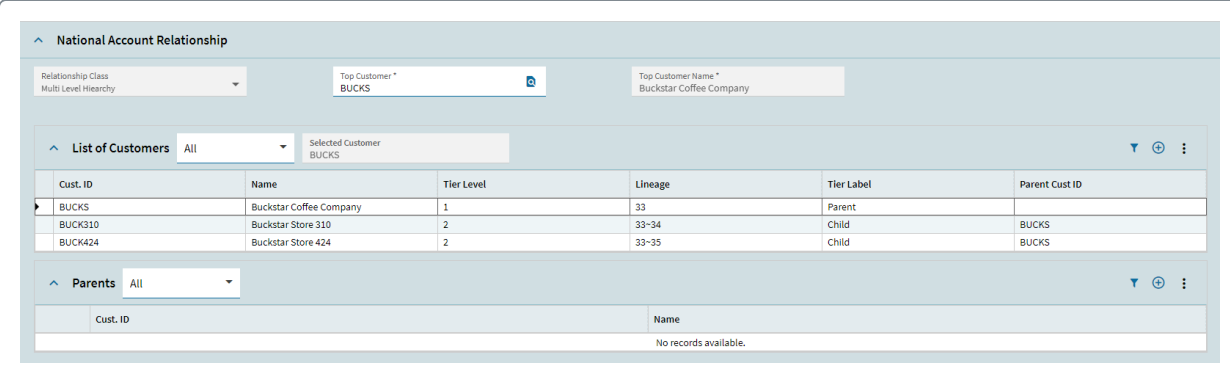
In tiered relationships, each parent has one child. You can fill in fields in the Tiered Relationships section. The National Account pane displays a tree view of the tiers in the relationship. The selected relationship determines the number of tiers included in the account.

4. Enter or search for and select the **Top Customer** to assign to this Relationship Class.

    Often, this customer is the parent company while the child companies are its subsidiaries. On the **List of Customers** card, the Selected Customer field displays the name of the parent. The Tier Level and Tier Label field columns display the order of the companies in the hierarchy.

5. Select **Save**. 💾

6. On the **List of Customers** card, select the **New Child** ⊕ icon to add the child customer to the national account relationship as a child of the selected customer.

7. Select **Save**. 💾
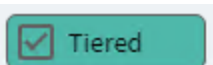
The ☑ Tiered icon now displays at top of the page.

Defining a New Credit Pool

On the **Pool List** card, you can define how account credit is distributed among customers that belong to a credit-sharing account.

Credit pools do not apply to accounts used in reporting and in the definition of payer bill-to relationships.

To define a credit pool:

1. Select **New Credit Pool** ⊕ on the Pool List card. If necessary, you can define multiple pools for a national account.

2. Identify the pool in the **Credit Pool Code** field. Ensure the identifier is unique. This entry identifies the pool in **Customer Maintenance**.

3. Enter the amount contained in the pool in the **Credit Pool Amount** field. Enter the amount in the base currency.

4. Select the **Credit Pool Code** to access the full credit pool page.

5. Select **New Customer to Share Credit Pool** ⊕ on the **Customers** card.

6. Use the **Cust ID** field in the new entry to enter the name of a customer that shares the pool. Only customers in the selected national account can share the pool.

7. Use the **Max Percent field** to set the maximum percentage of the pool's credit available to this customer.

8. Select **Save**. 🖫

Entering Customer Records

Customers are the most important part of your business. They are businesses to whom you sell products and services. The 'Customer' app contains several features to help your company maintain active and perfect relationships with customers, providing instant access to a customer's current status. It helps you keep up with important customer activity that guides you to keep your customers on track. Kinetic allows you to create customer records for the companies with whom the current company will do trades. You must also create a customer record for the current company as well if the current company will purchase goods from other companies. There is a record for each customer where you can view quotes, AR invoices, orders, jobs, and other data linked to this specific customer.

Entering General Customer Details

1. Open the **Customer** app.

   The **Landing** page displays. The page lists all the existing customer records.

2. To select an existing customer, click the customer link inside the grid line on the **Landing** page.

For example, we click on the **BERLINMED** link. As a result, the app retrieves the **Berlin Medical Equipment** record.

3. To add a new customer, select **New Customer**. ⊕

   The **Customer Detail** card displays.

4. Enter the customer ID and its full name.

5. Specify a type for the customer:

- **Customer** – Indicates that you have sold products or services to this company.

- **Prospect** – Indicates that your sales team has sent quotes to this company.

- **Suspect** – Indicates that this is a potential customer that has not yet been contacted by your sales team.

> ℹ The default is 'Suspect'.

6. Enter the address doe the customer you are creating.

Customer Address

☐ Exclude from address validation

Address 1

Address 2

Address 3

City

State

Postal Code

Country
USA

7. Specify the customer options.

Customer Options

Salesperson ▼

Quote Markup ▼

Reservation Priority ▼

Shipping Qualifier ▼

Language
English/United States ▼

Our Supplier Code

Here is more information about this section:

- **Salesperson** - Salesperson who handles this customer account.
- **Quote Markup** - Set of percentages by which you increase the total cost of a quote for this customer.
- **Reservation Priority** - Designates how crucial it is to fill orders for this customer before finishing orders from other customers.
- **Shipping Qualifier** - Indicates how complete an order must be before it is shipped to this customer.
- **Language** - Default language that prints on all Crystal report documents sent to this customer.
- **Our Supplier Code** - Unique supplier code that assigned to you by the selected customer.

8. Select **Save**.

> If you activate the **Customer Relationship Management (CRM)** module, select the **Get Territory** icon to link the customer to a sales territory. You can select the **Territory Locked** check box to lock the sales territory for this customer. When the CRM module is not licensed, adding a territory to a customer record is optional.
>
>
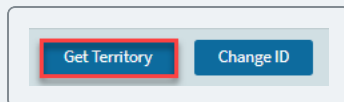
Specifying Additional Information

The **Details** page contain cards, where you can drill down to RoHS, Managed Suppliers, Search Cross-References, and other details.
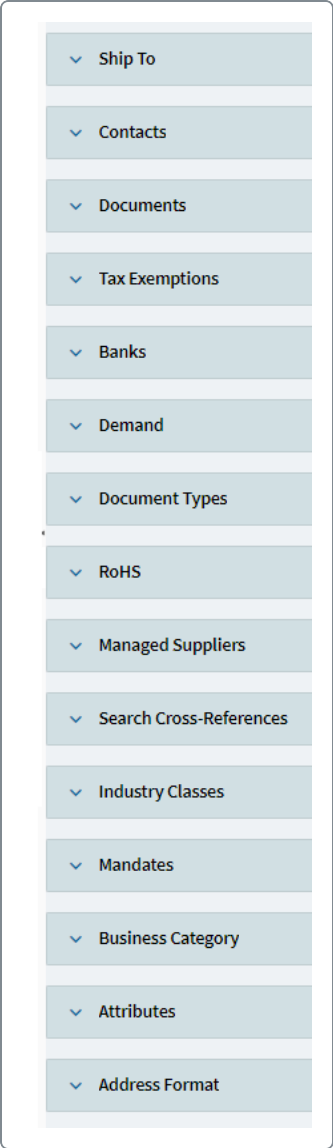
For example, expand the **Ship To** card. The card will list the Ship To location(s) for the selected customer. In this case, the customer record holds two 'Ship To' locations.

Next, select the **Ship To** link to open the **Detail** card.

The card displays all the 'Ship To' settings related to this customer location such as 'Ship To Information', 'Address', 'Tax Information', Status', and so on.

For instance, in the 'Ship To Options' group box, in the 'Delivery Days' field, enter a number of days it will take to deliver to this customer location. Therefore, each time you define a 'Need By' date on your newly created quote or sales orders, Kinetic will calculate the 'Ship By' date based on this value. Assume your are entering an order for the Dalton customer and the customer needs the items in two months time. If you enter '30' into the 'Delivery Days' field, then Kinetic will calculate the 'Ship By' date of one month from today, assuming you define the 'Need By' date of two months on your sales order. The same applies to a quote (Opportunity/Quote Entry).

> ℹ️ Each 'Ship To' location can hold a different 'Delivery Days' value. If you are entering a new 'Ship To' location for your customer, the value defaults from the 'Delivery Days' you define at the 'Customer Detail' level, but you can override it. To locate the 'Customer Detail' (Main) card, in the Nav tree, select the 'Details' node. This is the very top node in

the Nav tree.

Customer Detail		
Customer	**Territory**	**Customer Contact Information**
Customer * DALTON	Territory United States - Mid West	Phone 612-453-9087
Name * Dalton Manufacturing	☐ Territory Locked	Fax 612-443-6843
Type * Customer	**Customer Options**	Email
☐ Inactive	Salesperson Penny Lane	Website
Customer Address	Quote Markup Dalton Markup	**Print Options**
☐ Exclude from address validation	Reservation Priority High Priority	☑ Acknowledgment
Address 1 2968 West River Lane	Shipping Qualifier Line Complete	☑ Statements
Address 2	Language English/United States	☑ Labels
Address 3	Our Supplier Code	**EU Economic Operators Registration**
City Minneapolis	**One Time Ship To Options**	EORI
State MN	Save OTS as None	**Netting Supplier**
Postal Code 55406	Call 800-445-5866 to notify customer of shipment.	Supplier ID
Country USA		**Ship To Options** Delivery Days 30

To get the details on the **Address Format**, **Demand**, **Document Types**, **RoHS**, **Contacts**, **Attributes**, **Ship To**, **Documents**, **Industry Classes** cards, review the **Entering Shipping Information About Customers**Entering Shipping Information About Customers article.

The other cards include:

Document Types

Use the Document Types card to define default document types for 'AR invoices'. You can assign a different default document type for each invoice type.

To add a document type:

1. Locate the **Document Type** card and expand it.

2. To add a new type, select **New Document Type** ⊕ on the card.

3. In the Invoice Type field, select the right arrow and select an invoice type from the menu.

4. In the Transaction Document Type field, select the right arrow and select a transaction type.

Document Types		
Invoice Type		Transaction Document Type
Invoice		Miscellaneous Invoice

5. Select **Save**.

Managed Suppliers

Expand the **Managed Supplier** card to assign a managed supplier to a customer record.

Managed Suppliers		
Supplier ID		Name
ABC		Mike Hodsons

Search-Cross References

Use the **Search Cross-References** card to add and specify any customer cross-references you wish to use. For example, it can be used to store the description of the customer given on a bank statement to enable the customer to be found from that description. Cross-reference is used by a bank in statements.

On the **Search Cross-References** card, you can review existing cross-references for the customer and specify which cross-references will be active. The application uses active cross-references during reconciliation.

Search Cross-References		
Cross-Reference		Active
	No records available.	

Tax Exemptions

On the **Tax Exemptions** card, you can enter the customers tax exemption details. Tax exemption refers to a customer allowance or specific monetary exemption which may be claimed to reduce taxable income under some systems. Tax exempt status provides a taxpayer complete relief from tax, tax at a reduced rate, or tax on only a portion of the items subject to tax.

Tax Exemptions

Tax ID	Rate Code	Effective ...	EffectiveTo	Type	Percent	Text Code	Resolution Number	Resoluti...
10 Per WH Inv	10%	3/24/2021	3/24/2022	Reduced Base	100.00	Text for the King		3/23/2021

Banks

Expand the **Banks** card to enter a customer's banking information, for example, bank registration code, bank name and payment method. You can also indicate which bank account is the default for all withdrawals for this customer.

Banks

Bank ID	Bank Name	Primar...	Bank Account Number	Bank Identifier	Bank/Branch Code	Bank/Branch Description
123	123	☑	123	123	040826	Albert Street

Mandates

Expand the **Mandates** card to generate and record SEPA mandates on the customer level or on the invoice level. Mandates are generated automatically, but you can also enter a mandate reference manually for mandates that were created earlier in other systems. A customer can have several mandates with separate start and end dates. A direct debit mandate can exist for only a single invoice. A mandate expires automatically after 36 months of the last use. You can delete mandates 14 months after the last use.

Mandates

Bank Account	Bank Name	Legal Name	Creditor Identifier	Mandate Reference	Valid Fr...	Valid T...	Type of Payment
TEST	Softbank	Legal Code	LC		03/23/2021	03/23/2021	Recurrent

Business Category

Assign business categories to selected customers on the **Business Category** card. You can assign as many business categories as you want to each customer.

The selected business categories are automatically sorted in alphabetical order.

Entering Bill to and Credit information

Use the **Billing** cards to enter and edit billing information about the current customer such as the accounts receivable (AR) account, currency, tax options, billing terms, shipping terms, and other transaction information. This information is used on all sales orders, AR invoices, and other documents sent to a customer.

> ⓘ Most of the billing information is optional; the only required information is the terms code. Every customer record must be assigned to a terms code.

Navigate to the **Billing Detail** card using the Nav tree to enter billing information for the current customer, including currency, tax options, billing terms, shipping terms, and other transaction information. This billing information is used on sales orders and other documents sent to this customer.

Details

- 📄 Demand
- 📄 RoHS
- 📄 Business Category
- 📄 Attributes
- 📄 Structured Address Elements
- 📄 Address Format
- 📄 Customer Detail
- ☰ Contacts
- ☰ Ship To
- ☰ Documents
- ☰ Tax Exemptions
- ☰ Banks
- ☰ Industry Classes
- ☰ Managed Suppliers
- ☰ Mandates
- ☰ Search Cross-References
- ☰ Document Types

Related Pages

- Billing
- Contacts / Detail

Billing Detail

Billing Information

- ☐ Allow As Alternate Bill To
- ☐ Inter-Company

Currency *
United States Dollar

Group
Distribution

Established
5/30/1995

Payment Method
None Selected

Preferred Bank

Federal ID

Organization Registration Code

Tax

Tax Liability

Tax ID

Tax Exempt

Tax Authority

Tax Rounding Rule
Use rounding rules from Currency

Tax Level
Per Line

Entity / Use Code

☐ Importer of Record

Billing Information

SEPA Customer Type

Billing Terms

Terms *
2/10 Net 30

Term Type *
Weekly

Billing Day
All Days

Contract Bill Day
1

Discount (%)
0.00

Discount Qualifier
Add

Rebate Supplier

Finance/Late Charge
Late Payment Fee

Reminder Group
Past due reminders

☐ Deferred Revenue

RA Schedule

Shipping Terms

Ship Via
Use Ctrk - Company Truck

FOB
Factory

Country Exit

- ☐ Consolidate Sales Orders
- ☑ Combine Packing Slips
- ☐ Consolidate Shipment Lines
- ☐ Consolidate Milestone Billing
- ☐ Invoice Per Packing Line
- ☑ Finance Charges
- ☐ Credit Card Order
- ☐ Auto Invoice / ERS Order
- ☐ Order 'Invoice when Complete' default

Selecting the **Consolidate Milestone Billing** checkox enables you to consolidate invoices generated for milestones in one single invoice.

Expand the **Bill To** card to enter the bill to address for the selected customer. Use the main customer address or enter a different bill to address on this sheet. If the bill to address is in another country or requires a new address format for any other reason, use the **Billing > Address Format** card to modify the format.

Use the **Address Format** card to setup the appearance of the main customer address, bill to location, or ship to locations. This format prints on all sales orders, accounts receivable invoices, and other reports associated with this specific address. On this card, select the fields that display in the address block and also define the arrangement in which these fields print.

Use the **National Account** card to define settings for a customer in a national account that defines payer bill to relationships. In payer bill to relationships, a payer customer pays for a bill to customer

that receives invoices. National accounts of this type can allow multiple payers, cross-account payers, and third-party payers. A company setting determines the non-tiered relationship class used to define accounts for payer bill to relationships.

Expand the **Alternate Bill To** card to define different bill to locations for each customer record. Use this functionality when another customer, the bill to customer, needs to be charged for the payment instead of the customer who purchased the shipment, the sold to customer. This situation occurs when the bill to customer is a leasing company or a head office that needs to be charged instead of the purchasing customer.
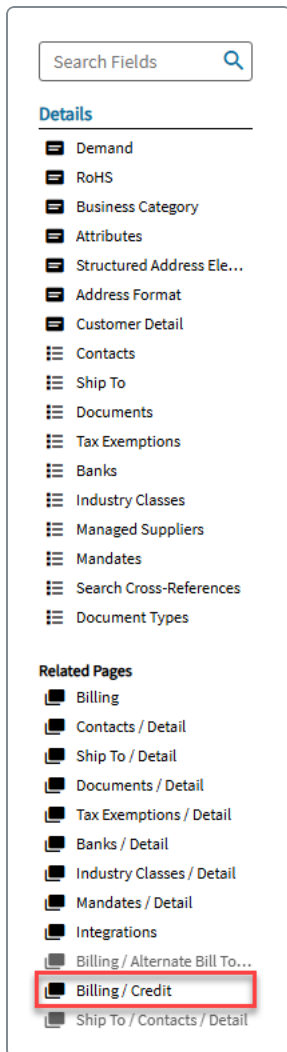

Associate GL controls with a record in this setup program on the **GL Control** card. Each control associated with a record must belong to a different control type. The association allows the use of control values when the record applies to a posted transaction.

Navigate to the **Billing / Credit** page using the Nav tree.

On the **Credit Detail** card, you can see the customer's credit totals, credit limit amount, aging credit, letter of credit and global customer credit details, as well as whether they are on credit hold and related information. You can adjust any of the active fields and check boxes the way you need.

ℹ️ Select the **Credit Hold** check box if the customer doesn't have credit available from your company. Typically you place a customer on credit hold when you have difficulties receiving payments from them. You can use the optional **Reason** and **Note** fields to enter additional information about why you decided to place the customer on credit hold. The Reason field includes a drop-down list of predefined options including **Late Payments**, **Exceeding Credit Limit**, **Payment Disputes**, **Financial Distress** and **Other**. Credit hold details also display in the **Customer Tracker** app.

ℹ️ To get information about the Price Lists and Discount Price Lists, review the **Entering Shipping Information About Customers** Entering Shipping Information About Customers article.

Defining Integration Options

Use the Integrations cards from the tree view to define options used to integrate the customer record entered in Kinetic with an external 'Customer Relationship Management' (CRM).

To locate the cards, in the Nav tree, select the **Integrations** node.
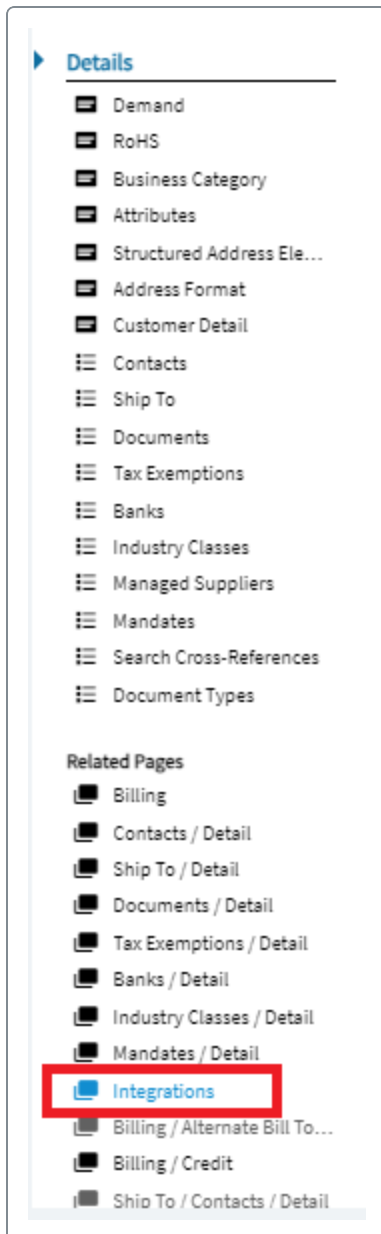
Expand the **External CRM** card to define options used to integrate the customer entered in the application with an external 'Customer Relationship Management' (CRM).
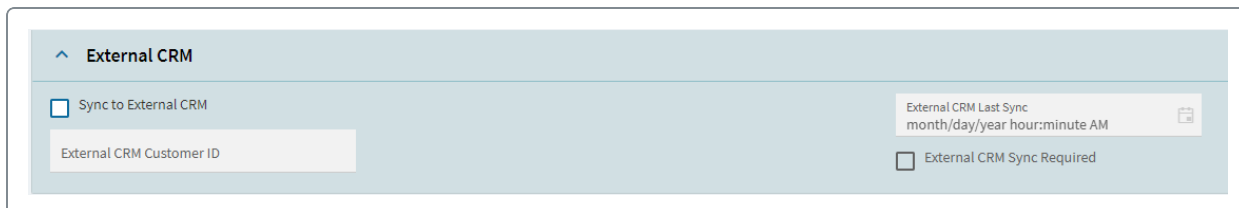
Use the **Web** card to select payment methods and ship vias to be included in the ECC web interface synchronization for a customer. During integration, the selected payment methods and ship vias are uploaded to ECC in the CUS message used to integrate the customer entered in the Kinetic application with the ECC.

Excluded Ship Via' and 'Payment Methods' are added to the CUS message as available choices to be selected.

To get more detailed information about the **Manifest Info** page, review **Entering Customer Shipments**Entering Customer Shipments article in Kinetic Help.

Reviewing Activity Cards

The **Activity** page lets you review various activities connected with the customers. This page is read-only and retrieves the information available for the specific customer. It includes invoices, invoice lines, deposit invoices, aging, payments, deposit payments, letters of credits, contracts, quotes, orders, bill to references, jobs, RMAs, shipments, services, tasks, CRM, warranties, and cases.

> To learn more about the Activity page, refer to the **Getting Started** section of Kinetic Help.

For more details on the fields, use the field help available in the **Help & Support** panel of the application.

Deactivating a Customer Record

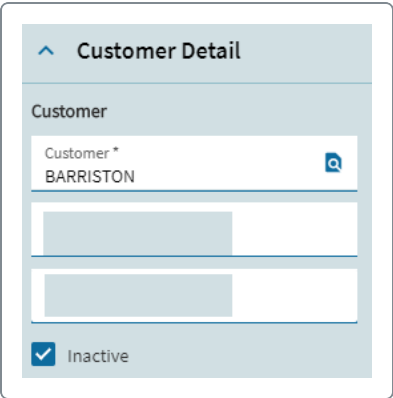If you want to deactivate the customer, select the **Inactive** check box on the **Customer Details** card. You may need this for the customers who haven't placed orders for a long time. This removes the customer record from available active options and searches in other apps.

More info on deactivating customers here

Customers are the most important part of your business. You routinely add new customers that are active, but over time may get retired and replaced with new ones. In order to prevent you from choosing an invalid option that is no longer applicable, Kinetic enables you to mark a customer inactive. The deactivating option prevents you from unknowingly use the old retired data on an order or quote. That saves hours of cleanup, and allows you accurately handle your business.

You can't create a new quote or sales order for an inactive customer.

However, you can still ship and invoice orders with an inactive customer.

In many apps, inactive customers' records have an **Inactive Customer** status alerting you to the current state of the customer.
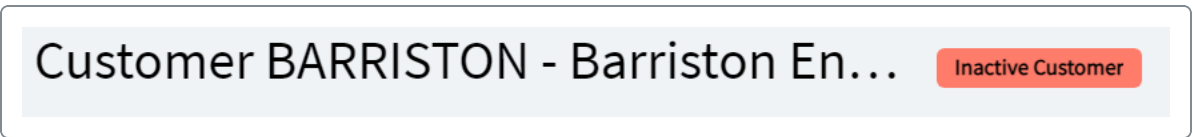
Entering Shipping Information About Customers

Use the **Ship To** cards to enter and edit shipping information about the current customer. Kinetic does not require a ship to address for each customer. When a customer account does not have a ship to address identified, Kinetic assumes the customer's ship to address is the same as the sold to address.

Entering Shipment Details

When a customer record is initially created, the main customer address is automatically deemed to be the default ship to address. Where the customer has multiple delivery/site addresses that they want orders to be shipped to, these are set up on the customer record.

Each customer may have additional locations that purchase your products. You enter these additional locations, or ship to locations, in the **Ship To > Detail** card. Use this card to define the ship to location's address, tax information, language, and shipping method. Each customer can have multiple ship to and alternate ship to locations. You can also assign ship to contacts for this location.

When the ship to information is updated for the selected customer and ship to, it also updates on this card. Once you have defined alternate ship to addresses for a specific customer record, you can then select the alternate ship to in transactional apps, such as 'Sales Order Entry'. For example, you can create an alternate ship to address record for customer 'ABC' select an existing ship to for customer 'DEF'. If you update the ship to information for customer 'DEF', it automatically updates the DEF alternate ship to information for customer 'ABC'. You can then create an order for customer 'ABC' and select the 'DEF' ship to as the ship to location for the ABC order.

To enter ship to information:

1. In the Nav tree, select the **Ship To > Detail** node.
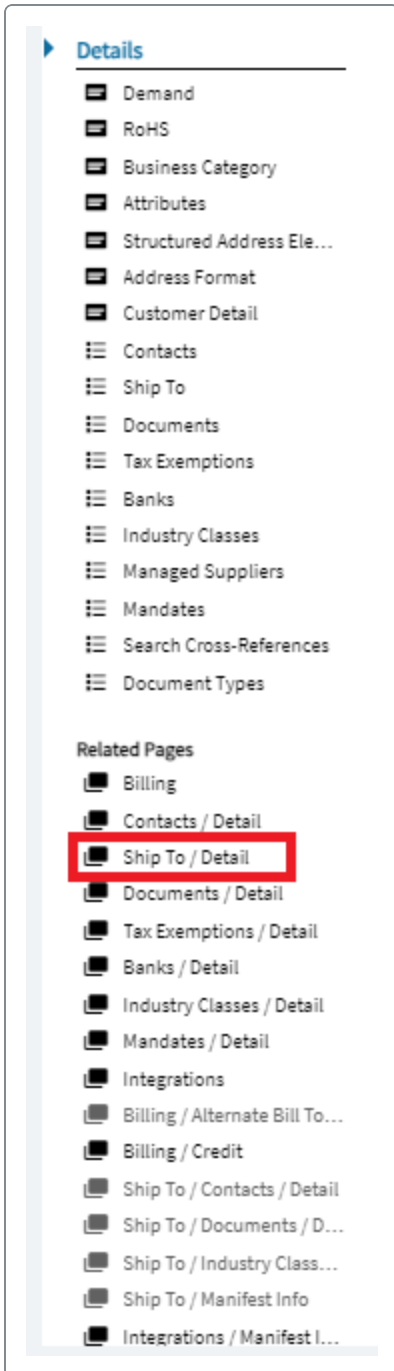
2. Select **New Ship To.** ⊕

3. Specify the **Ship To ID**.

4. Specify the fields on the **Detail** card.

   Here is the information on the important fields:

   - **Ship To ID** - Ship to ID for the customer.
   - **Salesperson** - Salesperson who handles this ship to location.
   - **Territory Source** - These three check boxes designate how you will select the sales territory for this ship to address. These selections are not available if you do not have an installed CRM license: 1) **System Select** – Kinetic compares the city, state/province, and postal code in the shipping address with your current sales territories. Selecting this check box enables the Get Territory icon; when you click this button, the application assigns the applicable territory to this address; 2) **Synchronize to Customer** – The application assigns the territory selected on the **Customer > Details** card to this ship to address. Selecting this check box disables the Get Territory icon; 3) **Locked** – If you select this check box, you can assign the territory to this customer ship to location using the **Territory** field.
   - **Territory** - Sales area in which this ship to address is located.
   - **Get Territory** - Select this icon to search for existing records.
   - **Ship Via** - Shipping method (for example, FedEx or Company Truck) used to ship product to this customer ship to location. The default is the Ship Via code defined for the customer in the Ship Via field in the **Billing > Detail** card. The selected shipping method becomes the default Ship Via for all sales orders created for this ship to location.

Specifying Contact Information

Use the **Contacts** cards to enter and edit contact information about the current ship to location.

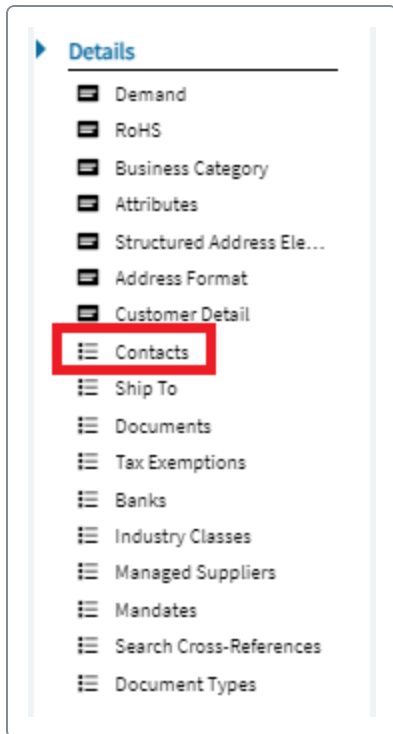The information includes:

- Address Format
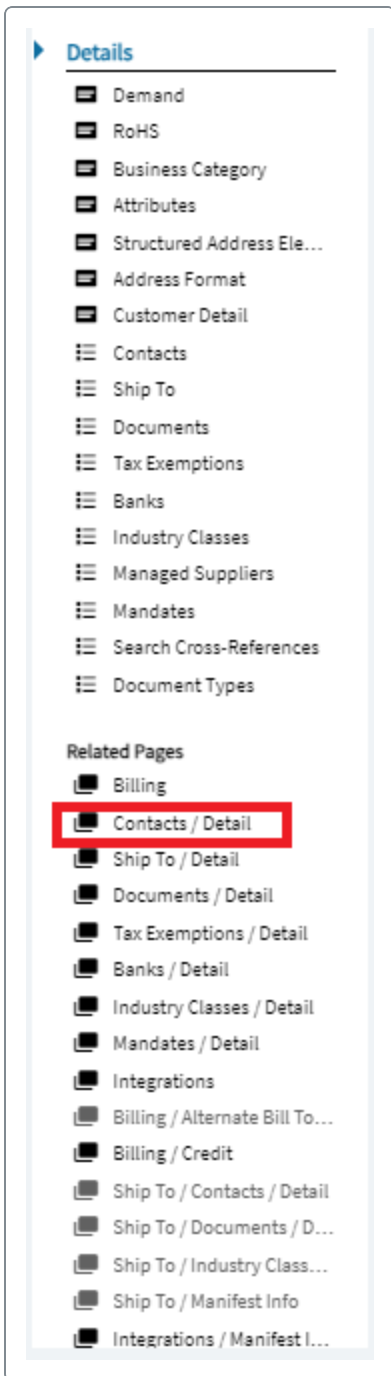- Name Detail
- Comments

- WebLinks
- Attributes

To add contact details:

1. In the Nav tree, select the **Contacts** node.

   The Contacts card displays.

2. Select **New Ship To Contact**. ⊕

3. In the Nav tree, select the **Detail** node.

Details

- Demand
- RoHS
- Business Category
- Attributes
- Structured Address Ele...
- Address Format
- Customer Detail
- Contacts
- Ship To
- Documents
- Tax Exemptions
- Banks
- Industry Classes
- Managed Suppliers
- Mandates
- Search Cross-References
- Document Types

Related Pages

- Billing
- Contacts / Detail
- Ship To / Detail
- Documents / Detail
- Tax Exemptions / Detail
- Banks / Detail
- Industry Classes / Detail
- Mandates / Detail
- Integrations
- Billing / Alternate Bill To...
- Billing / Credit
- Ship To / Contacts / Detail
- Ship To / Documents / D...
- Ship To / Industry Class...
- Ship To / Manifest Info
- Integrations / Manifest I...

4. Specify a name for the contact you are entering.

5. Specify the rest of contact information on the card.
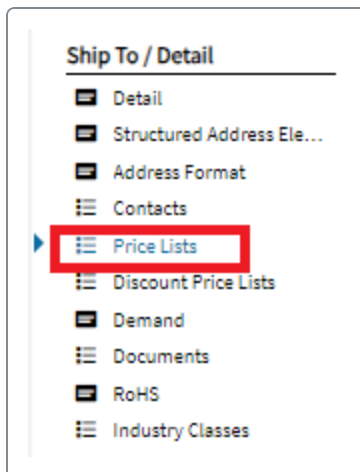

6. Expand and review other available cards.

Setting Price Lists and Discount Price Lists

Expand the **Price Lists** card to rank the priority of these lists for the current customer or current ship to location. Price lists define prices for your parts. You set up price lists to reflect seasonal price changes or special price breaks you give to specific customers or ship to locations. When you create an order, the part number is compared to the price list assigned to this customer sold to record or ship to location.

To locate the card, in the Nav tree, select the **Price List** node.

Use the **Discount Price Lists** card to define discount prices for your parts. You set up discount price lists to reflect seasonal price changes or special price breaks you give to specific customers or ship to locations. Use the Discount Price Lists sheets to rank the priority of these lists for the current customer or current ship to location. When you create an order, the part number is compared to the price list assigned to this customer's sold to record or ship to location.

To locate the card, in the Nav tree, select the **Discount Price List** node.
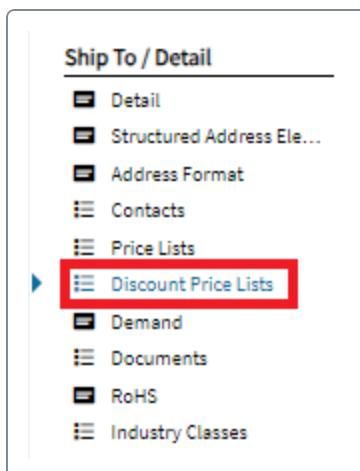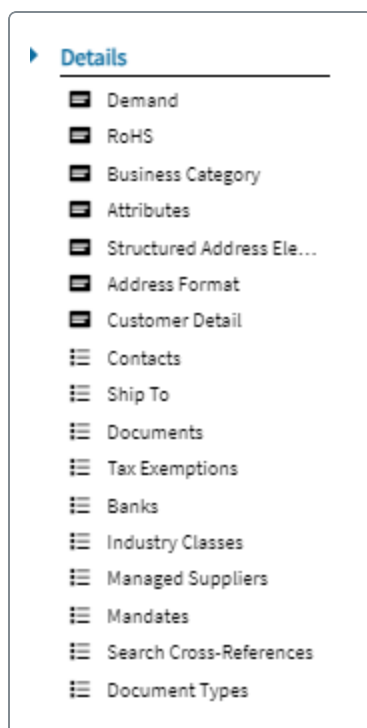
To learn more about using these cards, refer to the **Creating Customer Groups** article n Kinetic
Help.

Defining Demand Processing Parameters

Use the **Demand** card as needed to assign a trading partner identification number and define
demand processing parameters that specify how the Kinetic application should evaluate incoming
'Electronic Data Interchange' (EDI) shipping schedules received from your ship to customer trading
partner.

This card is similar in function to the **Customer > Demand** card, but allows you to define override
demand processing parameters for specific ship to locations for a customer trading partner. For
example, the trading partner may have West Coast, East Coast and off-shore ship to locations, each
with their own lead time and shipping requirements.

To locate the card, select the **Details** node in the Nav tree.

Next, scroll-down to locate the **Demand** card and expand it.

The demand processing parameters you define for your ship to customer trading partner in this sheet include the following:

- Assign a trading partner identification number and define demand processing parameters for a specific ship to customer. This includes assigning periodicity, delivery days and date type parameters used by the application to calculate Ship By or Need By dates for the demand schedules.

- Indicate how differences in unit price, part records, and revision levels are evaluated by the application during demand processing.

- Specify the lead times required to evaluate and process certain types of action requests (for example, adding new demand schedule lines, changing or cancelling existing demand schedule lines) on incoming EDI transactions received from this ship to customer trading partner. For each type of action request, you specify the actions that should take place in the application (stop transaction or process transaction and display a warning message) when incoming EDI transactions are received with insufficient lead times with respect to the parameters you have specified for that type of action request.

- Additionally, this card allows you to enter Lead Time values that you use with firm shipping schedules. Each lead time value defines a date range during which the application notifies you when various actions occur on a firm shipping schedule that is currently linked to this ship to location.

Defining Processing Parameters for Inbound Documents

Expand the **Documents > Detail** card to define the processing parameters for inbound documents you accept from this ship to customer trading partner when sent to you, and the outbound documents you generate and then send to the ship to customer trading partner through Service Connect. The EDI / Demand Management functionality uses these definitions to recognize the specific Electronic Data Interchange (EDI) documents that create and track unfirm order releases, firm order releases, and forecasts. This sheet is similar in function to the **Customer > Documents** card, but allows you to define override document processing parameters for specific ship to locations for a customer trading partner. For example, the trading partner may have West Coast, East Coast, and off-shore ship to locations, each with their own document processing requirements.

To locate the Document card, select the **Document > Detail** node in the Nav tree.
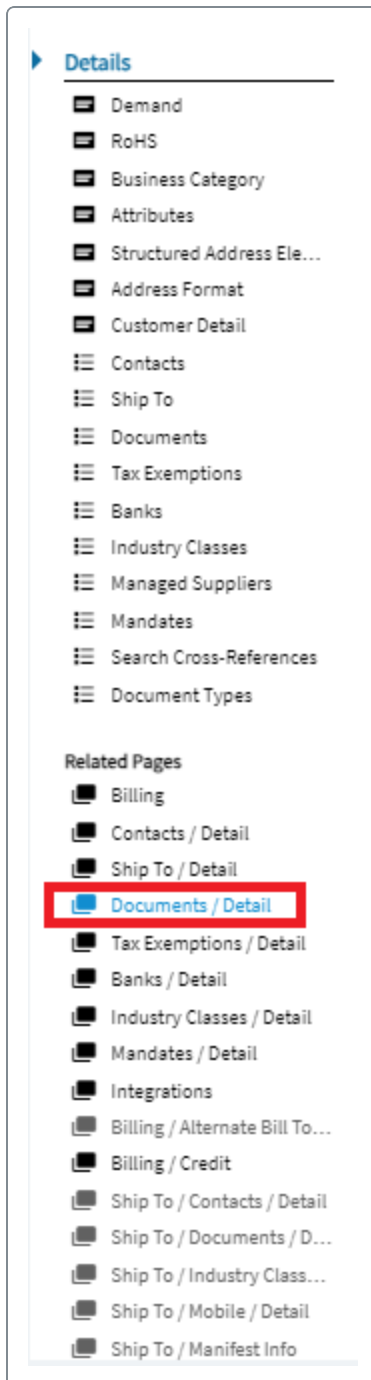
Next, to create a new record, on the Detail card, select **New Ship To Document**. ⊕

The demand processing parameters you define for your ship to customer trading partner in this sheet include the following:

- **Accept Type** - Specifies if demand on this inbound EDI document should automatically be accepted or rejected for this ship to customer location.

- **Automatic** - When selected, this check box indicates that the application should automatically generate a supporting document record when the associated transaction is confirmed. If you select automatic generation, you do not have to manually generate the supporting document record when you process a transaction.

- **Test Record** - Specifies if this document is a test record used only for testing and custom programming. When selected, the data for this document will not interact with your customer trading partner's data. This feature lets you test the document to ensure it works with your custom program. Normally, you should leave this check box clear.

Selecting RoHS Types

Use the **RoHS** card to select 'Restriction of Hazardous Substances (RoHS)' types to be assigned to a 'Ship To' customer record. Select the restriction types you want assigned to the Ship To customer from the Available Restriction Types box. Use the arrows to move the selected types to the Selected Restriction Types box.

To locate the RoHS card, in the Nav tree, select the **Details** node.
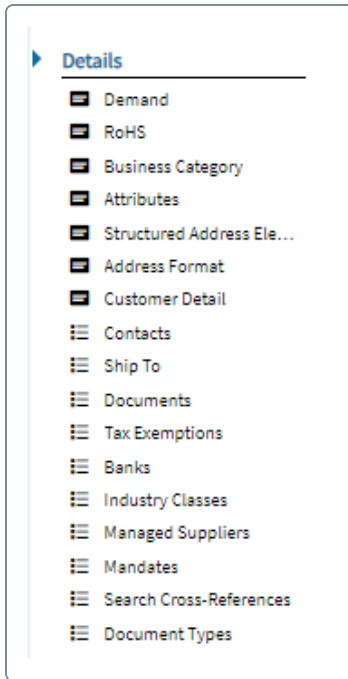
Next, scroll-down to locate the **RoHS** card and expand it.

Defining Industry Classes

Use the **Industry Classes** card to define an industry class for a 'Ship To' customer.

Reviewing and Updating Customer Credit Information

Review and update a customer's credit information in **Customer Credit Manager**. In this application, you can review the customer's open sales orders, invoices, payments, and the contacts listed for their company - all of these can help you make informed credit decision about them. Here you can also place all or some of the customer's open sales orders on credit hold, for example, when you are having problems receiving payments from them.

If your company uses External System Integration, you can share sales order information across your company's various site locations. This application will then include the customer's global credit information, calculating invoice and order amounts from records the system gathers from all site and company locations.

> The credit checking functionality only reviews the credit for **Bill To** customers: the ones that have the location that makes payment on your invoices saved in your records. Each customer record will either use a default or an alternative **Bill To** location (a leasing company or a head office) for the payment.

Use the landing page of the application to view existing customers and open their records to review and/or update them.

In this article, we will cover:

- Reviewing and updating a customer's credit information
- Verifying credit in a national account
- Recalculating national account credit
- Exporting customer credit list
- Importing customer credit list

Reviewing and Updating a Customer's Credit Information

1. Open the**Customer Credit Manager** app.

2. On the landing page, open a customer you want to review the credit information for.

3. In the **Currency** field, at the top of the page next to the customer ID, you can select to display amounts in your base currency or the customer's currency. Financial fields are then updated based on the selected currency.

ⓘ You can edit the **Credit Limit** and **PI Credit Limit** fields only in your base currency.

ⓘ The currency conversion is an on-the-fly calculation, always using the current day's exchange rate. To avoid any confusion, the **Exchange Rate** and **Direction** fields display the current exchange rate and the direction of the conversion. If the customers currency is the same as your base currency, the Currency, Exchange Rate and Direction fields are not displayed.

ⓘ The Currency, Exchange Rate and Direction fields are also available on the **Credit Detail** card in the **Customer** and **Customer Tracker** app.

4. On the **Details** card, you can see the customer's credit totals, credit limit amount, aging credit, letter of credit and global customer credit details, as well as whether they are on credit hold and some other information. You can adjust any of the active fields and check boxes the way you need.

ⓘ If you want to recalculate the current credit status for each customer, use the Mass Credit Information Update process.

- **Credit Hold** - Select it if the customer doesn't have credit available from your company. Typically you place a customer on credit hold when you have difficulties receiving payments from them. You can use the optional **Reason** and **Note** fields to enter additional information about why you decided to place the customer on credit hold. The Reason field includes a drop-down list of predefined options including **Late Payments**, **Exceeding Credit Limit**, **Payment Disputes**, **Financial Distress** and **Other**.

  If a customer is on credit hold, you will receive warning messages every time you enter a new shipment or sales order for them. These messages can both be just warnings or prevent you from entering a new record. To define what the messages do, go to **Company Configuration**.

  If you place a customer on credit hold manually, you'll receive a message asking if the system should put all orders and miscellaneous invoices on hold. If you select **Yes**, the system puts all open orders and miscellaneous invoices for the customer on credit hold. The orders appear in **Customer Credit Manager** and the **Credit Hold** indicator displays in the orders for the customer. Also, the system displays the **Credit Hold** indicator on the header of all miscellaneous invoices on credit hold.

  For example, customer ABC has two large invoices that are several months overdue. You select the **Credit Hold** check box for this customer. When you enter a new sales order or a packing slip for customer ABC, the application informs you that this customer is on credit hold. You continue creating the record, but a **No Credit** indicator will appear on this record.

- **Credit Limit** - The total value of the credit assigned to this customer. If this customer's total open invoices (and optionally, total sales orders) exceed this limit, various programs will display a warning message. Depending on options selected in Orders Configuration, these messages can also prevent users from adding new order and shipment records. If you do not enter a limit, this customer has unlimited credit.

  > ⚠️ Don't enter a large number or all 9's to indicate unlimited credit. Doing this causes the application to do unnecessary work. Leaving this field blank lets the application ignore credit limit checking.

  If you select the **Include Orders in Credit** check box, the system calculates **Credit Total** by subtracting the sum of the invoice credit and the order credit from the credit limit. If you don't, it only subtracts the invoice credit from the credit limit.

- **Aging Hold** - Select it if you want to put the customer on aging hold. Then the system notifies you that the customer is on aging hold in **Order Entry**, **Customer Shipment Entry** and **AR Invoice Entry**.

  You can place a customer on aging hold manually or automatically using the Mass Credit Information Update process based on their past due invoices. This criteria

includes the number of days past the invoice due date, the minimum overdue balance and any grace period.

If you place a customer on aging hold manually, you'll receive a message asking if the system should put all orders on hold. If you select **Yes**, the system puts all open orders for the customer on credit hold and miscellaneous invoices are placed on aging hold. The orders appear in **Customer Credit Manager** and the system marks the orders with **Credit Hold**. The **Credit Hold** indicator displays on the header of all miscellaneous invoices on aging hold.

If you manually take a customer off aging hold, the system automatically takes all orders off credit hold and all miscellaneous invoices - aging hold.

- **Aging Code** - Customer's aging code The aging code specifies the threshold for when a customer goes on aging hold based on their outstanding invoices.

- **Open LC Credit** - Open letter of credit amount.

- **Global Credit Limit** - Enabled if you use External System Integration, this field displays the total credit limit for this customer among all the external companies. Note that if your company didn't create this customer record, you cannot edit this field.

- **Include Open Order in Global Credit** - Select this check box if you want the system to include open order amounts when it calculates the **Credit Total** value. If you don't select this check box, the system subtracts only the customer's current AR balance from the credit limit.

For the details on the other fields, use the field help available in the Help and Support panel of the application.

5. Select **Save** .

Verifying Credit in a National Account

On the **National Account Credit** card, specify settings for a customer in a national account that defines payer bill to relationships.

You can set national accounts and global national accounts to:

- Use the parent company's credit

- Use its own credit

- Share a credit pool you set in **National Account Relationship Maintenance**

To verify customer credit in a national account relationship:

1. Select the **Use Parent's Credit** check box to use credit from their parent. This check box allows you to define the maximum percentage to use.

2. Select the **Share Credit** check box to share credit among customers in the national account. This check box allows you to set the percentage shared among customers in the relationship.

3. In the **Credit Preferences** section, select the check boxes next to the entries in the order the checking process applies available credit. The application automatically moves it to the section on the right.

If you want to rearrange them in the alphabetical order, select the **Rearrange** ☰ icon. You can also select **All** or **Clear All** entries.

For example, the list on the right has **Parent's Credit**, **Credit Pool**, and **Own Credit**. As a result, the system applies the parent's credit to the subsidiary's sales orders or invoices. If that

credit is insufficient, it then applies available credit from the pool and, finally, the subsidiary's own credit.

4. Select **Save** . 💾

Recalculating National Account Credit

You can calculate the credit available to a national account customer. Typically, you recalculate credit in connection with the definition of credit pools.

1. Select the **Recalculate Credit National Account** option from the Overflow menu •••.

2. Select **Process**. ⚙

Exporting Customer Credit List

You can export all your customer credit information into an external file in the .csv format. Then you can open this file in a third party application, where you can make changes to the credit information and then import it back into **Customer Credit Manager**.

- Credit Limit
- Review Date
- Credit Hold
- Include Orders in Credit

1. Select the **Export Customer Credit** option from the Overflow menu •••.

2. Enter a path and a name for the exported .csv file into the **File Name** field (for example, C:\\abc.csv). The system will save the .csv file at this path location.

3. If you want to export customers that do not have a credit limit, select the **Include 0 Credit Limit Customers** check box.

4. Select **Export**.

ℹ️ The Export Customer Credit option includes both base and customer currency, regardless of which currency is displayed in the app.

Importing Customer Credit List

You can also import customer credit information I have in an external file. The file you import must be in the .csv format.

1. Select the **Import Customer Credit** option from the Overflow menu ••• .

2. Search 🔍 for the file you want to import into the application.

3. Select **Import**.

Operations

Delete this text and replace it with your own content.

Defining Sequences of Reminder Letters

In **Reminder Group Maintenance**, define sequences of reminder letters and the message for each letter defined in the sequence. You can associate finance charges with each letter in a sequence.

Sequences can be based on aging brackets or the intervals between letters:

- Letters generated based on due dates use aging brackets defined in the Sequence List card. For example, you define a sequence with days to reminder that occur at 0, 30, 60, 90, and 120. As a result, the first reminder is printed on the due date, the second 30 days after the due date, and the last 120 days after the due date. The due date controls the schedule, so generation of the first letter 10 days after the due date has no effect on generation of the second letter 30 days after the due date.

- Letters generated based on last reminder use intervals defined in the Sequence List card. For example, you define a sequence with days to reminder that occur at 0, 30, 30, 30, and 30. As a result, the first reminder is printed on the due date and the others at 30-day intervals thereafter. The printing date controls the schedule, so generation of the first letter 10 days after the due date results in the second printing 40 days after the due date.

Association of a group with a customer results in the customer's receiving letters based on group settings. The association occurs in **Customer Maintenance**, and letters are printed and posted in Reminder Letter Generation. You might chose to create one group with a milder set of messages for customers who routinely pay on time and a group used with customers who routinely pay late. The particulars of each message typically vary according to their position in the group's sequence.

Use the landing page of the application to view existing groups or to enter a new one.

In this article, we will cover defining a reminder group:

1. From the main menu, navigate to **Financial Management > Accounts Receivable > Setup > Reminder Group**.

2. Select **New** ⊕ to add a new group.

3. Enter the Group ID and description.

4. Select the **Due Date** or **Last Reminder** option to define whether the sequence is based on aging brackets or the interval between reminders.

5. Select **New** ⊕ in the **Sequence List** card to add a new sequence.

6. Define when the reminder generates in the **Days To Reminder** field.

> ℹ️ If you previously selected the **Due Date**, this value defines the number of days after the due date. If you previously selected **Last Reminder**, this value sets the number of days after the last reminder.

7. Enter the reminder **Message** that you want printed on the reminder letter form.

8. Select **Save**. 💾

Operating with Reminder Letters

Select the customers and the invoices used in the generation process with **Reminder Letter Generation**. Posting the letters applies charges connected with the overdue amounts. Depending on the company setting, you can either print reminder letters and include finance charges on subsequent invoices or generate finance-charge invoices that include the reminder message.

In this article, we will cover creating reviewing and posting reminder letters.

To generate reminder letters:

1. Open the **Reminder Letters Generation** app.
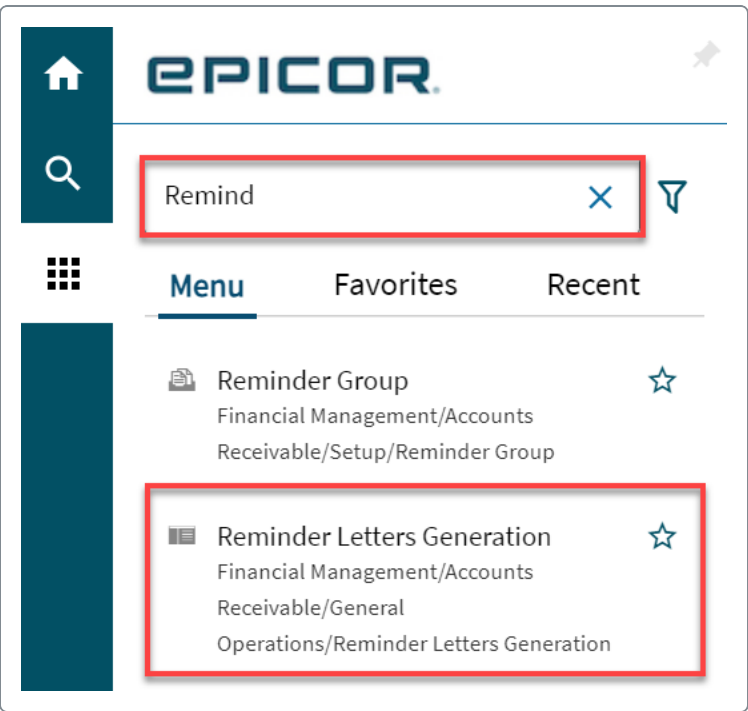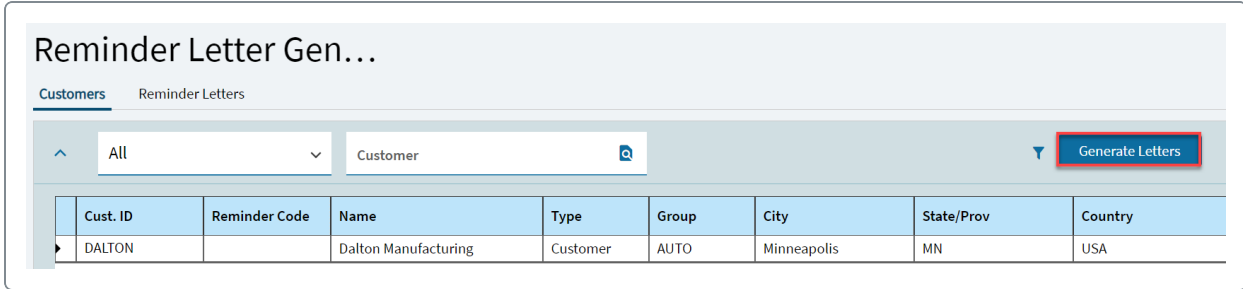
2. Next, search for and select a customer.
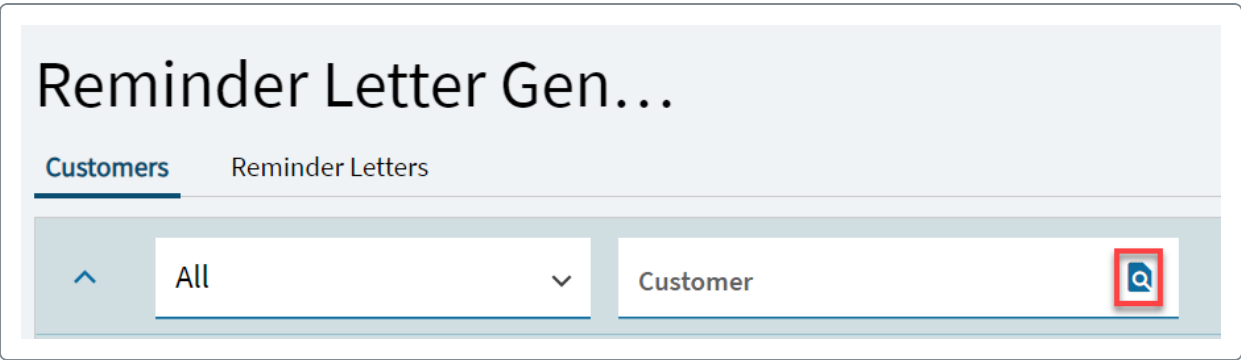
3. Select the **Generate Letters** button.
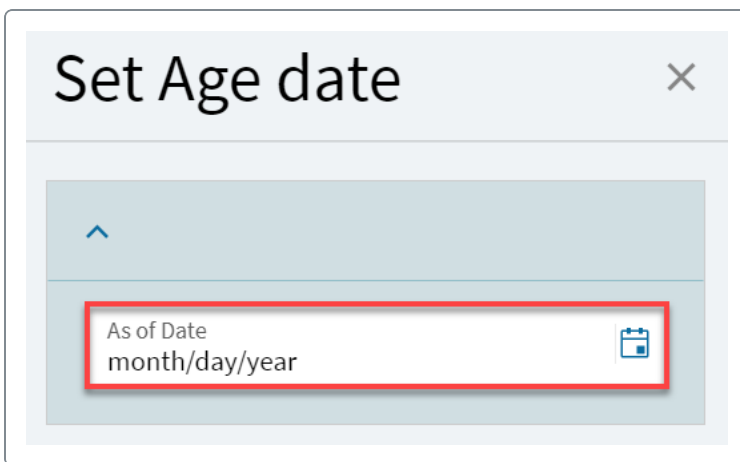
   The **Set Age Date** panel opens.

4. In the panel select the date to calculate aging. This setting determines the customers that receive reminder letters or invoices.

5. In the panel, select **OK** to close it.

6. Select the **Reminder Letters** page to review the generated reminders.

7. Select **Print** to print letters for the past-due invoices listed on the **Letters** card.

ℹ The availability of this icon depends on the 'Company' settings.

8. Select **Post** to post finance charges connected with the printed letters.
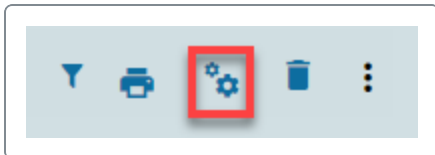
9. Select **Save**. 💾

Entering Letters of Credit for Customers

Enter and maintain all the letters of credit your organization has with customers in **Letter of Credit Entry**. You can use this application if you have the **Payment Instruments** module.

A letter of credit is a letter guaranteeing that a bank will deliver a buyer's payment to you on time and for the correct amount. If your customer can't make a payment on the purchase, the bank should cover the full or remaining amount of the purchase.

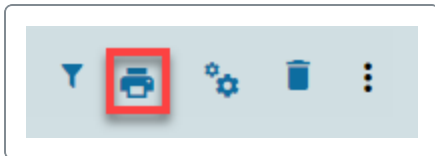Use the landing page of the application to view existing letters of credit or to enter a new one.

In this article, we will cover entering a letter of credit for customers.

Entering a Letter of Credit for Customers

1. From the main menu, go to **Financial Management > Accounts Receivable > General Operations > AR Letter of Credit Entry**.

2. Select **New** ⊕ to add a new letter of credit.

3. Enter the number for the letter of credit in the **LC/ECG Reference** field.

4. Add a concise description for the letter of credit in the **Description** field.

5. To select the customer who you set up a letter of credit for, select 🔍 in the **Customer** field.

6. If you send AR invoices directly to a bank or a different customer organization, select the required location from the **Bill To Customer** drop-down.

7. Select the kind of letter of credit for this customer from the **Type** drop-down. The following options are available:

   - **Letter of Credit** – A pool of credit guaranteed by the customer's bank.

   - **Export Credit Guarantee** – A pool of credit for exported goods guaranteed by the government.

8. Enter the name of the bank backing the credit in the **Guarantor Name** field.

9. If you expect all shipments to this customer to ship complete through this letter of credit, select the **Ship Complete** check box.

10. Enter the amount of credit available in the local currency on this letter of credit or export credit guarantee in the **Value** and **Currency** fields.

11. View the amount of credit available based on the exchange rate and whether the rate is locked for the letter of credit in the **Lock**, **Exchange Rate**, and **Base Value** fields.

12. Define the time period during which this letter of credit is active in the **Issue Date**, **Valid From Date**, and **Valid To Date** fields.

13. ⓘ If you want stop placing transactions against this letter of credit, select the **Inactive** check box. Select the reason from the **Inactive Reason** drop-down.

14. Enter optional receiving information in the **Additional Data** field.

15. Enter additional text you want to include about the letter of credit in the **Comments** field.

16. Select **Save** 💾.

Running the Close Letters of Credit Process

Run the **Close Letters of Credit Process** to close open AR Letters of Credit that no longer have open orders or invoices against them.

> ⓘ For the process to be available, you must install the **Payment Instruments** license.

To run the process:

1. From the main menu, go to **Financial Management > Accounts Receivable > General Operations > Letter of Credit Closing Process**.

2. Use the **Filter** to select customers.

3. Define the process parameters, such as **Schedule** and **Recurring** you want to use for the process.

4. Select **Process**. ⚙

Entering AR Invoices

When you need to bill customers for products and services a company sells, go to **AR Invoice Entry**. This app helps you calculate how much to charge the customers for products they buy. Then you can generate physical bills and send them to the customers for payment.

Generally, revenue and the corresponding AR values for shipped products do not update the General Ledger (GL) until an invoice is created and posted. Before you can create or generate AR invoices, you need to set up entry groups, sometimes called batches. Entry groups define the default transaction dates and apply dates for all invoices created within the group. When you finish defining your group, you can then enter invoices within the group.

When you complete entering each invoice's header, you then finish the invoices by adding detail lines, miscellaneous charges, commission information, and other details. You finalize the invoicing process by posting the entry group to the General Ledger. These invoices are then committed to the financial records for the fiscal period.

Use the landing page of the 'AR Invoice Entry' app to view existing groups and their invoices or to enter new ones.

In this article, we will cover:

- Adding a Group
- Adding Miscellaneous Invoices
- Adding Invoice Lines
- Adding Miscellaneous Charges to Invoice Lines
- Assigning legal numbers to invoices and voiding them
- Using the AR Invoice Options
- Locking/Unlocking a Group
- Reviewing Invoice Activities

Adding a Group

A group is a batch of invoices that you collect and post to the 'General Ledger'. After you create a group, you then enter or generate invoices to process through this group.

1. Open the **AR Invoice Entry** app.

   The **Group** card displays.

2. On the **Group** card, select **New** . ⊕

3. Enter the identifier for the entry group. Entry groups can use any combination of letters or numbers.

> ⓘ Some users enter specific numbers to easily find invoices during an audit, while others use the employee name or a date to organize the groups. After you post the group, you may reuse this identifier.

4. Specify **Invoice Date** and **Apply Date** for the group. These values are the default dates that are used for all invoices within this entry group.

5. Select **Save.**

    If you are not creating a new group, you can search for and select an existing one using the **Groups** button.
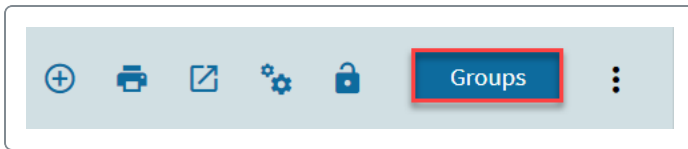
> ℹ️ If you select Clear ⬚ and open a group (from the landing page, Search, or the Groups panel), or create a new group, it will be automatically unlocked.

Adding a Miscellaneous Invoice

Once you defined a group, invoice, and apply dates, you can create or generate invoices. You start by entering the invoice header information.

There are several types of AR invoices:

- **Miscellaneous Invoice** – A regular invoice that you may or may not link to a sales order. Unless you use **Advanced** or **Deposit Billing**, you usually select this invoice type for manually created invoices. A Miscellaneous Invoice can also be created for tax purposes only or be designated as a recurring source invoice to use as a template for other recurring invoices.

- **Shipment** – Invoices generated by the **Get > Shipments** option of the Overflow menu. ••• The system links these invoices to a customer's packing slips.

- **Advanced Billing** – Also called 'Progress payments', these records are customer payments you request when you have not sent out a shipment. You choose whether the billing amounts credit sales or deferred revenue accounts.

> ℹ️ When you use the **Get > Milestone Billing** option from the Overflow menu and the 'Consolidate Milestone Billing' option is selected for the customer, progress payments will be consolidated into a single invoice. The payments are grouped by Project/Customer/Currency Code and Terms Code. The generated invoice is marked as 'Consolidated' in the Invoice Header.
>
>
>
> This consolidated invoice also contains lines for each included milestone. The
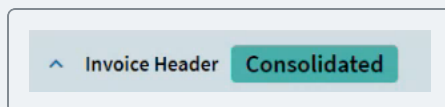
> ℹ️ Description column field displays the milestone's description.

- **Deposit Billing** – A customer down payment or prepayment. You receive deposit billings as prepayments against a sales order.

- **Credit Memo** – A transaction that reduces, or credits, a customer's receivable balance. Credit memos do not have to be linked to a sales order.

- **Advanced Billing Credit Memo** – A credit memo created to reduce an Advanced Billing invoice.

- **Deposit Billing Credit Memo** – A credit memo created to reduce a Deposit Billing invoice.

To create a Miscellaneous Invoice:

> ℹ️ It is assumed that you created a new group.

1. Locate the **Invoices** card.

2. Select **New Miscellaneous Invoice**. ⊕

   > ℹ️ You can only create miscellaneous invoices using the **New Miscellaneous Invoice** ⊕ icon. If you want to create any other type of the invoice, select the respective option for it from the 'Invoices' card's Overflow menu ⋮ .

The **Invoice Header** card displays.

> ℹ The invoice number is auto-assigned by Kinetic once you save.
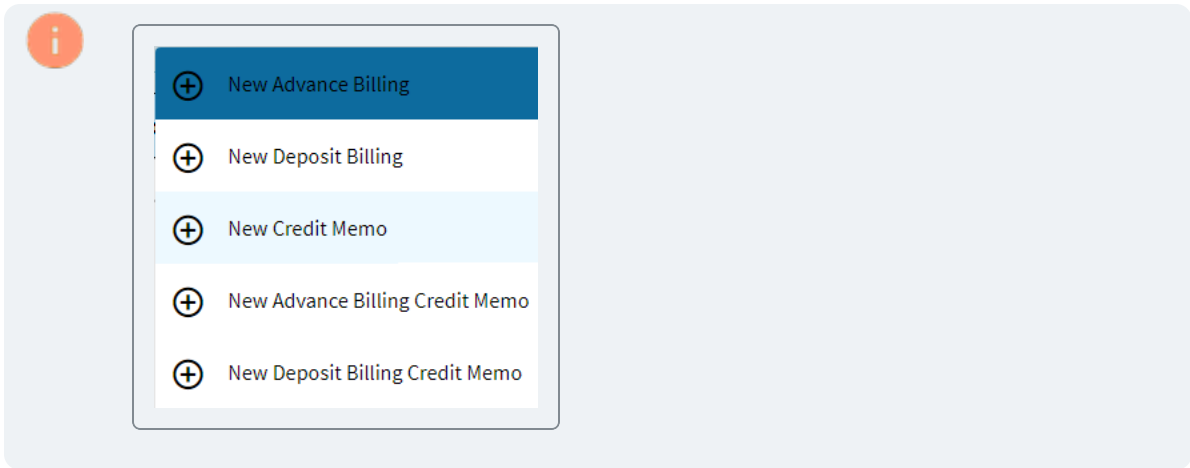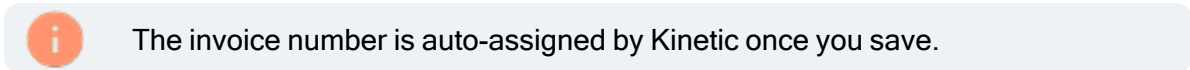
3. If this is for payment on a sales order, enter or search for it and select it in the **Sales Order** field.

4. Select a reference invoice using the **Ref Invoice** field, if applicable.

5. Search for the customer who you're invoicing in the Sold To field. If you want to use this location as the address on the invoice, select the **Print Sold To Address** check box. If this check box is clear, then Kinetic uses the customer's Bill To location on the invoice's address.

6. Enter an invoice description, if necessary.

    You can enter the transaction description manually. Otherwise, the application creates system text in the following format: prefix + a combination of the attributes that are specified in the corresponding posting rule in **GL Transaction Type**, and uses it as this transaction's description. You can review the transaction description in **Review Journal**.

    After you post an invoice, the application assigns the description you enter (or the description the system creates) with a specific prefix that depends on the transaction. You can use the following table as a reference for examples of how the prefixes might look like:

Transaction	Prefix
AR Invoice Entry	AR Inv
AR Invoice Cancellation	AR Inv Cancelled
AR Invoice Correction	AR Inv Corrected
AR Invoice Credit Memo	AR Inv CM

All prefixes are followed by **:** (colon). For example:

- If you enter description for an ordinary AR invoice, then the transaction description is **AR Inv: XXX**, where **XXX** is the description you enter.

- If you don't enter the description: **AR Inv: InvNum CustName**, where **InvNum** is an invoice number, and **CustName** is a customer name.

7. If necessary, in the **Dates** group box, change the **Shipment** and **Apply** dates.

8. In the **Options** group box, define the invoice options, as necessary.
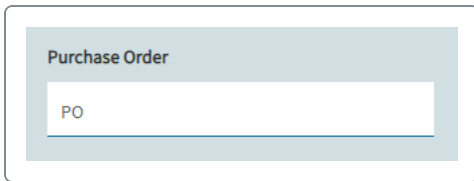
- **Auto-Print Ready**- Set up the invoice to automatically print or print preview.

  You set up the automatic printing of invoices using the Business Process Management (BPM) Designer.
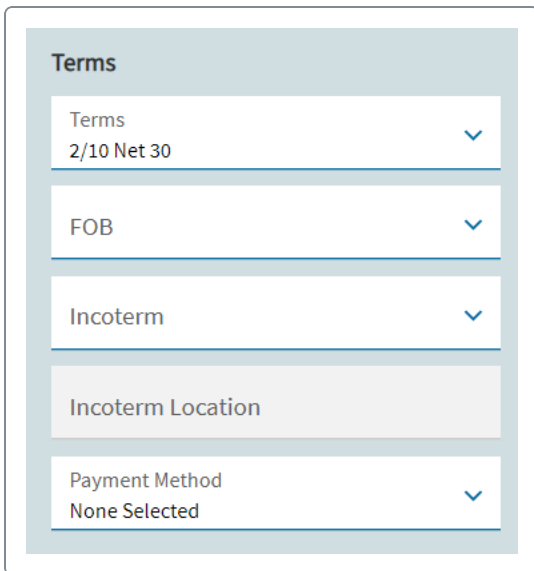
- **Ready to Calculate** - Calculate sales taxes against this AR invoice once you save it. You can set up this check box to be on by default in **Company Configuration**.

- **Hold Invoice** - Place the invoice on hold and you can't post it until you remove the **Hold** status. If you post a group that has invoices on hold, these invoices are not posted. To post such invoices, clear the Hold Invoice check box on each invoice and report the group.

9. If necessary, in the **Purchase Order** group box, enter the purchase order number you want to link to this invoice using the **PO** field. The **PO** from the sales order defaults (if any), but you can change this value.

Purchase Order

PO

10. In the **Terms** group box, specify the conditions this customer pays on the invoice under in the **Terms** field. The value defaults from the customer you selected, but you can change it, if necessary.

Terms

Terms
2/10 Net 30

FOB

Incoterm

Incoterm Location

Payment Method
None Selected

11. Select a payment method this customer uses for this invoice using the **Payment Method** field.

12. Specify other fields as necessary.

13. Select **Save**. 💾

Adding Invoice Lines

Invoice lines detail the specific part, quantity, and price for each item you are selling. Through the **Line Detail** cards, you create the details lines, and then add miscellaneous charges, define commission rates, and other things to each line.

1. In the Nav tree, select the **Lines/Detail** node.
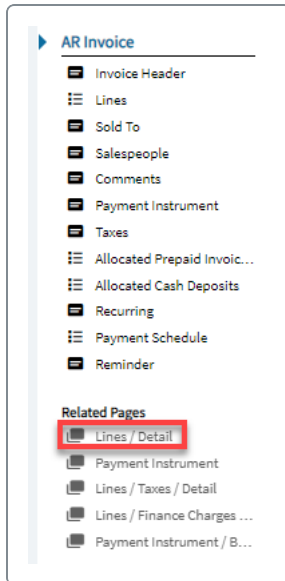
The **Line Detail** card displays.

2. Select **New Line**. ⊕

3. If this line is created for a sales order, search for and select the **SO Line** and **SO Rel** identifiers to define the sales order line and release that is associated with it.
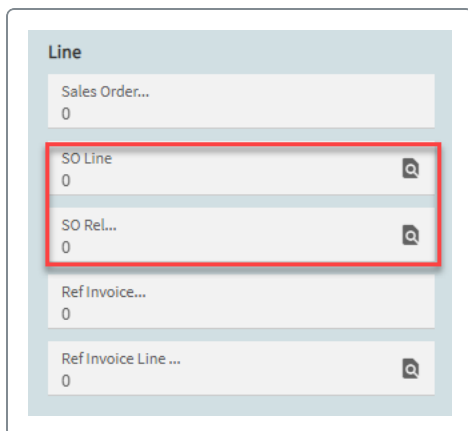
4. Search for the part to create an invoice line for and specify its **Quantity**, **Unit Price** and **Discount** (if applicable).

5. In the **Quantity/Price** group box, enter the quantity, unit price, and discount percentage you want to invoice.

6. In the **Tax** group box, select the tax related information.

The following rules apply:

- If a tax liability has been identified for the invoice line, select a tax liability option from the drop-down list.

- If the line is explicitly exempt from taxes, enter a reason for the exemption within the 'Tax Exempt' field. This prevents the 'AR Invoice Entry' app from calculating taxes against the line.

- If the salespeople selected on the 'Commission' card receive commission from this detail line, select the 'Commissionable' check box.

7. Review the **Totals** group box for the total amounts of the line. Kinetic calculates them by adding the extended price, miscellaneous, and tax amounts, and then subtracting the 'Less Discount' and 'Less Advance Billed' amounts.

8. Select **Save**. 💾
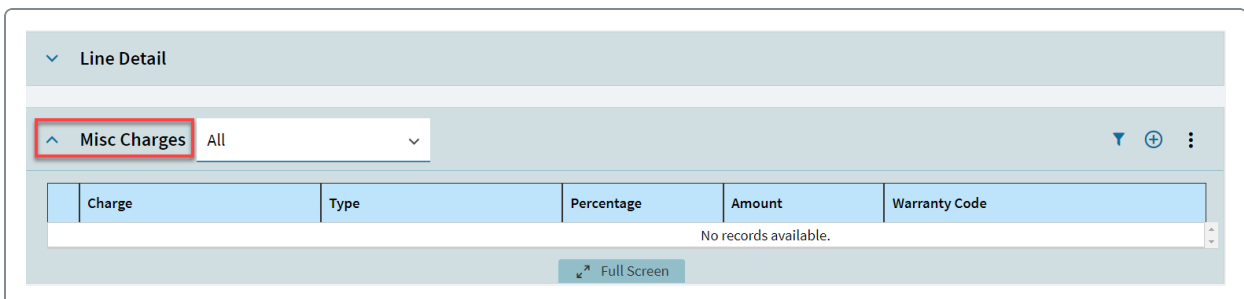
> ℹ️ There is a number of actions available for an invoice line. If you want to learn more about them, refer to the Using an AR Invoice Line Optionsarticle.

Adding Miscellaneous Charges to Invoice Lines

On the **Misc Charge** card, create or edit miscellaneous charges added to the detail line's total amount. Miscellaneous charges are always linked to specific detail lines. Miscellaneous charges are created through the 'Miscellaneous Charge Maintenance' app. To learn about this app, review the article.

1. Scroll down to locate the **Misc Charges** card and expand it.

Charge	Type	Percentage	Amount	Warranty Code
		No records available.		

2. Select **New Line Misc Charge**. ⊕

3. From the **Charge** drop-down list, select a charge.

4. In the **Amount** field, enter the charge amount. Some miscellaneous charges have a default amount, but if you need, you can change this value.

> ℹ️ Alternatively, you can select the **Percentage** type and enter the required number in the 'Percentage' field.

5. Select **Save.** 💾

Assigning Legal Numbers to Invoices and Voiding Them

If you want to assign/void an invoice legal number:

1. In the Nav tree, select the **AR Invoice** node.

   The **Invoice Header** card displays.
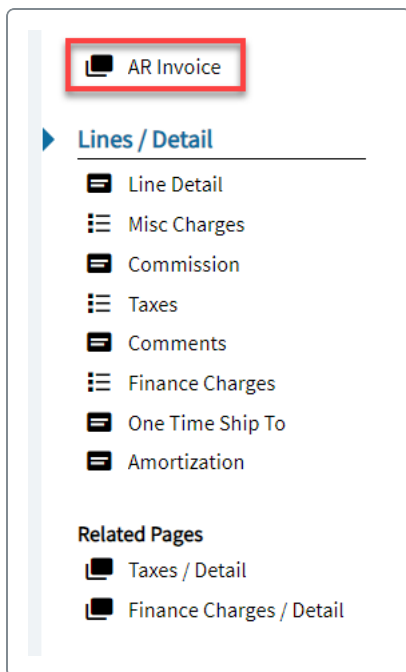
2. From the **Overflow** menu, select **Legal Numbers**.
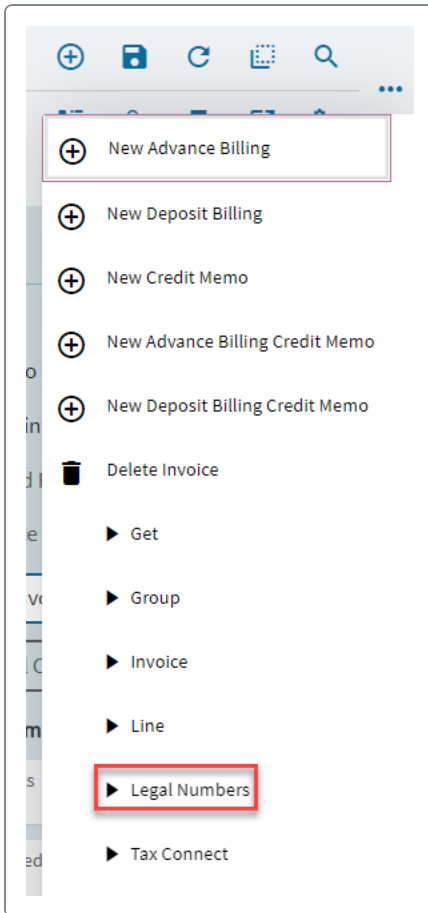
3. Verify the generated legal number.
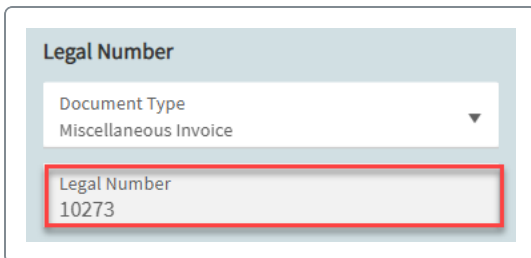
> ℹ You can also assign legal numbers on the line level.

Using the AR Invoice Options

After you're done adding AR invoices and their lines, there are a lot of options you can use to proceed working with them. Here are several of the most basic ones:

- Getting Shipments
- Running the Edit List Report for an AR Invoice Group

- Printing a Group of AR Invoices
- Posting AR Invoices
- Creating a Cancellation Invoice
- Creating a Correction Invoice
- Generating Field Service Invoices

Locking/Unlocking a Group

You can manually lock/unlock a group to make it available for other users. For example, a user need to review/print the 'Group Edit List' for a particular group. If you attempt to open a group that is locked by a certain user, Kinetic displays a message informing you the group is locked by a specific User ID.

1. If you are creating a new group, the **In Use By** field displays the user ID that created the group.
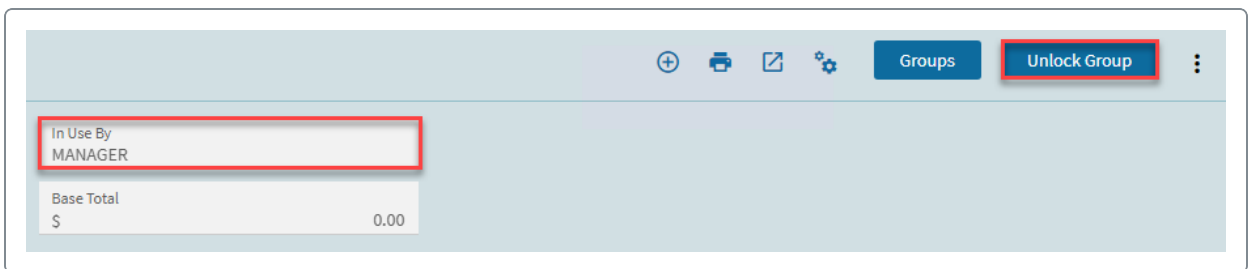
> In this case, the group was created by the 'MANAGER' user. However, this is just an example.

2. Select the **Unlock Group** button.
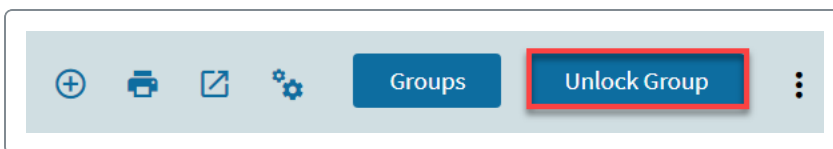
The group is now unlocked.

3. If you want to lock/unlock a specific group, select the **Groups** button.
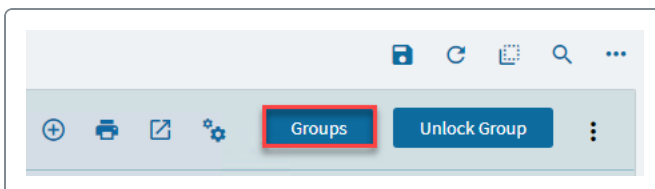
The **Group** panel opens.

4. Inside the panel, highlight the group in the grid, and select the **Unlock/Lock** button.
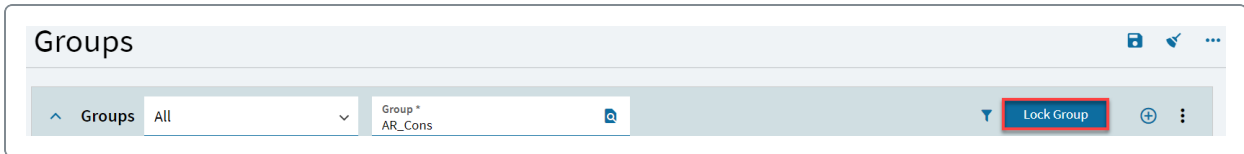
Reviewing Invoice Activities

Using the **Activity** page in the 'AR Invoice Entry' app you can review information relevant to your invoice.

> ℹ️ You cannot modify information on the Activity page.

1. Select the **Activity** page.

2. Expand the card you need and review its information.

Creating a Credit Memo

A credit memo is a transaction that reduces, or credits, the balance that a customer owes your company. A credit memo can be an amount you apply to the customer's overall balance; you can also apply a credit against a specific sales order detail line.

> ℹ️ To learn how to enter an AR Invoice, review the Entering AR Invoices article.

In this article, we will cover creating a credit memo.

1. Launch the **AR Invoice Entry** app and select and existing group.

2. Locate the **Invoices** card.

3. On the **Invoices** card, select **New Credit Memo**.

   The **Invoice Header** card displays.

4. Enter the credit memo details as you need.

   > ℹ️ You can use the **Entering AR Invoices** article for reference.

5. To finish the credit memo, you must add at least one detail line to it.

   Again, to learn how do add an invoice line, review the Entering AR Invoices article.

6. Select **Save**. 💾

The created 'Credit Memo' holds the 'Credit Memo' label.

AR Invoices

Group AR_Cons - Invoice 0   Credit Memo

Adjusting Sales Accounts on Miscellaneous Invoice Lines

You often need to place the sales of products or services within different sales accounts. In [AR Invoice Entry](#), you can override the default sales account within each AR invoice miscellaneous line. If it is necessary to record the sale of the goods or services within a different account, you can select the sales account you need.

In this article, we will adjusting sales accounts on miscellaneous invoice lines.

1. In **AR Invoice Entry**, select a misc invoice you want to adjust the account for and then open its line.

2. At the bottom of the line's **Detail** card, in the **Override Default GL Account** section, you can see the GL account settings with the default book and sales account.

3. Change the account as you need.

4. Select **Save**.

Using Get Shipments in AR Invoice Entry

The **Get Shipments** functionality is a key feature in the **AR Invoice Entry** app. You use this option to create invoices directly from packing slips. When you run this app, Kinetic creates one or multiple invoices for each customer that has packing slips selected as 'Shipped'. This is a check box located in the 'Customer Shipment Entry' app.

You define how **Get Shipments** generates invoices using the **Customer** app.

- If you want 'Get Shipments' to generate one invoice that contains multiple orders, select the **Consolidate Sales Orders** check box. If you clear this check box, Kinetic creates separate invoices for each order this customer places.

- If you want 'Get Shipments' to generate a single invoice for all packing slips created for the same order and fiscal period, select the **Combine Packing Slips** check box. If you clear this check box, each packing slip that is pulled into the AR invoice group creates a separate invoice. This happens even if they were created for the same order.

- Select the **Consolidate Shipment Lines** check box if you want to consolidate shipment lines for the same part, the same order line, and the same packing slip for a customer into one invoice line.

- Select the **Invoice Per Packing Slip** check box to indicate an individual invoice should be generated for each individual packing slip line when using the 'Get Shipments' function in the 'AR Invoice Entry' app. Clear this check box to generate one invoice per packing slip (all packing slip lines on a single invoice).

The app also uses the customer's 'Billing Frequency' settings to decide whether to generate an invoice during each Get Shipments session.

Kinetic can pull all packing slips marked as **Ready to Invoice** (you select this check box when you print the packing slip). These shipments must also have a shipment date that is either earlier or equal to the group's invoice date. If you selected the **Use Shipment Date As Invoice Date** check box in the **Company Configuration** app, Kinetic uses the packing slip's shipment date as the invoice date.

Depending on the billing day entered for each customer, however, some packing slips may not be pulled. The 'Get Shipments' option reviews each customer record's 'Billing Day Options' to determine whether or not to generate an invoice at this time.

If the shipment for a sales order line is marked as **Time/Materials Billing**, the new invoice automatically selects the **Hold Invoice** check box. Once the invoice is updated with the correct price, you need to clear the 'Hold Invoice' check box on the invoice header.

When shipments are pulled, Kinetic automatically generates the invoice header information and all invoice lines. Once you post a shipment invoice, the linked packing slip sets to **Invoiced** and you can no longer make changes to that shipment in the 'Customer Shipment Entry' app. If you delete a shipment invoice, the packing slip resets to **Not Invoiced** and you can then make changes to the packing slip.

> ⚠️ The 'Get Shipments' option doesn't create invoices for service contracts marked as **Recurring Invoices**.

In this article, we will cover getting invoices from shipments.

1. In the AR Invoice Entry app, in the group where you want to get shipment invoices, select an existing group or create a new one.

2. Select the **Get > Shipments** option from the Overflow menu ●●●.

   The Get Shipments panel opens.
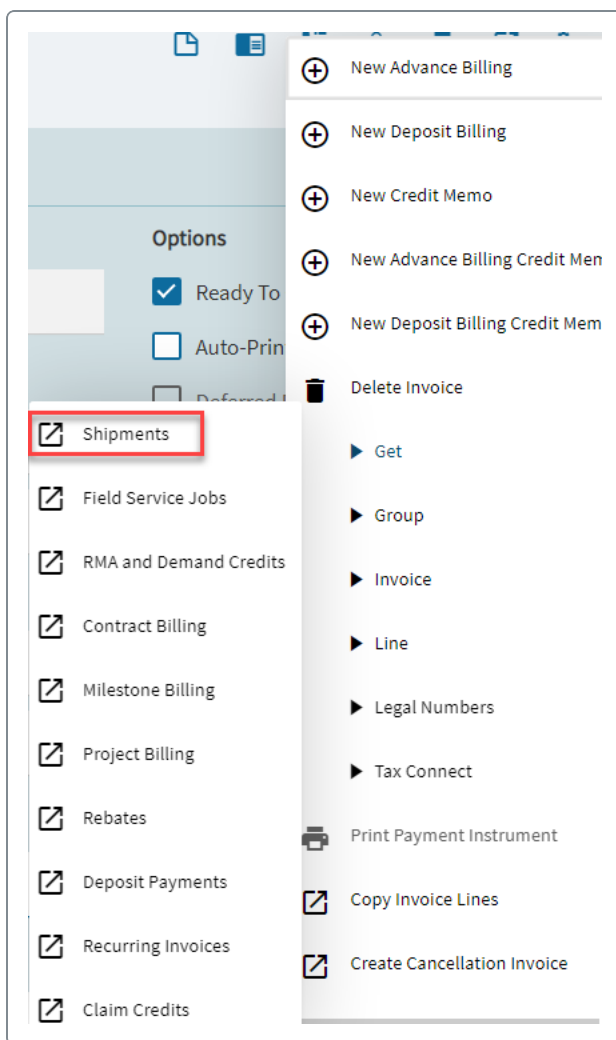
3. Inside the panel, indicate whether you want pull the packing slips from the current or all sites in Kinetic.

- **Current site** – The process will turn into invoices all **Ready to Invoice** shipments sent out from the selected site.

- **All sites** – The process will turn into invoices all **Ready to Invoice** shipments from all sites within your database.

4. Depending what you want to view and subsequently select, use one of the following buttons.

- **Select All** - If you select this button then Kinetic automatically creates an AR invoice for each packing slip in Kinetic.

- **View All Packing Slips** - Select to open the 'Packing Slips Browser' panel listing all the packing slips in Kinetic.

- **Manual Selection** - Select to manually choose a packing slip you want to invoice.

  > When you use Manual Selection in Kinetic 2024.2 (11.3.200) or newer, the **Ship Via**, **FOB**, **IncoTerms**, and **Tracking Number** fields also display for easier packing slip selection.

- **Drop Shipments** - Select to view the drop shipment packing slips you want to invoice.

5. Once done, select **Ok** to the selection and **Yes** - to the confirmation message. The information message displays with the numbers of the created invoices:

6. Go back to the Landing page by selecting the **AR Invoice** link.

7. Next, select **Refresh** and review the generated invoices in the grid.
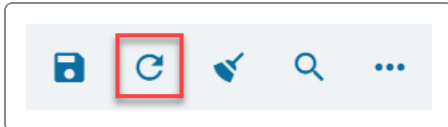
Invoice	Type	Credit Memo	Hold Invoice	Inv Date	Apply Date	Doc Invoice...	Order	Sold To Customer Name	Bill To Customer Name
10273	Miscellaneous	☐	☐	12/13/2022	12/13/2022	240.00	0	Dalton Manufacturing	Dalton Manufacturing
10274	Shipment	☐	☐	11/24/2021	11/24/2021	240.00	5041	Addison, INC	Addison, INC
10275	Shipment	☐	☐	11/24/2021	11/24/2021	2,592.00	5181	Addison, INC	Addison, INC
10276	Shipment	☐	☐	11/18/2021	11/18/2021	208.00	5184	Addison, INC	Addison, INC
10277	Shipment	☐	☐	11/24/2021	11/24/2021	2,592.00	5293	Addison, INC	Addison, INC
10278	Shipment	☐	☐	11/25/2021	11/25/2021	6,000.00	5355	Barriston Engineering	Barriston Engineering
10279	Shipment	☐	☐	09/09/2021	09/09/2021	22,540.00	5000	Dalton Manufacturing	Dalton Manufacturing
10280	Shipment	☐	☐	11/18/2021	11/18/2021	17,150.00	5039	Dalton Manufacturing	Dalton Manufacturing
10281	Shipment	☐	☐	08/31/2021	08/31/2021	122.50	5050	Dalton Manufacturing	Dalton Manufacturing
10282	Shipment	☐	☐	11/16/2021	11/16/2021	10,241.00	5050	Dalton Manufacturing	Dalton Manufacturing
10283	Shipment	☐	☐	11/18/2021	11/18/2021	2,038.40	5211	Dalton Manufacturing	Dalton Manufacturing
10284	Shipment	☐	☐	12/08/2021	12/08/2021	7,840.00	5363	Dalton Manufacturing	Dalton Manufacturing

Getting Recurring AR Invoices

In **AR Invoice Entry**, create recurring invoices using the **Get > Recurring Invoices** option of the Overflow menu.

As a result of this process, the system creates a new invoice or a series of invoices from each selected recurring source invoice. Each new invoice is a copy of the recurring source invoice, including comments, charges, commissions, GL accounts, and other information. Dates, invoice numbers and legal numbers are not copied, however.

Exchange Rate uses the new invoice date or apply date to get the rate, if it not locked. The system also recalculates taxes based on the new invoice date, unless you manually calculated them on the source. If the **Copy Latest Invoice** check box is on on the recurring source invoice, the details are copied from the latest posted recurring invoice for that recurring series of the recurring source invoice.

> ⓘ You can generate recurring AR invoices using the **Generate Recurring AR Invoices** application.

In this article, we will cover getting recurring AR invoices.

1. In **AR Invoice Entry**, highlight a group and select **New** ⊕ to create a recurring invoice.

2. Select the **Get > Recurring Invoices** option of the Overflow menu.

3. If necessary, filter the cycle codes and customers you want to generate invoices for. The default is **All Selected**.

4. If necessary, select **Manual Selection** to select from the list of all recurring source invoices available. In the **Invoice Browse** panel that opens, select a recurring source invoice or multiple recurring source invoices that you want to use as a template to create new invoices.

5. Select a recurring source invoice or multiple invoices and select **OK**. To the confirmation message, select **Yes**.

   If this process creates a miscellaneous invoice for a customer on aging or credit hold, one of the following actions occur: (based on your **Credit /Aging Limit Actions** settings in **Company Configuration**):

   - **Warn** - The system ignores the customer credit and aging settings when creating and posting miscellaneous AR invoices through this process. A **Credit Hold** indicator displays.

   - **Stop Entry** - You can't create the invoice. At the end of the generation process, a message displays to inform you of the invoices that the system couldn't create because the customer is on credit or aging hold.

- **Stop Post** - A **Credit Hold** indicator displays. The system writes an error message to the System Monitor when you try to post the invoice and the invoice does not post.

- **Ignore** - The system ignores the customer credit and aging settings are ignored when creating and posting miscellaneous AR invoices. A **Credit Hold** indicator displays.

These settings don't apply to credit memos, cancellation invoices, correction invoices or RMA credit memos.

Creating a Cancellation Invoice

In **AR Invoice Entry**, you can cancel previously posted invoices (for example, if they have errors). When you cancel an invoice, the application creates a credit memo that reverses the invoice's lines and taxes.

In this article, we will cover cancelling an invoice.
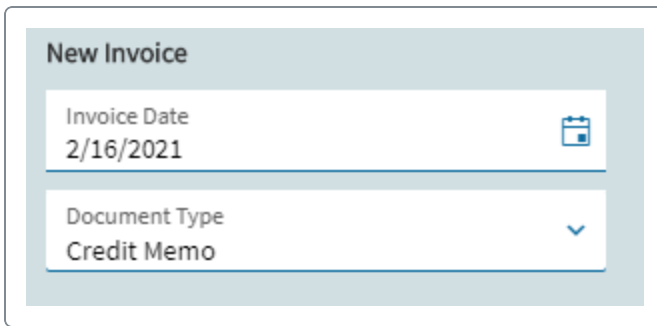
1. In **AR Invoice Entry**, open an existing unposted group or create a new one. This will be the group you create a cancellation invoice in.

2. From the Overflow menu ••• , select **Create Cancellation Invoice**. To the confirmation message, select **No**.

3. In the **Create Cancellation Invoice**, search 🔍 for the legal number of the invoice that you want to cancel, select the check box next to it.

   The legal number is the unique number assigned to identify this transaction. If an invoice has no legal number, the application uses the invoice number as one.

	Legal Number	Name
☐		
☐		
☑	10270	
☐		

   Tip: You can also scroll right and select the line based on the invoice number that you want to cancel.

4. Select **OK**. The panel fills in with the original invoice details.
5. In the **New Invoice** section, specify the date of the new credit memo.

New Invoice

Invoice Date
2/16/2021

Document Type
Credit Memo

6. Select **OK**. Note all cancellation invoices are credit memos, you can't select any other document type.

7. Select **Yes** to the warning message.

8. The application opens the new invoice's **Details** page. Select **Save** 💾 , and from the Overflow menu ⋯ , select **Group > Post**. Then, select **Process**. ⚙

Creating a Correction Invoice

In **AR Invoice Entry**, you can correct a posted invoice or credit memo by creating a correction invoice.

In this article, we will cover creating a correction invoice.

1. In **AR Invoice Entry**, open an existing unposted group or [create a new one](#). This will be the group you create a correction invoice in.

2. From the Overflow menu •••, select **Create Correction Invoice**. To the confirmation message, select **No**.

3. In the **Create Cancellation Invoice**, search 🔍 for the legal number of the invoice that you want to cancel, select the check box next to it.

   The legal number is the unique number assigned to identify this transaction. If an invoice has no legal number, the application uses the invoice number as one.

	Legal Number	Name
☐		
☐		
☑	10270	
☐		

   Tip: You can also scroll right and select the line based on the invoice number that you want to cancel.

4. Select **OK**. The panel fills in with the original invoice details.

5. In the **New Invoice** section, specify the date of the new invoice, it's document type, and select **OK**. The new invoice that the application will create will be a miscellaneous invoice.

6. Select **Yes** to the warning message.

7. The application opens the new invoice's **Details** page. Note the invoice is marked **Correction**.

8. Correct the details in the invoice as you need and select **Save**. 💾

9. From the Overflow menu •••, select **Group > Post**. Then, select **Process**. ⚙

Using AR Invoice Line Options

There are a number of actions available for an AR invoice line in **AR Invoice Entry**.

> ℹ️ All of the following actions assume that you have already created an AR invoice with at least one line. If you need to make one, refer to the **[Entering AR Invoices](#)** article.

In this article, we will cover using additional AR invoice line options. The sections below represent the actions you can perform with an invoice line. Expand each section to learn more about them.

To assign and/or void legal number to an invoice line:

1. On the **Line Detail** card, select **Legal Numbers > Assign Legal Number** from the Overflow menu ⋯. The information panel shows the assigned legal number. Select **Ok**.

2. To void it, select **Legal Numbers > Void Legal Number**. Enter the reason for voiding and select **Ok**.

3. Select **Save**. 💾

Pull in the default General Ledger account to the line item using the **Line > Get Default Command** option on the Overflow menu ⋯. The **GL Account** field is initially blank and disabled and the posting engine determines the default account. After you use the **Get Default Account** option, the GL account populates with the default one, but you can still change it. The system uses the GL account that displays in posting.

After you run the **Get Default Account** option, the system won't automatically update GL Account if you make changes to the invoice details' **Site** field, line's **Part** and **Group** fields. If you change those fields, you must run the **Get Default Account** option again to update the GL Account.

Generate an amortization schedule for a deferred revenue line.

1. On the **Line Detail** page, select the **Defer** check box.

2. Select the appropriate RA code.

3. Verify the correct dates display in the **Start Date** and **End Date** fields.

Deferred Revenue

☑ Defer　　[Scheduled]

RA Code
12 Months Equal Amounts ⌄

Start Date
1/9/2020　📅

End Date
2/16/2021　📅

4. Select **Save**. 💾

5. Verify the deferred revenue account displays in the **GL Account** field.

6. Select **Line > Revenue Amortization > Line - Generate Amortization Schedule** from the Overflow menu ⋯ . To see the schedule details, expand the **Amortization** card and review the **Revenue Amortization Schedule** grid.

7. Make any necessary changes.

8. If necessary, you can select the **Hold** check box for an unposted period and enter a **Reason Code** and **Reason Text**. The system won't recognize the amortization amount of a period on hold.

9. Select **Save**. 💾

If necessary, you can also use the **Line - Delete Amortization Schedule** and **Line - Restore Amortization Schedule** options.

To save time, you can use the **Copy Invoice Lines** option to reuse lines in a miscellaneous, shipment, or credit memo invoice. You can also use it to copy lines as adjusting ones. To do this, copy selected lines to the original invoice. You can opt to create the adjusting line as a reversing entry. This can result in the creation of a zero-balance invoice.
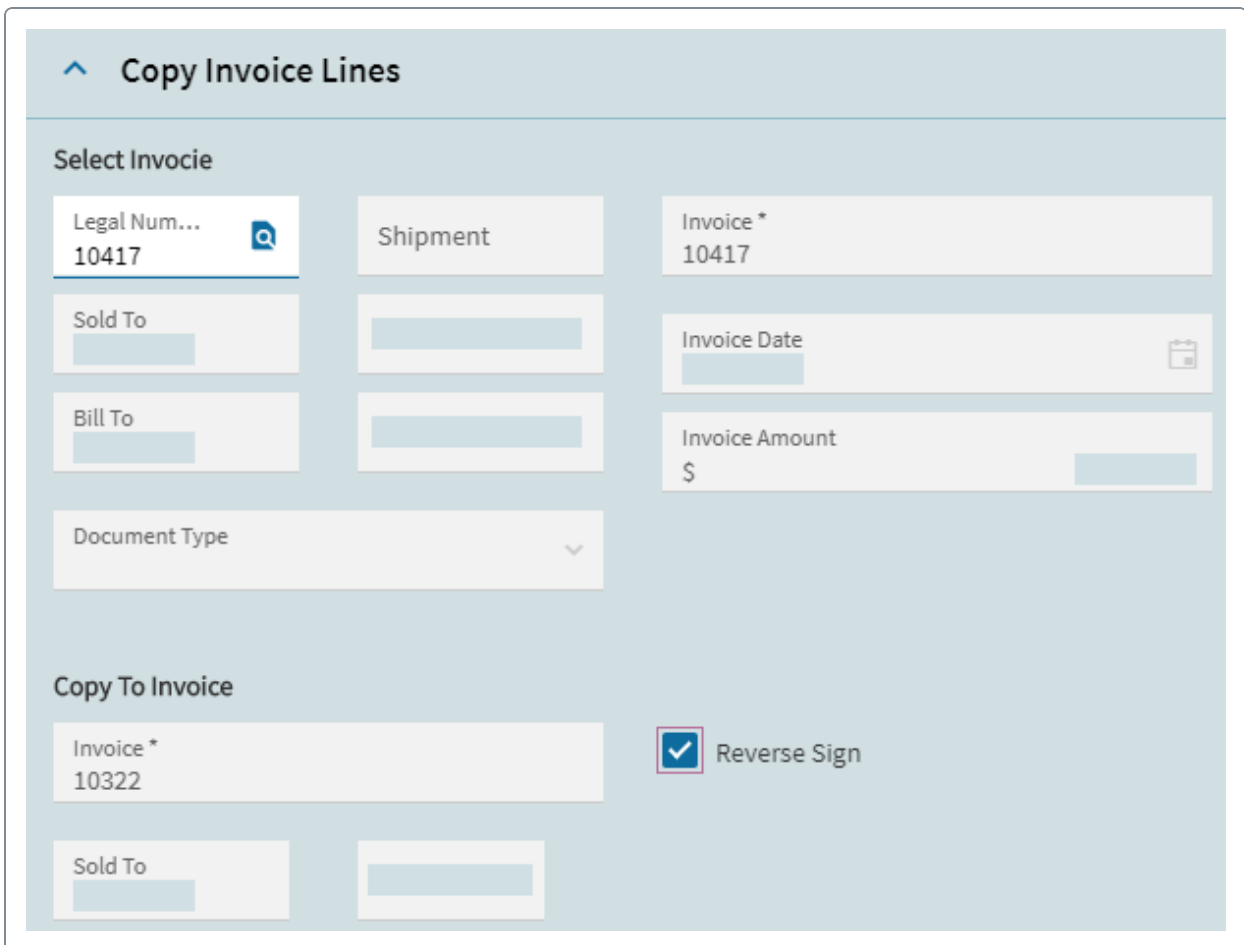
If you specified the **Reference Invoice** number is specified on the invoice header, the system uses this invoice as a source copy item.

> ℹ Adjustments only affect financial processes. They have no effect on shipments or other processes connected with the original invoice.

1. On the **Line Detail** page, select **Copy Lines** from the Overflow menu •••.

2. In the **Legal Number** field, search for and select the invoice you will copy the lines from.

    Typically, you copy lines between invoices billed to the same customer. However, you can copy lines between invoices billed to different customers. The company configuration determines the number entered in this field. You enter a legal number when the company uses legal numbers with its documents. Otherwise, you enter an invoice number. Selection of the invoice displays invoice information in other program fields.

    ## ∧ Copy Invoice Lines

    Select Invocie

    | Legal Num... | Shipment | Invoice * |
    | 10417 | | 10417 |

    | Sold To | | Invoice Date |

    | Bill To | | Invoice Amount |
    | | | $ |

    Document Type ∨

    Copy To Invoice

    | Invoice * | ☑ Reverse Sign |
    | 10322 | |

    Sold To

3. Review the available details.

4. If necessary, select **Reverse Sign** to create the selected lines as reversing entries. You can use this option to copy lines as adjustments to an earlier invoice.

5. Select the check box next to the line(s) you want to copy in the **Invoice Lines** grid.

▪	Part ⋮	Description ⋮	Line ⋮	Packing Slip ⋮	
☑			1		
☑			2		

Invoice Lines All

6. Select **OK** and **Yes**. The application adds the lines to the invoice you selected. It also recalculates taxes on the copied lines based on effective rates for the new invoice.

Creating Deposit Billing Invoices

Create deposit billing invoices in **[AR Invoice Entry.](#)**

A deposit billing invoice is a customer down-payment or pre-payment that you must link to an order but not to a specific order line or release. The prepayment account you define in the default GL control code (the **AR Account** type) offsets the Receivables account in this transaction type.

You can also create sales order deposits directly in the Cash Receipt Entry app. The difference between creating a deposit invoice and creating a deposit through cash receipts is mainly that you can print a physical invoice if there is a deposit billing invoice. Also, if you do not choose to create a deposit billing invoice, the deposit amount never affects the Receivables account. The system debits the Receivables account only when a deposit invoice posts. Once an invoice payment posts, the system credits the Receivables account.

Your company's policy states that a 50% down payment must be received prior to the shipment of goods. Because it does not matter which line the down payment is applied to, you can use a deposit invoice to bill your customer for the down payment. This way you can create a deposit billing invoice for 50% of a customer's existing sales order.

In this article, we will cover creating an deposit billing invoice. The process is similar to creating a miscellaneous invoice, so for all details not described in this routine, please refer to the Entering AR Invoices article.

1. From the main menu, go to **Financial Management > Accounts Receivable > General Operations > AR Invoice Entry**.

2. On the **Groups** card, highlight a group where you want to create an invoice and select **New Deposit Billing** from the **Invoices** card's Overflow menu ⋮ .

3. In the **Sales Order** field, search 🔍 for the required sales order.

4. Enter other deposit billing details as you need. You can use the Entering AR Invoices article for reference.

5. Select **Save**. 💾

6. Review the deposit invoice line on the **Lines** card. Scroll right and enter its **Extended** price.

7. Review/adjust other line details as you need and select **Save** [icon]. Continue working with the deposit billing invoice as you need (print the edit list, post it, etc). You can also run the Advance Billing/Deposit Balance report.

Printing a Group of AR Invoices

Print out all the invoices within the current invoice group using the **Group > Print Invoices** option of the Overflow menu in **AR Invoice Entry**. You can also use this option to print invoices individually or based on some parameters you set up.

On the **Print Invoice** page, you specify if you want the system to print the transactions in a pre-numbered format and also set the number of detail lines that the system will print in that format. You can use this to control the overflow. Also, here you can configure the folios available for the legal numbers. When a legal number runs out of pre-numbered formats, the system won't print the transactions until you enter a valid date or more folios in the application. Legal numbers used to print the overflow are marked as void.

> ℹ️ The same process is available from the **Print** option of the Overflow menu in **AR Invoice Tracker**.

In this article, we will cover printing a group of AR invoices.

1. In **AR Invoice Entry**, in select the group you want to print the invoices for on the **Groups** card on the landing page.

2. Select **Group > Print Invoices** from the Overflow menu. •••

   Now you need to select the parameters depending on what you want the **Print Invoice Form** to display.

3. If this is a draft copy if the invoice, select the **Draft Copy** check box.

   The system prints the original invoice without a copy number. However, you can enable the **Use copy number** functionality to print AR invoice groups. To activate it, select the **Use copy number** check box located in **Company Configuration > Modules > Finance > Accounts Receivable > General**.

   Each time you reprint an AR invoice, the system increments the copy number by **1**. It also saves the original print date and it remains unchanged during subsequent printing. If you do not want to increase the copy number every time you print an AR invoice, select the **Draft Copy** check box to print the invoices in the group in the draft mode.

    If you select the check box, the system prints **Draft Copy** in the invoice headers along with the following information:

   - **DRAFT COPY** instead of Invoice/Credit Memo
   - The **INTERNAL USER ONLY - NOT SUITABLE FOR TAX PURPOSES** warning
   - Page number of the total number of pages

- Invoice date
- **Printed At** followed by the date and time stamp of the print time

When the **Draft Copy** check box is clear, the system prints the invoice is printed in the non-draft mode with the invoice number, page, and the current **Printed At** date and time. it also doesn't print the copy number (when it prints the original invoice). You can print the original invoice in **AR Invoice Tracker** if you haven't yet posted it or if you have posted but not printed it.

4. In the **Transactions** drop-down, select the transactions you want to print the report for.

5. Specify what document types to print the invoices for.

6. If necessary, select the required **Print Status** and **Invoice Status** to include in the print and specify the invoices range in the **Range Filters** section.

7. If you want to filter the invoices to include, use the **Filter** cards.

8. Specify the report parameters on the **Advanced** card.

- **Output Format** - Output format of the report.
- **Report Style** - Select the report style option you want to use to run this report.
- **Schedule** - Indicates when you want to print the report. If you select something other than Now, the Recurring check box is available.
- **Archive Period** - Time period you want to keep the report in the System Monitor. The default is 0 Days, meaning that the report will be deleted from the monitor shortly after being printed.

After the Archive Period passes, the report is purged from the system. When a report is exactly purged is determined by a combination of the date/time the report generates, the number of days set in the report's Archive Period, and the Report Purge Frequency setting. The Report Purge Frequency is defined in the System Agent within its Task Agent Purge Settings.

- **Recurring** - Select if you want the report to run on a repeating basis. The check box is only available if you select a schedule other than **Now**.

- **User Description** - Describes a specific report run. The entered description displays in the System Monitor.

9. Select **Print Preview** or **Client Printer** .

Posting AR Invoices

To complete the AR invoice entry process, you need to post the group's invoices to the AR Accounts within your General Ledger. When you post an entry group, the transactions update each customer's accounts receivable information.

After you post the invoices, you can no longer delete them. However, there's a limited number of fields that you can update via **AR Posted Invoice Update**. If you post an invoice in error, you can enter an offsetting transaction.

> ℹ️ The posting process can also create General Ledger transactions. It pulls the account numbers for these transactions from your Company Configuration, AR accounts, and other maintenance records like product group, sales tax, miscellaneous charge, and so on.

The following rules and conditions apply:

- Your account numbers in the AR Configuration and AR Accounts must be valid before you post.
- When you post invoices, you can no longer edit or delete them.
- If you post an invoice in error, you must enter an offsetting transaction.
- When group's invoices are in the process of being posted or in the review journal, you cannot add new invoices to the group.
- Posted invoices display within various programs and reports.
- If a customer exceeds a preset credit limit, the posting process will automatically place you on Credit Hold.
- You can't post invoices that are on hold until you clear the **Hold Invoice** check box on the invoice header.
- Invoices that include errors won't post. In this case, review the posting log for errors details.
- If you use Tax Connector Tax Integration with Sovos, the posting engine uses tax calculations generated through one of these services.
- When you create an invoice for a shipment pack associated with a Package Control ID (PCID), the system sets the status of the PCID header and item records to **INVOICED**.

In this article, we will cover posting an AR invoice group.

> ℹ️ Starting in Kinetic 11.2.300, the 'AR Invoice Entry' app displays **AR Invoices** as its page title.

1. Open **AR Invoice Entry**, select a group or invoice on the landing page. Then, select **Group Post** ⚙ located next to the 'Groups' button.
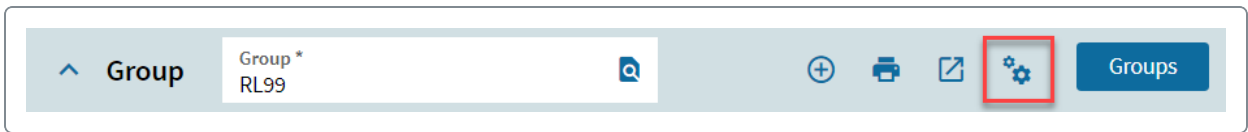
The **AR Invoice Post Process** panel displays.
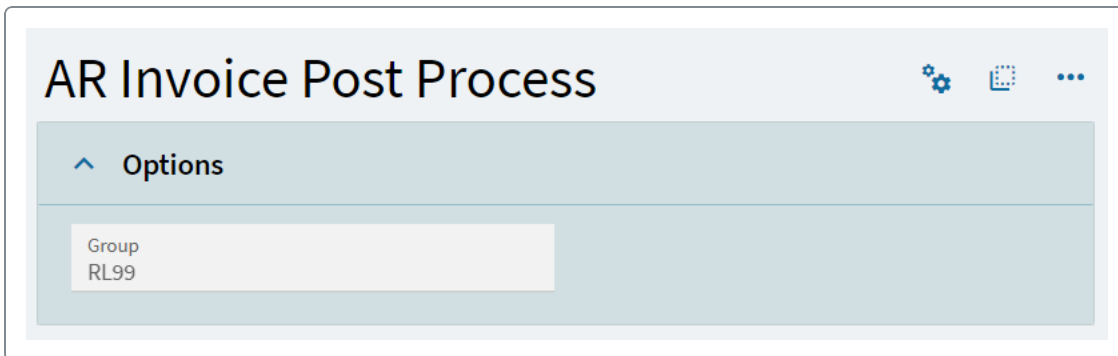
2. Select **Process**. ⚙

Tracking AR Invoices

One of the crucial factors in the sales procedure is billing an invoice. If you sell a product, but you receive no money from the customers, you charge the debt to them. While your company waits for the customers to pay their bills, you consider the unpaid invoices as 'Accounts Receivable'.

The **AR Invoice Tracker** app helps you track the billed invoices, the 'General Ledger' transactions, overall payment activity, and all the debts (Accounts Receivable) from the customer. If you are a salesperson or an accountant, who needs an overview of the general accounting information, you are likely to use this tracker.

> You can find more information about the tracker interface in the Trackers Help article.

> To locate different cards in the 'AR Invoice Tracker' app, use the Nav tree and its nodes.
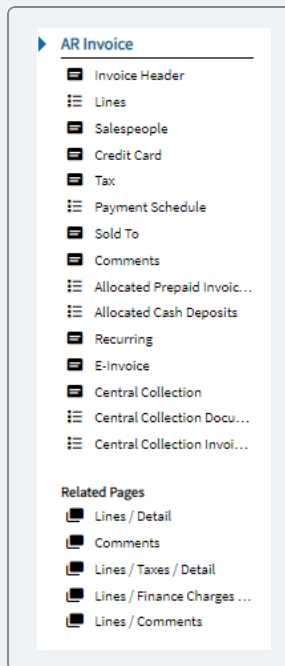
In this article, we will cover:

- [Viewing Summary Details](#)
- [Displaying General Ledger Transactions](#)
- [Reviewing Credit Transactions](#)
- [Viewing Central Collection](#)
- [Using the Overflow Menu](#)

> To learn more about general cards and fields, refer to **AR Invoice Entry** section in the Application Help.

Viewing Summary Details

Suppose your customer owes you a large amount of money for a completed project. You need to view the customer name, details of the invoice, and terms of payment. On the **Invoice Header** card, you can find all the primary information about your invoices deposit details, and invoice dates. If you want to start tracking the payment activity and the invoices of your customer, that's the way to do it.

To view the AR invoice summary:

1. Open the **AR Invoice Tracker** app.

2. Next, search for and select the invoice you want to review.

   The **Invoice Header** card displays.

Displaying General Ledger Transactions

General Ledger (GL) is the heart of the system's 'Financial Management'. You can process and post all accounting transactions created throughout applications, as well as entries made directly within the ledger. It is a central repository for accounts payable, accounts receivable, fixed assets, and all other financial operations within your company.

 On the **Activity > GL Transactions** card, you can track accounting journals, numbers, and information on the credits. This sheet also lets you review all the journal entry transactions placed against the current invoice that you select. This way, you can check the financial health of your company.

Here is more information about the following fields in this card:

- **Statistical UOM Code** - Statistical unit of measure.
- **Statistical** - Indicates if statistical information may be entered for the natural account. Accounts can be used for monetary amounts (0), monetary and statistical amounts (1), or only for statistical amounts (2).
- **Allocation Stamp** - Previous allocation stamp to which the allocation is to be applied.

Reviewing Credit Transactions

On the **Activity** > **Posted Invoice Update Credit Transaction** card, you can find all the transactions that the customer makes while paying for the invoice with their credit card. It includes the basic information, such as transaction date, number, amount of money funds, and credit card details.

Posted Invoice Update Credit Transa...							
Transact... ⋮	Transact... ⋮	Transaction Type ⋮	Docume... ⋮	Authorization Code ⋮	Result ⋮	Response Message ⋮	AVS Address Response ⋮

Viewing Central Collection

If you are a global company with multiple subsidiaries, you are likely to use a centralized process for payments and to reduce duplicated work among your subsidiaries. To optimize the procedure and track the details of the original invoices of your company, you can use the **Details** > **Central Collection Invoice Payment** card.

You are the manager of the Illium Works, and you decide to open a Service Center in Minnesota. You want this Service Center to be responsible for applying the AR (Accounts Receivable) collection for all the sites belonging to the Illium Works. The headquarters and sites can still access their local AR invoices and collections, and in some specific cases, are also responsible for applying some of the local collections.

Central Collection Invoice Payments							
Source	Check/Ref	Tran Date	Invoice Ref.	Type	Stage	Currency Code	Amount	Discount
				No records available.				

Using the Overflow Menu to Access RMA Processing

Open the **Overflow** menu ••• and select the **Create RMA** option to access RMA Processing and create RMAs from the AR Invoice Tracker.

Open the **Explorer** tab to see a graphical representation of relationships between related quotes, orders, shipments, AR invoices and payments – providing a detailed overview of the quote to cash cycle:

> ℹ️ The record you are in is always outlined with black borders.

This relationship "map" consists of five card groups:

1. Quote
2. Order
3. Shipment
4. AR Invoice
5. Payment

Each card contains a basic overview and an underlined link (the **Quote/Order/Shipment/Invoice/Payment Number** field), which opens a panel with detailed information:

> ℹ️ More details can be added to the grid using the **Personalize Columns** option in the panel's **Overflow menu**. You can also select the record to access it.

When there are four or more cards in a group, a collapsed version of the cards displays:

You can select the underlined link on the collapsed cards to view a panel with all the records listed:

ℹ️ More details can be added to the grid using the **Personalize Columns** option in the panel's **Overflow menu**. You can also select the record to access it.

Running the AR Invoice Adjustment Process

Run the **AR Invoice Adjustment Process** to adjust an amount against an open invoice or credit memo.

The amount you enter increases or decreases the invoice balance and creates general ledger (GL) entries.

> You can adjust an open invoice to zero dollars to write it off, but that invoice closes and you cannot re-open or re-adjust it. If the amount is left on an adjusted invoice, you can adjust it back up to its original invoice amount. Use caution when increasing an invoice amount. If the original invoice is linked to an order, reconciliation can become difficult.

To run the process:

1. From the main menu, go to **Financial Management > Accounts Receivable > General Operation > Write Off and Adjustments**.
2. Use the **Invoice** button to search for and select an invoice.
3. In the **Adjustment** field, enter amount.
4. In the **Account** field, select an account.
5. Select **Save**.
6. In the **AR Invoice Adjustment Process** window, select **Process**.

Running the Finance/Late Charges Process

Run the **Finance/Late Charges Process** to calculate finance charges against overdue invoices.

The finance charges you generate through the process display in AR Invoice Entry. The finance charges are generated within their own AR invoice group, and display on the **Line > Finance Charges** sheet. You can edit the generated financial charge invoices if necessary.

The following validation messages may occur when you schedule or run the process:

- **Calculate Finance Charge is pending for at least one of the customers selected, cannot run similar process** - Displays if you attempt to schedule the process with a customer that is included on a scheduled process. (stop task agent to test it or send some tasks in a short amount of time)

- **There is a pending task for the same Group ID** - Displays if there is a scheduled process with the same Group ID (stop task agent to test it or send some tasks in a short amount of time)

- Calculate Finance Charge is currently running for at least one of the customers selected, cannot run similar process - Displays when there is a finance charge process running for at least one of the customers selected on your current request.

> ℹ️ If the **Finance Charge Option** in Company Configuration is set to **Calculation Based on Days Overdue**, the late charge calculates after an overdue invoice is settled in full. If the invoice was partially paid, the amount charged is calculated based on the remaining invoice balance that was overdue.

The **Selection** parameters include:

- **As of Date** - The date from which invoices are evaluated to be overdue during the process. The default is the current date.

- **Filter** - Informs you whether you used filters or not. After you select a specific filter option, the fields located in this pane display values depending on whether you filtered (Some Selected) or you did not (All Selected).

- **Schedule** - Indicates when you want to run the process. If you select something other than Now, the Recurring check box is available.

- **Recurring** - Select this check box if you want the process to run on a repeating basis. This check box is only available if you select the schedule other than Now.

To run the process:

1. From the main menu, go to **Financial Management > Accounts Receivable > General Operations > Process Finance/Late Charges**.

2. Select the process parameters.

3. Select **Process**. ⚙️

Running the Balance Update Process

Run the **Balance Update Process** to update Accounts Receivable (AR) balances when they are not set for automatic updates.

> ℹ️ Run this process for each company after data migration to correctly calculate the balances of the migrated data. Run the process before running the AR Reconciliation Report to have accurate balances on your report if you have not set automatic updates.

The **Selection** parameters include:

- **Schedule** - Select the schedule during which you would like the process to run. Options include **Now**, **Startup Task Schedule**, and any other user-defined schedules created for your company.
- **Fiscal Year** - Displays the starting fiscal year when the balance updates are made, based on the company's main fiscal calendar.
- **Fiscal Period** - Displays the starting fiscal period when the balance updates are made, based on the company's main fiscal calendar.
- **Process Option** - Indicates the process option you want the process to use.
    - **Net Change** - Updates balances from movements that are not marked as balance updated, starting with the specified fiscal year and period.
- **Regenerate** - Regenerates and rebuilds all AR balances starting with the specified fiscal year and period.

To run the process:

1. From the main menu, go to **Financial Management > Accounts Receivable > General Operations > Balance Update**.
2. Select the required options.
3. Select **Process**. ⚙️

Using Pre Printed Forms to Void Legal Numbers

Use **Void Pre Numbered Forms** to void specific legal numbers applied to the documents or checks. You can then continue to use the sequence that contains the number. Refer to the Legal Numbers chapter for information on setting up legal numbers.

Use the landing page of the application to select a legal number to void.

In this article, we will cover voiding a legal number.

1. From the main menu, navigate to **Financial Management > Accounts Receivable > General Operations > Void Pre Numbered Forms**.

2. On the landing page, select the legal number that contains the folios you want to void. Only legal numbers created with the **Use Pre Numbered Format** option display in the grid.

3. Designate the numbers to void by completing the **From Legal Number** and **To Legal Number** fields.

4. In the **Reason** field, enter an explanation for the void.

5. Select **Save** to void the numbers.

   A Void Confirmation window displays showing the number of legal numbers to be voided.

Creating a Payment Instrument Type

A payment instrument is an electronic or paper-based method used to transfer funds, like a promissory note or a future-dated check. Create different types of payment instruments that you use in **Payment Instrument Type Maintenance**.

> ⚠️ This program is only available if you have the **Payment Instruments** module license.

Use the landing page of the application to view existing payment instrument types or to enter a new one.

In this article, we will cover creating a payment instrument type.

1. From the main menu, go to **Financial Management > Accounts Payable > Setup > Payment Instrument Type**.

2. Select **New** ⊕ to add a new payment instrument type.

3. In the **Type** field, enter an ID for the payment instrument type.

4. In the **Description** field, enter the type's description.

5. From the **Use In** drop-down, select in which modules you want to use this payment instrument type: **AR** or **AP**. Your selection here determines the availability of the **Accounts Receivable** or **Accounts Payable** fields on this page.

   - **Accounts Receivable** – Use the fields in this section to indicate whether a customer bank record is required. Then enter **Company Bank ID**, **Electronic Type Code**, and select an option for **First GL Update Stage**.

   - **Accounts Payable** – Use the fields in this section to indicate whether a supplier bank record is required. Then select options for **First GL Update Stage** and **Status Codes**. Select either **Check** or **Other** from the **Type** drop-down.

6. Now set the **Initiation** field to **Generation**, **Received**, or **Endorsed**. When you enter a payment instrument, the setting in this field determines which fields in the entry application are enabled.

   - **Generation** – When you print an invoice which has a payment method for generated payment instruments, you can generate a payment instrument within the invoice entry aplication.

   - **Received** – When you enter a payment instrument for a document you have received from a customer or supplier, you enter the payment instrument via **Payment Instrument Entry**. You cannot enter a payment instrument in the invoice entry application if the invoice has a payment method for received payment instruments.

- **Endorsed** – When you use an AR payment instrument as an endorsed payment of a supplier's invoice in an AP payment instrument. This initiation is available only for an AP payment instrument type.

7. Select the **Default** check box to make this payment instrument type the default one.

8. Select **Save**.

Defining Payment Instrument Statuses

Payment instruments are financial transaction methods used in different localities. Examples of payment instruments include Promissory Notes and Post-Dated Checks. As a payment instrument (PI) moves through your business flow, it goes through a number of stages that indicate its progress. Each stage can contain multiple levels, or statuses, required for your financial processes. For example, in the AR Portfolio stage, you can have a Portfolio Signed status and Portfolio Posted status.

Run **Payment Instrument Status Maintenance** to define the statuses available for each of the payment instrument pre-defined stages.

Use the landing page of the application to view existing statuses or to enter a new one.

In this article, we will cover:

- [Defining Payment Instrument Statuses](#)
- [Linking Statuses to GL Control](#)

Defining Payment Instrument Statuses
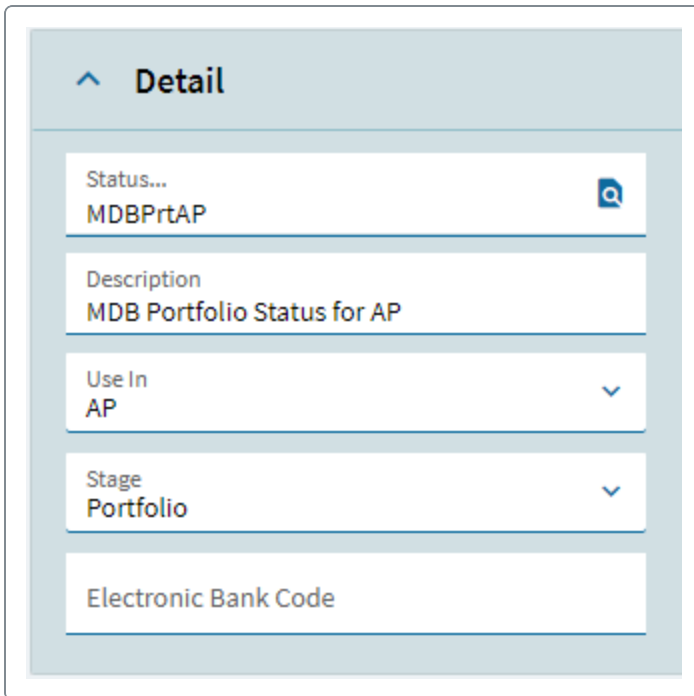
1. From the main menu, go to **Financial Management > Accounts Payable > Setup > Payment Instrument Status**.

2. Select **New** ⊕ to add a new status.

3. Enter the status and its description.

   > ℹ The status is a unique identifer, for example, 001. The description must indicate the purpose for the status, for example, AP Portfolio.

4. From the **Use In** drop-down list, select whether this status is used for either AP or AR.

5. In the **Stage** field, select the pre-defined stage available for accounts payable. Available AP stages are:

   - **Portfolio** - Used when a signed document has been received (Signed status), or an AP invoice has been reduced by the allocation from the Payment Instrument (Posted status).
   - **Settled** - Used when the cash is defined as paid.
   - **Cancelled** - Used when you return or cancel Payment Instrument, and all accounting movements are reversed.

6. Optionally, enter the **Electronic Bank Code** this status uses. Enter this value using the electronic remittance format required for the bank code applied for your payment instruments.

7. Select **Save**.

Linking Statuses to GL Control

Expand the **GL Control** card to link the GL control type and GL controls you need to associate with this payment instrument status.

The general ledger (GL) control or controls selected on this GL Control card determine the accounts and journal codes used to post transactions to which the record applies.

You can associate one or more GL controls with a record in this setup program. Each control associated with a record must belong to a different control type. The association allows the use of control values when the record applies to a posted transaction.

The general ledger (GL) control or controls selected on this GL Control card determine the accounts and journal codes used to post transactions to which the record applies.

Example: The AR Account and AP Account GL control types reference the company entity. You define GL controls based on both types and apply them to Company A in Company Configuration. A transaction that belongs to Company A then posts using the account hierarchy set up for this specific transaction for the Company A business entity. Posting rules use the controls' account references to create the accounts for the company's journals.

You cannot associate GL controls with programs where users select posting accounts when they enter transactions. Examples of this type of program include AP Adjustment and Cash Receipts. The Master Chart of Accounts (COA) defines the accounts available in these programs.

1. On the **GL Control** card, select **New**. ⊕

2. Select the GL control **Type** that contains the account contexts you need.

3. Next use the **Control** field to enter a GL control contained by the selected GL control type.

4. Continue to add the GL control types you need for the current company. When you finish, save the changes.

GL Control Type	Type Description	GL Control Code	Control Description
Payment Instrument Payable	Payment Instrument Payable	Default	Default PI Payable Account

Entering Cash Receipts

Suppose you are in charge of your company's financial operations, and you need to track its income. The **Cash Receipt Entry** app allows you to enter and post cash receipts. These are transactions you enter for customer payments, customer credits, or miscellaneous cash amounts. The app lets you create entry groups, enter cash receipts, and post these transactions to your 'General Ledger'. Here you can input receipts for a particular period, specific receipts for a single customer, or all receipts for a particular type.

You enter customer payments, customer credits, and miscellaneous cash amounts through the **Cash Receipt Entry** app. This process is similar to the 'AR Invoice Entry' process. You create entry groups, enter cash receipts, and post these transactions to your 'General Ledger'.

> ℹ️ Before you can transact within the 'Cash Receipt Entry' app, you must set up your fiscal periods using the 'Fiscal Period Maintenance' app.

You can enter these cash receipt transaction types:

- **Invoice Payments** - These transactions are entered with basic check information. They include detail lines how the check is used against the customer's outstanding invoices.

- **Deposit Payments** - These transactions track down payments made against specific sales orders (allocated) or not linked to a sales order (unallocated). They debit the 'Cash' account and credit the account number you enter, which is normally a 'Prepayments' liability account.

- **Miscellaneous Payments** - These transactions track miscellaneous cash received from sources other than customers; they do not change customer 'AR' balances. They debit the 'Cash' account and credit the account number you select.

- **Debit Notes** - Enter these transactions when a customer requires a payment or invoice deduction. These transactions create open receivable amounts. Debit notes can be applied as unallocated amounts on a payment. They can also be linked directly to an invoice, reducing the invoice's total amount due.

You can also create **Unapplied Receipts**. By selecting the **On Account** check box, these transactions are automatically created when you enter a customer payment that is not applied to a specific open invoice or credit memo.

You can use **Apply Credit Memos** to assign this amount to another invoice. You can also use **AR Write Off** and Adjustment to adjust the balance. For more information, refer to the Apply Credit Memo and AR Write Off and Adjustment topics in the Application Help.

When cash receipts post, they update invoice balances, create GL entries, and update Bank Reconciliation deposit information.

Use the landing page of the application to view existing cash receipts or to enter a new one.

In this article, we will cover:

Entering Cash Receipts

Begin with the **Cash Receipts Entry** app by creating entry groups. You can then enter the cash receipts that are processed through this entry group. Entry groups are also called batches.

To create a new entry group:

1. Open the **Cash Receipts Entry** app.

2. Select **New** ⊕ to add a new group.

3. Enter the identifier for the entry group in the **Group** field.

4. Select the **Bank Account** you need from the drop-down list. The cash receipts for the group are deposited within this bank account.

5. Enter the transaction apply date.

6. Select **Save**.

> If you select Clear and open a group (from the landing page, Search, or the Groups panel), or create a new group, it will be automatically unlocked.
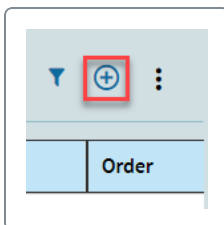
Entering Invoice Payments

Next, enter payment information and select the invoices against which this payment is made.

To enter payments:

1. Select **Invoice Payment** on the **Payments** card to add a new payment.

   The **AR Invoice Payment Details** card displays.

2. Enter the number that identifies the check in the **Check** field. You can enter the number from the check or any other reference number.

> **ℹ** You can enter the number from the check or any other reference number.

3. Enter the amount and currency of the payment using the **Receipt Amount** field.

4. Search for and select a customer.

5. Use the **Settlement Currency** field to enter the currency of the invoice.

> **i** The company you work in must be configured to use currency settlements in order for you to use this field.

6. Select the **On Account** check box, if you want the app to create a new unapplied entry against the customer for any remaining unapplied amount.

> **i** If this check box is cleared, you cannot enter other payments until you have allocated the entire 'Unapplied' amount.

7. Select **Save**.

Selecting Invoices

Select the open invoices that the payment from the customer is to be applied against with the **Invoice Selection** button on the **Allocate** card.

After you select a customer on the **AR Invoice Payments Details** card, all invoices for the customer are displayed within the grid. The oldest invoice is displayed at the top of the grid, followed by invoices created on later dates.

If you add invoices with discounts, the 'Discount Percent' active on the date that this payment is received determines the percentage discount to multiply against the payment. This value is

determined by the terms assigned to this customer and the discount percentage period during which the payment was received.

> ⚠️ Discounts cannot be calculated for a credit memo transaction.

When you select the invoices on inside the 'Invoice Selection' panel and select the **Apply** button, the invoice is removed from the grid. The invoice then displays on the **Allocate** card, where you can further define the specific amounts you will apply to the invoice.

To select an invoice:

1. Select the **Invoice Selection** button on the **Allocate** card.

The **Invoice Selection** panel opens.

2. In the panel's grid, select the invoice and select the **Apply** button to confirm that all invoices are applied to the check.

   The app applies payment amounts to the selected invoice and moves the invoice to the **Allocate** card.

   - For automatic alternatives, you can use the Automatic Selection button to automatically select the open invoices for a customer until the receipt amount is allocated, starting with the oldest invoice first.

- Use the **Select and Apply** button to perform automatic allocation of the payment amount, where the system selects the invoices for allocation using the existing sorting order and allocation is performed until the Unapplied field value is equal to zero.

3. Select **Save**. 💾

Placing Specific Payment Amounts

Using the **Allocate** card, modify the amounts paid on the invoices previously selected on the **Invoice Selection** panel. You can also use this card to link a payment to a new or existing AR invoice.
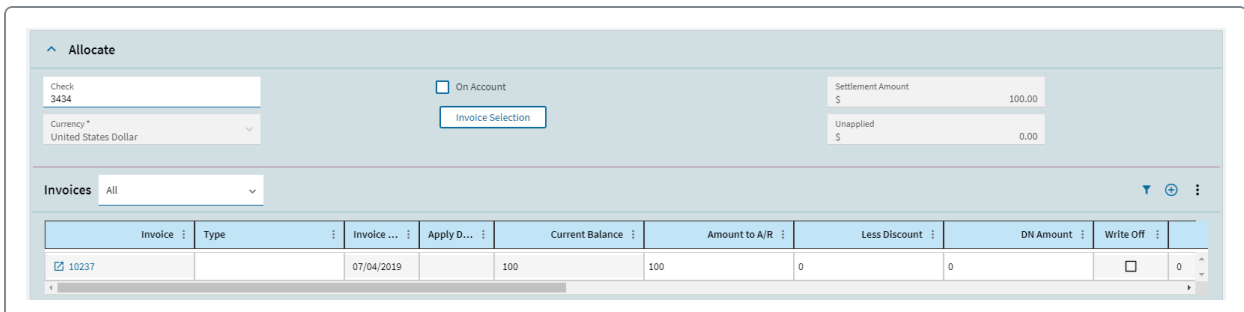
> ℹ️ For invoices that reflect discounts, a company setting determines how the allocation applies the credit. The allocation process can charge the credit back to the defined discount accounts or to the selected invoices.

1. Locate the **Allocate** card.

2. If you want the app to create a new unapplied entry against the customer for any remaining unapplied amount, select the **On Account** check box.

   > ℹ️ If this check box is cleared, you cannot enter other payments until you have allocated the entire unapplied amount.

3. If you wish to update the payment placed against this invoice, enter a new amount within the **Amount to A/R** column.

4. Select ⊕ to if you want to add a new invoice.

5. Select **Save**. 💾

Entering Bank Fees

Enter bank fees and taxes for deposited checks on the **Bank Fee** card. There is a limit of one bank fee per cash receipt, but there can be multiple taxes added.

After you enter the bank fee code and the amount, the app calculates the taxes according to the tax information defined for the bank fee code. The calculated taxes are added to the tax grid where you can select a line to manually adjust the information. You can also add new tax lines.

> ℹ️ If you selected Reconciled Balance from the Bank Account program, the payment amount is booked against the pending cash account and the bank fee and related taxes are not accounted for at the time of posting the cash receipt. You will need to create tax detail records so that the taxes you enter can be booked when the cash receipt is reconciled. If you did not select Reconciled Balance from the Bank Account program, the payment amount is booked against the bank account and the bank fee is accounted for directly together with its taxes.

To enter a bank fee:

1. Scroll down to locate the **Bank Fee** card and expand it.

2. Select **New Bank Fee**. ⊕

3. Search for and select a **Bank Fee** code.

4. Next, enter a bank fee amount.

5. Select **Save**.

Posting Receipts

To complete the **Cash Receipt Entry** process, you post the group's receipts to the 'AR' accounts within your 'General Ledger'. When an entry group is posted, all of the transactions update your cash receipts information.

To post a cash receipts group:

1. Select **Post**.
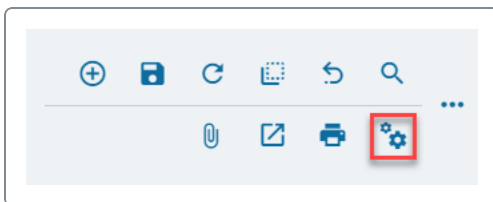
The **Cash Receipt Post Process** window displays.

2. Select the icon to post the group.

> ⓘ If posting errors occur, select the **Group > Posting Log** card to review an error log. Use this log to locate the errors. You can re-post the group after correcting them.

Locking and Unlocking a Group

You can **lock** and **unlock** groups if necessary.

> ℹ️ You cannot delete locked groups. The locked group can be unlocked only by a user who locked it.

To lock a group:

1. Select the **Lock Group** button.
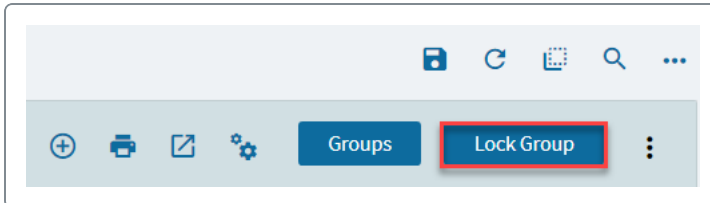
The button changes to 'Unlock Group'.
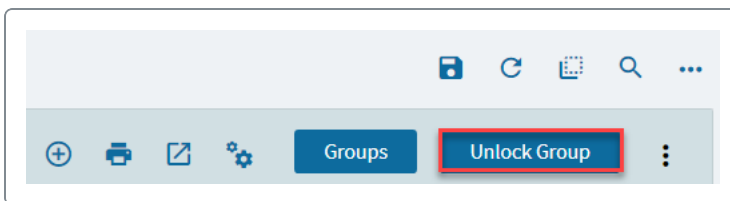
Entering Customer Deposits

You can use **Cash Receipts Entry** to enter customer deposits, or prepayments. You can create deposit payments as allocated deposits (linked to sales orders), or as unallocated deposits (not linked to sales orders). You can then convert deposit payments to deposit invoices. Deposit payments you convert to deposit invoices do not have to be linked to sales orders. Allocated deposits are processed and closed if the full amount has been allocated once you process a shipment invoice for the linked sales order.

To enter a deposit payment:

1. Select **New Deposit Payment** from the Overflow Menu on the **Details** page. The **Deposit Detail** card displays.

2. Enter the number that identifies the check.

3. Enter the value of the deposit payment in the Amount field.

4. Enter or find and select a customer in the **Cust ID** field.

5. Enter the **Account** number that is credited with this deposit amount.

Deposit Payment Details

Sales Order
0

Group ID...
071514

Order Value
$ 0.00

Check...

Bank Amount
$ 0.00

Amount
CAD   0.00

Base Amount
$ 0.00

Currency *
United States Dollar

Document Type

Rate Type
Main Rate Type

Legal Number

Exchange Rate
1.000000

Description/Contract

Customer

Customer Name

Contract Date
month/day/year

Bill To Name

Batch Reference

Sold To Name

Account Name

Account/Card No

Other Reference

6. Select **Save**. 💾

Entering Miscellaneous Payments

You can also enter miscellaneous payments through **Cash Receipt Entry**. These transactions track miscellaneous cash received from sources other than customers.

You can also enter sales taxes levied against the miscellaneous payment. Both functions are available on the Miscellaneous sheet.

To enter miscellaneous payments:

1. Select **New Misc Payment** from the Overflow menu •••. The **Misc Detail** card displays.

2. Enter the number that identifies the miscellaneous payment in the **Check** field.

3. Enter the amount you received in the **Amount** field.

Miscellaneous Payment Details

Check...	Group ID...	Document Type
323	071514	

Amount		Legal Number
CAD	78,768.00	

Currency *		Bank Amount
United States Dollar		CAD 78,768.00

Rate Type		Base Amount
Main Rate Type		$ 78,768.00

Exchange Rate	Amount less Tax
1.000000	$ 78,768.00

Description

Apply Date
7/21/2020

Account Name

Account/Card No

Other Reference

Batch Reference

4. Select **Save**. 💾

After saving, you can review the tax list for the invoice in the **Miscellaneous Payment Tax List** card.

Miscellaneous Payment Tax List — All

Tax ID	Rate Code	Collection Type	Manual	Percent	Taxabl...
Local Sales Tax	Local Sales Tax Ra...	Invoicing	☐	10.00000	1,119.09
State Sales Tax	State Sales Tax Ra...	Invoicing	☐	0.00000	1,119.09

Entering Miscellaneous Payments and Prepayments in AP Payment Entry

Add miscellaneous payments and prepayments on the **Miscellaneous Payments** card in the 'AP Payment Entry' app. You need misc payments for miscellaneous expenses (like un-invoiced payments for products or services used in the company's operation). As for prepayments, you typically generate them for a contract agreement when AP invoices are not available. Here, you can also enter taxes that apply to the (pre)payments.

> ℹ️ The routine that follows assumes that you already have a payment group and payment details. Please refer to the Entering Payments article for more details.

In this article, we will cover:

- [Adding a misc payment/prepayment](#)
- [Adding taxes to the misc payment/prepayment](#)

Adding a Misc Payment

1. In the AP Payment Entry app, select your group and click on a **Payment Number** link.

   The **Payment Details** card displays.

2. Scroll down to locate the **Miscellaneous Payments** card and expand it.

3. On the card, select **New Miscellaneous Payment.** ⊕

4. Enter the payment amount in the **Gross Amount** field and, if necessary, add the description of the misc payment/prepayment in the **Description** field.

5. If this is a prepayment, select the **Pre-Payment** check box. This indicates the amount you enter is a pre-payment that you will send to the supplier.

   If you are creating a prepayment, you can also specify the following:

   - **Contract/Reference** - Contract or reference number.
   - **Ref PO** - Reference purchase order number for the prepayment. You can search for it using the context menu in the field.

6. Select **Save**.

> ⓘ To change an expense account to a miscellaneous payment select the payment in the **Tran No** field column on the Miscellaneous Payments card. Then search for and select a GL account in the **Expense Account** field.

Adding Taxes to the Misc Payment/Prepayment

1. To add a tax to the misc payment/prepayment, select the **Tax** node in the Nav tree.

   The **Tax** card displays.

2. Select the required tax liability (the tax region for the current payment) from the drop-down.

   If the liability has multiple taxes, the app calculates and populates them in the **Tax Lines** grid. If it doesn't and you add/change the tax lines manually, the **Manual Tax Update** check box appears. It is on by default.

   > ℹ️ You can manually clear this check box. The app then re-calculates the taxes according to the **Tax Liability** you selected and you lose all manual updates after you save the changes.

3. Select a tax ID.

   The app calculates the tax amounts based on the payment amount and the tax percentage set for the selected ID.

Tax Lines

Tax ID	Rate Code	Collection Type	Manual	Percent	Fixed Tax	Taxable...
City Tax	City Tax Rate	Invoicing	☐	2.00000	0.00	1,184.45
County Sale Tax	County Sales Tax 2...	Invoicing	☐	1.25500	0.00	1,184.45
State Sales Tax	State Sales Tax Rat...	Invoicing	☐	0.00000	0.00	1,184.45
EU SUPP... ⌄	RATE ⌄	Invoicing	☑	17.50000	0.00	0.00

4. Select **Save**. 💾

Posting Cash Receipts

Run the **Cash Receipt Post** process to apply the group's cash receipt amounts against the selected invoices and sales order amounts. These amounts are also recorded within your GL accounts. The accounts default from your AR Configuration, but you can change them on individual invoices. Make sure you enter account numbers before you post otherwise you would not be able to execute posting.

The following rules and conditions apply:

- To save time generating data, you can define default options each time you run the process and each time launch the process, the default options automatically display.
- Default selections are saved within your user account. This allows each user at your company to create their own default selections for the same process.
- Using defaults speeds up data generation.
- You cannot change cash receipts after you post them.
- If you post a cash receipt with errors and you want to adjust the cash receipt, use Adjust Cash Receipt located in the Accounts Receivable > General Operations folder.
- If you post a cash receipt with errors and you want to reverse the transaction, use Reverse Cash Receipt located in the Accounts Receivable > General Operations folder.
- To have the process run automatically, select the required schedule and activate the Recurring check box. The process then becomes a task that will run based on the selected schedule.

To post a Cash Receipt group:

1. Select the required group or create one.
2. Enter the required **Invoice**, **Deposit**, or **Miscellaneous** payments, based on what you want to post.
3. Based on your selection in step two, define the **A/R Receipt**, **Deposit** or **Misc** information.
4. From the Overflow menu , select **Post**.
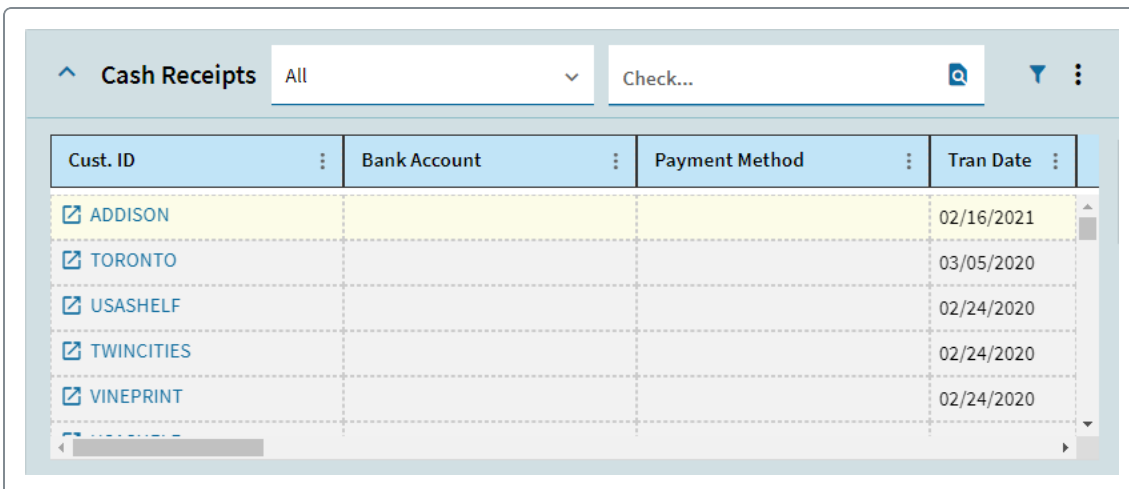5. Select **Process**.

Tracking Cash Receipts

Track cash receipts your company receives in **Cash Receipt Tracker**.

If you are an accountant or an Accounts Receivable (AR) manager in a company, you need to track the company's income. You often make the financial reports based on the invoices and provide it to your management. To view, you can use the . You can look up all receipts for a particular period, specific receipts for a single customer, or all receipts for a particular type. It is a backbone for everything you need to know about the cash receipts, its debit, and credit data, currencies, and accounting transactions.

To use the tracker:

1. Open the **Cash Receipt Tracker** app.
2. On the landing page, select a customer. For advanced search, in the **Check** field, select the search button.

> ℹ️ You can find more information about the tracker interface in the Trackers Help article.

In this article, we will cover:

- [Viewing Summary Information](#)
- [Displaying General Ledger Transactions](#)

> ℹ️ To learn more about general cards and fields, refer to **Cash Receipt Entry** section in the Application Help.

Viewing Summary Information

To check up the total summary of the payments during a specific fiscal period, go to the **Details > A/R Receipt Details** card. It is useful because you can review multiple receipts at once and sort them by the criteria you want.

> ⓘ For example, you can select three receipt types: Payment (PayInv), Deposit, and Miscellaneous (MisPay). After you choose the required cash receipt, you can access the necessary information for the invoice, such as currency, credit and debit data, bank details, and taxes on the other cards.

Displaying General Ledger Transactions

In the General Ledger (GL), you process and post all accounting transactions created throughout the system application, as well as entries made directly within the ledger.

On the **Activity > GL Transactions** card, track accounting journals and information on the credits. This card also lets you review all the journal entry transactions placed against the current invoice that you select.

Open the **Explorer** tab to see a graphical representation of relationships between related quotes, orders, shipments, AR invoices and payments – providing a detailed overview of the quote to cash cycle:

> ⓘ The record you are in is always outlined with black borders.

This relationship "map" consists of five card groups:

1. Quote
2. Order
3. Shipment
4. AR Invoice
5. Payment

Each card contains a basic overview and an underlined link (the **Quote/Order/Shipment/Invoice/Payment Number** field), which opens a panel with detailed information:

> ℹ️ More details can be added to the grid using the **Personalize Columns** option in the panel's **Overflow menu**. You can also select the record to access it.

When there are four or more cards in a group, a collapsed version of the cards displays:

You can select the underlined link on the collapsed cards to view a panel with all the records listed:

> ℹ️ More details can be added to the grid using the **Personalize Columns** option in the panel's **Overflow menu**. You can also select the record to access it.

Adjusting Cash Receipts

In **Adjust Cash Receipts**, you can make adjustments to a posted cash receipt. You can adjust information such as the invoices included in the cash receipt and the cash receipt customer.

> ℹ️ Once a cash receipt has been adjusted, it cannot be adjusted a second time. To make additional changes, you must reverse the adjusted cash receipt and create a brand new cash receipt in the Cash Receipt Entry app.

When you adjust a cash receipt, you cannot adjust the amount, currency, bank account or any bank fees or taxes manually added to the cash receipt. If you need to change this information, you must reverse the cash receipt using Reverse Cash Receipt Entry and then enter a new cash receipt in Cash Receipt Entry.

You cannot adjust the following types of cash receipts in Adjust Cash Receipt:

- Cash receipts that include debit notes, write offs or credit card payments
- Cash receipts with a receipt withholding amount
- Miscellaneous cash receipts
- Deposit cash receipts
- Cash receipts cleared by the bank reconciliation process
- Cash receipts paid using Electronic Interface

Based on the posting rules defined for the Cash Receipt Adjustment GL transaction type, the Adjust Cash Receipt process first cancels the cash receipt and adds the previously paid invoice amount back into the invoice the cash receipt paid. A new record is then created for the adjusted cash receipt with the same check number. The new record indicates that it is an adjustment and contains the new apply date and the reason for the adjustment. Any invoices added to the adjusted payments or ones no longer paid by the adjusted payment have their balances appropriately updated.

When cash receipt adjustments post, they update invoice balances, create GL entries, and update Bank Reconciliation deposit information.

Use the landing page of the application to view existing cash receipts.

In this article, we will cover:

- [Updating general cash receipt information](#)
- [Updating the invoices and credit memos included in the cash receipt](#)
- [Viewing current taxes](#)
- [Applying the cash receipt adjustment](#)

Updating General Cash Receipt Information

Review information for the original cash receipt. You can set information such as the adjustment date, the adjustment reason and the document type. You can also update the customer when necessary.

1. From the main menu, navigate to **Financial Management > Accounts Receivable > General Operations > Adjust Cash Receipt**.

2. From the landing page, select a cash receipt you want to adjust.

3. Select an adjustment date in the **Adjusted Receipt Date** field.

    > ⚠️ This is a required field. You must select an adjusted receipt date before you select an Update to Customer.

4. If you want to update the customer for the cash receipt to a different customer, select the new customer in Update To Customer field. When you select a customer, the Adjusted Receipt Date field disables.

5. Use the **Reason** field to enter a reason for the adjustment.

6. Select **Save**. 💾

Updating the Invoices and Credit Memos Included in the Cash Receipt

Use the **Invoice Selection** card to update the invoices and credit memos included in the cash receipt.

The invoices and credit memos included in the cash receipt are displayed within the **Current Cash Receipts** grid on this card. All invoices and credit memos included in the cash receipt and all invoices and credit memos for the customer display in the **Invoice Selection** panel you can access by selecting the **Invoice Selection** button.

You can remove invoices or credit memos from a cash receipt and choose new ones to include in the receipt. You can also update the allocated amounts of selected invoices and credit memos as well as their applied discount amounts. In addition, You can leave unapplied cash on the customer's account instead of applying the funds to a different invoice.

To adjust the invoice selection for the cash receipt:

1. The **Current Cash Receipts** grid displays all invoices and credit notes currently selected for the cash receipt. For each invoice or credit memo to remove from current cash receipt, clear

the check box in the **Remove** column and edit any other available fields in the **Current Cash Receipts** grid as needed.

2. Select the **Invoice Selection** button on the **Adjusted Cash Receipts** grid to view all invoices and credit memos. The **Invoice Selection** panel displays.

3. The **Amount to Apply** field displays the total amount that is to be paid on the selected invoices.

4. Select the **On Account** check box to create a new unapplied entry against the customer for any remaining unapplied amount. If this check box is not selected and the payment has an unapplied amount, you must allocate this amount before you can access other functionality.

5. The **Unapplied** field displays the current amount on the payment not yet placed against an invoice.

6. Select the **Selected** check box for each invoice and credit memo that should be included in the cash receipt.

7. Use the **Automatic Selection** button to have the system automatically select invoices for the customer within the Invoices grid until the receipt amount is all allocated. This updates the Allocated amount, Discount and Cash Applied amounts in the grid. This operation only selects invoices; it does not apply them.

8. If you want to undo your selections, use the **Clear All** button.

9. You can still force application of the nearest period's payment discount if the payment date is beyond discount periods of the terms that apply to the selected invoice. To do so, select the **Force Discount** button. The application calculates the payment discount amount and displays it in the Discount column of the grid.

10. You can manually update the **Discount** value field if necessary. If you do not want to apply any discount to the invoice, enter zero in this field.

11. If you want to undo all of your changes, select the **Undo** button on the Adjusted Cash Receipts grid.

12. The grid clears and the selections in the Current Cash Receipts grid reset to the original values.

Viewing Current Taxes

View manually added taxes for the selected cash receipt invoice.

> ℹ️ The system automatically calculates any applicable taxes based on the cash receipt. These are withholding taxes or self-assessed taxes. Invoice taxes that are deferred until the invoice is paid are not displayed. These taxes are handled automatically.

Select an invoice from the **Invoice Selection > Current Cash Receipts** grid list to display taxes applied to the invoice or adjusted during the cash receipt process.

Applying the Cash Receipt Adjustment

Use the **Adjust Cash Receipt** command from the Overflow menu to apply the cash receipt adjustment against the selected invoices and credit memos. When you post a cash receipt adjustment, any invoices added to the adjusted payments or ones no longer paid by the adjusted payment have their balances appropriately updated.

> ℹ️ Adjustment amounts are also recorded within your GL accounts based on the posting rules defined for the Cash Receipt Adjustment GL transaction type.

Reversing Cash Receipt

Reverse Cash Receipt provides access to all posted cash receipts and allows you to reverse the total cash receipt amount.

For example, after sending a cash receipt batch to the bank you found out that one of checks was applied to the wrong customer. To correct the issue, you need to reverse the incorrect cash receipt. The process cancels the cash receipt and adds the previously paid invoice amount back into the invoice the cash receipt paid. If the invoice was paid in full, the invoice status changes from closed to open.

When searching for the cash receipt you want to reverse, you can search by legal number, check number, receipt number, bank account, or customer.

The reversal process:

- Creates a receipt that contains a reversing entry. This negative receipt updates the balances of allocated invoices. This process leaves an audit trail.

  > ℹ️ If there are write offs included in the original cash receipt, they are also reversed.

- Reverses journals in books affected by posting of the original receipt.

> ⚠️ This process does not apply to deposit payments applied to an invoice.

For example, in some cases, a portion of the cash receipt might be unapplied. This can occur when a credit memo has been created for an invoice to which the receipt applies. In this case, the process:

- Creates a debit memo to reverse the unapplied portion of the receipt. The application uses the settings of the credit memo to create a debit memo marked as unapplied cash.
- Transfers the unapplied portion of the credit memo to the new debit memo.

In this article, we will cover reversing a cash receipt.

1. From the main menu, go to **Financial Management > Cash Management > General Operations > Reverse Cash Receipt** .

2. From the cash receipts list, select a receipt you want to reverse.

3. The **Cash Receipt** details from the selected cash receipt display in the program.

4. Select a reversal date in the **Reverse Date** field.

5. Select **Reverse**.

Using the AR Reconciliation Tracker

The **AR Reconciliation Tracker** helps you reconcile between the amounts and transactions posted in the Accounts Receivable subledger and the General Ledger. You can also track the differences, which may arise between these ledgers.

> ℹ️ You can find more information about the tracker interface in the Trackers article.

To use the tracker:

1. From the main menu, go to **Financial Management** > **Accounts Receivable** > **General Operations** > **AR Reconciliation Tracker**.

2. In the **Fiscal Year** field, enter the required fiscal year.

3. In the **Start Period** and **End Period** fields, enter the required period.

In this article, we will cover:

- [Displaying Total Details](#)
- [Reviewing Records](#)
- [Viewing Differences](#)
- [Reviewing GL Movements](#)
- [Reviewing Subledger Movements](#)

> ℹ️ To learn more about general cards and fields, refer to the **AR Invoice Entry** section in the Application Help.

Displaying Total Details

Expand the **Totals** card, when you need the total data for the opening, closing, and GL movement balances. Here you can also review the opening and closing balances for the subledgers, as well as

the subledger movement totals.

Reviewing Records

If you want to retrieve all movements for the specific GL account within a given period, use the **All Records** card. It can help you quickly reconcile all the differences between the AR subledger and General Ledger.

Viewing Differences

On the **Differences** card, you can retrieve and drill down to transactions that cause a difference between the AR subledger and General Ledger. You can view the difference reasons, amounts, and other data you need for reviewing discrepancies between the subledger and General Ledger.

The following fields are available on the All Records card:

- **Difference Reason** - Reason for the transaction difference. Difference reasons include:
  a. **Amount** - Posted amount different between GL and subledger.
  b. **Backdated Settlement** - Settlement (or reversal) in a period prior to initial document posting.
  c. **Fiscal Period** - Fiscal period difference between GL and subledger.
  d. **Missing GL** - No GL transaction linked to the movement (for example, open load invoice).
  e. **Missing Subledger** - No subledger transaction linked to the GL movement (for example, manual journal).
- **Difference Amount** - Difference amount between the subledger and the General Ledger.
- **Reference Legal Number** - Reference legal number of the transaction, if one exists.

Reviewing General Ledger Movements

To view all GL movement transactions based on the selection criteria, use the **GL Movements** card. You can populate the transactions and movements for General Ledger, as well as its journal data, corresponding bank accounts, and currency.

Reviewing Subledger Movements

If you want to view all sub-ledger movement transactions for the specific GL account, expand the **Subledger Movements** card. You can populate the transactions and movements for the sub-ledger, as well as its journal data, corresponding bank accounts, and currency.

The following fields are available on the Subledger Movements card:

- **Cash Rec Head Num** - Identifier for the related cash receipt record that generated the movement.

- **Movement Num** - Unique number for the movement transaction.

- **Rpt1 Amount** - Amount of the movement in the first reporting currency, if defined.

Reports

This section describes some key reports you use to view information about Accounts Receivable. You can run these reports whenever you needed.

Generating the Aged Receivables Report

Run the **Aged Receivables Report** to review and print each customer's open invoices sorted out in **Aging** columns. You define the Aging columns using the **Aging Format** selected within your AR Configuration.

The **Selection** parameters include:

- **Selected By** - Indicates how you want the report to select AR invoices. Available options include:
    - **Apply Date** – Invoices display based on their apply dates.
    - **Invoice Date** - Invoices display based on their invoice dates - either on or before the **Aged As Of** date.
- **Aged By** - Defines the date from which the aging is based. Available options include:
    - **Due Date** - Compares the payment Due Date with the Aged As Of date to determine into which aging column the invoice is placed. This value is the default.
    - **Invoice Date** - Compares the Invoice Date with the Aged As Of date to determine into which aging column the invoice is placed.
- **Aged As Of** - The date used to calculate the aging. The current date displays by default, but if you need, you can change this date. When you generate this report, its aging columns calculate in increments based on both the selected aging method and this date.
- **Summary Only** - Select to display the totals per customer.
- **Target Currency** - Select the currency you want the report to use.
- **Print Legal Numbers** - Select to to print legal numbers on the report. Legal numbers are used for internal and external identification of documents in many countries.
- **Sold To / Bill To** - If you select the **Sold To** option, the invoices display using the customer location that purchased the shipment. If you select the **Bill To** option, the invoices display using the customer location paying for the shipment. You can also use the GL Control and Customer filters to limit the locations that display on the report.
- **Aging** - Defines the aging method used for this report. The method selected within Company Configuration displays by default, but if you need, you can select a different method.
- **Filter** - The **GL Controls** and **Customers** fields inform you whether you used filters or not. After you select a specific filter option, the fields located in this pane display values depending on whether you filtered (Some Selected) or you did not (All Selected).
- **Sort By** - Select how you want to organize the report.
- **GL Control Type** - Select the GL Control type used to organize the report.
- **Report Style** - Select the report style you want to use to run this report.
- **Schedule** - Indicates when you want to print the report. If you select something other than Now, the Recurring check box is available.

- **Archive Period** - Time period you want to keep the report in the System Monitor. The default is 0 Days, meaning that the report will be deleted from the monitor shortly after being printed.

  After the Archive Period passes, the report is purged from the system. When a report is exactly purged is determined by a combination of the date/time the report generates, the number of days set in the report's Archive Period, and the Report Purge Frequency setting. The Report Purge Frequency is defined in the System Agent within its Task Agent Purge Settings.

- **User Description** - Describes a specific report run. The entered description displays in the System Monitor.

- **Recurring** - Select this check box if you want the report to run on a repeating basis. The check box is only available if you select a schedule other than Now.

To generate the report:

1. From the main menu, go to **Financial Management > Accounts Receivable > Reports > Aged Receivables**.

2. Select the report parameters.

3. Select **Print Preview**. 🖶

Generating the Sales Gross Margin Report

The **Sales Gross Margin Report** prints Cost of Sales (COS) at the time of shipment with sales revenue details for the invoices created during a selected date range. The report can also include job cost adjustments.

> ℹ️ The report only displays amounts from shipment invoices.

The **Selection** parameters include:

- **From** - The first date used on the report.
- **To** - The last date used on the report.
- **Sort By** - Gives you the option to sort out the report by the customer or product groups.
- **Use** - Select one of the three radio buttons to indicated how you want the order based pricing and discounts to calculate with the prices listed on the report.
- **Use Adjusted Cost** - Select to designate that the unit cost stored in the AR Invoice detail line should be updated when a job is closed. This enables the Sales Gross Margin Report to use the Job Closing fields for more accurate unit costs on the report.
- **Summary Only** - Select for the report to display in the summary format. The report will display only total amounts.
- **Include Cancelled Invoices** - Select for the report to display cancelled invoices.
- **Filter** - Informs you whether you used filters or not. After you select a specific filter option, the fields located in this pane display values depending on whether you filtered (Some Selected) or you did not (All Selected).
- **Sold To** - Select the report style option you want to use to run this report.
- **Report Style** - Select the report style option you want to use to run this report.
- **Schedule** - Indicates when you want to print the report. If you select something other than Now, the Recurring check box is available.
- **Archive Period** - Time period you want to keep the report in the System Monitor. The default is 0 Days, meaning that the report will be deleted from the monitor shortly after being printed.

  After the Archive Period passes, the report is purged from the system. When a report is exactly purged is determined by a combination of the date/time the report generates, the number of days set in the report's Archive Period, and the Report Purge Frequency setting. The Report Purge Frequency is defined in the System Agent within its Task Agent Purge Settings.

- **Print Chart** - Select this check box to hide the chart when printing a large amount of records. By default this check box is selected, meaning the report will include it. You can choose to exclude the chart for performance purposes.
- **User Description** - Describes a specific report run. The entered description displays in the System Monitor.

- **Recurring** - Select this check box if you want the report to run on a repeating basis. This check box is only available if you select a schedule other than Now.

To generate the report:

1. From the main menu, go to **Financial Management > Accounts Receivable > Reports > Sales Gross Margin**.

2. Select the parameters depending on what you want the report to display.

3. Select **Print Preview**.

Generating the AR Reconciliation Report

Generate the **AR Reconciliation Report** to review and print out a single report to assist in reconciling Accounts Receivable (AR) balances with the General Ledger (GL). The report displays differences between **amounts** and **transactions** that post to the GL and the AR sub-ledger.

Using the report, you don't need to use multiple reports and trackers to reconcile your AR balances. The report includes opening balances and displays movements for both the sub-ledger and GL. You run the report by fiscal year/period and GL book. You can group the report by GL account or document.

In the report, GL transactions control whether accounts display, even if they do not have corresponding movement transactions,for example, manual journals.

The report displays the following transaction types:

- Cash movements (invoice payments, unapplied cash, debit notes)
- Invoice movements (all types)
- Credit memo application movements
- Reverse cash movements (invoice payment, unapplied cash, credit memo, and gain\loss)
- Invoice adjustment movements
- Open Load invoices (startup)
- Payment instrument settlement movements
- Payment instrument cancellation movements

The report separates linked transactions that have different apply dates in different periods. If the apply date between the invoice and the corresponding GL transaction are in different periods, the transactions are not grouped together. Instead, each one displays their corresponding transactions and the discrepancies between the two for period closing. The movement transactions display under the account that they are posted to without the corresponding GL data and variances. The GL transaction displays in a separate row, where the Type, Document Reference, and Transaction Reference still display, but not the movement amounts or the variance.

> ⚠️ Each row with a variance displays an asterisk at the end of the row that indicates the difference is due to posting in a different fiscal period. Transactions that are posted to a period prior to the original transaction display an asterisk in the **Difference** column. For example, a cash receipt in a period prior to the corresponding invoice Apply Date and reverse cash receipt in a period prior to the original cash receipt.

> ℹ️ The report totals are grouped by **Detail Balance Account**, with a subtotal section for the full GL account that includes the sub-ledger totals.

The **Selection** parameters include:

- **Book** - The General Ledger (GL) book used for the report.

- **Fiscal Year** - The fiscal year for the report.

- **Suffix** - The fiscal year suffix, if one exists.

- **Starting Period** - The starting fiscal period for the report. The default is the start of the prior period.

- **Ending Period** - The ending fiscal period for the report. The default is the end of the prior period.

- **References** - Indicates whether the report will reference the legal number of the invoice or the internal invoice number.

- **Group By** - Select how you want to organize the report. The options include the **GL Account** (default) or **Document**.

- **Only Transactions With Difference** - Select to display only transaction lines with differences in the movements section of the report. The Subtotals and Totals will reflect all transactions.

- **Summary Only** - Select to print the report in the Summary form. If selected, transaction details will be suppressed from the report.

- **Include Opening Balances** - Select to display the opening balances for each document based on the selected starting period.

- **Include Closing Balances** - Select to displays the closing balances for each document based on the selected ending period.

- **Filter** - Informs you whether you used filters or not. After you select a specific filter option, the fields located in this pane display values depending on whether you filtered (Some Selected) or you did not (All Selected).

- **Schedule** - Indicates when you want to print the report. If you select something other than **Now**, the Recurring check box is available.

- **Report Style** - Select the report style option you want to use to run this report.

- **Archive Period** - Time period you want to keep the report in the System Monitor. The default is 0 Days, meaning that the report will be deleted from the monitor shortly after being printed.

  After the Archive Period passes, the report is purged from the system. When a report is exactly purged is determined by a combination of the date/time the report generates, the number of days set in the report's Archive Period, and the Report Purge Frequency setting. The Report Purge Frequency is defined in the System Agent within its Task Agent Purge Settings.

- **Recurring** - Select this check box if you want the report to run on a repeating basis. The check box is only available if you select a schedule other than Now.

- **User Description** - Describes a specific report run. The entered description displays in the System Monitor.

To generate the report:

1. From the main menu, go to **Financial Management > Accounts Receivable > Reports > AR Reconciliation**.

2. Select the report parameters.

3. Select **Print Preview**. 🖶