

SedonaOffice

The #1 Financial Software for Security Companies

Accounts Receivable Reference Guide

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About this Guide

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Accounts Receivable Overview

This Reference Guide was designed to provide a desktop reference to which SedonaOffice Users may refer when wanting to know detailed information on how the application functions and how to use various features of the application. This document is divided into sections which are equivalent to the options available within the Accounts Receivable module with the SedonaOffice application. If you are a new User to SedonaOffice, this reference guide will assist in helping you learn the layout of the application and will make navigating much easier.

Topics covered in this document include:

- Cycle Invoicing
- Miscellaneous Invoicing
- Credit Memos
- Unapplied Credit Memos
- Crediting Off Invoices (individual)
- Credit Request Processing
- EFT Processing
- Unapplied Cash & Credits
- Finance Charges
- Payment Processing
- Printing Invoices
- Statement Processing
- Unapplied Cash & Credits
- Crediting Off Invoices (bulk)

Invoicing Overview

Invoices created in SedonaOffice are posted to the general ledger in a “real time” manner. This means that when the User presses the save button on an invoice form, it is immediately posted to the general ledger and the customer’s accounts receivable is updated. The only exception to the real-time posting is cycle invoices. Cycle invoices are created in a batch and posted as a batch to the general ledger and the customer’s accounts receivable. If sales tax applies, taxes are automatically calculated based on the tax group associated with the site and the items or parts selected on the invoice. For more information on how sales tax is calculated by the application, please refer to the section in this document titled *Sales Tax*.

There are four types of invoices that may be generated for a customer; Cycle Invoices, Service Invoices, Job Invoices and Miscellaneous Invoices. Cycle invoices are created in batches and posted at one time as a batch; the cycle invoicing process is covered in this document. Service invoices are generated from service tickets; this invoicing process is covered in the Service Reference Guide. Job Invoices are generated from the Job Invoicing Queue; this invoicing process is covered in the Job Management Reference Guide. Miscellaneous invoices are used when you need to invoice a customer for miscellaneous services, over the counter part sales, or other charges. Miscellaneous invoicing is covered in this document.

Sales Tax

Sales tax is automatically calculated on all invoice types depending on your company settings within the SedonaSetup application. If a customer site is flagged as exempt; i.e. if there is an entry in the Tax Exempt field of the Site, no tax will be calculated for any invoice created for the customer site. The information and screen shots below explain how sales tax is determined and applied to an invoice.

Invoice Item

Every invoice created contains a least one Invoice Item; whether it is manually selected on the Items tab of the invoice body or by selecting an inventory Part on the Parts tab of the invoice form. Inventory Parts are linked to an Invoice Item within the setup for each individual Part.

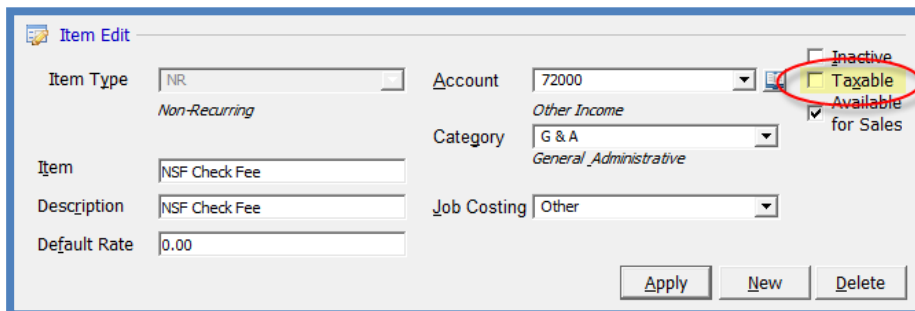
Each Invoice Item is linked to an Item Type in the Invoice Items setup table in SedonaSetup. Sales tax is determined and calculated by totaling all amounts by Item Type, and then sales tax is applied to each unique Item Type. The application then totals all sales tax for all Item Types for the invoice.

All sales tax calculations are based on the settings in several SedonaSetup tables.

Invoice Item Setup

Each Invoice Item has a Taxable option labeled *Taxable*; if this option is not selected, the item will never be taxed in any situation on any invoice.

Invoice Item Setup: Figure 1



The screenshot shows the 'Item Edit' window with the following fields and values:

- Item Type: NR (Non-Recurring)
- Account: 72000 (Other Income)
- Category: G & A (General Administrative)
- Item: NSF Check Fee
- Description: NSF Check Fee
- Default Rate: 0.00
- Job Costing: Other

On the right side, there are three checkboxes: 'Inactive' (unchecked), 'Taxable' (checked and highlighted with a red circle), and 'Available for Sales' (checked).

Buttons at the bottom: Apply, New, Delete.

If the Taxable option on the Invoice Item is selected, the application then uses the *Item Type* assigned to the Invoice Item and the *Tax Group* rules associated with the tax group selected on the invoice, to determine how much sales tax to apply to the invoice.

Example of an Invoice Item that is possibly taxable

Since the Taxable flag is selected, when this Item is used on a customer invoice, the rules assigned to the Invoice Tax Group will be evaluated to determine whether to charge sales tax for the Item.

Invoice Item RS Item Type: Figure 2

The screenshot shows the 'Item Edit' window with the following fields and values:

- Item Type:** RS (highlighted with a red oval)
- Account:** 43110 (highlighted with a red oval)
- Recurring Service:** Non Deferred Income
- Category:** Monitoring
- Job Costing:** Other
- Item:** Monitoring
- Description:** Monitoring
- Default Rate:** 0.00
- Deferred Acct:** (empty)
- Flags:** Inactive, Taxable, Available for Sales (Taxable and Available for Sales are highlighted with red ovals)

Buttons at the bottom: Apply, New, Delete

Tax Group Setup

Each Tax Group is linked to one or more Tax Tables. A Tax Group is assigned to each customer site. When invoices are created for a site, the tax group assigned to the site automatically defaults into the invoice header. The tax group on an individual invoice may be overridden if needed.

Tax Group Setup: Figure 3

The screenshot shows a software interface for 'Tax Group Setup'. At the top, there are tabs for 'Taxes', 'Group Rate Setup', and 'Product Lines'. Below the tabs, there is a checkbox labeled 'Inactive'. The 'Taxing Group' field contains 'MI-Wayne County' and the 'Description' field also contains 'MI-Wayne County'. Below these fields is a table with columns for 'Tax Code', 'Description', and 'Rate'. The table lists several tax codes, with 'MI' and 'MI-Wayne County' checked.

Tax Code	Description	Rate
<input checked="" type="checkbox"/> MI	Michigan State Sales Tax	6
<input checked="" type="checkbox"/> MI-Wayne County	MI-Wayne County	1.5
<input type="checkbox"/> CA	State of California	8.25
<input type="checkbox"/> CA Exempt	CA Exempt	0
<input type="checkbox"/> GST	GST	6

Tax Table

Each Tax Table defines what types of services (Item Types) are taxable, the tax rate, the effective dates of when a tax rate is in effect, the G/L account that will be used for the credit side of an invoice transaction, and the Tax Agency (Vendor) to whom you will remit tax payments collected from your customers.

The SedonaOffice application calculates sales tax based on the invoice date entered by the User. The Invoice Date is compared to the Tax Table Effective Dates to determine which tax rate to use in calculating the sales tax for the invoice.

Tax Table Setup: Figure 4

Tax Table Setup | Effective Dates & Formula Inactive

GST Tax

Tax Table: Item Types: Inventory Part
 Labor
 Non-Inventory Part
 Non-Recurring
 Other Charge
 Other Recurring
 Recurring Service

Description:

Account:
Sales Tax Payable-Michigan

Tax Agency:

Tax Table Setup-Rates: Figure 5

Tax Table Setup | Effective Dates & Formula **MI - Michigan State Sales Tax**

Effective Date	Tax Rate	End Date	Formula Type	Formula Amt
1/1/2008	6.2500	** Never **	Flat Rate	
9/17/2004	6.0000	12/31/2007	Flat Rate	

Effective Date:

End Date:

Rate:

Formula Type:

Formula Amount:

Below is an illustration of sales tax calculations on a customer invoice.

Invoice - Sales Tax Elements: Figure 6

The screenshot shows the 'Invoice' window with the following details:

- Customer ID:** 10045
- Category:** Cycle Billing
- A/R Account:** 11000
- Tax Group:** MI (circled with 1)
- Invoice #:** 712116
- Invoice Date:** 2/1/2009 - 2/28/2009
- Invoice Date:** 3/1/2009
- Aging Date:** 3/1/2009
- Branch:** MI
- Warehouse:** (empty)
- Invoice Type:** Cycle Bill
- Salesperson:** George Miller
- Site Address:** Bacon, Harold, 11 Mitchell Street, Plymouth, MI 48170 (circled with 2)
- Item List:**

Item	Site	Months	Rate	Amount	Memo
Mon	Monitoring	1	45.00	45.00	
- Summary:**

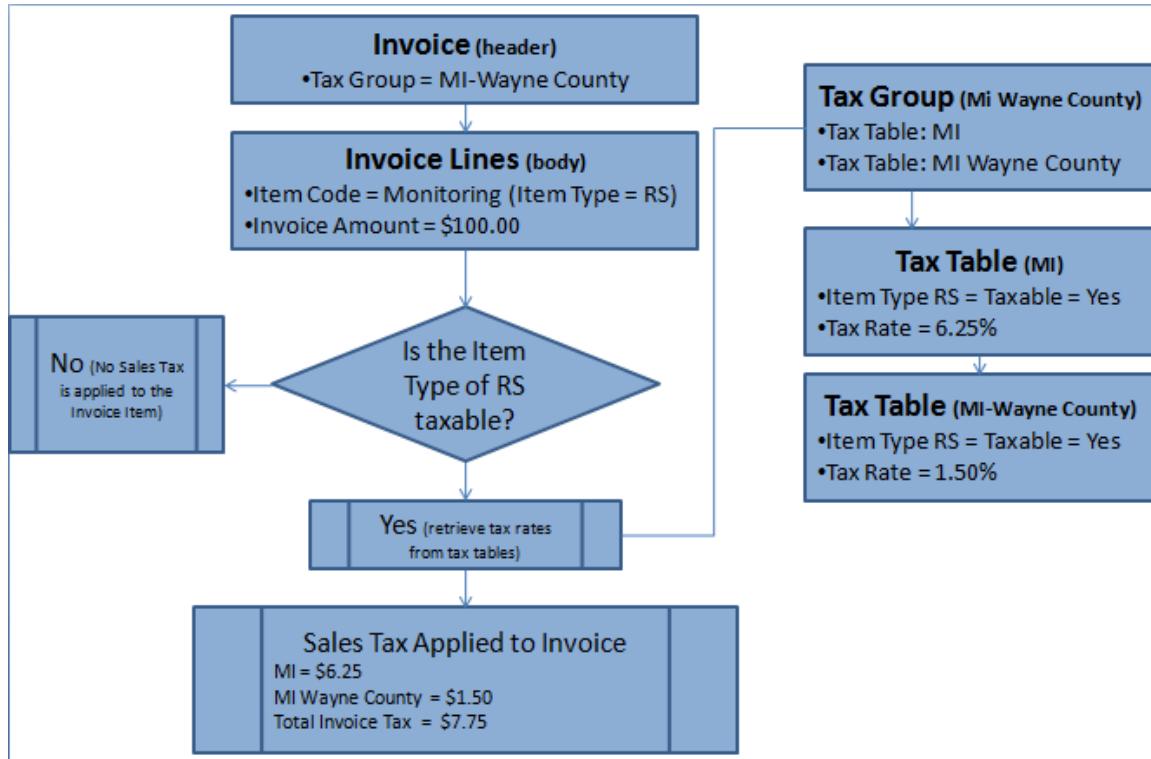
Sub Total	45.00
Tax	2.81
Total	47.81
Balance Due	47.81

1 The Tax Group defaults from the site. The Tax Group is linked to one or more Tax Tables that define tax rates, effective dates and specifies which Item Types are taxable.

2 The Invoice Item determines whether the item is possibly taxable. If the Item is flagged as taxable, the Item Type assigned to the Item is evaluated within the tax tables assigned to the Tax Group on the invoice to calculate and apply sales tax to the invoice.

3 All sales tax calculations are totaled for each unique Item Type and saved to the invoice.

Sales Tax Flowchart: Figure 7



Cycle Invoicing

Section Contents

- **Cycle Invoicing Concepts & Terminology**
- **Related Setup Tables**
- **General Ledger Transactions**
- **How To**
 - **Cycle Non-Master Accounts**
 - **Cycle Master Accounts**
 - **Cycle a Single Customer**
 - **Posting Cycle Batches**
 - **Printing Cycle Invoices**

Cycle Invoicing Overview

Cycle Invoicing is the process of creating invoices for your customers who have active and billable recurring lines set up on their Site or System records. Cycle Invoicing is a three-step process.

- Generate a Cycle
- Post the Cycle / Create Invoices
- Print Cycle Invoices

The first step is referred to as “Generating” the cycle, will create a listing of all eligible customers to be invoiced depending on which month/year and branch(s) is selected. The listing is printable for review of accuracy of rates and the period of time for which the customer is to be invoiced. If you have found recurring line information that needs to be corrected, you have the option of deleting the cycle, making the corrections on the recurring lines, and run the cycle process again.

The second step is to “Post” the cycle to create the invoices that will be applied to the individual customer accounts receivable. At the end of the Posting process, the User has the option of applying any unapplied cash or credit memos to the customer Cycle Invoices.

The third step is to print the customer invoices. Invoice printing for invoices generated for customer-site relationships *and* for subaccounts that bill directly to the subaccount is performed from the Accounts Receivable / Print Invoices option. Invoice printing for invoices generated for direct billing to Master Accounts is accomplished from Client Management / Master Account Management /Print Invoices.

When your company is using Master Accounts, if recurring services are to be invoiced to the Sub-Account, the cycle invoicing for all Sub-Accounts is performed through Accounts Receivable/Cycle Invoicing. If recurring services are invoiced to the Master Account, cycle invoicing is performed through Client Management/Master Account Management / Cycle Invoicing.

Related Setup Tables

Below is a list of the setup tables impacting the Cycle Invoicing process.

- Invoice Item
- Invoice Item Type
- Invoice Description
- Tax Group
- Tax Table
- Category
- Branch
- Chart of Accounts

User Group Security Options

For a User to be able to generate and post cycle invoices, certain security privileges must be granted to the User through the User Group Security options within SedonaSetup. The following User Group Security options located within Application Access/AR security options section pertain to Cycle Invoicing.

- **Cycle Invoicing** – allow the Users to generate and post cycle invoices from the accounts receivable menu and if the User has access to Master Accounts, will be able to generate and post Master Account Cycle Invoices.

How To

Cycle Invoice Non-Master Accounts

The User initiating the Cycle Invoicing process should close other software applications prior to beginning and not open any new applications during the process.



Important Note:

No Users should be processing any customer cancellations or be making any changes to recurring lines while the cycle invoice generation process is in progress.

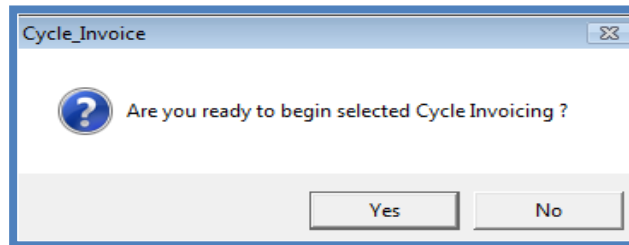
To begin the Cycle Invoicing process, follow the steps below.

Generating a Cycle

1. Navigate to the Accounts Receivable Menu and select the *Cycle Invoicing* menu option.
2. The Cycle Invoicing [Batch List] will be displayed. To start a new cycle batch, press the *New* button located at the bottom of the Cycle Invoicing form.
3. Enter Selection Information - The New Cycle Invoicing form will be displayed. You will need to make selections or enter information into the following fields of this form.
 - **Month** – This is a drop-down list from which you must select which month/year you are going to cycle. If you want to cycle a month that has previously been cycled, scroll down the list until you find the month/year you need to cycle.
 - **Description** – This will default to the Month for which you are cycling. You may change this description or leave the default description.
 - **Include Customers with Bill Day** – If your recurring lines setup is not billing from the beginning of each month, you may select a particular bill day from the drop-down list. Only recurring lines with a bill day equal to or less than the value selected will be considered for the cycle. If the recurring lines setup is always to bill on the first of the month, then leave this value set to 28. For additional information on Bill Day, refer to the Client Management Reference Guide; setting up new recurring.
 - **Branch Selections** – If your company has more than one branch, you may select one or multiple branches by checking the Select checkbox to the left of each branch you want to be included in the cycle batch.

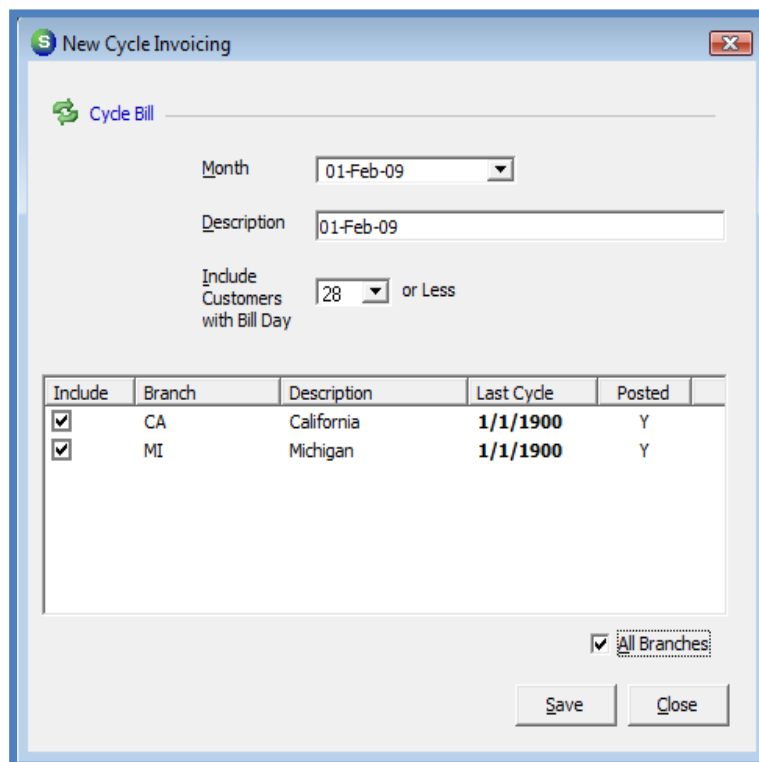
Once all selections have been made, press the *Save* button located at the bottom of the New Cycle Invoicing form to begin the process. A message will be displayed asking if you are ready to begin the Cycle Invoicing process; press the *Yes* button to execute the cycle invoicing program.

Cycle Invoice Generation Confirmation: Figure 8



While the Cycle Invoicing Program is running, a progress bar will be displayed showing the percent of completion.

Cycle Invoice - New Batch Form: Figure 9

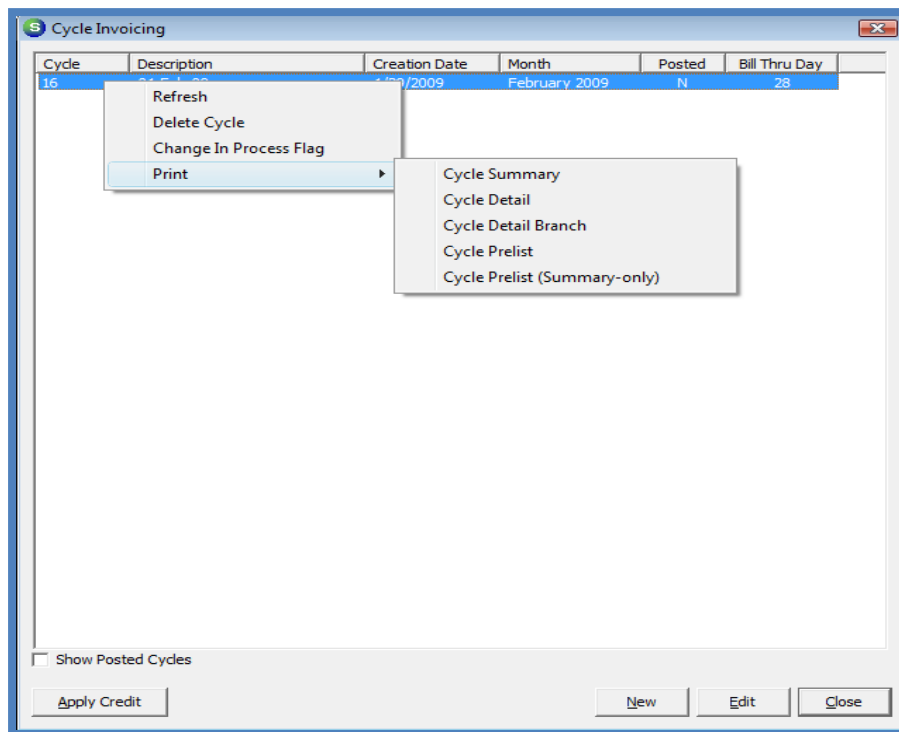


Include	Branch	Description	Last Cycle	Posted
<input checked="" type="checkbox"/>	CA	California	1/1/1900	Y
<input checked="" type="checkbox"/>	MI	Michigan	1/1/1900	Y

Reviewing the Cycle Batch Results

4. Review the Results - Once the Cycle Invoicing Generation Process has completed, the Cycle Invoicing [Batch List] will be displayed. To print the results of the Cycle, highlight the Cycle then right-click, select *Print*, then select one of the five report options; Cycle Summary, Cycle Detail, Cycle Detail Branch, Cycle Prelist, or Cycle Prelist (Summary-only). Once the selected report is displayed in preview mode, you may export the results to an Excel spreadsheet, a PDF file, an RTF file (MS Word type), HTML page or a plain text document, or you may print the report to a printer. To export the report, click on the desired export format button from the upper toolbar of the Report Preview. On the next page you will find examples of the five report styles.

Cycle Invoice - Preview Reports: Figure 10



Cycle Preview Reports

Cycle Summary Report: Figure 11

Cycle Customer List **CJM Security**

Cycle: 15 For Month: February 2009

Description: Created On: 1/26/2009

Customer #	Customer	Sites	Amount	Tax	Total
10005	Ashley, Desire	1	75.00	7.13	82.13
10010	Beale & Company	1	153.95	14.64	168.59
10025	Bartlett, Keith	1	75.80	7.20	83.00
10026	Barnes, Denise	1	59.90	4.94	64.84
10043	Backman, Garrett	1	141.00	13.40	154.40
10053	Caico Jewelers	1	88.00	8.37	96.37
10057-3	Walsh Tires	1	12.00	0.99	12.99
10059	Johnson, Michael	1	89.85	7.41	97.26
10002	Hometown Diner	1	293.70	17.62	311.32
10057	Walsh Tires	1	12.00	0.72	12.72
10057-2	Walsh Tires	1	12.00	0.72	12.72
10057-4	Walsh Tires #104	1	12.00	0.72	12.72
			1,025.20	83.86	1,109.06

Cycle Detail Report: Figure 12

January 26, 2009 **Cycle Invoicing Detail** Page # 1

10:05 AM

Customer Number	Name	Item	Cycle	Period	Amount	Tax	Total
10002	Hometown Diner #101	Mon-Fire	Q	2/1/2009 - 4/30/2009	119.85	7.19	127.04
		Mon-UL	Q	2/1/2009 - 4/30/2009	45.00	2.70	47.70
		O/C Reports	Q	2/1/2009 - 4/30/2009	39.00	2.34	41.34
		Service Agreement	Q	2/1/2009 - 4/30/2009	89.85	5.39	95.24
					293.70	17.62	311.32
10005	Ashley, Desire	Mon	Q	1/1/2009 - 3/31/2009	75.00	7.13	82.13
					75.00	7.13	82.13
10010	Beale & Company	Mon	M	2/1/2009 - 2/28/2009	125.00	11.88	136.88
		O/C Reports	M	2/1/2009 - 2/28/2009	13.00	1.24	14.24
		Service Agreement	M	2/1/2009 - 2/28/2009	15.95	1.52	17.47
					153.95	14.64	168.59
10025	Bartlett, Keith	Mon	M	1/1/2009 - 2/28/2009	59.90	5.69	65.59
		Service Agreement	M	1/1/2009 - 2/28/2009	15.90	1.51	17.41
					75.80	7.20	83.00

Cycle Detail Branch Report: Figure 13

January 26, 2009
10:16 AM

Cycle Invoicing Detail

Page # 1

Customer Number	Name	Item	Cycle	Period	Amount	Tax	Total
CA							
10005	Ashley, Desire	Mon	Q	1/1/2009 - 3/31/2009	75.00	7.13	82.13
					75.00	7.13	82.13
10010	Beale & Company	Mon	M	2/1/2009 - 2/28/2009	125.00	11.88	136.88
		O/C Reports	M	2/1/2009 - 2/28/2009	13.00	1.24	14.24
		Service Agreement	M	2/1/2009 - 2/28/2009	15.95	1.52	17.47
					153.95	14.64	168.59
10025	Bartlett, Keith	Mon	M	1/1/2009 - 2/28/2009	59.90	5.69	65.59
		Service Agreement	M	1/1/2009 - 2/28/2009	15.90	1.51	17.41
					75.80	7.20	83.00

Cycle Prelist Report (Section 1): Figure 14

Report Preview - Cycle Prelist

Prelist Report

CJM Security

For the Period February 2009
CA

Customer #	Site/Customer	Item Code	Freq	Cycle Amount	Tax	Total	Annual RMR	Start Date	Renewal Date	Esc Date	Tax Group
10005	2612 Townley	Mon	Q	75.00	7.13	82.13	300.00	01/01/2009			CA-Orange Co
	Ashley, Desire			75.00	7.13	82.13	300.00				
	3 Kingsbury Avenue	Mon	M	125.00	11.88	136.88	1,500.00	07/15/2008	07/31/2014	08/09	CA-Los Angek
		O/C Reports	M	13.00	1.24	14.24	156.00	07/15/2008	07/31/2014	08/09	CA-Los Angek
		Service Agreement	M	15.95	1.52	17.47	191.40	07/15/2008	07/31/2014	08/09	CA-Los Angek
				153.95	14.64	168.59	1,847.40				
10010	Beale & Company	Mon	M	59.90	5.69	65.59	369.40	12/01/2008			CA-Orange Co
	50 Richardson Road	Service Agreement	M	15.90	1.51	17.41	95.40	12/01/2008			CA-Orange Co
10025	Bartlett, Keith	Mon	M	75.80	7.20	83.00	454.80				
	10 Elm Avenue			59.90	4.94	64.84	369.40	12/01/2008			CA-Riverside (
10026	Barnes, Denise	Mon	Q	59.90	4.94	64.84	369.40				
	3060 Peachtree Road	Service Agreement	Q	105.00	9.98	114.98	420.00	01/22/2009	01/31/2010	02/10	CA-Orange Co
				36.00	3.42	39.42	144.00	01/22/2009	01/31/2010	02/10	CA-Orange Co
10043	Backman, Garrett	Mon	M	141.00	13.40	154.40	564.00				
	157 Hawthorne Circle	Mon	M	75.00	7.13	82.13	900.00	05/03/2001			CA-Los Angek
		O/C Reports	M			92.40	324.00	03/01/2009			CA-Los Angek
				13.00	1.24	14.24	156.00	05/03/2001			CA-Los Angek
10053	Cafco Jewelers	Mon	M	88.00	8.37	96.37	1,980.00				
	250 Langley Road	O/C Reports	M	12.00	0.99	12.99	144.00	01/01/2009			CA-Riverside (
10057-3	Walsh Tires	Mon	M	12.00	0.99	12.99	144.00				
	325 Lake Road			89.85	7.41	97.26	369.40	12/01/2008			CA-Riverside (
	Johnson, Michael			89.85	7.41	97.26	369.40				
				685.50	64.08	759.58	6,009.00				

Cycle Prelist Report (Section 2): Figure 15

Report Preview - Cycle Prelist

File Help

Print & Close

100%

2/4

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Prelist Report **CJM Security**

For the Period February 2009
CA

Item Distribution

Item Code	GL Code	Monthly	Quarterly	Semi-Annual	Annual	Total	Tax	Tax Total
Mon	40200	409.65	180.00	0.00	0.00	589.65	54.16	643.81
O/C Reports	40200	38.00	0.00	0.00	0.00	38.00	3.47	41.47
Service Agreement	40210	31.85	36.00	0.00	0.00	67.85	6.45	74.30
		<u>479.50</u>	<u>216.00</u>	<u>0.00</u>	<u>0.00</u>	<u>695.50</u>	<u>64.08</u>	<u>759.58</u>

RMR Distribution

Item Code	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Total
Mon	519.65	35.00	35.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	589.65
O/C Reports	38.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	38.00
Service Agreeme	43.85	12.00	12.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	67.85
	<u>601.50</u>	<u>47.00</u>	<u>47.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>695.50</u>

Non-Deferred Income

Item Code	GL Code	Total	Tax	Tax Total
		<u>0.00</u>	<u>0.00</u>	<u>0.00</u>

Cycle Prelist Report (Summary-Only): Figure 16

Report Preview - Cycle Prelist (Summary)

File Help

Print & Close

100%

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Back Forward PDF Excel RTF Text HTML Close

Prelist Report (Summary) **CJM Security**

For the Period February 2009
CA

Item Distribution

Item Code	GL Code	Monthly	Quarterly	Semi-Annual	Annual	Total	Tax	Tax Total
Mon	40200	409.65	180.00	0.00	0.00	589.65	54.16	643.81
O/C Reports	40200	38.00	0.00	0.00	0.00	38.00	3.47	41.47
Service Agreement	40210	31.85	36.00	0.00	0.00	67.85	6.45	74.30
		<u>479.50</u>	<u>216.00</u>	<u>0.00</u>	<u>0.00</u>	<u>695.50</u>	<u>64.08</u>	<u>759.58</u>

RMR Distribution

Item Code	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Total
Mon	519.65	35.00	35.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	589.65
O/C Reports	38.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	38.00
Service Agreeme	43.85	12.00	12.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	67.85
	<u>601.50</u>	<u>47.00</u>	<u>47.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>695.50</u>

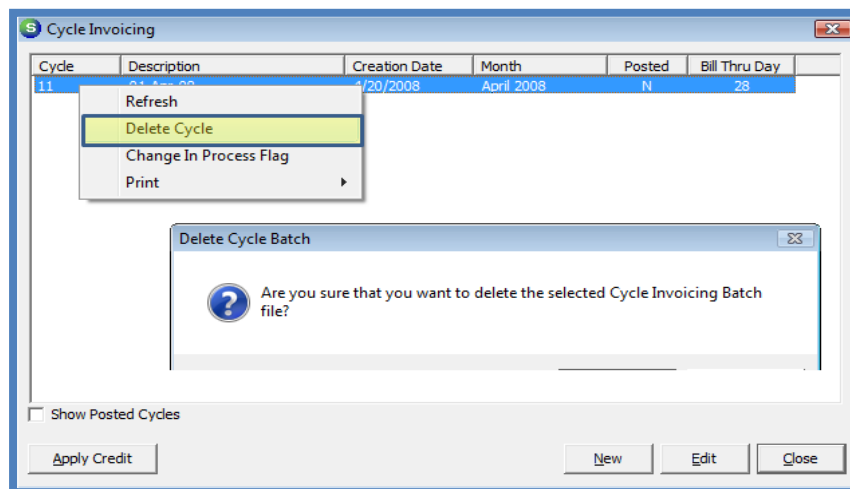
Non-Deferred Income

Item Code	GL Code	Total	Tax	Tax Total
		<u>0.00</u>	<u>0.00</u>	<u>0.00</u>

After the Cycle Report has been reviewed, proceed to the Posting process. If errors were found and recurring lines need to be corrected, delete the Cycle; make the necessary corrections to the recurring lines then begin the Cycle Generation process again with steps 1 through 4. If report results are satisfactory, proceed to step number 5. If corrections need to be made to recurring lines, please read the next paragraph for instructions on how to delete a cycle.

To delete a cycle in need of corrections, navigate to Accounts Receivable/Cycle Invoicing, highlight the Cycle then right-click, and select *Delete Cycle*. A message will be displayed confirming if you want to delete the selected cycle; press the *Yes* button to delete the cycle.

Delete a Cycle Batch: Figure 17



Posting the Cycle Batch

5. Post the Cycle / Create the Invoices - Double-click on the Cycle from the Cycle Invoicing [Batch List]. The Cycle Invoicing Process [Posting] form will be displayed. The User will need to make selections or enter information into the all required fields on this form to be able to post the cycle. Once all fields have been populated, press the *Post* button located at the bottom of the form to begin the posting process.

Cycle Information

- **Description** – This is a description of the cycle batch, which is for reference purposes only and will default to the description selected when the batch was generated, however the User may change the default description.

Invoice Information

- **Category** – Make a selection from the drop-down list; typically Cycle Billing or Monitoring is the selection. The choices displayed are from the SedonaSetup *Category* setup table.
- **A/R Account** – This is the G/L posting account for the debit side of the transaction and will default to the Accounts Receivable G/L account number defined in SedonaSetup G/L Account Defaults for AR.
- **Terms** – Make a selection from the drop-down list. The terms code selected will be applied to all invoices in the cycle and determine when the invoices are due. The choices displayed are from the SedonaSetup *Terms* setup table.
- **Invoice Date** – Type in or select a date by pressing the calendar icon to the right of this field. This field works in conjunction with the selected terms code to determine when the invoice will be due. This also determines which accounting period to which the invoices will be posted.
- **Invoice Description** – Make a selection from the drop-down list. The choices displayed are from the SedonaSetup / *Invoice Descriptions* setup table. This description is a general description of the type of services being presented on the invoice; such as Recurring Services, and is printed in addition to the individual invoice line descriptions. The invoice description prints near the bottom of the invoice, is displayed on the Customer Explorer for open invoices, and also appears on customer statements.

Aging Date

- **Aging Date To Match Bill On Day** – A selection is only needed if your recurring lines are not billing for services from the beginning of the month; where you have selected Day of Service Start in SedonaSetup Setup Processing for AR [Invoicing-Cycle Beginning Day].
- **Aging Date** – Type in or select a date by pressing the calendar icon to the right of this field. This is the date the invoice will begin to age.

ACH Hold Date

These fields are only needed if your company is processing automatic EFT or Credit Card payments for the cycle invoices.

- **ACH Hold Date To Match Bill On Day** – This is optional if you are using the Day of Service Start option as mentioned in Aging Date To Match Bill On Day above. If it is desired to hold the automatic payment to be processed until the Bill On Day for the recurring line, then select this box, otherwise, the hold date setup on the customer's EFT information will be used as the hold date.
- **ACH Hold To Process Date** – Type in or select a date by pressing the calendar icon to the right of this field. This is the date any automatic payments will be eligible for processing. This date cannot be prior to the date you are posting the cycle.
- **Memo** – Information entered into this field will be saved to the *Memo* field of all invoices in the cycle, and print on invoices if the printing format selected during invoice printing is designed to print the invoice memo field. If your company is using BFIS to print your invoices, this memo will be included in the print file.

Cycle Posting Form: Figure 18

The screenshot shows a software window titled "Cycle Invoicing Process" with a close button in the top right corner. The form is organized into several sections:

- Cycle Information:** Contains fields for Cycle (41), Amount (.00), Month (November 2008), Count (0), Created (11/22/2008), Thru Day (28), and Description (01-Nov-08).
- Invoice Information:** Contains fields for Category (Monitoring), AR Account (11000), Terms (Due On Receipt), Invoice Date (11/1/2008), and Invoice Description (Recurring Services).
- Aging Date:** Includes a checkbox for "Aging Date to Match Bill On Day" (unchecked) and a date field for "Aging Date" (11/1/2008).
- ACH Hold Date:** Includes a checkbox for "ACH Hold Date to Match Bill On Day" (unchecked) and a date field for "ACH Hold to Process Date" (11/01/2008).
- Memo:** A large empty text area for additional notes.

At the bottom of the form, there are four buttons: "Print", "Save", "Post", and "Close".

6. Applying unapplied cash and credits – If any of the customers in the cycle batch have either unapplied cash or unapplied credit memos on their account, at the end of the posting process the *Apply Cycle Invoicing Credit* form will be displayed to allow the User to select which unapplied amounts to apply to the cycle invoices. If the User selects the *Unapplied Cash* checkbox in the upper right of the form, all of the customers in the list with available unapplied cash will be selected in the list. If the User selects the *Unapplied Credit* checkbox in the upper right of the form, all of the customers in the list with available unapplied credit memos will be selected in the list. The User may select one or both unapplied types or go through the list and select individual customers for which the available unapplied cash or credit will be applied to the cycle invoice. Once all selections have been made, press the *Apply* button located at the bottom of the form. If the User does not want to apply any of the unapplied amounts to any of the invoices, press the *Close* button located at the bottom of the form.

Cycle Posting-Apply Credits: Figure 19

Apply Cycle Invoicing Credit

Cycle Information

Cycle: 43 Amount: \$12.95
 Month: November 2008 Count: 1
 Created: 11/22/2008
 Description: 01-Nov-08

Unapplied Cash
 Unapplied Credit

Customer No.	Name	Type	Invoice	Net Due	Credit Date	Credit Balance

Total Unapplied Credit \$0.00
 Total Unapplied Cash \$0.00

Apply Close

Printing Cycle Invoices

Printing the cycle invoices is the third step in the cycle invoicing process. Follow step 7 through 10 to print the cycle invoices.

7. Select Printing Options - To print the cycle invoices, navigate to the Accounts Receivable / Print Invoices menu option. The *Select Invoices* form will be displayed where the User will select which options pertain to the printing of the cycle invoices.

Select All Invoices

If it is desired to print only Cycle invoices, un-check the *Select All Invoices* checkbox located in the upper left of this form. Next navigate to the *Invoice Type* section and un-check the checkbox to the left of the invoice types that will not be printed at this time.

Options

Options are available for selection when printing your cycle invoices which are listed below. Check the box to the left of each option that you desire.

- **Only Show Invoices In Print Queue** – By default all invoices created will be flagged to appear in the invoice print queue. Do not un-check this checkbox.
- **Show ACH Pending Invoices** – Select this checkbox to include customers that are set up for ACH payment processing for their cycle invoices that want a printed copy of their invoice.
- **Show BFIS Pending Invoices** – Select this option only if your company has subscribed to use BFIS (Bridgestone-Firestone Information Services) to print and mail invoices.
- **Hide Invoices with \$0 Balance Due** – If credits were automatically applied to a cycle invoice which would result in a zero balance and these invoices are meant to be excluded from the printing, select this option.
- **Use Invoice Background** – Selecting this option will print a gray background color on the invoices.

Sort By

From the drop-down list, select the order in which the invoices will be printed.

8. Generate the Invoice Print List - Once all options have been selected, press the *Create List* button located at the lower right of the *Select Invoices* form.

Cycle Invoice Printing Selection Form: Figure 20

The screenshot shows the 'Select Invoices' dialog box with the following configuration:

- Select All Invoices
- Branch:** A list box containing 'All', 'Brandon', 'Calgary', 'California', 'Edmonton', 'Michigan', 'RM', and 'Winnipeg'. 'All' is selected.
- Hide Inactive Branches
- Dates:** From: 11/23/2008, Thru: 11/23/2008
- Invoice Numbers: From: [empty], Thru: [empty]
- Invoice Type:** Invoice Type, Cycle, Service, Job, Other
- Options:** Only Show Invoices in Print Queue, Show ACH Pending Invoices, Show BFIS Pending Invoices, Hide Invoices with \$0 Balance Due, Use Invoice Background
- Sort By:** Sort Invoices By: Customer Number (dropdown), Sort By list: Customer Name, Customer Number (highlighted), Invoice Number, Zip Code
- Margins - In tenths of an inch:** Top Margin: 0, Left Margin: 1, Bottom Margin: 0
- Buttons: Export List, Create List, Cancel

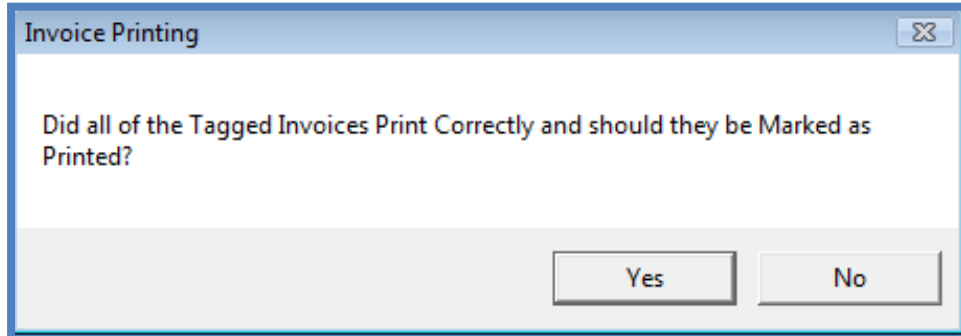
9. Print Preview / Send Invoices to a Printer - The *Invoice List* will be displayed with a list of invoices that met the criteria for the options selected. Select the desired printing form from the drop-down list at the lower left. The User may first preview the invoices before sending to the printer by pressing the *Preview* button located at the lower right of the form. If it is desired to send the invoices directly to the printer without previewing first, press the *Print* button located at the lower right of the form.

Invoice (Printing) List: Figure 21

Invoice List (863 invoices)								Customers			
Tag	Type	Customer	Invoice #	Inv Date	Due	Amount	Balance	Branch	Name	Address	Zip Code
<input checked="" type="checkbox"/>	Cycle	2000	2193	11/1/2008	11/1/2008	\$31.95	\$31.95	MI	Craig, Lori	1000 Main Street	48170
<input checked="" type="checkbox"/>	Cycle	2000	10206	11/17/2008	11/17/2008	\$31.95	\$31.95	MI	Craig, Lori	1000 Main Street	48170
<input checked="" type="checkbox"/>	Cycle	2001	1991	11/1/2008	11/1/2008	\$43.25	\$43.25	CA	Dodds, William	2600 West Road	92505
<input checked="" type="checkbox"/>	Cycle	2001	10001	11/17/2008	11/17/2008	\$43.25	\$43.25	CA	Dodds, William	2600 West Road	92505
<input checked="" type="checkbox"/>	Cycle	2002	2194	11/1/2008	11/1/2008	\$31.95	\$31.95	MI	Forne, Christopher	1008 Maple Lane	48170
<input checked="" type="checkbox"/>	Cycle	2002	10207	11/17/2008	11/17/2008	\$31.95	\$31.95	MI	Forne, Christopher	1008 Maple Lane	48170
<input checked="" type="checkbox"/>	Cycle	2003	1992	11/1/2008	11/1/2008	\$43.25	\$43.25	CA	Gregg, Jill	2608 Carmenta Road	92505
<input checked="" type="checkbox"/>	Cycle	2003	10002	11/17/2008	11/17/2008	\$43.25	\$43.25	CA	Gregg, Jill	2608 Carmenta Road	92505
<input checked="" type="checkbox"/>	Cycle	2004	1603	9/28/2008	9/28/2008	\$31.95	\$31.95	MI	Jacks, William	1016 Briarwood Lane	48170
<input checked="" type="checkbox"/>	Cycle	2004	2195	11/1/2008	11/1/2008	\$31.95	\$31.95	MI	Jacks, William	1016 Briarwood Lane	48170
<input checked="" type="checkbox"/>	Cycle	2004	10208	11/17/2008	11/17/2008	\$31.95	\$31.95	MI	Jacks, William	1016 Briarwood Lane	48170
<input checked="" type="checkbox"/>	Cycle	2005	1993	11/1/2008	11/1/2008	\$43.25	\$43.25	CA	Jacob, Michael	2616 Trumball Street	92505
<input checked="" type="checkbox"/>	Cycle	2005	1002	9/1/2008	9/1/2008	\$43.25	\$43.25	CA	Jacob, Michael	2616 Trumball Street	92505
<input checked="" type="checkbox"/>	Cycle	2005	10003	11/17/2008	11/17/2008	\$43.25	\$43.25	CA	Jacob, Michael	2616 Trumball Street	92505
<input checked="" type="checkbox"/>	Cycle	2006	2196	11/1/2008	11/1/2008	\$31.95	\$31.95	MI	Jonah, Jennifer	1024 Mason Drive	48170
<input checked="" type="checkbox"/>	Cycle	2006	10209	11/17/2008	11/17/2008	\$31.95	\$31.95	MI	Jonah, Jennifer	1024 Mason Drive	48170
<input checked="" type="checkbox"/>	Cycle	2007	1994	11/1/2008	11/1/2008	\$43.25	\$38.25	CA	Jones, Lisa	2624 Hans Lane	92505
<input checked="" type="checkbox"/>	Cycle	2007	10004	11/17/2008	11/17/2008	\$43.25	\$43.25	CA	Jones, Lisa	2624 Hans Lane	92505
<input checked="" type="checkbox"/>	Cycle	2008	2197	11/1/2008	11/1/2008	\$31.95	\$31.95	MI	Kelly, April	1032 Ravenwood Lane	48170
<input checked="" type="checkbox"/>	Cycle	2008	10210	11/17/2008	11/17/2008	\$31.95	\$31.95	MI	Kelly, April	1032 Ravenwood Lane	48170
<input checked="" type="checkbox"/>	Cycle	2009	1995	11/1/2008	11/1/2008	\$43.25	\$43.25	CA	Lands, Ralph	2632 Townley	92505
<input checked="" type="checkbox"/>	Cycle	2009	10005	11/17/2008	11/17/2008	\$43.25	\$43.25	CA	Lands, Ralph	2632 Townley	92505
<input checked="" type="checkbox"/>	Cycle	2010	2198	11/1/2008	11/1/2008	\$31.95	\$31.95	MI	Loetz, William	1040 March Way	48170
<input checked="" type="checkbox"/>	Cycle	2010	10211	11/17/2008	11/17/2008	\$31.95	\$31.95	MI	Loetz, William	1040 March Way	48170

-
10. Mark Invoices as Printed - After pressing the *Print* button a message will display asking the User if the invoices should be marked as printed; press the *Yes* button to accept and remove the invoices from the print queue.

Cycle Invoice Printing-Mark as Printed: Figure 22



General Ledger Transactions – Cycle Invoice

Once the cycle invoice posting process has been completed, general ledger transactions are viewable from the Account Register of the General Ledger module or within the Customer Explorer by opening the cycle invoice and pressing the *Journal For This Item* button located on the top toolbar of the application. The entries posted to the general ledger for cycle invoices depend on your setup for the invoice item code within SedonaSetup. If the item code is set to defer income [the default for recurring type items], the credit side of the transaction will post to the Deferred Income account. The Deferred Income account used in posting is located in SedonaSetup G/L Account Defaults for AR. If the item code is not set to defer income, the credit side of the transaction will post to the income account associated with the invoice item code for the recurring line. Below is an example of the G/L posting for a cycle invoice where the income is has been flagged to defer.

Journal Entry for a Deferred Cycle Invoice

Journal Entry-Cycle Invoice Deferred: Figure 23

Journal Entry window showing Register No. 264 and Register Type: INV. Journal Information includes Branch: CA, Date: 4/1/2008, Primary Account: 110000 (Accounts Receivable), and Reference: 1065. Checkboxes for Show Job Costing and Show Branches are checked.

General Ledger							Job Costing	
Account	Description	Debit	Credit	Memo	Branch	Category	Job	Type
110000	Accounts Receivable	186.18		Cycle Invoice	CA			O
25000	Deferred Revenues		160.59		CA	Monitoring		O
25000	Deferred Revenues		12.60		CA	Service		O
230100	Sales Tax Payable		12.99		CA			O
Total		\$ 186.18	\$ 186.18					

Journal Entry-Unapplied Cash Applied During Cycle Posting: Figure 24

The screenshot shows the 'Journal Entry Look Up' window with the following details:

- Register No.: 331
- Register Type: XTFR
- Journal Information:
 - Branch: Michigan
 - Date: 4/21/2008
 - Primary Account: 20120
 - Account: Unapplied Cash
 - Reference: 1
- Options: Show Job Costing, Show Branches

General Ledger						Job Costing	
Account	Description	Debit	Credit	Memo	Branch	Category	Job Type
20120	Unapplied Cash	81.52			Michigan		O
110000	Accounts Receivable		81.52		CA		O
Total		\$ 244.56	\$ 244.56				

Cycle Master Accounts

The User initiating the Cycle Invoicing process should close other software applications prior to beginning and not open any new applications during the process.



Important Note:

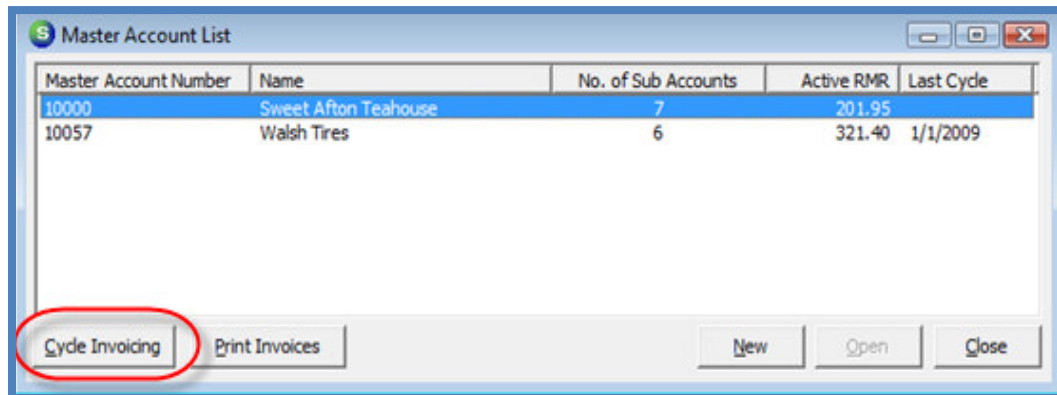
No Users should be processing any customer cancellations or be making any changes to recurring lines while the cycle invoice generation process is in progress.

Generating a Cycle

To begin the Cycle Invoicing process for Master Accounts, follow the steps below.

1. Navigate to the Client Management / Master Account Management menu option and select the *Cycle Invoicing* button located at the lower left of the *Master Account List*.

Master Account List-Cycle Invoicing: Figure 25



2. Enter Selection Information - The *Master Account Cycle Invoicing* form will be displayed. This form is used to select which Master Accounts/Branches will be searched for billable recurring lines. The form is divided into two tiers; the upper tier displays a list of all Master Accounts and the lower tier displays a list of all branches. The User may select one, multiple or all of the Master Accounts from the upper tier to create a cycle, or select one or multiple branches from the lower tier and one or multiple Master Accounts from the upper tier list. If the User makes selections from the branch list in the lower tier, at least one Master Account must be selected from the Master Account List in the upper tier. The User will need to make selections or enter information into the following fields of this form.
- **Month** – This is a drop-down list from which the User must select which month/year is going to be cycled.
 - **Description** – This will default to the Month/Year being cycled. The User may change this description or leave the default description. If the User is cycling a single Master Account the description may be modified to include the Master Account name and month/year being cycled for reference purposes.
 - **Include Customers with Bill Day** – If your company’s recurring line setup is not billing from the beginning of each month, the User may select a particular bill day from the drop-down list. Only recurring lines with a bill day equal to or less than the value selected will be considered for the cycle. If the recurring lines setup is always to bill on the first of the month, then leave this value set to 28. For additional information on Bill Day, refer to the Client Management Reference Guide; setting up new recurring lines.
 - **Exclude Accounts Already Cycled** – By selecting this option, any Master Accounts selected from the list will be excluded if they have already been cycled for the period selected to be cycled. When this option is left unchecked, if the customer has already been cycled and any recurring lines are eligible to be invoiced, the customer will receive another cycle invoice for the same billing period with the additional charges.
 - **All Masters** – Checking this box will select all Master Accounts on the list. If it is desired to cycle selected Master Accounts, the User will select this checkbox then un-check the box to the left of each Master Account that will not be cycled or leave this box un-checked then select only the Master Accounts to include in the cycle.

All Branches – Checking this box will select all Branches on the branch list. If only certain branches are to be cycled, select this checkbox, then un-check the box to the left of each branch to be excluded from the cycle or leave this box un-checked then select only the branches to be included in the cycle.

Master Account Cycle Invoicing Selection Form: Figure 26

Master Account Cycle Invoicing

Month: 01-Feb-09 Exclude Accounts Already Cycled

Description: 01-Feb-09 (Master Accounts)

Include Customers with Bill Day: 28 or Less

Master Accounts All Masters

Master Account Number	Name	No. of Sub Accounts	Active RMR	Last Cycle
<input checked="" type="checkbox"/> 10000	Sweet Afton Teahouse	7	201.95	
<input checked="" type="checkbox"/> 10057	Walsh Tires	6	321.40	1/1/2009

Sub Account Branches All Branches

Branch Code	Description
<input checked="" type="checkbox"/> CA	California
<input checked="" type="checkbox"/> MI	Michigan

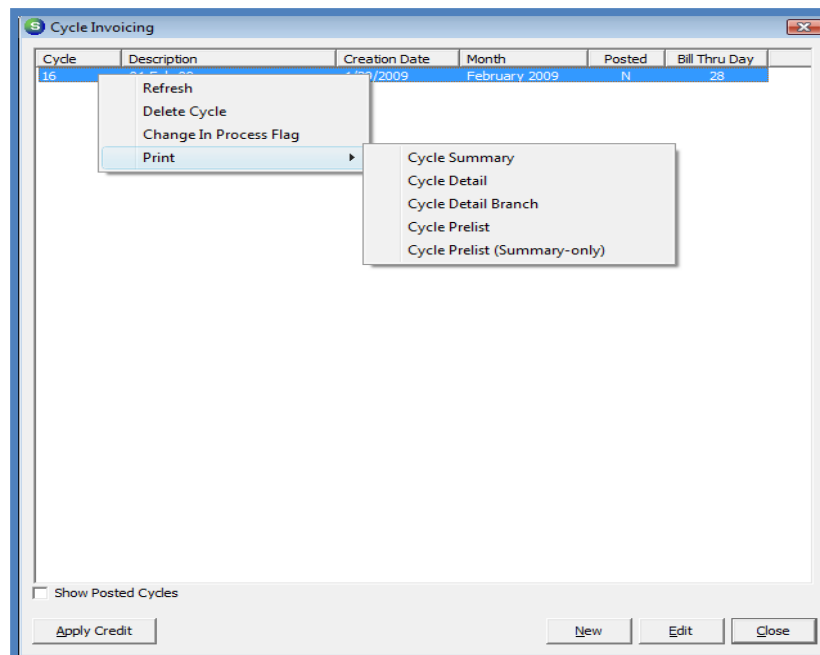
Save Close

3. Begin the Cycle Invoice Selection Process - Once all selections have been made, press the *Save* button located at the bottom of the *Master Account Cycle Invoicing* form to begin the process. While the Cycle Invoicing Program is running, a progress bar will be displayed showing the count of subaccounts being processed for each Master Account selected in the cycle.

Reviewing the Cycle Results

4. Review the Results - Once the Cycle Invoicing Generation Process has completed, the Cycle Invoicing [Batch List] will be displayed. To print the results of the Cycle, highlight the Cycle then right-click, select *Print*, then select one of the five report options; Cycle Summary, Cycle Detail, Cycle Detail Branch, Cycle Prelist, or Cycle Prelist (Summary-only). Once the selected report is displayed in preview mode, you may export the results to an Excel spreadsheet, a PDF file, an RTF file (MS Word type), HTML page or a plain text document, or you may print the report to a printer. To export the report, click on the desired export format button from the upper toolbar of the Report Preview. For examples of the various Cycle Preview Report styles refer to figures 11 through 16 beginning on page 23.

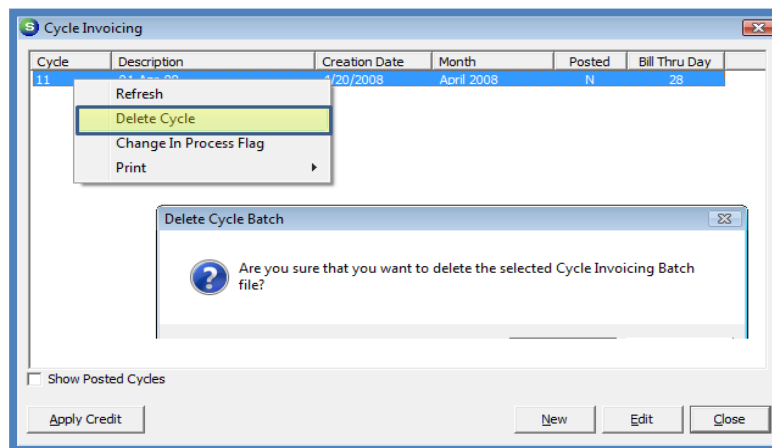
Cycle Invoicing Preview Reports: Figure 27



After the Cycle Report has been reviewed, the User may proceed to the Posting process. If errors have been found and recurring lines need to be corrected, the User will delete the Cycle; make the necessary corrections to the recurring lines on the relevant customer accounts then begin the Cycle Generation process again with steps 1 through 4. If the User is satisfied with the report results, proceed to step number 6. If recurring line corrections need to be made, proceed to step number 5 below.

5. Delete a Cycle - To delete a cycle in need of corrections, highlight the Cycle then right-click, and select the *Delete Cycle* option. A message will be displayed confirming whether the User wants to delete the selected cycle; press the *Yes* button to confirm and proceed with deleting the cycle.

Delete a Cycle Batch: Figure 28



Posting the Cycle – Create Invoices

6. Post the Cycle / Create the Cycle Invoices - Double-click on the Cycle from the Cycle Invoicing [Batch List]. The Cycle Invoicing Process [Posting] form will be displayed. The User will need to make selections or enter information into the all required fields on this form to be able to post the cycle. Once all fields have been populated, press the *Post* button located at the bottom of the form to begin the posting process.

Cycle Information

- **Description** – This is a description of the cycle batch, which is for reference purposes only and will default to the description selected when the batch was generated, however the User may change the default description.

Invoice Information

- **Category** – Make a selection from the drop-down list; typically Cycle Billing or Monitoring is the selection. The choices displayed are from the SedonaSetup *Category* setup table.
- **A/R Account** – This is the G/L posting account for the debit side of the transaction and will default to the Accounts Receivable G/L account number defined in SedonaSetup G/L Account Defaults for AR.
- **Terms** – Make a selection from the drop-down list. The terms code selected will be applied to all invoices in the cycle and determine when the invoices are due. The choices displayed are from the SedonaSetup *Terms* setup table.
- **Invoice Date** – Type in or select a date by pressing the calendar icon to the right of this field. The works in conjunction with the selected *Terms* code to determine when the invoice will be due. This also determines which accounting period to which the invoices will be posted.
- **Invoice Description** – Make a selection from the drop-down list. The choices displayed are from the SedonaSetup / *Invoice Descriptions* setup table. This description is a general description of the type of services being presented on the invoice; such as Recurring Services, and is printed in addition to the individual invoice line descriptions. The invoice description prints near the bottom of the invoice, is displayed on the Customer Explorer for open invoices, and also appears on customer statements.

Aging Date

- **Aging Date To Match Bill On Day** – A selection is only needed if your recurring lines are not billing for services from the beginning of the month; where you have selected Day of Service Start in SedonaSetup Setup Processing for AR [Invoicing-Cycle Beginning Day].
- **Aging Date** – Type in or select a date by pressing the calendar icon to the right of this field. This is the date the invoice will begin to age.

ACH Hold Date

These fields are only needed if your company is processing automatic EFT or Credit Card payments for the cycle invoices.

- **ACH Hold Date To Match Bill On Day** – This is optional if you are using the Day of Service Start option as mentioned in *Aging Date To Match Bill On Day* above. If it is desired to hold the automatic payment to be processed until the Bill On Day for the recurring line, then select this box, otherwise, the hold date setup on the customer's EFT information will be used as the hold date.
- **ACH Hold To Process Date** – Type in or select a date by pressing the calendar icon to the right of this field. This is the date any automatic payments will be eligible for processing. This date cannot be prior to the date you are posting the cycle batch.
- **Memo** – Information entered into this field will be saved to the *Memo* field of all invoices in the cycle, and print on invoices if the printing format selected during invoice printing is designed to print the invoice memo field. If your company is using BFIS to print your invoices, this memo will be included in the print file.

Cycle Posting Form: Figure 29

The screenshot shows a software window titled "Cycle Invoicing Process" with a close button in the top right corner. The window is divided into several sections:

- Cycle Information:** Contains fields for Cycle (17), Amount (720.65), Month (February 2009), Count (2), Created (1/29/2009), Thru Day (28), and Description (01-Feb-09 (Master Accounts)).
- Invoice Information:** Contains fields for Category (Cycle Billing), AR Account (11000), Terms (Due On Receipt), Invoice Date (1/15/2009), and Invoice Description (Recurring).
- Aging Date:** Includes a checkbox for "Aging Date to Match Bill On Day" and a date field for "Aging Date" (2/1/2009).
- ACH Hold Date:** Includes a checkbox for "ACH Hold Date to Match Bill On Day" and a date field for "ACH Hold to Process Date" (1/29/2009).
- Memo:** A large empty text area for additional notes.

At the bottom of the window, there are four buttons: "Print", "Save", "Post", and "Close".

7. Applying unapplied cash and credits – If any of the customers in the cycle have either unapplied cash or unapplied credit memos on their account, at the end of the posting process the *Apply Cycle Invoicing Credit* form will be displayed to allow the User to select which unapplied amounts to apply to the cycle invoices. If the User selects the *Unapplied Cash* checkbox in the upper right of the form, all of the customers in the list with available unapplied cash will be selected in the list. If the User selects the *Unapplied Credit* checkbox in the upper right of the form, all of the customers in the list with available unapplied credit memos will be selected in the list. The User may select one or both unapplied types or go through the list and select individual customers for which the available unapplied cash or credit will be applied to the cycle invoice. Once all selections have been made, press the *Apply* button located at the bottom of the form. If the User does not want to apply any of the unapplied amounts to any of the invoices, press the *Close* button located at the bottom of the form.

Cycle Batch Posting-Apply Credits: Figure 30

Customer No.	Name	Type	Invoice	Net Due	Credit Date	Credit Balance
<input type="checkbox"/> 0000	Sweet Afton Teahouse	U	1072	214.07	12/30/2008	12000.00

Total Unapplied Credit \$0.00
Total Unapplied Cash \$214.07

Printing Master Account Cycle Invoices

Printing the cycle invoices is the third step in the cycle invoicing process. Follow step 8 through 10 to print the cycle invoices.

8. Select Printing Options - Once the cycle has completely posted, the Master Account Cycle invoices may be printed. Master Account cycle invoices are printed from the Master Account List. Navigate to Client Management / Master Account Mgmt and press the *Print Invoices* button located at the lower left of the Master Account List. The *Print Invoices* button will be grayed-out if there are no Master Account Cycle Invoices in the Master Account invoice print queue.

Select All Invoices

If it is desired to print only Cycle invoices, un-check the *Select All Invoices* checkbox located in the upper left of this form. Next navigate to the *Invoice Type* section and un-check the checkbox to the left of the invoice types that will not be printed at this time.

Options

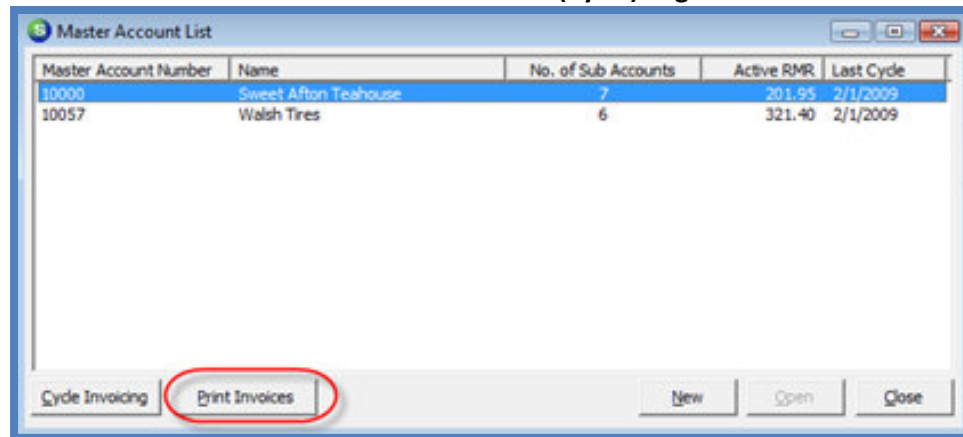
Options are available for selection when printing your cycle invoices which are listed below. Check the box to the left of each option that is desired.

- **Only Show Invoices In Print Queue** – By default all invoices created will be flagged to appear in the invoice print queue. Do not un-check this checkbox.
- **Show ACH Pending Invoices** – Select this checkbox to include customers that are set up for ACH payment processing for their cycle invoices that want a printed copy of their invoice.
- **Show BFIS Pending Invoices** – Select this option only if your company has subscribed to use BFIS (Bridgestone-Firestone Information Services) to print and mail invoices.
- **Hide Invoices with \$0 Balance Due** – If credits were automatically applied to a cycle invoice which would result in a zero balance and these invoices are meant to be excluded from the printing, select this option.
- **Use Invoice Background** – Selecting this option will print a gray background color on the invoices.

Sort By

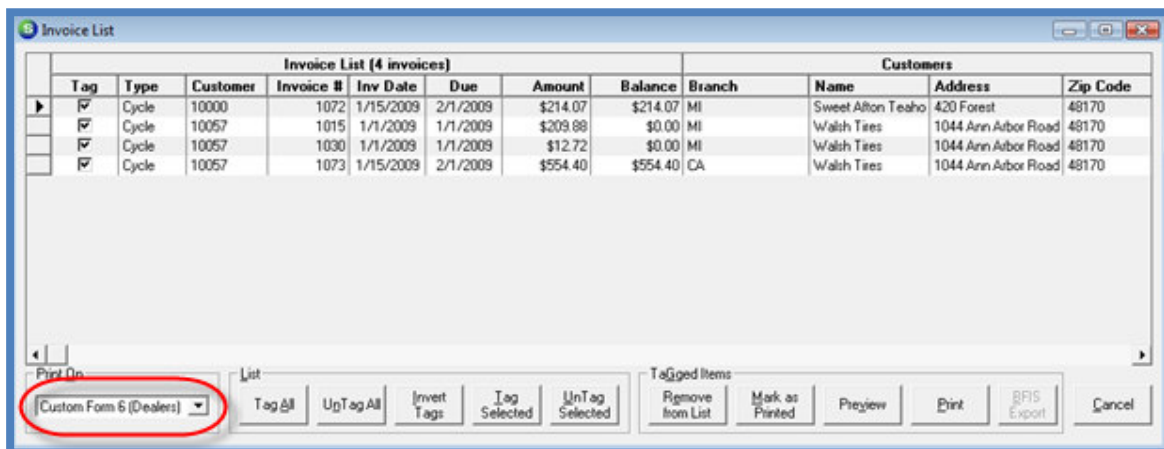
From the drop-down list, select the order in which the invoices will be printed.

Master Account List - Print Invoices (Cycle): Figure 31



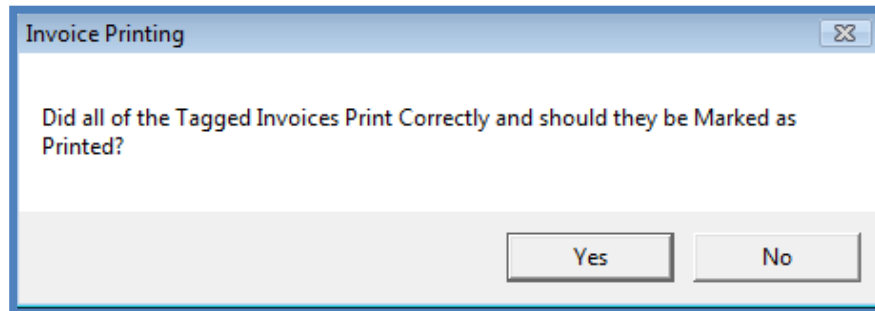
9. Print Preview / Send Invoices to a Printer - The *Invoice List* will be displayed with a list of invoices that met the criteria for the options selected. Select the desired printing form from the drop-down list at the lower left. The User may first preview the invoices before sending to the printer by pressing the *Preview* button located at the bottom right of the form. If it is desired to send the invoices directly to the printer without previewing first, press the *Print* button located at the lower right of the form.

Master Account Cycle Invoice (Printing) List: Figure 32



-
10. Mark Invoices as Printed - After pressing the *Print* button a message will display asking the User if the invoices should be marked as printed; press the *Yes* button to accept and remove the invoices from the print queue.

Master Account Cycle Invoice Printing-Mark as Printed: Figure 33



Cycle Invoice A Single Customer

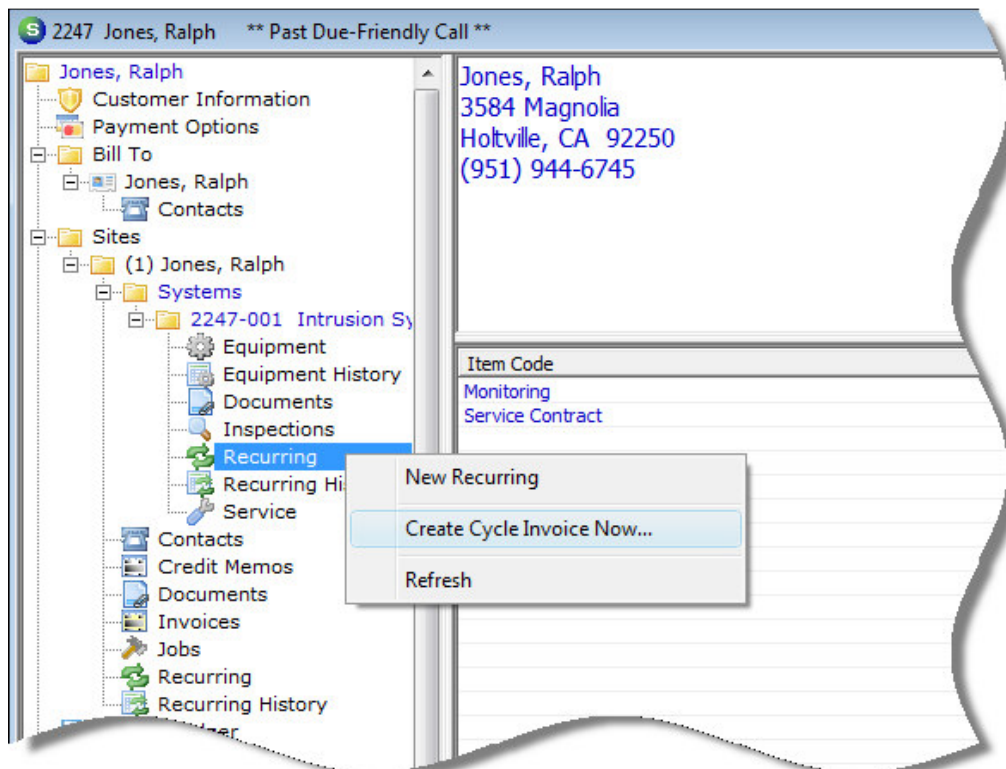
An individual customer may be cycled from the Customer Explorer record. This option is used in cases where your company has already sent out the cycle invoices for a particular month and a new customer is added with recurring lines which activate in the already cycled period. The steps for reviewing the cycle results and posting the cycle for a single customer are the same as for a regular cycle.

Generating a Cycle Batch

To create a cycle batch for a single customer, follow the steps below.

1. Open the Customer Explorer for the customer that will be cycled.
2. Highlight the option *Recurring* on the customer tree; right-click and select *Create Cycle Invoice Now*.

Cycle a Single Customer – Navigation: Figure 34



3. Select the Recurring Lines to be Cycled - The *Cycle Invoice One Customer* form will be displayed. In the *Month* field, select from the drop-down list which month to cycle this customer. Press the green arrow located to the right of the *Description* field to search for recurring lines that are ready to be cycled. A list of all recurring lines ready to be invoiced will be displayed.

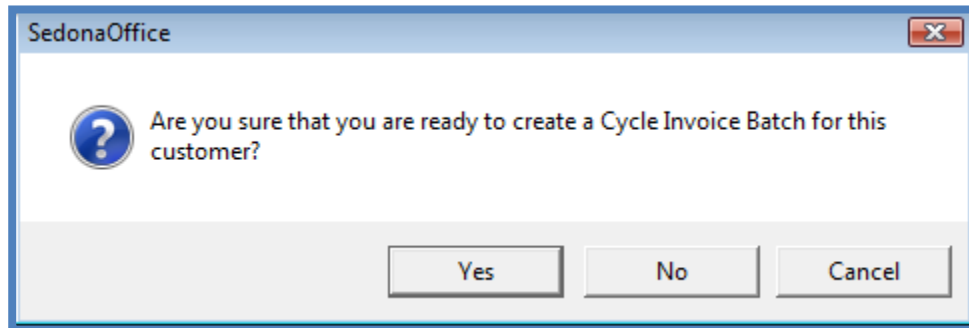
Cycle a Single Customer - Select Recurring Lines: Figure 35

Select the RMR Item(s) below that you want to include on this Invoice

Site Name	Address	System #	RMR Item	Cyc	RMR Amt
<input checked="" type="checkbox"/> Jones, Ralph	3584 Magnolia	2247-001	Service Contract	M	8.95

4. Generate the Cycle - Press the *Create Cycle* button located at the lower right of the *Cycle Invoice One Customer* form to begin the invoicing process. A message will display asking the User if you are sure you want to create a cycle invoice batch for this customer; press the *Yes* button to accept and begin the process.

Cycle Invoice Generation Confirmation: Figure 36



Once the cycle generation has completed the User may review the cycle results and post the invoice(s) by following the steps found on pages 22 through 30 of this document.

Printing a Single Customer Cycle Invoice

The cycle invoice may be printed from the Customer Explorer; to use this method follow the steps below.

1. Open the Customer Explorer for the customer you wish to print the cycle invoice.
2. In the Active Pane of the Customer Explorer, double-click on the invoice to be printed.

Customer Explorer - Select Cycle Invoice for Printing: Figure 37

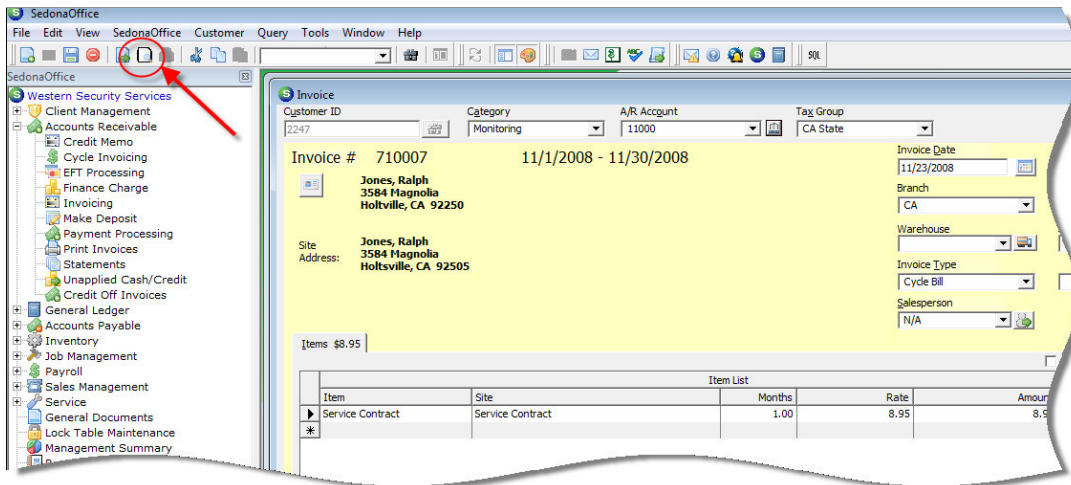
The screenshot shows the 'Customer Explorer' window for 'Jones, Ralph'. The left pane shows a tree view with 'Invoices' selected. The main pane displays customer information and a list of invoices. The invoice with ID 710007 is highlighted in yellow.

Customer Information		Financial Summary	
Jones, Ralph 3584 Magnolia Holtville, CA 92250 (951) 944-6745		Balance Due:	\$182.69
		Last Statement Date:	11/20/2008
		Last Late Fee:	\$5.00
		* Past Due-Friendly Call *	61 - 90 Days
		Total Active RMR :	\$48.90
		Total Active RAR :	\$586.80
		Customer Type:	Residential
		Customer Since:	6/1/2006
		Salesperson:	George Miller

Open Invoices						
Invoice #	Site Name	Description	Date	Amount	Net Due	
1123	Jones, Ralph	Recurring Services	9/1/2008	\$43.25	\$43.25	
1524	Jones, Ralph	Recurring Services	9/28/2008	\$43.25	\$43.25	
2113	Jones, Ralph	Recurring Services	11/1/2008	\$43.25	\$43.25	
10124	Jones, Ralph	Recurring Services	11/17/2008	\$43.25	\$43.25	
710007	Jones, Ralph	Recurring Services	11/23/2008	\$9.69	\$9.69	

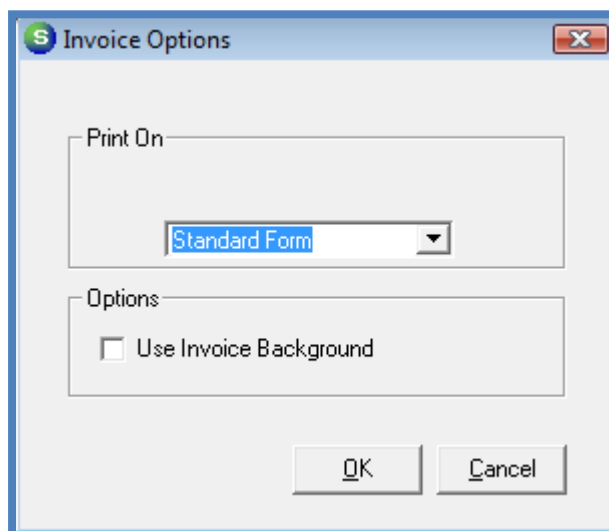
- Once the invoice is displayed, press the *Print Preview* button located on the application main toolbar.

Customer Explorer- Invoice Print Preview: Figure 38



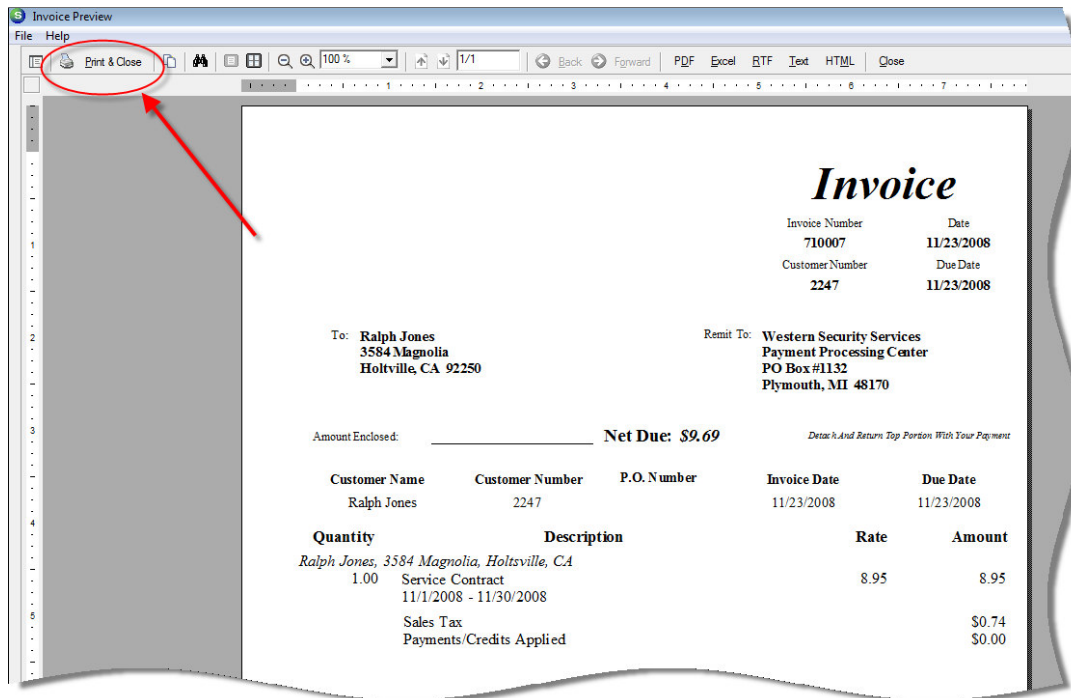
- The *Invoice Options* form will be displayed; select the desired form from the drop-down list, then press the *OK* button at the bottom of the form.

Invoice Printing - Form Selection: Figure 39



- The cycle invoice will be displayed; press the *Print & Close* button located at the top left of the printing toolbar.

Cycle Invoice – Print Preview: Figure 40



6. If the invoice printed correctly, make certain to un-check the *Add to Print Queue* checkbox and save before closing the invoice form. If the User fails to un-check the *Add to Print Queue* checkbox, the invoice will remain in the print queue and will be printed the next time bulk invoice printing is performed, which will result in the customer receiving the same invoice twice.

Invoice - Remove from Print Queue Figure 41

The screenshot shows the 'Invoice' form in SedonaOffice. At the top, there are fields for 'Customer ID' (2247), 'Category' (Monitoring), and 'A/R Account' (11000). Below these, the invoice details are displayed: 'Invoice # 710007' and '11/1/2008 - 11/30/2008'. The customer information is 'Jones, Ralph, 3584 Magnolia, Holtville, CA 92250'. The site address is also listed as 'Jones, Ralph, 3584 Magnolia, Holtville, CA 92505'. The 'Items' section shows a total of '\$8.95' and a table with one item: 'Service Contract' at '1.00' months. At the bottom, there are fields for 'Description' (Recurring Services), 'Contact', and 'Memo'. A red circle highlights the 'Add to Print Queue' checkbox, which is currently checked.

Item	Site	Months
▶ Service Contract	Service Contract	1.00

Miscellaneous Invoices

Section Contents

- **Miscellaneous Invoicing Concepts & Terminology**
- **Related Setup Tables**
- **User Group Security Options**
- **Miscellaneous Invoice Form Definition**
- **General Ledger Transactions**
- **How To**
 - **Invoice a Customer for Items**
 - **Invoice a Customer for Recurring Items**
 - **Invoice a Customer for Parts**

Miscellaneous Invoices Overview

Miscellaneous invoices are created from the Accounts Receivable/Invoicing option from the main application menu or may be created from a Customer Explorer record. The User may invoice the customer for items, parts or a combination of items and parts. If your company is using stock tracking and parts are listed on the invoice, the inventory will be relieved from the warehouse selected in the header of the invoice form. Both methods of creating a miscellaneous invoice will be covered in this section.

When would a miscellaneous invoice be used?

Miscellaneous invoices may be created for several different situations including:

- Over the counter part sales
- Permits & Fees
- Invoicing a customer for NSF charges
- Should have invoiced for charges on a Service Ticket, but the ticket was closed without invoicing (you can link a miscellaneous invoice to a never-billed Service Ticket).
- Parts used on a service ticket were not invoiced on the Service Invoice and you need to invoice the customer and relieve inventory.

Related Setup Tables

Below is a list of the setup tables impacting the Miscellaneous Invoicing process.

- Invoice Item
- Invoice Item Type
- Invoice Description
- Tax Group
- Tax Table
- Category
- Branch
- Chart of Accounts
- Inventory Parts
- Inventory Setup Processing

User Group Security Options

For a User to be able to generate *Miscellaneous Invoices*, certain security privileges must be granted to the User through the User Group Security options within SedonaSetup.

The following User Group Security options located within Application Access/AR security options section pertain to Miscellaneous Invoicing.

- **Invoicing** – allow the Users to generate and post Miscellaneous invoices from the accounts receivable menu or the Customer Explorer.



Miscellaneous Invoice - Form Definition

The Miscellaneous Invoice Form is divided into three parts:

- **Invoice header** - contains information regarding invoice date, aging date, terms etc.
- **Invoice body** – consists of two tabs (items and parts) – this is the detail area where items or parts are selected along with quantities and individual item rates.
- **Invoice footer** – specify the invoice description, billing contact name and the memo field.

A User may invoice the customer for items only, parts only or a combination of items and parts. If your company is using stock tracking and parts are listed on the invoice, the inventory will be relieved from the warehouse specified in the header of the invoice.

Invoice Header Information

- **Customer ID** – Enter the customer number for whom the invoice is being created or press the binocular icon to the right of the field to look up the customer number. If the customer has multiple sites, select the correct site from the customer lookup.
- **Bill To** – The Bill To name and address will default to the primary Bill To for the customer. If the customer has more than one Bill To record, press the Bill To  button to display a list of the customer Bill To addresses from which to select.
- **Site Address** – If the customer has only one site this will automatically default. If the customer has multiple sites, the User may press the Site Address  button to display a list of sites from which to select.
- **Category** – Depending on the setting of your system this may or may not be a required field. For NSF check fees, the Administrative (or G & A) category is typically selected.
- **A/R Account** – The A/R account number automatically defaults to the A/R account number setup in SedonaSetup G/L Account defaults. Consult upper management prior to making a change to this selection.
- **Tax Group** – Once the customer has been selected, this field will automatically populate with the Tax Group assigned to the site for which the miscellaneous invoice is being created. The Tax Group may be overridden if necessary.

- **Invoice Date** – The invoice date will default to the date on which the invoice is being created, however this date may be changed to any date that is in an open accounting period.
- **Aging Date** – The aging date will default to the date calculated by the rules associated with the *Term Code* for the invoice, however this date may be overridden by the User.
- **Branch** – The branch will automatically default to the branch associated with the site.
- **PO Number** - If your customer has provided a purchase order number for billing, the User may enter that value in this field. Customer Purchase Order numbers print on most invoice forms.
- **Warehouse** - A warehouse only needs to be selected when invoicing for inventory parts. If a warehouse is not selected, the parts tab will not be available to use.
- **Term** – The invoice term code will default from the customer setup, however the User may override this if necessary.
- **Invoice Type** - Miscellaneous is the default for this field. For invoices that are for recurring services or service ticket charges, select either Cycle Bill or Service as the Invoice Type. If the Invoice Type of Service is selected, the field below the Term field will display with a label Ticket #.
- **Ticket#** - If the Invoice Type of Service was selected The User will select a Service Ticket Number from the drop-down list in this field. Only Service Ticket Numbers that have been closed and were never invoiced will appear in the drop-down list.
- **Salesperson** – Once the customer has been selected, this field will automatically default to the Salesperson assigned to the Customer. This field may be overridden if necessary.

Miscellaneous Invoice – Header: Figure 42

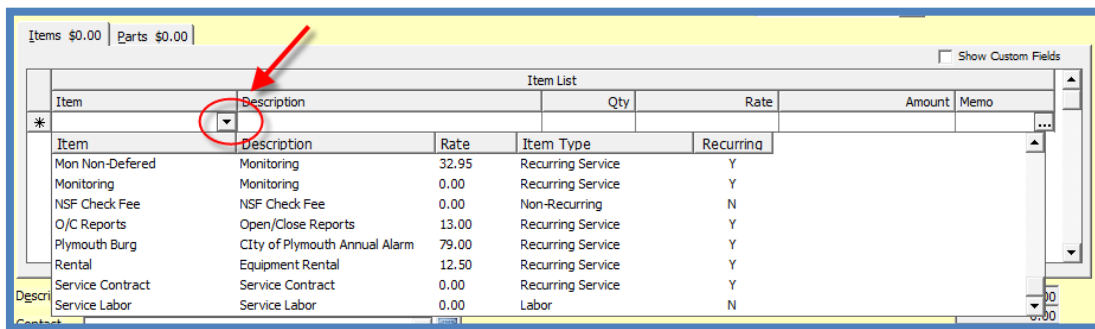
The screenshot displays the 'Invoice' window with the following data:


Customer ID	2401	Category	Monitoring	A/R Account	11000	Tax Group	MI State
Invoice #	710014	Invoice Date	11/23/2008	Aging Date	11/23/2008	Branch	MI
Customer Name	Johnson, Carolyn 231 N Main Plymouth, MI 48170	P.O. Number	123456	Warehouse		Term	Due On Receipt
Site Address	Johnson, Carolyn 231 N Main Plymouth, MI 48170	Invoice Type	Miscellaneous	Salesperson	George		

Invoice Body

The Invoice body is divided into two tabs; *Items* and *Parts*. On the *Items* tab, the User selects from the drop-down list the desired Items and fill in the quantity and rate for the Item selected. If the quantity is set to a value greater than 1, the application will automatically fill in the *Amount* field with the calculation of Qty x Rate.

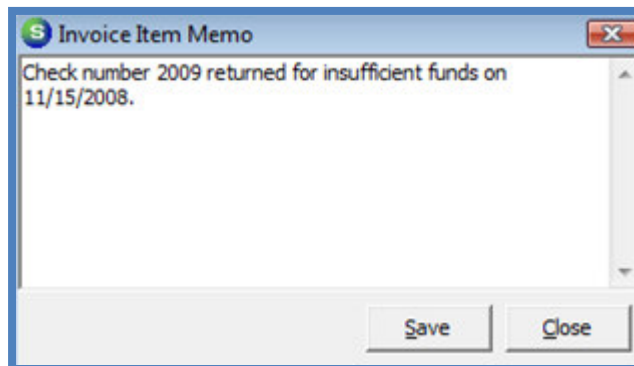
Miscellaneous Invoice – Items Tab: Figure 43




There is an optional invoice item *Memo* field available. This is an internal memo and will not print on the customer invoice. To enter an invoice item memo, press the  to the right of the *Memo* field to open the *Invoice Item Memo* form. The User may enter up to 2,000 characters in this memo field.

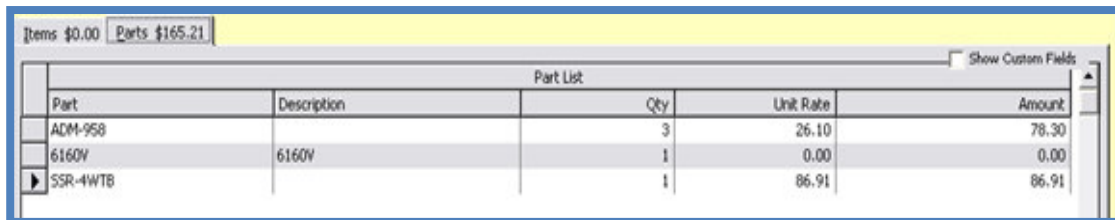
Enter as many line items on the invoice as needed by proceeding to the next line.

Invoice Item Line Memo: Figure 44



On the *Parts* tab, the User may type in the exact part number (if known) or press the  button to the right of the Part field to launch the *Part Search* form to locate the desired part number. Once the part is selected, the User will enter the quantity and rate for the part. If a rate automatically fills in, the User has the option of manually changing the rate if necessary. Continue adding more parts by advancing to the next line.

Miscellaneous Invoice - Parts Tab: Figure 45



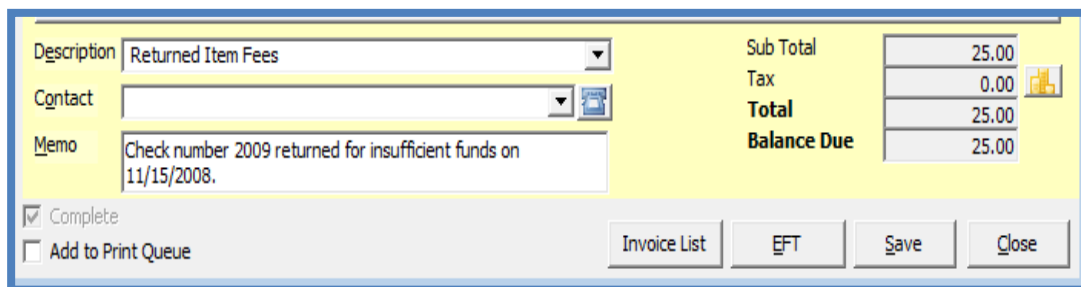
Part	Description	Qty	Unit Rate	Amount
ADM-958		3	26.10	78.30
6160V	6160V	1	0.00	0.00
SSR-4WTB		1	86.91	86.91

Invoice Footer Information

Once all Items and/or Parts have been selected in the body of the invoice, proceed to the footer of the invoice to fill in the required information.

- **Description** – Select the appropriate *Invoice Description* from the drop-down list. This is a required field which is a general description of the type of charges on the invoice. The invoice description prints on most invoice forms.
- **Contact** – A contact name may be selected from the drop-down list or type in a name. The contact name prints as the *Attention To* on most invoice forms.
- **Memo** – Additional information may be entered which will print on the customer invoice. This field will allow the entry of up to 255 characters.

Miscellaneous Invoice – Footer: Figure 46



Description	Returned Item Fees	Sub Total	25.00
Contact		Tax	0.00
Memo	Check number 2009 returned for insufficient funds on 11/15/2008.	Total	25.00
		Balance Due	25.00

How To

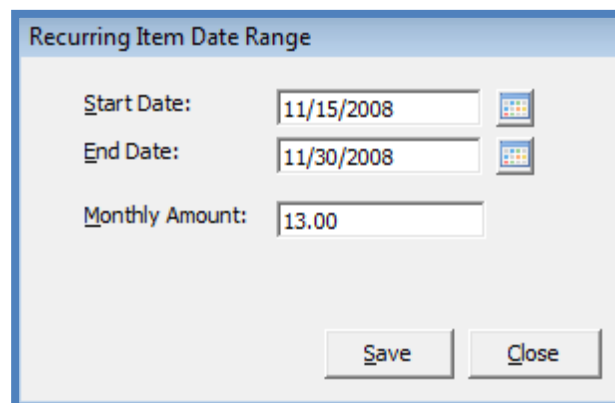
Create a Miscellaneous Invoice - Accounts Receivable

Navigate to the Accounts Receivable/Invoicing menu option from the main application menu tree. A blank Invoice form will be displayed. The User will need to populate all required fields on the form before being able to post the Miscellaneous Invoice to the customer account.

A User may invoice the customer for items only, parts only or a combination of items and parts. If your company is using stock tracking and parts are listed on the invoice, the inventory will be relieved from the warehouse selected in the header of the invoice.

1. Fill in the Invoice Header – Fill in the necessary fields of the invoice header as described on pages 59 through 60 of this document.
2. Invoice Body - Select Items and/or Parts – If invoicing the customer for *Items*, select the item and enter the quantity and rate. If the Item selected is for a recurring type of service, a form will be displayed to enter the period of time for which the Item is being invoiced along with the monthly rate. Continue to the next Item line for additional Items being invoiced.

Recurring Item Date Range/Amount: Figure 47



The screenshot shows a dialog box titled "Recurring Item Date Range". It has three input fields: "Start Date" with the value "11/15/2008", "End Date" with the value "11/30/2008", and "Monthly Amount" with the value "13.00". Each date field has a small calendar icon to its right. At the bottom of the dialog are two buttons: "Save" and "Close".

If invoicing the customer for *Parts*, navigate to the Parts tab and either type in the exact part number or press the part search button located to the right of the *Part* field. Enter the quantities and rates. Continue to the next Part line for additional Parts being invoiced.

3. Invoice Footer – Select the Invoice Description from the drop-down list. The Contact Name field is optional. If a name is manually typed into this field or a Contact Name is selected from the drop-down list, this name will print on the customer invoice. In the *Memo* field the User may type up to 256 characters of information that will print on the customer invoice.
4. Post the Invoice – When finished filling in all required information, press the *Save* button located at the lower right of the invoice form. Pressing the *Save* button will post the invoice to the general ledger and appear on the customer invoice list.

Miscellaneous Invoice Form: Figure 48

Invoice

Customer ID: 2401 Category: Monitoring A/R Account: 11000 Tax Group: MI State

Invoice # 710014 Invoice Date: 11/23/2008 Aging Date: 11/23/2008

Johnson, Carolyn
231 N Main
Plymouth, MI 48170

Branch: MI P.O. Number: 123456

Site Address: Johnson, Carolyn
231 N Main
Plymouth, MI 48170

Warehouse: Term: Due On Receipt

Invoice Type: Miscellaneous

Salesperson: George

Items \$25.00 Parts \$0.00

Item	Description	Qty	Rate	Amount	Memo
NSF Check Fee	NSF Check Fee	1.00	25.00	25.00	Check number 2009 returned

Description: Returned Item Fees Sub Total: 25.00

Contact: Tax: 0.00

Memo: Check number 2009 returned for insufficient funds on 11/15/2008. Total: 25.00

Balance Due: 25.00

Complete Add to Print Queue

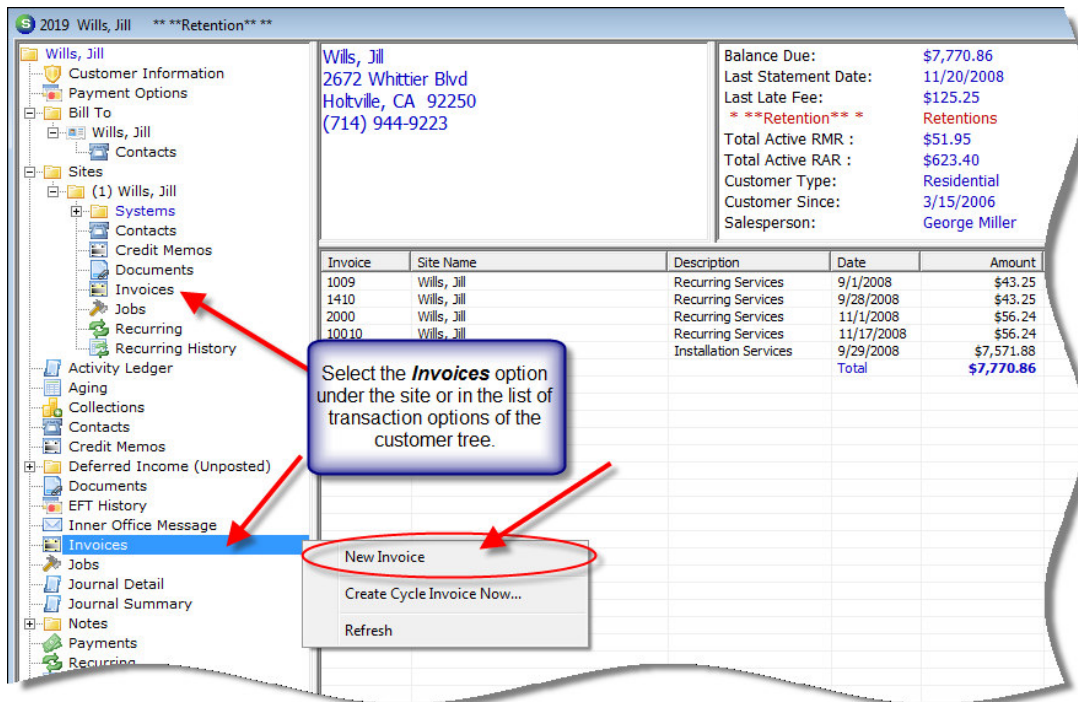
Invoice List EFT Save Close

Create a Miscellaneous Invoice - Customer Explorer

Open the Customer Explorer for the customer you wish to create a miscellaneous invoice. From the customer tree select the Invoices option, right-click and select *New Invoice*.

Once the blank Invoice Form is displayed, follow the steps found in the previous section “*Create a Miscellaneous Invoice - Accounts Receivable*” to create and post the invoice.

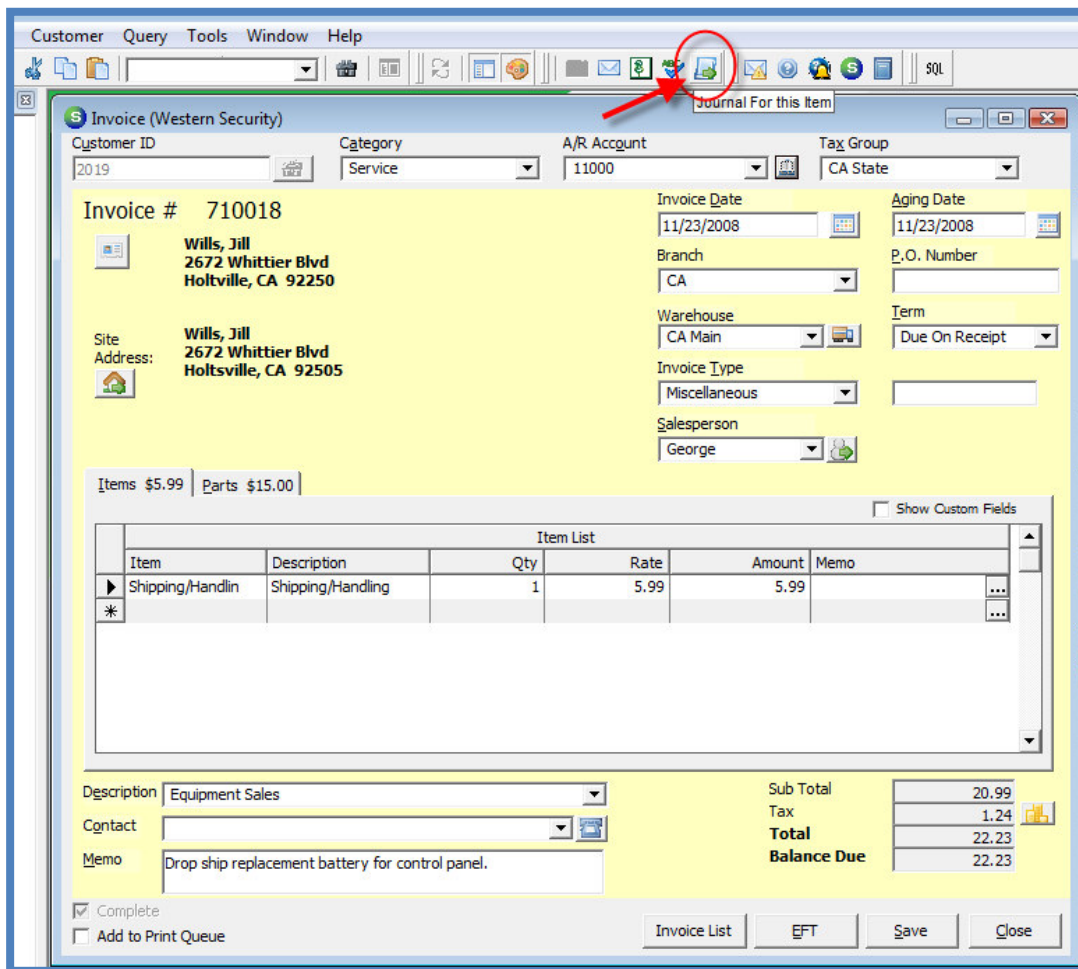
Customer Explorer - Create Miscellaneous Invoice Navigation: Figure 49



General Ledger Transactions – Miscellaneous Invoices

Once a miscellaneous invoice has been saved, general ledger transactions are viewable from the Account Register of the General Ledger module or within the Customer Explorer by opening the miscellaneous invoice and pressing the *Journal For This Item* button located on the top toolbar of the application.

Miscellaneous Invoice - View Journal Option Button: Figure 50



Journal Entry for a Miscellaneous Invoice

In the example provided below, the customer was invoiced for an inventory part and a shipping charge using an Item code. The G/L Account numbers that are used for posting the transaction are determined by the setup of the Item code(s), the setup of the Parts, and the Tax Group selected on the invoice.

Journal Entry - Miscellaneous Invoice: Figure 51

Journal Entry (Western Security)

Register No. 5236 Register Type: INV

Journal Information

Branch: CA
Date: 11/23/2008
Primary Account: 11000
Accounts Receivable
Reference: 710018

Show Job Costing Show Branches

General Ledger						
Account	Description	Debit	Credit	Memo	Branch	Category
11000	Accounts Receivable	22.23		Equipment Sales	CA	
44110	Shipping & Handling		5.99		CA	Sales
40010	Revenue, Installation		15.00		CA	Installation
12001	Inventory-CA		3.00		CA	Service
52010	COG-Service Material	3.00			CA	Service
23011	Sales Tax Payable-California		1.24		CA	
Total		\$ 25.23	\$ 25.23			

Close

When Invoicing with Invoice Items, the G/L Account used for the revenue side of the transaction posting to the general ledger is located in the *Invoice Item* setup. The Invoice Item also determines whether the Item is possibly taxable. If the Taxable flag is not selected on the Item setup, no sales tax will be calculated when the Item is used on an invoice. If the Taxable flag is selected, the application will use the Item Type assigned to the Item and compare to the tax rules setup for the Tax Group assigned to the invoice to calculate the appropriate sales tax.

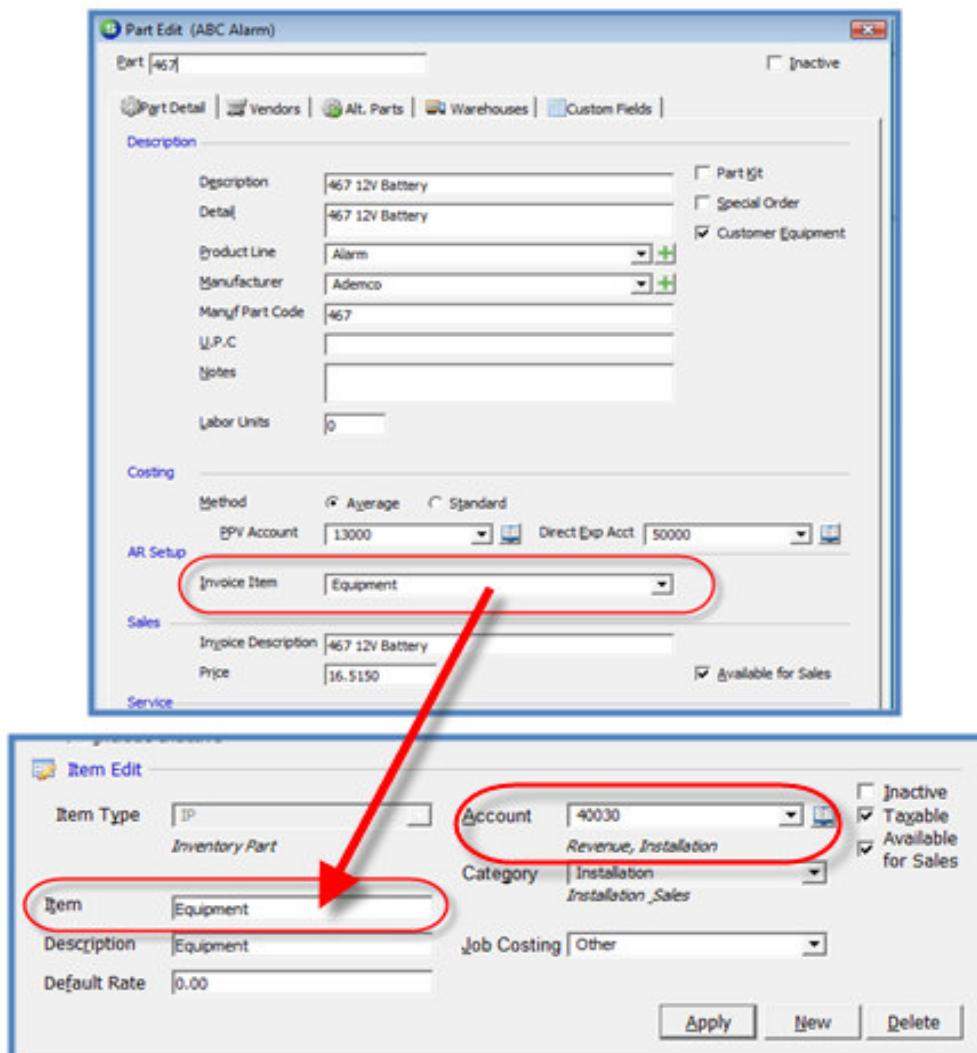
Invoice Item Setup - Revenue Account: Figure 52

The screenshot shows the 'Invoice Item Setup' dialog box. At the top left, there is a checkbox for 'Include Inactive'. Below it is the 'Item Edit' section. The 'Item Type' is set to 'NR' (Non-Recurring). The 'Account' field is highlighted with a red circle and contains the value '44110'. Below the account field is the 'Category' dropdown, which is set to 'Sales'. The 'Item' field contains 'Shipping/Handling', the 'Description' field contains 'Shipping/Handling', and the 'Default Rate' field contains '5.99'. On the right side, there are three checkboxes: 'Inactive', 'Taxable', and 'Available for Sales', all of which are currently unchecked. At the bottom right, there are three buttons: 'Apply', 'New', and 'Delete'.

When invoicing for a Part, there are a minimum of three lines added to the Journal Entry; the revenue side of the transaction (1 line) and the costing side of the transaction (2 lines). If the part is taxable, additional lines are listed on the Journal Entry.

The revenue line of the Journal Entry is determined by the *Invoice Item* assigned to the *Part* in the Part setup.

Part Setup - Invoice Item Setup: Figure 53



The credit side of the costing portion of the transaction will credit inventory for the cost of the part. If your company is using the standard costing method, the cost used will be the standard cost of the part in the warehouse that was selected in the invoice header. If your company is using the average costing method, the cost used will be the current average cost of the part in the warehouse that was selected in the invoice header. If using the Stock Tracking feature, the G/L account number used for the inventory credit is maintained in SedonaSetup/Warehouse Setup. If Stock Tracking is not being used, the G/L account number used is found in SedonaSetup/Inventory Setup.

Inventory G/L Account for a Warehouse (Using Stock Tracking)

Warehouse Setup - Inventory G/L Account: Figure 54

The screenshot shows the 'Warehouse Edit' window. On the left, there are fields for Code (CA), Description (California), Branch (CA), and Address (122 Magnolia, Riverside, CA 92505). On the right, there are fields for Account (12000), Latitude (0), and Longitude (0). The 'Account' field is circled in red, and the text 'Inventory*' is visible below it. An 'Inactive' checkbox is also present.

Inventory G/L Account Inventory Setup (Not Using Stock Tracking)

Inventory Setup - Default Inventory Account: Figure 55

The screenshot shows the 'Inventory Setup' window. It is divided into two sections: 'Inventory Setup' and 'Inventory Processing'. In the 'Inventory Setup' section, there are fields for Warehouse (CA), Transfer Account (20150), and Physical Adjustment Account (50030). In the 'Inventory Processing' section, the 'Asset Account' field is set to 12000 and is circled in red. Other fields include Default COGS (50000), Invoice Item (Equipment), and Purchase Price Variance Account (13000). There are also radio button options for 'Negative Quantities' and a checked box for 'Use Material Handler for Warehouse Security'.

The debit side of the costing portion of the transaction will debit the cost of goods sold account number assigned to the part in the *Direct Exp Account* field of the part setup for the cost of the part. If no G/L account is specified at the part level, the application will use the *Default COGS* G/L account number located in SedonaSetup / Inventory Setup.

Part Setup - COGS G/L Account Setup: Figure 56

The screenshot shows the 'Part Edit (Western Security)' window. The 'Part' field contains '467'. The 'Description' section includes fields for Description, Detail, Product Line (Alarm), Manufacturer (Ademco), Manuf Part Code (467), U.P.C., Notes, and Labor Units (0). The 'Costing' section has radio buttons for 'Average' and 'Standard' (selected), and a 'Direct Exp Acct' field with the value '52010', which is circled in red. The 'AR Setup' section has an 'Invoice Item' field with 'EQ-INST'. The 'Sales' section has an 'Invoice Description' field with '467 12V Battery' and a price field with '16.5150'. There are also checkboxes for 'Inactive', 'Part Kit', 'Special Order', 'Customer Equipment', and 'Available for Sales'.

Inventory Setup - Default COGS G/L Account: Figure 57

Inventory Setup

Inventory Setup

Warehouse: CA

Transfer Account: 20150
*Inventory Transfer**

Physical Adjustment Account: 50030
COGS - Inventory Variances

Negative Quantities:
 Do Not Allow
 Warning Message
 Allow

Inventory Processing

Asset Account: 12000
*Inventory**

Default COGS: 50000
COGS - Materials

Invoice Item: Equipment

Purchase Price Variance Account: 13000

Use Material Handler for Warehouse Security:

If the Part is taxable, a line will be added to the Journal Entry for each unique G/L account associated with the tax tables within the Tax Group assigned to the invoice.

In the example provided, the Part is taxable but the Item invoiced (Shipping & Handling) was not taxable. The Tax Group assigned to this invoice, CA State, is linked to one tax table, CA. The tax table CA is linked to a G/L account for posting the sales tax liability portion of the transaction.

Tax Group / Tax Table Setup: Figure 58

The image displays two screenshots from a software interface. The top screenshot shows the 'Taxing Group' setup for 'CA', with a description of 'CA State'. Below this is a table of tax codes:

Tax Code	Description	Rate
<input checked="" type="checkbox"/> CA	CA State Sales Tax	7
<input type="checkbox"/> CA Exempt	CA Tax Exempt	0
<input type="checkbox"/> MI	MI State Sales Tax	6
<input type="checkbox"/> MI Exempt	MI Tax Exempt	0

The bottom screenshot shows the 'Tax Table Setup' for 'CA'. The 'Tax Table' is 'CA', the 'Description' is 'CA State Sales Tax', and the 'Account' is '23010' (Sales Tax - CA). The 'Tax Agency' is 'CA Franchise Tax Board'. The 'Item Types' section includes: Inventory Part, Labor, Non-Inventory Part, Non-Recurring, Other Charge, Other Recurring, and Recurring Service. A red arrow points from the 'CA' checkbox in the table above to the 'CA' tax table setup screen.

Credit Memos

Section Contents

- **Credit Memos Concepts & Terminology**
- **Related Setup Tables**
- **User Group Security Options**
- **Credit Memo Form Definition**
- **General Ledger Transactions**
- **How To**
 - **Create a Credit Memo – Non-Recurring Items**
 - **Create a Credit Memo –Recurring Items**
 - **Create a Credit Memo –Parts**

Credit Memos Overview

A Credit Memo is created when a credit needs to be issued to a Customer account for previously invoiced services, a customer referral credit, or to generate a credit to write off bad debt or generate a customer refund check. Credit Memos may be created for any type of invoice. A Credit Memo may be applied to any invoice with an open balance. A Credit Memo may be generated from the Accounts Receivable module or from a Customer Explorer record.

Partially Paid Invoices

If the balance of an invoice needs to be credited-off where the invoice has been partially paid with a cash payment and/or the application of a Credit Memo, the User has two options 1) credit off the balance of the invoice to a miscellaneous G/L Account or 2) create a Credit Memo and apply it to the invoice manually. Crediting off the balance of an invoice to a miscellaneous G/L account is typically used when the balance of an invoice is being written off to a bad debt account. If this is not the case, the User should create a Credit Memo and apply to the invoice manually.

The User creating this type of Credit Memo will need to review the Invoice Items and the tax group associated with the invoice to be credited to determine the amount for Items and the amount of tax to be entered on the Credit Memo. If sales tax is being credited off, your company should set up an Invoice Item in Sedona Setup for this purpose and select the item type of TX for that Invoice Item. Instead of selecting an income account, select your sales tax liability account, which will reduce you sales tax liability when the Credit Memo is posted.

This section will discuss creating manual Credit Memos, crediting off an entire invoice and crediting off the balance of a partially paid invoice.

If your company has activated the *Credit Request Processing* feature (SedonaSetup, Setup Processing for AR) your Users will not be able to manually create a Credit Memo. For information on using *Credit Request Processing*, please refer to this section later in this Reference Guide.

Related Setup Tables

Below is a list of the setup tables impacting the functionality of Credit Memos.

- Invoice Item
- Invoice Item Type
- Invoice Description
- Tax Group
- Tax Table
- Category
- Branch
- Chart of Accounts

User Group Security Options

For a User to be able to work with credit memos, certain security privileges must be granted to the User through the User Group Security options within SedonaSetup. The following User Group Security options located within Application Access/AR security options section pertain to credit memo processing.

- **Credit Memo** – permits the User to create a credit memo.
- **Credit Off Invoices** – permits the User to credit off an entire invoice.
- **Apply Individual Cash/Credit** – permits the User to apply unapplied cash or a credit memo to an invoice with an open balance.
- **Ability to Credit Off Partial Invoice** – permits the User to credit off an invoice where a partial payment has been applied to an invoice.
- **Ability to assign future auto apply for credit** – permits the User to select which types of future generated invoices the credit memo will be applied to automatically when an invoice of the selected type(s) is saved.



Credit Memo – Form Definition

The Credit Memo Form is divided into three parts:

- **Credit Memo Header** - contains information regarding customer number, credit date, branch, category, tax group, warehouse, credit type, etc.
- **Credit Memo Body** – The body consists of two tabs (*Items* and *Parts*) – this is the detail area where items or parts are selected along with quantities and individual item rates for which the customer is being given a credit.
- **Credit Memo Footer** – In this section the User will select the credit memo description, credit reason, and enter optional information into the memo field.

A User may credit the customer for Items only, Parts only or a combination of Items and Parts. If your company is using stock tracking and Parts are listed on the credit memo, the Part will be returned to the Warehouse selected in the header of the credit memo.

Credit Memo Header

- **Customer ID** – Enter the customer number for whom the Credit Memo is being created or press the binocular icon to the right of the field to look up the customer number. If the customer has multiple sites, select the correct site from the customer lookup.
- **Bill To** – The Bill To name and address will default to the primary Bill To for the customer. If the customer has more than one Bill To record, press the Bill To  button to display a list of the customer Bill To addresses from which to select.
- **Site Address** – If the customer has only one site this will automatically default. If the customer has multiple sites, the User may press the Site Address  button to display a list of sites from which to select.
- **Category** – Depending on the setting of your system this may or may not be a required field. Select the appropriate Category from the drop-down list.
- **A/R Account** – The A/R account number automatically defaults to the A/R account number setup in SedonaSetup G/L Account defaults. Consult upper management prior to making a change to this selection.
- **Tax Group** – Once the customer has been selected, this field will automatically populate with the Tax Group assigned to the site for which the Credit Memo is being created. The Tax Group may be overridden if necessary

- **Credit Date** – The credit date will default to the date you are creating the Credit Memo, however the User may this change to any date that is in an open accounting period.
- **Branch** – The branch will automatically default to the branch associated with the site.
- **PO Number** – This field is typically not used unless the PO for the invoice to which the Credit Memo is being applied needs to be referenced.
- **Warehouse** – If generating a Credit Memo for Parts, the User must select a Warehouse to which the Parts will be returned.
- **Credit Type** - Miscellaneous is the default for this field. For credit memos that are for recurring services or service ticket charges, select either Cycle Bill or Service as the Credit Type.
- **Salesperson** – Once the customer has been selected, this field will automatically default to the Salesperson assigned to the Customer. This field may be overridden if necessary.

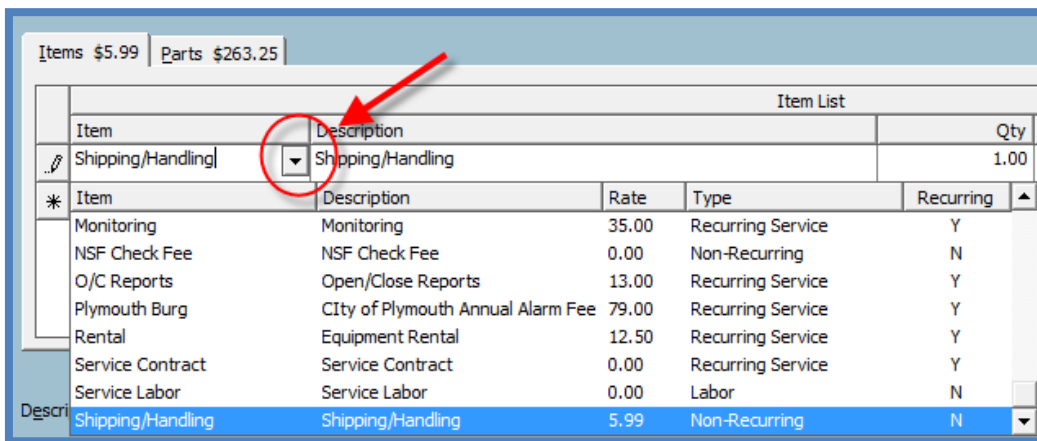
Credit Memo Header: Figure 59

The screenshot shows the 'Credit Memo' form in the SedonaOffice software. The form is titled 'Credit Memo' and contains several fields for data entry. At the top, there are four fields: 'Customer ID' (13000), 'Category' (Service), 'Credit Account' (20130), and 'Tax Group' (CA State). Below these, the 'Credit Memo' section is divided into two columns. The left column displays customer information: 'Ashley, Desire', '2612 Townley', 'Santa Ana, CA 92706', and 'Site Address: Ashley, Desire, 2612 Townley, Santa Ana, CA 92706'. The right column contains fields for 'Credit Date' (12/7/2008), 'Credit Number' (710981), 'Branch' (CA), 'Warehouse' (CA Main), 'Salesperson' (George), 'Credit Type' (Miscellaneous), and 'Job #'. The form has a blue border and standard window controls at the top right.

Credit Memo Body

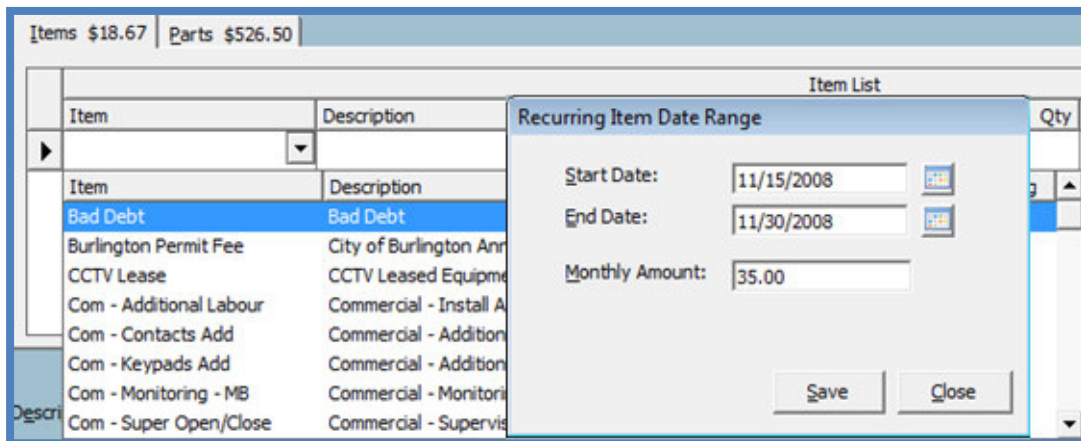
The Credit Memo Body is divided into two tabs; *Items* and *Parts*. On the *Items* tab, the User selects from the drop-down list the desired Items and fill in the quantity and rate for the Item selected. If the quantity is set to greater than 1, the application will automatically fill in the *Amount* field with the calculation of Qty x Rate.


Credit Memo - Items Tab: Figure 60



If the Item selected is for a recurring type of service, a form will be displayed where the User must enter the date range and monthly amount for which the credit line is being generated.

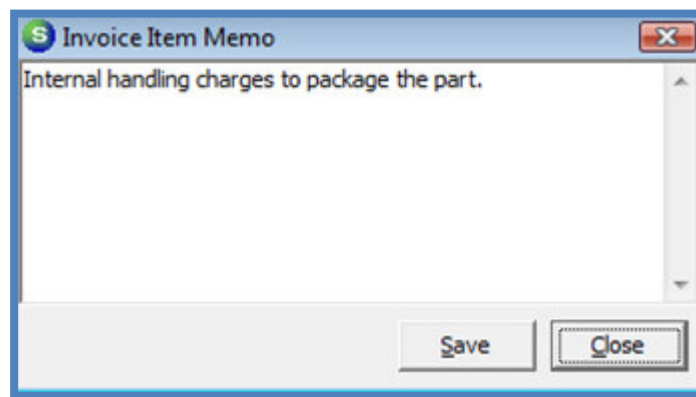
Credit Memo - Recurring Item: Figure 61




An optional invoice item *Memo* field is available on each invoice line. This is an internal memo and will not print on the credit memo. To enter a credit item memo, press the  to the right of the *Memo* field to open the *Item Memo* form. The User may enter up to 2,000 characters in this memo field.

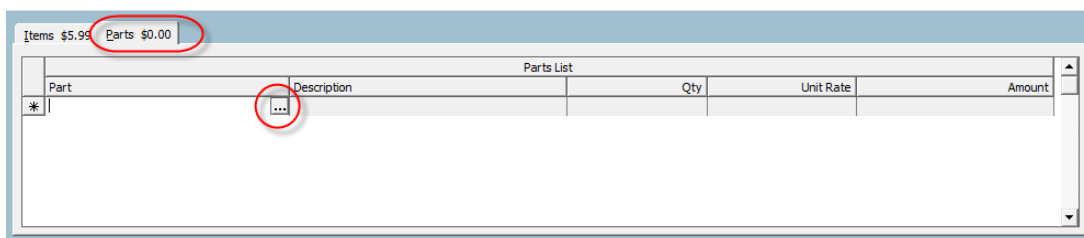
Enter as many line items on the credit memo as needed by proceeding to the next line.

Credit Memo - Credit Line Memo: Figure 62



If Parts are being credited, click on the *Parts* tab (a warehouse must first be selected in the invoice header) position the mouse on the white line beneath the word *Part*. If the exact Part Number is know, it may be manually typed in or press the  button located in the right of the Part field to lookup the Part Number. Once the part has been selected, the *Unit Rate* will automatically fill in based on the default Sales Price of the Part setup however, this amount may be overridden. Enter the *Quantity*; the *Amount* field will automatically fill in with the Quantity x the Unit Rate. Continue adding more Parts by advancing to the next line.

Credit Memo - Parts Tab: Figure 63



Credit Memo Footer

Once all items and/or parts have been selected in the body of the Credit Memo form, the User will proceed to the footer section to fill in the required information.

- **Description** – Select the appropriate Description from the drop-down list. This is a required field which is a general description of the type of charges on the Credit Memo.
- **Credit Reason** – Select the appropriate Credit Reason from the drop-down list. Depending on your system setup this field may or may not be required.
- **Memo** – The User may type in additional information that will print on the credit memo. This field will allow the entry of up to 255 characters.
- **Future Auto Apply** – This selection is optional. If you want the credit memo being generated to automatically apply to the next invoice created for one or more invoice types, select this option checkbox. When selecting the Future Auto Apply checkbox, the Setup Auto Credit form is displayed. On this form the User may select one, multiple or all invoice types.

Credit Memo Footer: Figure 64

Description	Credit on Account	Sub Total	269.24
Credit Reason	Returned Equipment	Tax	21.72
Memo	Customer did not pick up part.	Total	290.96
		Credit Due	290.96

Credit Memo - Future Auto Apply: Figure 65

Setup Auto Credit

Auto Apply Credit to the Following Types of Invoices

- Cycle
- Service
- Jobs
- Misc
- All

Save Close

How To

Create a Credit Memo - Accounts Receivable

Navigate to Accounts Receivable/Credit Memo from the main application menu tree. A blank Credit Memo form will be displayed. All required fields on the form must be populated before the User will be able to post the Credit Memo to the customer account.

A User may credit the customer for items only, parts only or a combination of items and parts. If your company is using stock tracking and parts are listed on the invoice, the inventory will be returned to the warehouse specified in the header of the credit memo.

1. Fill in the Credit Memo Header – Fill in the necessary fields of the credit memo header as described on pages 78 through 79 of this document.
2. Credit Memo Body - Select Items and/or Parts – If crediting the customer for Items, select the item and enter the quantity and rate. If the Item selected is for a recurring type of service, a form will be displayed to enter the period of time for which the Item is being credited along with the monthly rate. Continue to the next Item line for additional Items being credited.

If crediting the customer for Parts, navigate to the Parts tab and either type in the exact part number or press the part search button located to the right of the Part field. Enter the quantities and rates. Continue to the next Part line for additional Parts being credited.

3. Credit Memo Footer – Select the Credit Memo Description from the drop-down list. Select a Credit Reason from the drop-down list. Depending on your company setup, this may be a required field. In the *Memo* field the User may type up to 255 characters of information that will print on the customer credit memo.

Future Auto Apply – This selection is optional. If the User wants the credit memo being generated to automatically apply to the next invoice created for one or more invoice types, select this option checkbox. When selecting the Future Auto Apply checkbox, the Setup Auto Credit form is displayed. On this form the User may select one, multiple or all invoice types.

4. Post the Credit Memo – When finished filling in all required information, press the *Save* button located at the lower right of the credit memo form. Pressing the *Save* button will post the credit memo to the general ledger and appear on the credit memo list within the Customer Explorer of the customer for which the credit memo is generated.

Credit Memo: Figure 66

Credit Memo

Customer ID: 13000 Category: Service Credit Account: 20130 Tax Group: CA State

Credit Memo

Ashley, Desire
2612 Townley
Santa Ana, CA 92706

Site Address:
Ashley, Desire
2612 Townley
Santa Ana, CA 92706

Credit Date: 12/7/2008 Credit Number: 710981

Branch: CA P.O. Number:

Warehouse: CA Main Salesperson: George

Credit Type: Miscellaneous Job #:

Items: \$5.99 Parts: \$263.25

Item	Description	Qty	Rate	Amount	Memo
Shipping/Handling	Shipping/Handling	1.00	5.99	5.99	Internal

Description: Credit on Account

Credit Reason: Returned Equipment

Memo: Customer did not pick up part.

Sub Total: 269.24
Tax: 21.72
Total: 290.96
Credit Due: 290.96

Future Auto Apply

Save Close

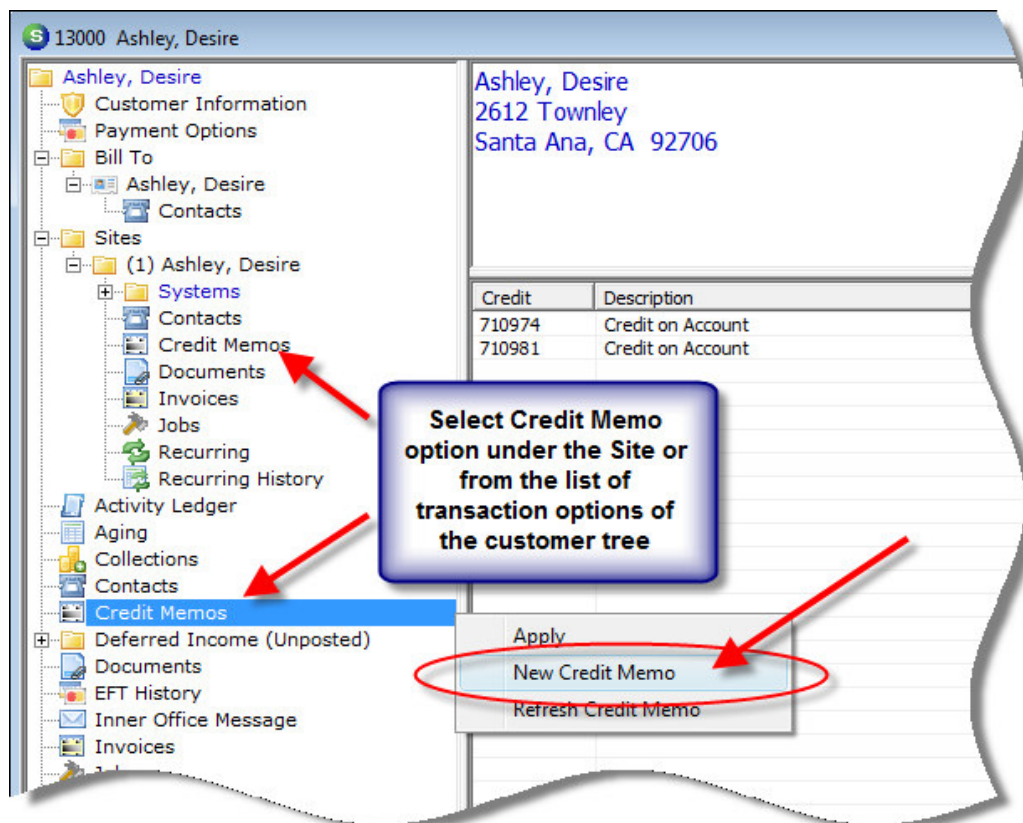
Create a Credit Memo - Customer Explorer

A Credit Memo may be created from the Customer Explorer for recurring items, non-recurring items and/or parts where the customer has at least one active site.

Open the Customer Explorer for the customer you wish to create a credit memo. From the customer tree select the Credit Memo option, right-click and select New Credit Memo.

Once the blank Credit Memo form is displayed, follow the steps found on pages 83 through 84 under the heading of "Create a Credit Memo from the Accounts Receivable Menu Option" to create the credit memo for the selected customer.

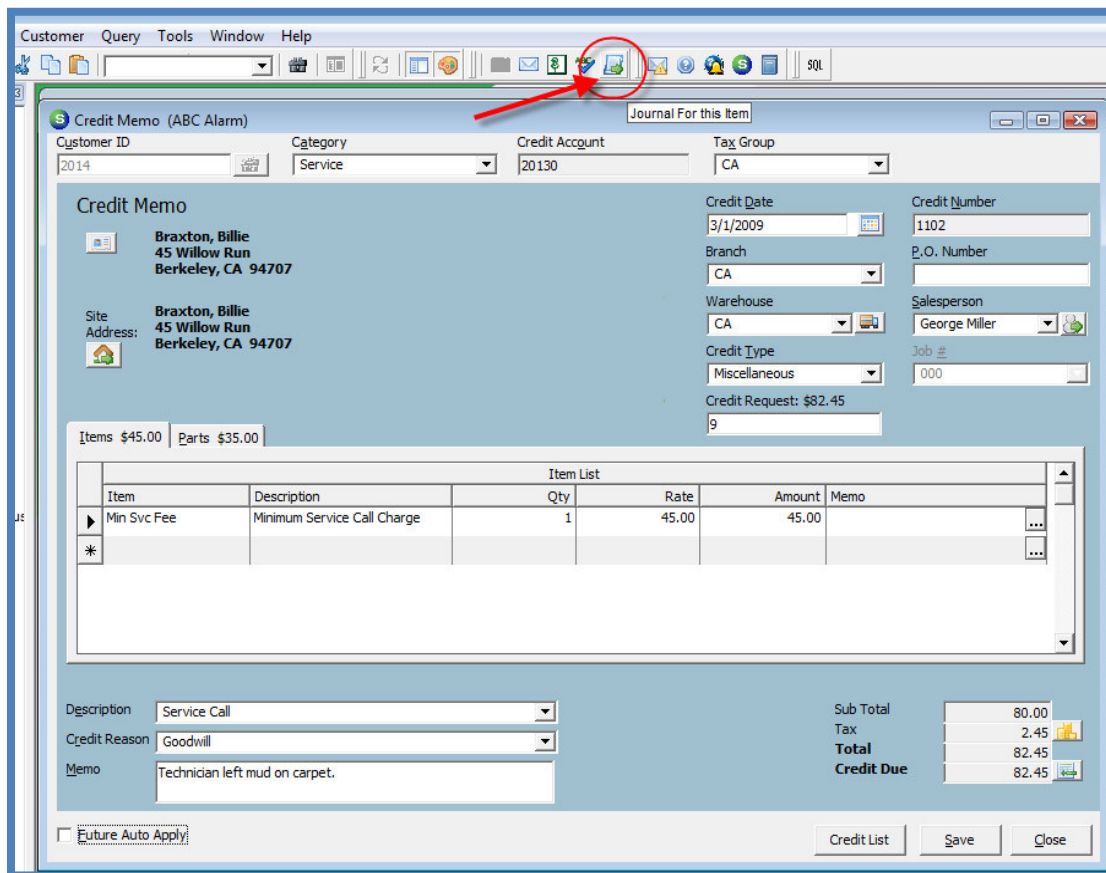
Customer Explorer - Create Credit Memo Navigation: Figure 67



General Ledger Transactions – Credit Memos

Once a Credit Memo has been saved, general ledger transactions are viewable from the Account Register of the General Ledger module or within the Customer Explorer by opening the Credit Memo and pressing the *Journal For This Item* button located on the top toolbar of the application.

Credit Memo - View Journal: Figure 68



Journal Entry for a Credit Memo

In the example provided below, the customer was credited for a part and a service call fee using an Invoice Item. The G/L Account numbers that are used for posting the transaction are determined by the setup of the Item code(s), the setup of the Parts, and the Tax Group selected on the invoice.

The first line of the Journal Entry will post a credit to the Unapplied Credit G/L account. This account number is located and maintained in SedonaSetup / G/L Account Defaults for AR. Once the credit memo is applied to an invoice, this same account is debited for the amount that is applied to the invoice.

For detailed information on how the application determines which G/L accounts to use for posting the revenue, costing and sales tax portion of the transaction, refer to the section earlier in this Reference Guide labeled “*Journal Entry for a Miscellaneous Invoice*”.

Journal Entry - Credit Memo: Figure 69

Journal Entry (ABC Alarm)

Register No. 177 Register Type: CRMEMO

Journal Information

Branch: CA
Date: 3/1/2009
Primary Account: 20130
Reference: 1102
Unapplied Credit*

Show Job Costing Show Branches

General Ledger						
Account	Description	Debit	Credit	Memo	Branch	Category
20130	Unapplied Credit*		82.45	Service Call	CA	
40100	Revenue, Service Labor	45.00			CA	Service
40030	Revenue, Installation	35.00			CA	Installation
12000	Inventory*	7.34			CA	Service
50000	COGS - Materials		7.34		CA	Service
23010	Sales Tax - CA	2.45			CA	
Total		\$ 89.79	\$ 89.79			

Close

Credit-Off & Create Credit From Overview

Two options are available within the Customer Explorer to credit off invoices without creating a manual Credit Memo. The *Credit Off Invoice* option allows a User to credit off the entire balance of an invoice; this function will create a Credit Memo using the same Invoice Items and/or Parts that were used on the invoice being credited-off. The Credit Memo is then automatically applied to the invoice to pay off the entire invoice. When using this option, the User does not have the opportunity to immediately enter a note in the *Memo* field of the Credit Memo. If notes are needed, the User may re-open the Credit Memo automatically generated, enter the note in the memo field then re-save. User permissions (SedonaSetup/User Group Security/AR/Edit existing transactions) are required to enter a memo after the Credit Memo was initially saved.

The *Create Credit From* option will create a Credit Memo using the same Invoice Items and/or Parts that were used on the invoice being credited-off but not automatically apply the Credit Memo to the invoice. The application of the Credit Memo to the invoice will have to be done manually by the User. Using this option allows the User to enter a note in the *Memo* field of the Credit Memo prior to saving.

How To

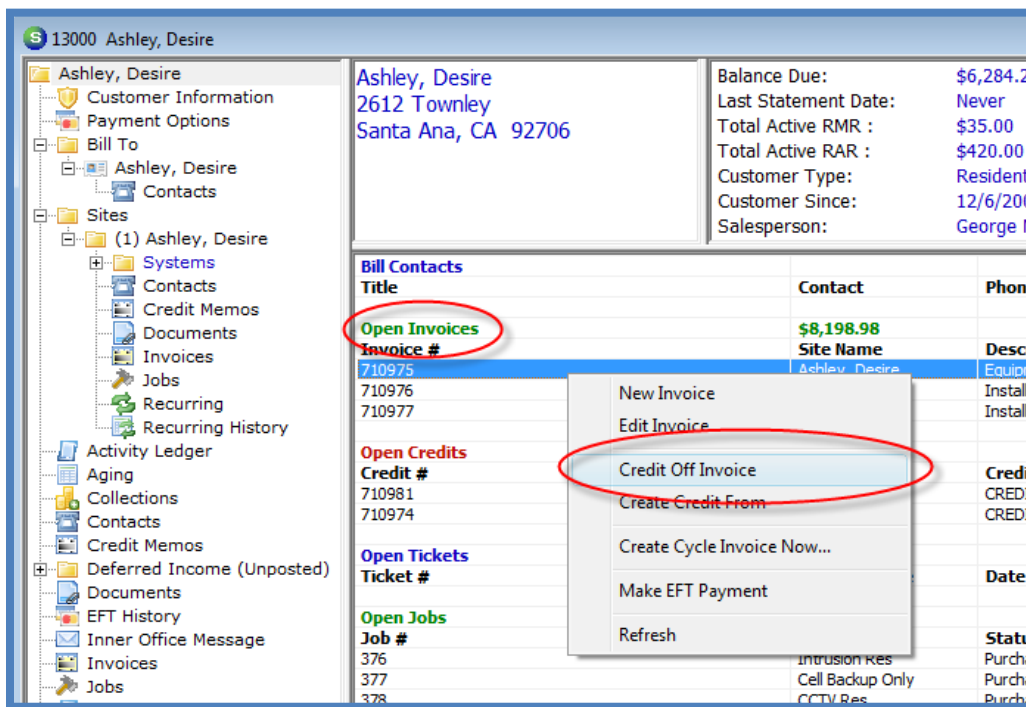
Credit-Off an Invoice

A User with the proper security permissions may Credit Off the entire balance of an invoice. When performing this function, the application will create a Credit Memo using the same Invoice Items and/or parts that were on the invoice being crediting-off. The Credit Memo is then automatically applied to the invoice to pay off the entire invoice. To credit off the entire balance of an invoice follow the steps below.

Note: This option may only be used if no payments or credits have previously been applied to the invoice.

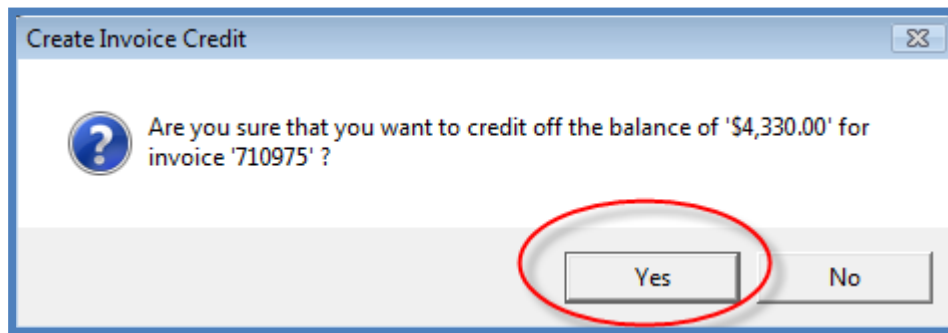
1. Open the Customer Explorer for the customer for which the Credit Off feature will be used. In the Active Pane under the heading of *Open Invoices*, highlight the Invoice to be credited off.
2. Right-click and select the *Credit Off Invoice* option.

Customer Explorer - Credit Off Invoice: Figure 70



3. A message will be displayed asking the User if you are sure you want to credit off the balance of the invoice. Press the Yes button to accept.

Credit Off Invoice Confirmation: Figure 71

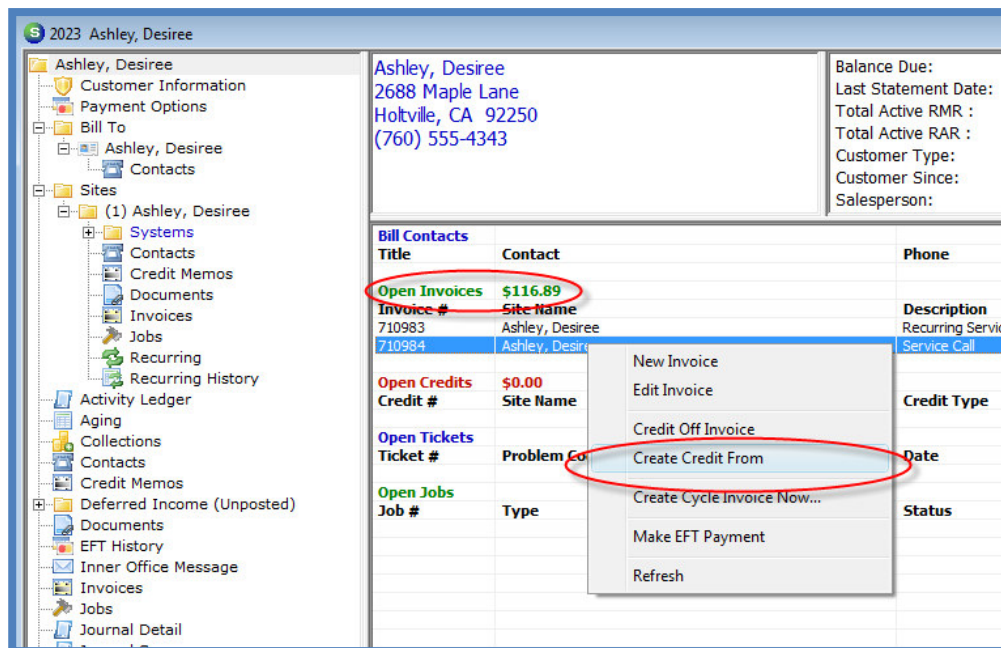


Create Credit From

The *Create Credit From* option will create a Credit Memo using the same Invoice Items and/or Parts that were used on the invoice being credited-off but not automatically apply the Credit Memo to the invoice. The application of the Credit Memo to the invoice will have to be done manually by the User. Using this option allows the User to enter a note in the *Memo* field of the Credit Memo prior to saving.

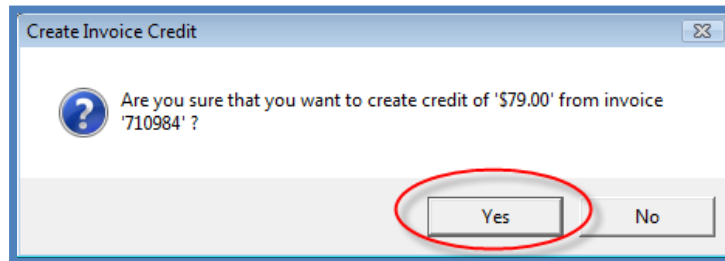
1. Open the Customer Explorer for the desired customer. In the Active Pane under the heading of *Open Invoices*, highlight the Invoice number to be credited off.
2. Right-click and select the *Create Credit From* option.

Customer Explorer - Create Credit From: Figure 72



3. A message will be displayed asking the User if you are sure you want to create a credit for the invoice. Press the Yes button to accept.

Create Credit From Confirmation: Figure 73



The *Credit Memo* form will be displayed where the User will need to select a *Credit Reason* and may enter an optional note in the *Memo* field. Once finished, press the *Save* button located at the lower right of this form.

Credit Memo Generated by Create Credit From Option: Figure 74

Credit Memo

Customer ID: 2023 | Category: Service | Credit Account: 20130 | Tax Group: CA State

Credit Memo

Ashley, Desiree
2688 Maple Lane
Holtville, CA 92250

Site Address: Ashley, Desiree
2688 Maple Lane
Holtville, CA 92505

Credit Date: 12/7/2008 | Credit Number: 710985

Branch: CA | P.O. Number: [Empty]

Warehouse: [Empty] | Salesperson: George

Credit Type: Service | Ticket #: [Empty]

Items: \$79.00 | Parts: \$0.00

Item	Description	Qty	Rate	Amount	Memo
Service Labor	Service Labor	1.00	79.00	79.00	

Description: Service Call

Credit Reason: Invoiced in Error

Memo: Customer purchased a service contract which covers parts and labor for one year from date of installation.

Sub Total: 79.00
Tax: 0.00
Total: 79.00
Credit Due: 79.00

Future Auto Apply

Credit List | **Save** | Close

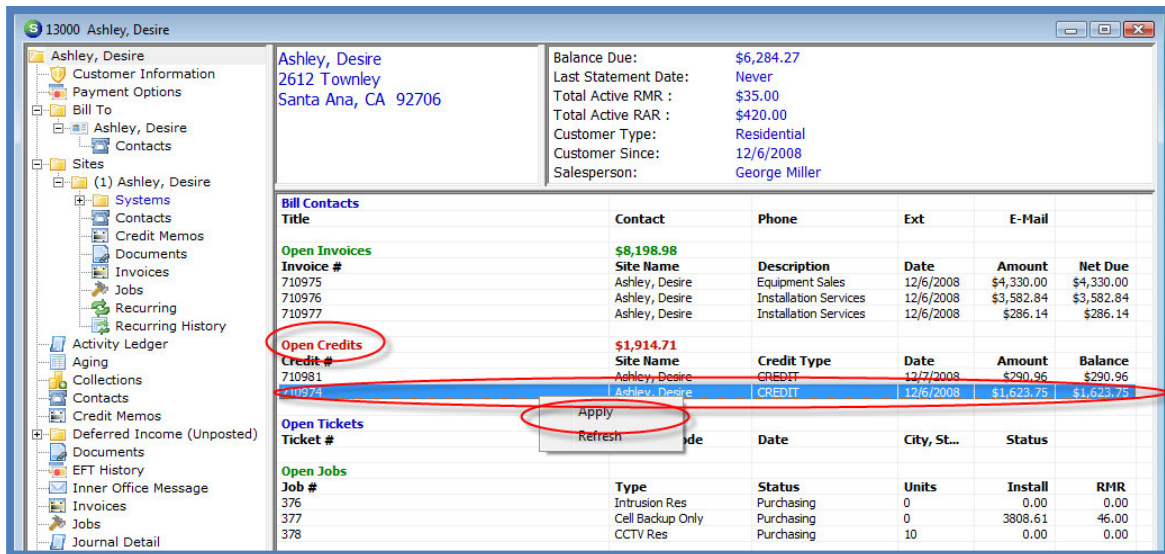
- The User will then need to manually apply the Credit Memo to the invoice for which the credit was generated. To accomplish this, follow the steps found in the next section titled *Applying a Credit Memo to an Invoice*.

Applying a Credit Memo to an Invoice

A manually created Credit Memo may be applied to any invoice with an open balance. To apply a Credit Memo to one or more invoices, follow the steps below.

1. Open the Customer Explorer of the customer where a Credit Memo will be applied to an invoice.
2. In the Active Pane under the heading of Open Credits, highlight the Credit Memo that will be applied to one or more invoices.
3. Right-click and select the *Apply* option.

Customer Explorer - Apply a Credit Memo: Figure 75



4. The *Apply Customer Credit* form will be displayed. In the upper right corner of this form, the original amount of the credit will be displayed along with the balance remaining on the Credit Memo that may be applied to invoices. In the center section of this form will be a list of all invoices with an open balance. There are two options for applying the Credit Memo to invoices:
- Auto – by pressing the Auto button, the Credit Memo will be applied to the oldest invoices first.
 - Manual – to manually apply the Credit Memo to certain invoices, in the payment column, type in the amount to be applied to each invoice. The User may apply the Credit Memo to as many invoices as desired as long as the total available amount to apply of the Credit Memo is not exceeded.

Once the Credit Memo invoice applications have been completed, press the *Save* button located at the lower right of the form.

Application of Credit Memo to Invoices: Figure 76

The screenshot shows the 'Apply Customer Credit 13000' window. At the top left, customer information is displayed: Ashley, Desire, 2612 Townley, Santa Ana, CA 92706. To the right, the 'Credit Amount and Balance' section shows a Credit Amount of 1623.75 and a Balance of 0.00. Below this, the 'Credit Memo' section includes a 'Credit Date' of 12/6/2008 and an 'Apply Date' of 12/7/2008. The main area is an 'Invoice List' table with columns for Site Name, Invoice #, Date, Amount, Net Due, and Payment. Three rows of data are visible, with the 'Payment' column values circled in red. Below the table, there are 'Auto' and 'Clear' buttons, with the 'Auto' button also circled in red. At the bottom right, there are 'Save' and 'Close' buttons.

Site Name	Invoice #	Date	Amount	Net Due	Payment
Ashley, Desire	710975	12/6/2008	4330.00	4330.00	1337.61
Ashley, Desire	710976	12/6/2008	3582.84	3582.84	
Ashley, Desire	710977	12/6/2008	286.14	286.14	286.14

General Ledger Transactions – Applying a Credit Memo

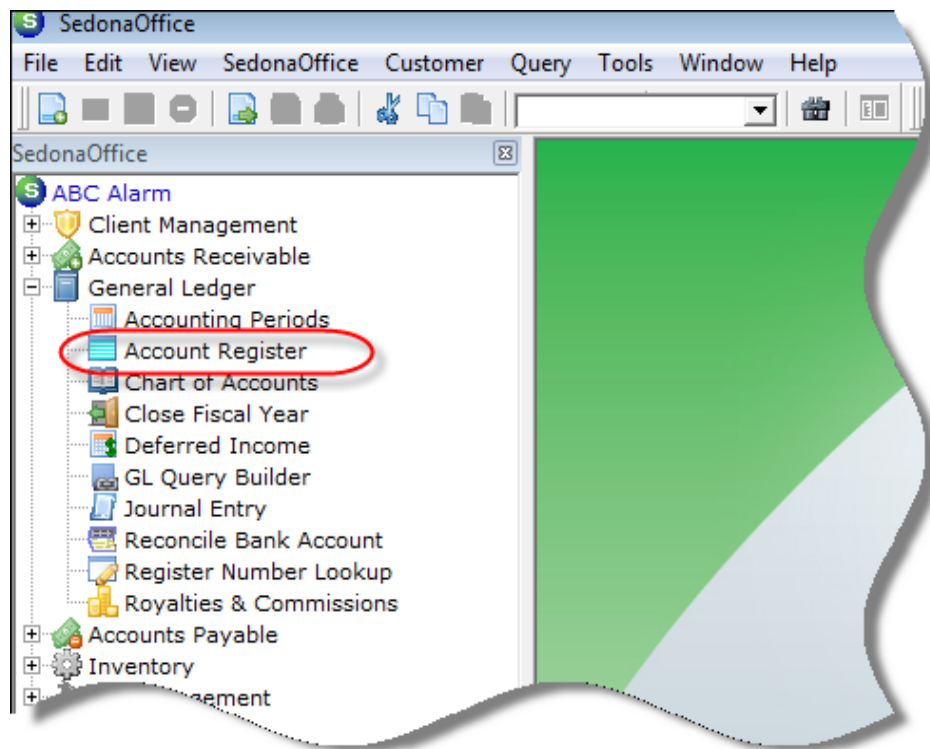
Once a Credit Memo has been applied to an invoice, the Journal Entry created by the application may be viewed from the Account Register located in the General Ledger module options. The debits and credits created by the credit memo application may be viewed from the Journal Detail of the Customer Explorer record.

Applying a credit memo will debit the Unapplied Credits account and credit the Accounts Receivable account assigned to the invoice to which it was applied.

Viewing the Journal Entry created by the credit memo application

Navigate to the General Ledger module of the main application and select the Account Register menu option.

Account Register Navigation: Figure 77



In the *Account Code* field select the Unapplied Credit account from the drop-down list, enter the desired date range, then press the green arrow located below the *Reg Type* field. The form will list all transactions that created a debit or credit entry to this account. The debit transactions are generated from the application of a credit memo where the credit transactions are the creation of a credit memo. Double-click on the debit line created for the credit memo application to view the entire Journal Entry for the transaction.

Account Register - Unapplied Credits Account: Figure 78

The screenshot shows the 'Account Register (ABC Alarm)' window. The 'Account Code' field is set to '20130' and is circled in red. Below it, the text 'Unapplied Credit*' is visible. The 'From Date' and 'Thru Date' are both set to '3/1/2009'. The 'Reg Type' field has a green arrow button next to it. Below the form is a table with the following data:

Reg No.	Date	Type	Reference	Name	Branch	Amount	Balance
	3/1/2009			** Begining Balance **			-62.45
177	3/1/2009	CRMEMO	1102	Braxton, Billie	CA	-82.45	-144.90
178	3/1/2009	CRMEMO	10	Braxton, Billie	CA	25.00	-119.90
180	3/1/2009	CRMEMO	1105	Cobra	CA	-52.00	-171.90
181	3/1/2009	CRMEMO	22	Cobra	CA	52.00	-119.90

At the bottom left, it says 'List Count = 4'. At the bottom right, there is a 'Close' button.

Journal Entry for an applied Credit Memo

Journal Entry - Credit Memo Applied to an Invoice: Figure 79

Register No. 178 Register Type: CRMEMO

Journal Information

Branch: CA
Date: 3/1/2009
Primary Account: 20130
Reference: 10
Unapplied Credit*

Show Job Costing Show Branches

Account	Description	Debit	Credit	Memo	Branch	Category
20130	Unapplied Credit*	25.00			CA	
11000	Accounts Receivable*		25.00		CA	
Total		\$ 25.00	\$ 25.00			

Close

Viewing the entry created by the credit memo application from the Customer Explorer.

Customer Explorer - Journal Detail for Credit Memo Application: Figure 80

2014 Braxton, Billie (ABC Alarm)

Braxton, Billie
45 Willow Run
Berkeley, CA 94707

Balance Due: \$29.85
Last Statement Date: Never
Total Active RMR :
Total Active RAR :
Customer Type: Residen...
Customer Since: 2/20/20...

Reg No.	Date	Type	Description	Debit	Credit	AR Net
123	2/20/2009	INV - 1044	11000 - Accounts Receivable* 40030 - Revenue, Installation 23010 - Sales Tax - CA	53.50	50.00 3.50	53.50
124	2/20/2009	INV - 1045	11000 - Accounts Receivable* 40030 - Revenue, Installation 23010 - Sales Tax - CA	47.08	44.00 3.08	100.58
125	2/21/2009	CRMEMO - 1047	20130 - Unapplied Credit* 40100 - Revenue, Service Labor	25.00	25.00	75.58
126	2/21/2009	CRMEMO - 1048	20130 - Unapplied Credit* 40030 - Revenue, Installation	35.00	2.45	38.13
156	3/1/2009	INV - 1060	11000 - Accounts Receivable* 25000 - Deferred Revenue*	74.17	74.17	112.30
177	3/1/2009	CRMEMO - 1102	20130 - Unapplied Credit* 40100 - Revenue, Service Labor 40030 - Revenue, Installation 12000 - Inventory* 50000 - COGS - Materials 23010 - Sales Tax - CA	45.00 35.00 7.34 2.45	82.45	29.85
178	3/1/2009	CRMEMO - 10	20130 - Unapplied Credit* 11000 - Accounts Receivable*	25.00	25.00	54.85
163	3/31/2009	DEFINC - 1060	40200 - Revenue, Monitoring		24.17	29.85

Credit-Off Invoices (Bulk)

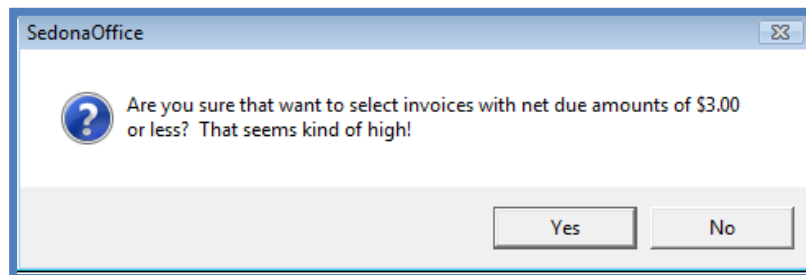
Section Contents

- **Credit-Off Invoices Concepts & Terminology**
- **User Security Options**
- **General Ledger Transactions**
- **How To**
 - **Credit-Off Multiple Invoices at one time**

Credit-Off Invoices

The *Credit-Office Invoice* function is used when your company wants to write off many invoices at one time that may have a very small balance. This function may also be used to write off invoices to a bad debt account for customer invoices that are no longer considered collectable.

The User performing this function is not limited to a dollar amount that may be written off; for this reason using this function should be restricted to high level management only. If the User selects a dollar amount greater than \$1.00, a message will be displayed confirming this is the correct amount to select.



Related Setup Tables

Below is a list of the setup tables impacting the Credit-Off Invoice function.

- Category
- Chart of Accounts

User Group Security Options

For a User to be able to use the Credit-Off Invoices function, certain security privileges must be granted to the User through the User Group Security options within SedonaSetup. The following User Group Security options located within Application Access/AR security options section pertain to this section.

- **Credit Off Invoices** – Permits the User to use the Credit-Off Invoices function from the accounts receivable menu. If this permission is not granted, the *Credit Off Invoices* option will not appear as an option on the Accounts Receivable module menu for the User logged in to the application.

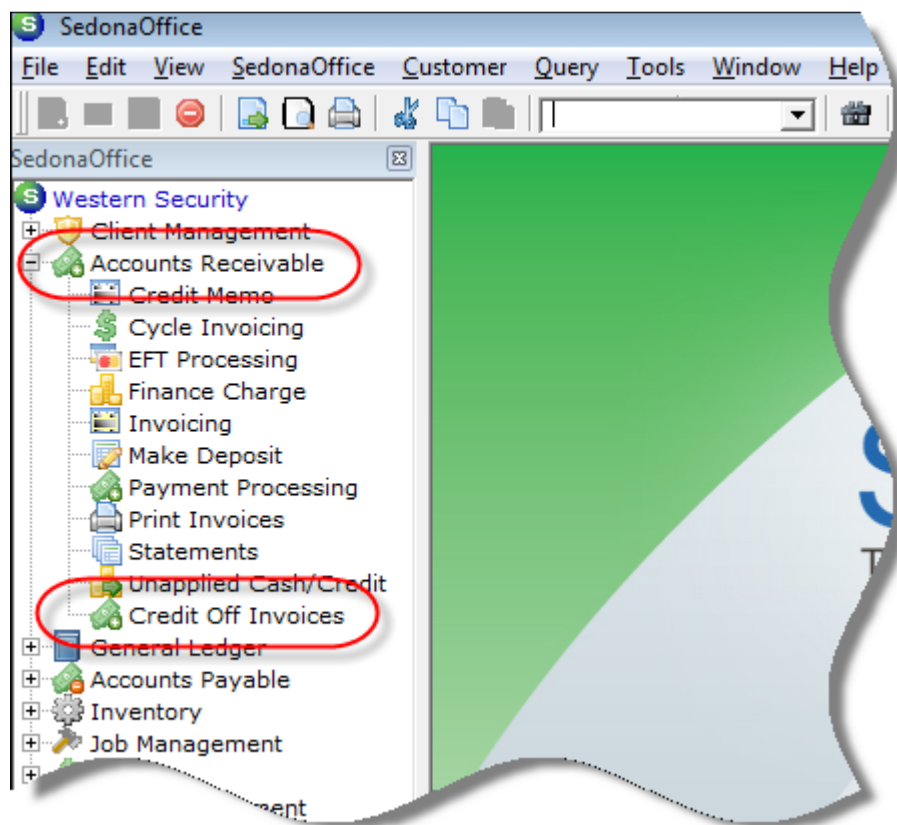
How To


Credit-Off Invoices

Follow the instructions below to credit off one or multiple customer invoices.

1. Navigate to the main application menu and select the Accounts Receivable / Credit Off Invoices menu option.

Credit Off Invoices – Navigation: Figure 81



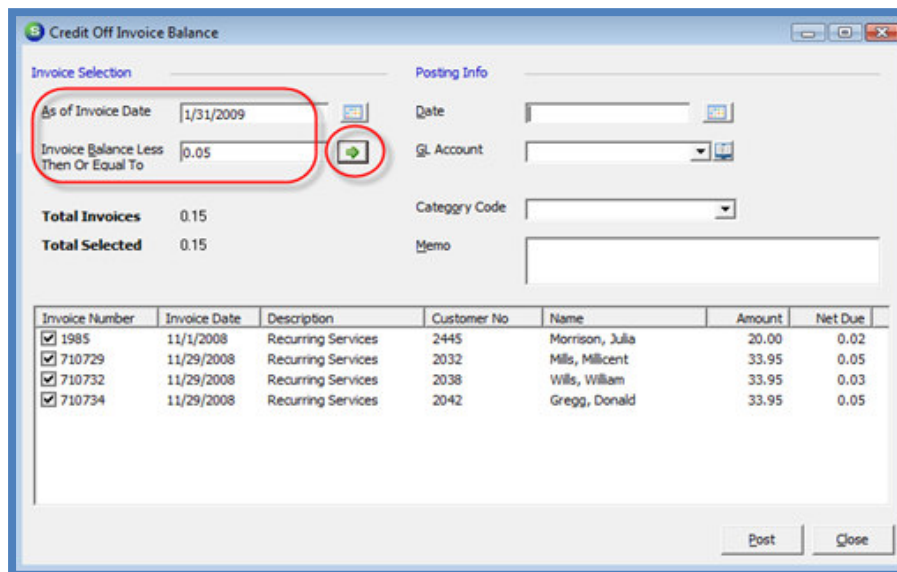
2. Enter Selection Criteria - The *Credit Off Invoice Balance* form will be displayed. Fill in the required fields then press the  green arrow button to the right of the *Invoice Balance* field to generate a list of customer invoices that meet the criteria entered.

- **As of Invoice Date** – Enter the desired date. The application will search for all invoices dated on or prior to the date entered in this field.
- **Invoice Balance Less Than or Equal To** – Enter the desired amount. The application will search for all invoices dated on or prior to the date enter in the *As of Invoice Date* field that have an open balance that is equal to or less than the amount entered in this field.

3. Review the Results List – After pressing the green arrow a list will be display with all invoices that met the date and amount criteria entered. The User may exclude any of the invoices presented on the list by un-checking the checkbox located to the left of the invoice number.

In the header area of this form will be a total of all invoices that met the User’s selection criteria and a total of all the customer invoices that have been selected to be credited off.

Credit Off Invoices - Invoice Selection: Figure 82



Invoice Number	Invoice Date	Description	Customer No	Name	Amount	Net Due
<input checked="" type="checkbox"/> 1985	11/1/2008	Recurring Services	2445	Morrison, Julia	20.00	0.02
<input checked="" type="checkbox"/> 710729	11/29/2008	Recurring Services	2032	Mills, Milicent	33.95	0.05
<input checked="" type="checkbox"/> 710732	11/29/2008	Recurring Services	2038	Wills, William	33.95	0.03
<input checked="" type="checkbox"/> 710734	11/29/2008	Recurring Services	2042	Gregg, Donald	33.95	0.05

4. Posting the Credits – When ready to write off the invoice balances, the User must fill in the fields required to generate the credits that will be applied to the invoices selected in the list. Once all required fields have been populated, press the *Post* button located at the lower right of the form to create the credits.
- **Date** – Enter or select a date from the calendar on which the credits will post to the general ledger.
 - **GL Account** – Enter or select from the drop-down list the G/L Account number that will be used for the debit side of the transaction. The credit side of the transaction will post to the accounts receivable account.
 - **Category Code** – Select the *Category* from the drop-down list that will be used in posting the credits.
 - **Memo** - The User may enter a note in the *Memo* field to describe why the invoice balances are being credited-off. This field is optional.

Credit Off Invoices - Posting Information: Figure 83

The screenshot shows the 'Credit Off Invoice Balance' window. It is divided into two main sections: 'Invoice Selection' and 'Posting Info'. The 'Posting Info' section is highlighted with a red border. Below these sections is a table of selected invoices, and at the bottom right, there are 'Post' and 'Close' buttons, with the 'Post' button also highlighted by a red circle.

Invoice Selection

As of Invoice Date: 1/31/2009

Invoice Balance Less Than Or Equal To: 0.05

Total Invoices: 0.15
Total Selected: 0.15

Posting Info

Date: 1/31/2009

GL Account: 80199
Bad Debt Expense

Category Code: G & A

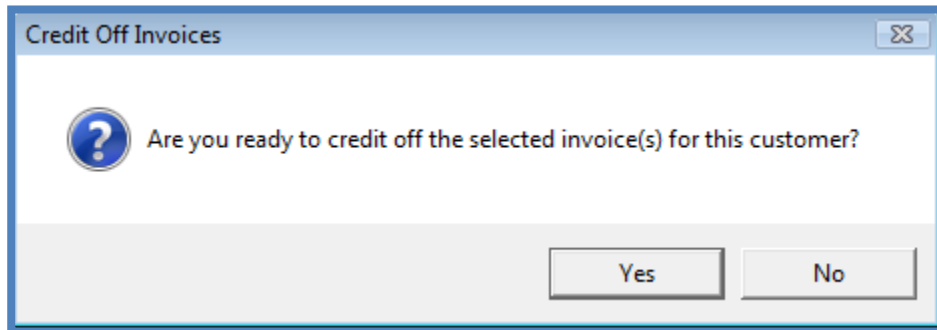
Memo: Write off small invoice balances January 2009.

Invoice Number	Invoice Date	Description	Customer No	Name	Amount	Net Due
<input checked="" type="checkbox"/> 1985	11/1/2008	Recurring Services	2445	Morrison, Julia	20.00	0.02
<input checked="" type="checkbox"/> 710729	11/29/2008	Recurring Services	2032	Mills, Milcent	33.95	0.05
<input checked="" type="checkbox"/> 710732	11/29/2008	Recurring Services	2038	Wills, William	33.95	0.03
<input checked="" type="checkbox"/> 710734	11/29/2008	Recurring Services	2042	Gregg, Donald	33.95	0.05

Post **Close**

After pressing the *Post* button, the User will be presented with a message confirming you want to credit off the selected invoices. Press the *Yes* button to continue with the posting process.

Credit Off Invoices - Posting Confirmation: Figure 84



Viewing Credit-Off Invoice Information

Once invoices are credited off using this function, the information is viewable in several places within the Customer Explorer and from the G/L Register.

Customer Explorer / Activity Ledger

Invoices credited off will display in the Customer’s Activity Ledger as an Invoice/Credit transaction type.

Customer Explorer - Activity Ledger - Credit Off Invoice Transaction: Figure 85

Type	Date	Description	Transaction	Payments	Invoices	Balance
Invoice	11/1/2008	Invoice: 1985			20.00	20.00
Invoice/Credit	1/31/2009	Invoice: 1985		0.02		19.98
Invoice	2/1/2009	Invoice: 711799			5.00	24.98
Payment	2/8/2009	Check 165	19.98			24.98
Payment Applied	2/8/2009	Check 165 -> Invoice: 1985		19.98		5.00

Customer Explorer / Journal Summary

Invoices credited off will display in the Customer’s Journal Summary under the G/L account number selected in the posting area of the *Credit Off Invoice Balance* form.

Customer Explorer - Journal Summary - Credit Off Invoice Transaction: Figure 86

Account No.	Description	Debit	Credit	Net
10050	Undeposited Funds	\$19.98	\$0.00	\$19.98
11000	Accounts Receivable	\$25.00	\$20.00	\$5.00
25000	Deferred Revenue	\$0.00	\$20.00	(\$20.00)
43110	Revenue, Monitoring	\$0.00	\$20.00	(\$20.00)
49030	Revenue, Late Fees	\$0.00	\$5.00	(\$5.00)
80199	Bad Debt Expense	\$0.02	\$0.00	\$0.02
	Other/Deferred Revenues	\$20.00	0.00	\$20.00
	Total	\$65.00	\$65.00	

Customer Explorer / Journal Detail

Invoices credited off will display in the Customer’s Journal Detail with a transaction type of CINV.

Customer Explorer - Journal Detail - Credit Off Invoice Transaction: Figure 87

Reg No.	Date	Type	Description	Debit	Credit	AR Net
1318	11/1/2008	INV - 1985	11000 - Accounts Receivable	20.00		20.00
			25000 - Deferred Revenue		20.00	
3928	11/30/2008	DEFINC - 1985	43110 - Revenue, Monitoring		10.67	
4325	12/31/2008	DEFINC - 1985	43110 - Revenue, Monitoring		9.33	
5232	1/31/2009	CINV - 1985	80199 - Bad Debt Expense	0.02		
			11000 - Accounts Receivable		0.02	19.98
5178	2/1/2009	INV - 711799	11000 - Accounts Receivable	5.00		24.98
			49030 - Revenue, Late Fees		5.00	
5225	2/8/2009	CHK - 165	10050 - Undeposited Funds	19.98		
			11000 - Accounts Receivable		19.98	5.00

General Ledger / Account Register

Credits posted using the Credit Off Invoices function are viewable from the G/L Account Register by selecting the G/L account number entered in the posting area of the *Credit Off Invoice Balance* form. The transaction type for these items will be listed as CINV.

Account Register - Credit Off Invoice Transaction List: Figure 88

The screenshot shows the 'Account Register' window with the following filters: Account Code 80199, Branch (empty), From Date 1/1/2009, Thru Date 12/31/2009, Category (empty), and Reg Type (empty). The table below lists transactions with 'CINV' highlighted in a red circle.

Reg No.	Date	Type	Reference	Name	Branch	Category	Amount	Balance
	1/1/2009			** Beginning Balance **				0.00
5232	1/31/2009	CINV	1985	Morrison, Julia	MI	G & A	0.02	0.02
5233	1/31/2009	CINV	710729	Mills, Millicent	MI	G & A	0.05	0.07
5234	1/31/2009	CINV	710732	Wills, William	MI	G & A	0.03	0.10
5235	1/31/2009	CINV	710734	Gregg, Donald	MI	G & A	0.05	0.15

General Ledger / Account Register / Journal Entry Detail

Journal Entry - Credit Off Invoices Transaction: Figure 89

The screenshot shows the 'Journal Entry' window for Register No. 5235, Register Type: CINV. The 'Journal Information' section includes: Branch MI, Date 1/31/2009, Primary Account 80199 (Bad Debt Expense), and Reference 710734. The 'General Ledger' table below shows the journal entry details.

Account	Description	Debit	Credit	Memo	Branch	Category
80199	Bad Debt Expense	0.05		Write off small invoice balances January 2009.	MI	G & A
11000	Accounts Receivable		0.05		MI	G & A

Credit Request Processing

Section Contents

- **Credit Requests Concepts & Terminology**
- **Related Setup Tables**
- **User Group Security Options**
- **How To**
 - **Create a Credit Request for a customer invoice**
 - **Create Credit Request using a credit template**
 - **Create a Credit Request for an invoice and create an invoice for another customer**
 - **Managing Credit Requests**

Credit Requests Overview

The *Credit Request* function allows your company to control the process of when for whom and for what amount a Credit Memo is generated to a customer account. When this feature is enabled, your company may develop a sign-off process so that a senior member of your staff may review requests for credits and then have the option of approving the request and generating the Credit Memo, declining the request or modifying the requested amount and generating the Credit Memo. This new functionality provides greater control over the number and amount of Credit Memos granted to your customers. A sign-off process is not required to use Credit Requests.

Once the Credit Requests functionality is activated, Users will no longer have the ability to manually create a Credit Memo or have available the right-click functions on the invoice, to credit off the balance of an invoice or create a credit from an invoice. All Credit Memos must go through the Credit Request process.

When creating a *Credit Request*, the User has three options:

- The User creates a Credit Template selecting which Invoice Items and amounts are to be used for the Credit Memo.
- Select an invoice on the customer's account for which the Credit Memo will be generated.
- Select an invoice on the customer's account for which the Credit Memo will be generated *and* automatically create an invoice on another customer's account using the same Invoice Items that were used on the originating customer's Invoice being credited off. This feature would be used if the incorrect customer was invoiced.

There is some setup required to begin using the Credit Request functionality, which will be described below under the heading of *Credit Requests Setup*.

If your company does not want to activate the Credit Request function, the software will continue to function as it did prior to the introduction of this new feature. A new field was recently added to the Credit Memo form labeled *Credit Reason*. The *Credit Reasons* selectable from the Credit Memo form is maintained in a new setup table located within SedonaSetup. This table is a list of reasons that describe why a Credit Memo is being generated. The Credit Reason may be flagged to be a required field on the Credit Request. To make the Credit Reason required, the new option checkbox located in SedonaSetup AR Setup Processing *Require Credit Reason on Credit Memos* must be selected.

Planning

Before activating and using Credit Requests, it must first be determined which Users will be allowed to create Credit Requests, which Users will be able to approve Credit Requests and a dollar amount that the User Group is allowed to approve. Each User is linked to one or more User Groups; make certain the User Groups that you assign a credit limit will apply to the Users you want to grant these new permissions. You may have to re-design your User Group Security to accommodate Credit Request processing. Your company may create new User Groups for the Credit Request Processing and assign the Users involved in the process to the appropriate User Group.

Related Setup Tables

Below is a list of the setup tables impacting the Credit Request functionality.

- Invoice Item
- Invoice Item Type
- Invoice Description
- Tax Group
- Tax Table
- Category
- Branch
- Chart of Accounts
- Users
- User Groups
- Credit Reasons
- AR Setup Processing / Use Credit Request Processing

User Group Security Options

There are new and existing User Group security options that control functions related to the Credit Request functionality. These security options are listed below with a definition of each option.

- **Credit Requests** – if the User Group has this option selected, the User will be able to create a Credit Request.
- **Ability to Change Assigned to on Credit Request** – if the User Group has this option selected; the User will be able to reassign a Credit Request to a different User when accessing a Credit Request from the Customer Explorer.
- **Ability to Change Assigned to on Credit Request List** – if the User Group has this option selected; the User will be able to see all Credit Requests regardless of whether the User created the Credit Request. The User will also be able to reassign the Credit Request to a different User. If this option is not selected, the User will not be able to view Credit Requests that were not created by or assigned to them.
- **Credit Memo** – for Users that will have the authority to generate the Credit Memo for the Credit Request, this security option must be selected. For the Users that will not be able to generate the Credit Memo for the Credit Request, this security option must not be selected.
- **Ability to Credit Off Partial Invoice** – allows the User to create a Credit Request for an invoice that has been partially paid.
- **Ability to assign future auto apply for credit** – permits the User to select which types of future generated invoices the credit memo will automatically be applied to when the next invoice of the selected type(s) is saved [when using a Credit Template].

Credit Requests Setup

Before creating the employee setups for Credit Requests, it must first be determined how Credit Requests will flow within your organization. You need to ask yourself the questions, who will be the first, second and third person to sign-off on the requests. And further, will certain individuals be able to create the Credit Memo without moving to the next level of sign-off. Once company rules have been established, proceed to the setup steps. It is not required to use all three levels of sign-off; your company may have one or two sign-off levels only.

The sign-off flow of the Credit Request is determined by the setup in SedonaSetup Employee setup table. The previously labeled field *Supervisor* located on the Employee setup form has been re-labeled *Supervisor and Credit Request Handoff*. This field controls which employee the Credit Request will be assigned to. The employee record must be linked to an active User record found in the User setup table. The User Group assigned to the User controls fields for Credit Request dollar limits and controls other security options associated with Credit Request. The User Group assigned to the User has a new field, *Credit Memo Limit*, where you are able to set the maximum dollar amount limit for a User assigned to a User Group. The User will not be able to sign-off a Credit Request for an amount over their User Group *Credit Memo Limit* amount. Users participating in the Credit Request process do not have to have a Credit Memo Limit assigned to their User Group.

Credit Requests Activation

Prior to using the Credit Requests functionality the Credit Request Processing Option must be activated in SedonaSetup. Navigate to the SedonaSetup AR Setup Processing form; on this form is a new checkbox labeled *Use Credit Request Processing*. Select this checkbox and press the apply button. When selecting this option a second checkbox on this form, *Require Credit Reason on Credit Memos*, is automatically selected and cannot be de-selected. Once this function is activated Users will only be able to generate Credit Memos by using the Credit Requests Process.

Setup Processing (AR) - Credit Request Activation: Figure 90

The screenshot displays the 'Setup Processing' form in SedonaSetup. It is divided into two main sections: 'Numbering' and 'Invoicing and Credits'.
Numbering Section:
- 'Auto Invoice' is checked.
- 'Next Invoice' is set to 1565.
- 'Auto Customer' is checked.
- 'Next Customer' is set to 52319.
- 'Auto Job Number' is checked.
- 'Next Job Number' is set to 1032.
- 'Require System Account' is unchecked.
- 'Require Unique System Account Company Wide' is unchecked.
Invoicing and Credits Section:
- 'Cycle Beginning Day' has 'First Day of Month' selected.
- 'Day of Service Start' is unselected.
- 'Print Customer Number on Invoices and Statements' is checked.
- 'Allow Printed Invoices to be Edited' is checked.
- 'Enter Separate Posting Date for Invoices and Credits' is unchecked.
- 'Allow direct invoicing to Master Account' is checked.
- 'Use Credit Request Processing' is checked and highlighted in yellow.
- 'Require Credit Reason on Credit Memos' is checked and highlighted in yellow.

Credit Reason Setup

For companies activating the *Credit Request* process, the *Credit Request* field automatically becomes a required field that must be selected on *Credit Request* form. Make certain a list of *Credit Reasons* have been created prior to activating the Credit Request process. The list of *Credit Reasons* is entered and maintained in SedonaSetup.

Credit Reason Setup: Figure 91

Credit Reason

Credit Reason

Credit Reason	Description	Inactive
Customer Referral	Customer Referral	N
Goodwill Credit	Goodwill Credit	N
Install Over Invoiced	Installation Over-Invoiced	N
Install Problem	Install Dissatisfaction	N
Inv Wrong Cust	Invoiced Wrong Customer	N
Sales Dissatisfaction	Sales Dissatisfaction	N
Service Over Invoiced	Service Call Over-Invoiced	N
Service Problem	Service Dissatisfaction	N
Write-Off from Cancel	Write Off-Customer Cancelled	N

Include Inactive

Credit Reason Edit

Credit Reason: Inactive

Description:

Employee Setup

A sign-off process is not required, however is highly recommended in larger companies (refer to the *Planning* area earlier in this section). For each employee that will be involved in the Credit Request sign-off process, a selection must be made in the *Supervisor and Credit Request Handoff* field of the *Employee* setup form. This will define to whom a Credit Request will be assigned.

The only employee that does not require the *Supervisor and Credit Request Handoff* be populated would be the employees that have the authority to generate the Credit Memo. In the Employee setup example provided below, there are three levels of sign-off, Amanda, then Vicky, then Carolyn.

Employee Setup - Credit Request Handoff Setup: Figure 92

The figure displays three overlapping screenshots of the 'Employee Setup' form, illustrating a three-level sign-off hierarchy. Each form is for an 'Inactive' employee and includes tabs for 'General Information', 'Payroll', and 'Commission Setup'. The 'Supervisor & Credit Request Handoff' field is highlighted in yellow in each screenshot.

- Top Form (Amanda Watson):** Employee Code: Amanda Watson. User Code: amanda. Type: CL. Assigned To: Accounting. Supervisor & Credit Request Handoff: Vicky Catone.
- Middle Form (Vicky Catone):** Employee Code: Vicky Catone. User Code: VickyC. Type: CL. Assigned To: Accounting. Supervisor & Credit Request Handoff: Carolyn Jackson.
- Bottom Form (Carolyn Jackson):** Employee Code: Carolyn Jackson. User Code: CarolynJackson. Type: MG. Assigned To: Accounting. Supervisor & Credit Request Handoff: (blank). Date of Hire: 7/1/2005.

Buttons at the bottom of the forms include 'Apply', 'New', and 'Delete'.

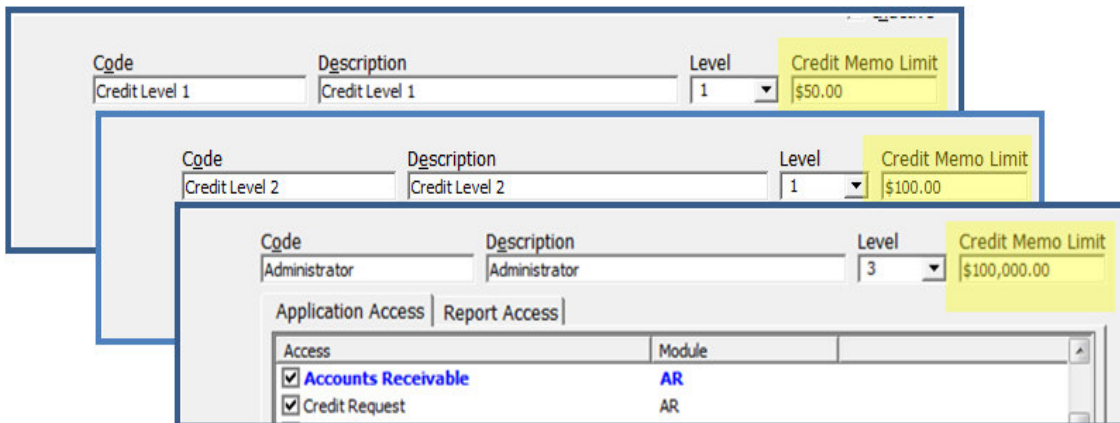
User Group Credit Memo Limit Setup

For each User involved in the Credit Request process that will be able to sign-off the Credit Request, the User must be assigned to a User Group with a *Credit Memo Limit* set up and User Group security privileges that will allow the User access to the various functions of the Credit Request process. For more information on the User Group security privileges related to Credit Request Users, refer to the section below titled *Credit Requests – User Group Security Options Setup*.

User Group Credit Memo Limit

For each User Group you may set a Credit Memo Limit amount. A User assigned to the group with a Credit Memo Limit amount will only be able to approve a Credit Request for up to a total amount of the limit amount assigned to their User Group. You may have Users that you want to grant the permission to create Credit Requests, but not be able to sign-off on any amount requested. For these types of Users, their Credit Memo Limit would be set to zero.

User Group Security Setup - Credit Memo Limit Setup: Figure 93



Credit Request Sign-Off Process Overview

Once you have setup your employees and User Group Credit Memo limits and User Group security options you may begin using Credit Requests. This section describes the flow of a Credit Request from the creation of a Credit Request to the final generation of the Credit Memo on the customer's account. In the example provided, we are using a three step sign-off process using a Credit Template. The other methods of creating Credit Requests will be discussed later in this document under the title of *Creating Credit Requests (refer to the Table of Contents for the starting page number of this section)*.

Create a Credit Request & First Sign-off

In the screen shot below, a Credit Request was created using a Credit Template by the lowest approval level User Amanda. Amanda's User Group security only allows her to approve a Credit Request for up to \$50.00. Since the Credit Request amount is for \$65.00, when Amanda pressed the Sign-Off 1 button, the amount defaulted to her maximum Credit Memo approval amount which is \$50.00. The next employee to whom the Credit Request is assigned may accept or increase or decrease the approved amount of the original requested amount.

Credit Request - First Sign-Off: Figure 94

The screenshot displays the 'Credit Request 26' window. At the top right, it shows 'Req By: Amanda', 'Req Date: 8/23/2008', and 'Credit Number: 1555'. The 'Customer' field contains '10006' and the 'Invoice #' field is empty. Below these is a text box with the address: 'Blais, Sam', '5212 Hersholt', 'Marathon Shores, FL 33052'. An 'Open Template' button is located below the address. The 'Requested Amount' is set to 65.00 and the 'Approved Amount' is 0.00. The 'Reason' dropdown is set to 'Service Over Invoiced'. The 'Memo' field contains the text: 'Customer was invoiced for a trip charge which is cover by their service agreement.' The 'Assigned To' dropdown is set to 'VickyC' and the date is '08/23/2008'. A 'Sign Off Detail' section is highlighted in yellow, showing a table with one entry: 'Sign Off 1' by 'Amanda' on '8/23/2008 8:04:01 PM' for an 'Amount' of '50.00'. Below this are three rows for 'Sign Off 2' and 'Sign Off 3', each with 'Notes' and 'Amount' fields. At the bottom left is a 'Closed' checkbox, and at the bottom right are 'Save' and 'Close' buttons.

Credit Request Second Sign-off

The next person to sign-off on the Credit Request is VickyC. Vicky's User Group security allows her to approve a Credit Request for up to \$100.00. When Vicky presses the Sign-off 2 button, the approved amount changes to \$65.00, which was the original requested amount. Vicky may save the Credit Request with the defaulted approval amount or may edit the Credit Template for an amount up to \$100.00.

Credit Request - Second Sign-Off: Figure 95

The screenshot shows a software window titled "Credit Request 26". At the top right, it displays: "Req By: Amanda", "Req Date: 8/23/2008", and "Credit Number: 1555".

On the left side, there are fields for "Customer" (10006) and "Invoice #". Below these is a text box containing the address: "Blais, Sam", "5212 Hersholt", "Marathon Shores, FL 33052". An "Open Template" button is located below the address.

In the center, there are two fields for "Requested Amount" and "Approved Amount", both containing the value "65.00". Below these is a "Reason" dropdown menu set to "Service Over Invoiced". A "Memo" text area contains the text: "Customer was invoiced for a trip charge which is cover by their service agreement." Below the memo is an "Assigned To" dropdown menu set to "VickyC" and a date field set to "08/23/2008".

At the bottom, there is a "Sign Off Detail" section with a table-like structure:

Sign Off	By	Date/Time	Amount
Sign Off 1	Amanda	8/23/2008 8:04:01 PM	50.00
Sign Off 2	vickyc	8/23/2008 8:13:32 PM	65.00
Sign Off 3			

Below the table, there are "Notes" fields for each sign-off. The note for Sign Off 2 reads: "Approved for the original requested amount." At the bottom of the window, there are "Save" and "Close" buttons, and a "Closed" checkbox.

Credit Request Third Sign-off

The last person to sign-off on the Credit Request is Carolyn Jackson. Carolyn's User Group security allows her to approve a Credit Request for up to \$100,000.00 and she also has permissions to create Credit Memos. Once the sign-off 3 button is pressed the final approval amount is filled in. The last step is to press the *Save* button to create and post the Credit Memo.

Credit Request - Third Sign-Off: Figure 96

Credit Request 26

Customer: 10006
 Invoice #:
 Blais, Sam
 5212 Hersholt
 Marathon Shores, FL 33052
 Open Template

Req By: Amanda
 Req Date: 8/23/2008
 Credit Number: 1555

Requested Amount: 65.00
 Approved Amount: 65.00

Reason: Service Over Invoiced
 Memo: Customer was invoiced for a trip charge which is cover by their service agreement.
 Assigned To: VickyC 08/23/2008

Sign Off Detail

Sign Off	User	Date/Time	Amount
Sign Off 1	Amanda	8/23/2008 8:04:01 PM	50.00
Notes			
Sign Off 2	vickyc	8/23/2008 8:13:32 PM	65.00
Notes	Approved for the original requested amount.		
Sign Off 3	carolynjackson	8/23/2008 8:22:46 PM	65.00
Notes	approved and credit memo generated and applied to service invoice.]		

Closed Save Close

How To Create a Credit Request

There are three different types of Credit Request from which the User may choose depending on the situation with your customer. Each of the types listed below will be described in detail within this section.

- The User creates a Credit Template selecting which Invoice Items and/or Parts are to be used for the Credit Memo.
- Select an invoice on the customer's account for which the Credit Memo will be generated.
- Select an invoice on the customer's account for which the Credit Memo will be generated *and* automatically create an invoice on another customer's account using the same Invoice Items that were used on the originating customer's Invoice that is being credited off. This feature would be used if the incorrect customer was invoiced.

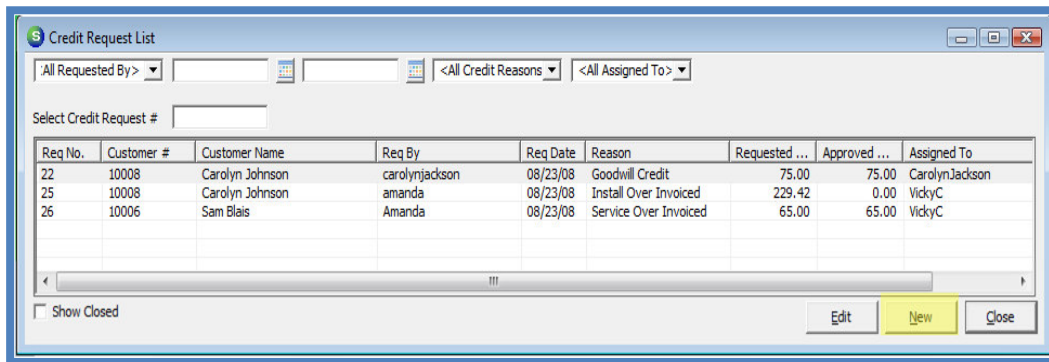
Credit Requests using the Credit Template

When creating a Credit Request using a Credit Template, the User may select any Invoice Item and/or Parts. The User Group security controls the amounts for which the User will be able to sign-off. The Credit Template assigns the next invoice number available to the Credit Request, but an actual Credit Memo is not posted to the general ledger until a User with the appropriate permissions approves and presses the *Save* button to generate the Credit Memo.

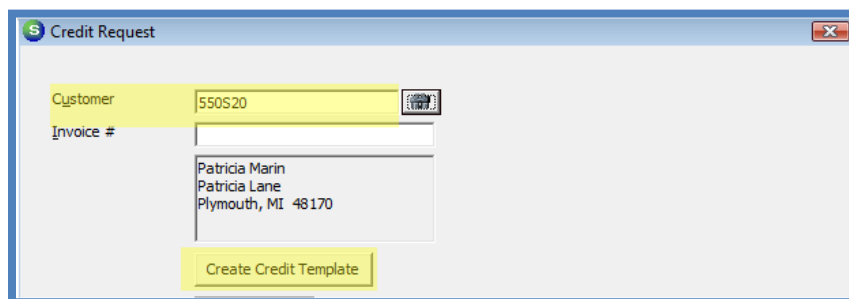
To begin a new Credit Request, navigate to the main module tree and select Accounts Receivable/Credit Request or navigate to a Customer Explorer record; select Credit Requests from the customer tree; right-click and select *New Credit Request*.

1. **Select the Customer** - Once the Credit Request form is displayed, the User will select the customer for the request, then press the *Create Credit Template* button located below the Invoice# field. If the Credit Request was started from the Customer Explorer, the customer number will automatically be populated.

Credit Request List - New Credit Request: Figure 97



Credit Request - Create Credit Template Button: Figure 98



2. **Create the Credit Template** - The blank *Credit Template* form will be displayed. The User will fill in the form with the desired selections, then press the *Save* button when finished. While in the credit template form, the User has the option of marking the Credit Request for future invoice type application. If the Credit Request is approved and a Credit Memo is created, the credit will automatically be applied to the next invoice type saved for the selected invoice types on the *Future Auto Apply* form.

The ability to use the *Future Auto Apply* option is controlled by User Group security. If the User working on the Credit Request template does not have this permission granted, this checkbox will be grayed-out and unavailable for use. Please refer to the User Group Security Options located at the beginning of this section for more information.

Credit Template: Figure 99

The screenshot displays the 'Credit Memo' form in SedonaOffice. At the top, there are fields for Customer ID (550520), Category (Service), Credit Account (20130), and Tax Group (CA State). Below this, the 'Credit Memo' section contains customer details for Patricia Marin in Plymouth, MI, and various metadata fields like Credit Date (8/23/2008), Credit Number (1557), Branch (CA), Warehouse (CA Main), and Credit Type (Miscellaneous). A summary bar shows 'Items \$65.00' and 'Parts \$0.00'. The central 'Item List' table contains one entry: 'Trip Charge' with a quantity of 1.00, a rate of 65, and an amount of 65.00. At the bottom, there are dropdowns for Description (Credit on Account) and Credit Reason (Service Over Invoiced), a memo field with the text 'Customer was invoiced for a trip charge and their service level covers this charge.', and a summary table showing Sub Total (65.00), Tax (0.00), Total (65.00), and Credit Due (65.00). A 'Future Auto Apply' checkbox is present at the bottom left, and 'Save' and 'Close' buttons are at the bottom right.

Item	Description	Qty	Rate	Amount	Memo
Trip Charge	Trip Charge	1.00	65	65.00	

Sub Total	65.00
Tax	0.00
Total	65.00
Credit Due	65.00

3. **Credit Request Sign-Offs** - The User may press the Sign Off 1 button on the Credit Request or press the *Save* button located at the lower right of the form to complete the Credit Request.

If the User creating the Credit Request has the appropriate permissions to generate credit memos and that User's credit memo limit is equal to at least the total amount of the Credit Request, pressing the *Save* button will prompt the User with a message asking if they are ready to create the credit memo.

If the User's credit memo limit is less than the requested amount, the Credit Request will remain in the Credit Request List until a User with the appropriate credit memo limit opens the Credit Request and presses the *Save* button [to create the Credit Memo].

Credit Request - Saved Credit Template: Figure 100

The screenshot shows a 'Credit Request' window with the following fields and controls:

- Customer:** 550S20
- Invoice #:** (empty)
- Address:** Patricia Marin, Patricia Lane, Plymouth, MI 48170
- Open Template:** (button)
- Credit Number:** 1558
- Requested Amount:** 65.00
- Approved Amount:** 0.00
- Reason:** Service Over Invoiced (dropdown menu)
- Memo:** (text area)
- Assigned To:** VickyC
- Sign Off Detail:**
 - Sign Off 1:** Amount (text box), Notes (text area)
 - Sign Off 2:** Amount (text box), Notes (text area)
 - Sign Off 3:** Amount (text box), Notes (text area)
- Buttons:** Save (yellow), Close (grey)
- Checkbox:** Closed (unchecked)

4. **Generating the Credit Memo** - The Credit Request will be displayed in the Credit Request List if the credit memo was not generated by the User in Step 3. If this is true, the User assigned to the Credit Request will be responsible for monitoring the list and moving the Credit Request on through the sign-off process. Once all sign-offs have been completed, the Credit Memo may be created and posted to the customer's account.

The User who will generate the credit memo will open the Credit Request and press the *Save* button located at the lower right of the Credit Request form. A message is displayed asking the User if they are ready to create the credit; press the *Yes* button to accept. Once the *Yes* button is selected, the application creates and posts the Credit Memo which is now available on the customer account to apply to an invoice.

Credit Request - Generate the Credit Memo: Figure 101

The screenshot displays the 'Credit Request 28' window. At the top right, it shows 'Req By: Amanda', 'Req Date: 8/23/2008', and 'Credit Number: 1558'. The main form includes fields for 'Customer' (550520), 'Invoice #', and a text area with the address: 'Patricia Marin, Patricia Lane, Plymouth, MI 48170'. Below these is an 'Open Template' button. The 'Requested Amount' and 'Approved Amount' are both set to 65.00. A 'Reason' dropdown is set to 'Ser'. A 'Memo' field is empty. The 'Assigned To' field is 'Vic'. A 'Sign Off Detail' section contains three entries: 'Sign Off 1' by Amanda on 8/23/2008 9:35:47 PM for 50.00; 'Sign Off 2' by Vickyc on 8/23/2008 9:35:47 PM for 65.00, with a note 'Approved for original request. Contract verified for trip charge being non-billable.'; and 'Sign Off 3' by carolynjackson on 8/23/2008 9:37:02 PM for 65.00. At the bottom right, there are 'Save' and 'Close' buttons. A 'Create Credit' dialog box is overlaid in the center, asking 'Are you ready to create the credit?' with 'Yes' and 'No' buttons.

Below is the Credit Memo which was generated by a Credit Request. When using Credit Requests, a field is displayed in the header of the Credit Memo showing the Credit Request number and the Credit Request final approval amount.

Credit Memo - From Credit Template: Figure 102

The screenshot shows the 'Credit Memo' window with the following details:

- Customer ID:** 550520
- Category:** Service
- Credit Account:** 20130
- Tag Group:** CA State
- Customer Name:** Patricia Marin, Patricia Lane, Plymouth, MI 48170
- Site Address:** Patricia Marin, Patricia Lane, Plymouth, MI 48170
- Credit Date:** 8/23/2008
- Credit Number:** 1558
- Branch:** CA
- Warehouse:** CA Main
- Salesperson:** N/A
- Credit Type:** Miscellaneous (with a sub-entry 'Credit Request: \$65.00' circled in red)
- Job #:** 000
- Item List:**

Item	Description	Qty	Rate	Amount	Memo
Trip Charge	Trip Charge	1.00	65.00	65.00	
- Summary:**
 - Sub Total: 65.00
 - Tax: 0.00
 - Total: 65.00
 - Credit Due: 65.00
- Description:** Credit on Account
- Credit Reason:** Service Over Invoiced
- Memo:** Customer was invoiced for a trip charge and their service level covers this charge.

Credit Requests for a Customer Invoice

A User may enter a Credit Request and specify a particular customer invoice for which a credit memo will be generated. This may be done for invoices that have or have not been partially paid with a customer payment or a Credit Memo. For the User to be able to create a Credit Request for a partially paid invoice, the *Ability to Credit Off Partial Invoices* User Security Option must be activated for the User Group assigned to the User creating the Credit Request.

For invoices where no payments or credits have ever been applied, once the Credit Request has gone through the sign-off process, the Credit Memo is created and automatically applied to the invoice number enter in the Credit Request form. User Group security controls the amounts that will be allowable for the final Credit Memo. An actual Credit Memo is not posted to the general ledger until a User with the appropriate permissions approves and presses the Save button to generate the Credit Memo.

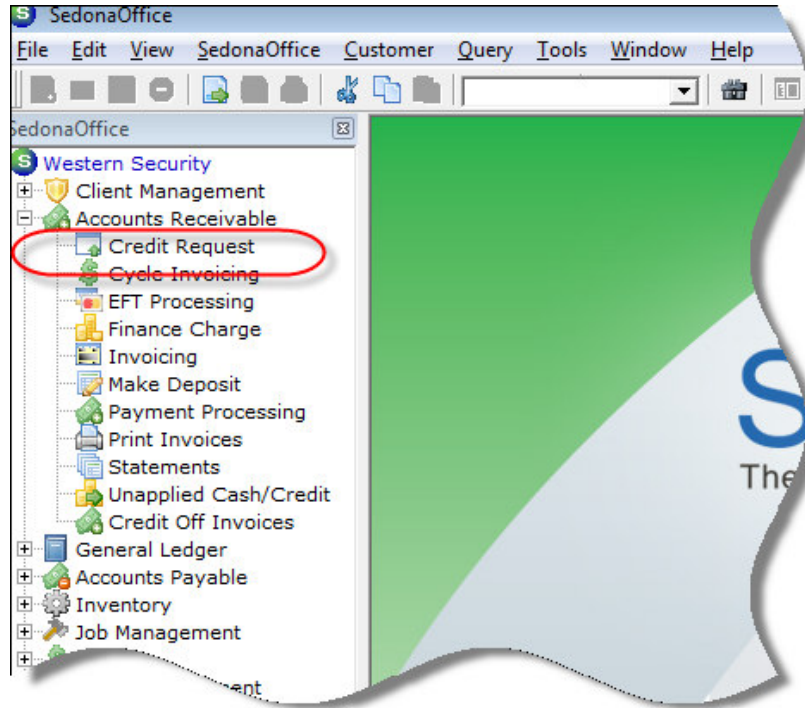
For invoices where payments or credits have already been applied, once the Credit Request has gone through the sign-off process, the User generating the credit will be prompted to write off the balance of the invoice to a miscellaneous G/L account number.

If your company does not want to allow Users to write off invoice to a Miscellaneous G/L Account, a Credit Template should be used in partially paid invoice situations. This is also controlled by the User Group security. For these User's, make certain their User Group permissions do not include the selection of the "Ability to Credit Off Partial Invoice".

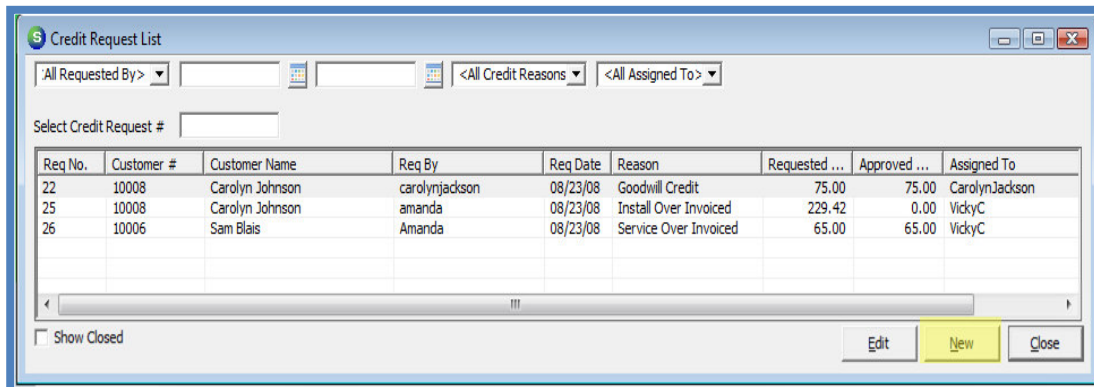
There are two ways to begin a new Credit Request, both options are listed below.

- Navigate to the main module tree and select Accounts Receivable/Credit Request then press the *New* button located at the lower right of the Credit Request List.

Create Credit Request – Navigation - Accounts Receivable: Figure 103

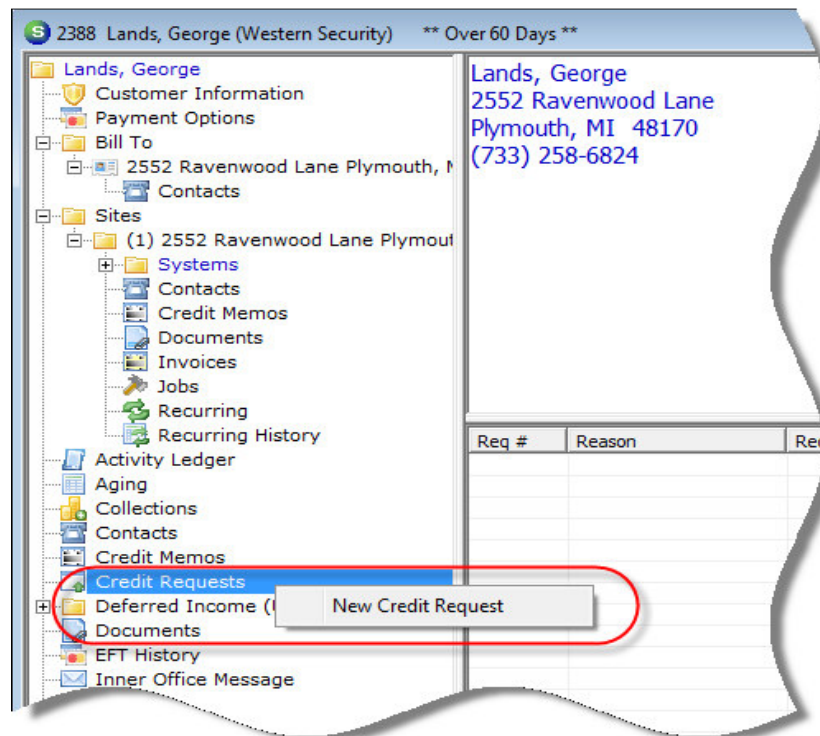


Credit Request List: Figure 104



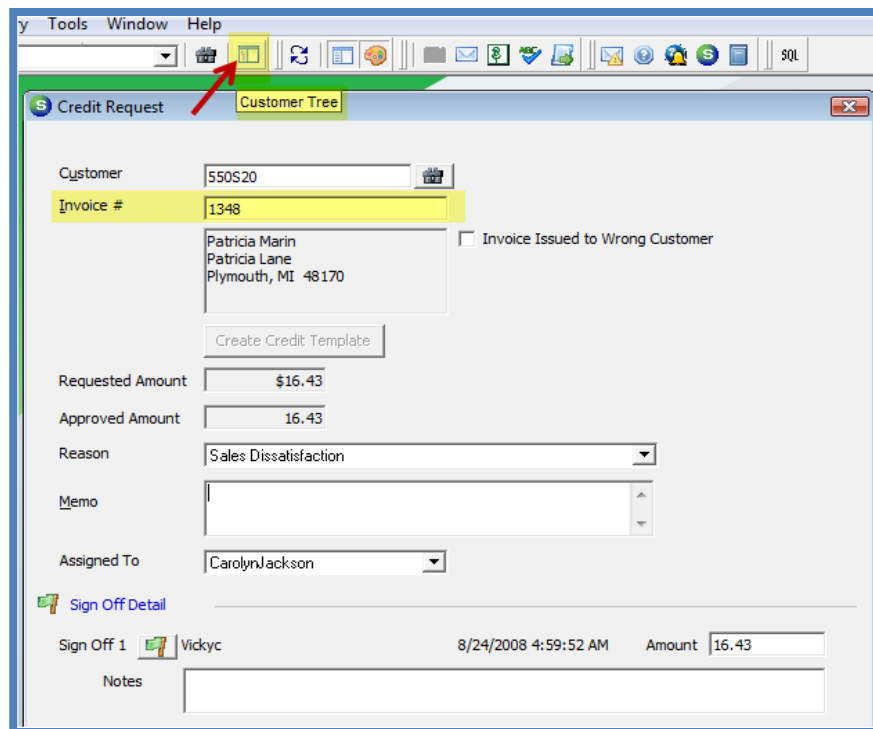
- Navigate to a Customer Explorer record; select Credit Requests from the customer tree; right-click and select the *New Credit Request* option.

Create Credit Request – Navigation - Customer Explorer: Figure 105



1. **Select the Customer** - Once the Credit Request form is displayed, the User will select the customer number for the request. If the Credit Request was started from the Customer Explorer, the customer number will automatically be populated.
2. **Enter the Invoice Number** - In the *Invoice#* field, type in the invoice to be credited off. If the User forgets which invoice number to type into the form, press the *Customer Tree* button located on the main toolbar to open the Customer Explorer and locate the correct invoice number for the Credit Request. The User may then close the Customer Explorer and continue on with the Credit Request.

Open Customer Explorer from Credit Request: Figure 106



The screenshot displays the 'Credit Request' form in the SedonaOffice application. The main toolbar at the top contains several icons, with the 'Customer Tree' icon (a tree structure) highlighted by a red arrow. Below the toolbar, the 'Credit Request' form is visible, featuring the following fields and controls:

- Customer:** A text box containing '550S20' with a small tree icon to its right.
- Invoice #:** A text box containing '1348', highlighted in yellow.
- Customer Address:** A text box containing 'Patricia Marin', 'Patricia Lane', and 'Plymouth, MI 48170'.
- Invoice Issued to Wrong Customer:** A checkbox that is currently unchecked.
- Create Credit Template:** A button.
- Requested Amount:** A text box containing '\$16.43'.
- Approved Amount:** A text box containing '16.43'.
- Reason:** A dropdown menu with 'Sales Dissatisfaction' selected.
- Memo:** A text area.
- Assigned To:** A dropdown menu with 'Carolyn Jackson' selected.
- Sign Off Detail:** A section containing a 'Sign Off 1' icon, the name 'Vickyc', the date and time '8/24/2008 4:59:52 AM', and an 'Amount' field containing '16.43'.
- Notes:** A text area at the bottom.

3. **Fill in the Credit Request form** – Once the invoice number has been entered, the *Requested Amount* will automatically fill in with the invoice balance amount. Enter the remaining information on the Credit Request form.
- **Reason** – This is a required field; select the *Credit Reason* from the drop-down list in this field.
 - **Memo** – The User may enter a note in the *Memo* field to describe why the invoice balance is being requested for a credited-off. This field is optional.
 - **Assigned To** – This may automatically fill with the next User who is responsible for signing-off on the Credit Request. If this field does not auto fill, the User may select a name from the drop-down list to which the Credit Request will be assigned for further processing. If the User creating the Credit Request has the appropriate permissions, the credit memo may be generated by pressing the *Save* button located at the lower right of the form.
 - **Sign-Off** – If the User creating the Credit Request does not have permission to generate the credit memo, press the Sign-Off 1 button. The sign-off amount will automatically fill in depending on the Users security permissions. Press the *Save* button located at the lower right of the form. The Credit Request will now appear in the Credit Request List accessible from the Accounts Receivable menu for further processing by the User assigned to the Credit Request.

Credit Request - Filling in the form: Figure 107

Credit Request (Western Security)

Customer: 2388
Invoice #: 711742
Lands, George
2552 Ravenwood Lane
Plymouth, MI 48170
 Invoice Issued to Wrong Customer
Create Credit Template

Requested Amount: \$6.91
Approved Amount: \$6.91
Reason: Bad Debt Write Off
Memo: write off finance charges
Assigned To: amanda

Sign Off Detail

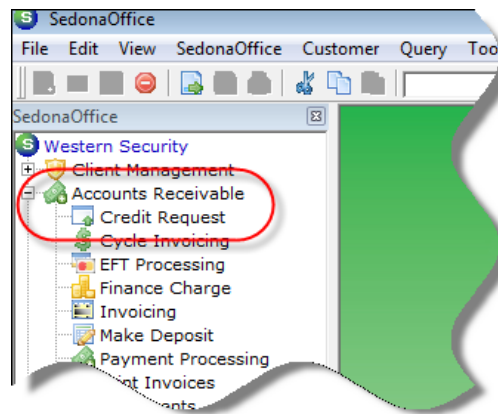
Sign Off 1	Administrator	2/28/2009 1:02:45 PM	Amount: 6.91
Sign Off 2			Amount:
Sign Off 3			Amount:

Closed

Save Close

4. **Generate the Credit Memo** - Once all sign-offs have been completed the Credit Memo may be created and posted. If the User creating the Credit Request has permissions to credit off invoices, that User will be prompted to generate the credit memo when pressing the *Save* button on the Credit Request form.

For User's that will have permissions to generate Credit Memos, navigate to the Accounts Receivable main menu and select the Credit Request menu option. A list of all open Credit Requests will be displayed.



From the Credit Request List, either double-click the Credit Request to process into a credit memo or highlight the Credit Request in the list and press the *Edit* button located at the lower right of the list.

The screenshot shows the 'Credit Request List' window with a table of credit requests. The 'Edit' button at the bottom right is circled in red.

Req No.	Customer #	Customer Name	Req By	Req Date	Reason	Requested ...	Approved ...	Assigned To	Assigned Dt
6	2284	Jacks, Robert	CarolynJackson	09/29/08	Goodwill Credit	53.00	53.00	carolyn	09/29/08
7	2180	Forne, Mary	CarolynJackson	09/29/08	Goodwill Credit	31.95	31.95	carolyn	09/29/08
9	2008	Kelly, April	Amanda	09/29/08	Invoiced in Error	31.95	31.95	carolyn	09/29/08
11	2119	Gregg, Frances	Administrator	09/29/08	Goodwill Credit	50.00	0.00	ARClerk1	02/12/09
12	2415	Bush, Barbara	administrator	11/06/08	Invoiced in Error	30.00	30.00	Administrator	11/06/08
14	2420	Ashley, Sarah	bblake	11/29/08	Invoiced in Error	14.07	14.07	ARClerk1	02/12/09
15	2420	Ashley, Sarah	wwinston	11/29/08	Goodwill Credit	5.99	0.00	bblake	11/29/08
20	2305	Jacob, Frances	bblake	12/06/08	Goodwill Credit	37.89	0.00	ARClerk1	02/12/09
45	2405	Johnson, Cleon	bbartoli	02/15/09	Invoiced in Error	37.50	0.00	ARClerk1	02/15/09
46	13000	Ashley, Desire	Administrator	02/18/09	Invoiced in Error	27.06	0.00	Administrator	02/18/09
47	2302	Forne, Jill	Administrator	02/28/09	Bad Debt Write Off	3.00	0.00	Administrator	02/28/09
48	2388	Lands, George	Administrator	02/28/09	Bad Debt Write Off	6.91	6.91	Administrator	12/30/99

The User generating the Credit Memo will first sign-off on the Credit Request then press the *Save* button located at the lower right of the form. Once the *Save* button has been pressed, the User will be presented with a confirmation message for crediting off the invoice. Press the *Yes* button to complete the credit.

Credit Request - Approval and Credit Memo Generation: Figure 108

The screenshot shows the 'Credit Request 48' window. At the top right, it displays 'Req By: Administrator', 'Req Date: 2/28/2009', and 'Credit Number:'. The main form fields include: 'Customer' (2388), 'Invoice #' (711742), and a customer address (Lands, George, 2552 Ravenwood Lane, Plymouth, MI 48170). There is a checkbox for 'Invoice Issued to Wrong Customer' and a 'Create Credit Template' button. Below these are 'Requested Amount' and 'Approved Amount' both set to '\$6.91'. The 'Reason' is 'Bad Debt Write Off' and the 'Memo' is 'write off finance charges.'. 'Assigned To' is 'amanda' with a date of '12/30/1899'. The 'Sign Off Detail' section shows three entries: 'Sign Off 1' by Administrator on 2/28/2009 at 1:16:17 PM for \$6.91; 'Sign Off 2' by amanda on 2/28/2009 at 1:45:52 PM for \$6.91, with a note 'approved, credit generated.'; and 'Sign Off 3' which is empty. At the bottom right, there are 'Save' and 'Close' buttons. A 'Closed' checkbox is at the bottom left.

Credit Request - Credit Memo Confirmation: Figure 109

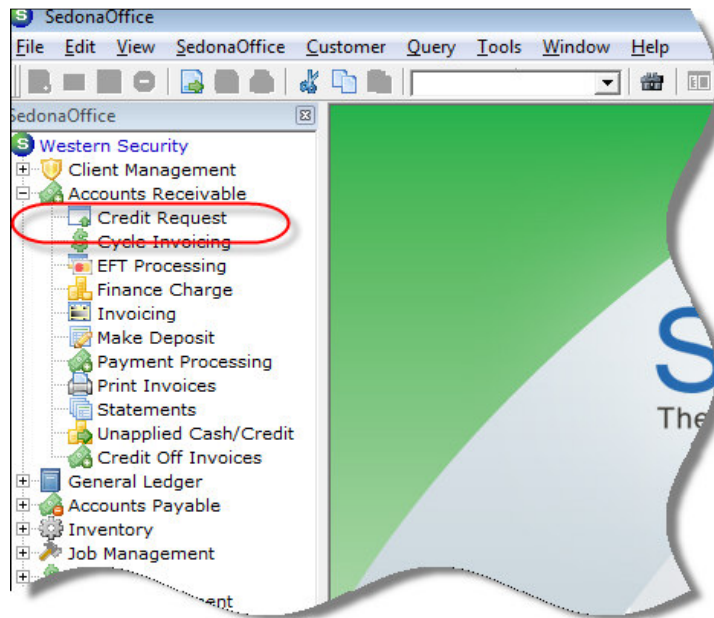
The screenshot shows a 'Create Invoice Credit' dialog box with a question mark icon. The text inside asks: 'Are you sure that you want to credit off the balance of '\$6.91' for invoice '711742' ?'. At the bottom, there are 'Yes' and 'No' buttons.

Credit Requests for a Customer Invoice & Invoicing Another Customer

A User may create a Credit Request for a selected invoice on a customer account and at the same time select a different customer for which you want to create a new invoice. Using this option credits off the invoice on one customer and automatically creates an invoice for a different customer using the same Invoice Items and/or Parts that were used on the originating customer’s invoice. This feature would be used if you accidentally invoiced the incorrect customer.

There are two ways to begin a new Credit Request, both options are listed below.

- Navigate to the main module tree and select Accounts Receivable/Credit Request then press the *New* button located at the lower right of the Credit Request List.



Credit Request List

[All Requested By >] [All Credit Reasons] [All Assigned To >]

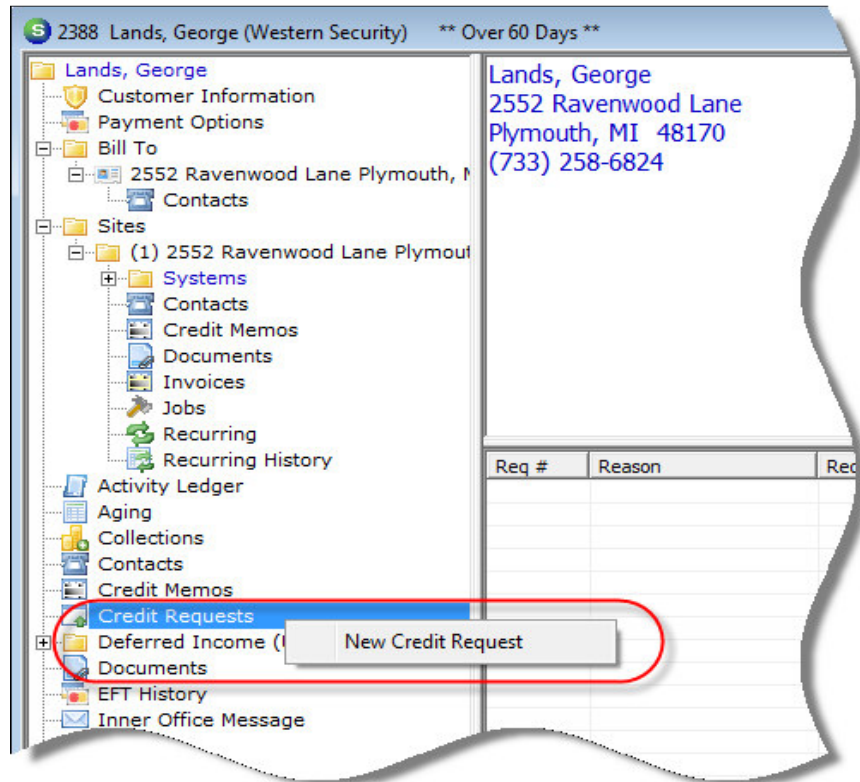
Select Credit Request # []

Req No.	Customer #	Customer Name	Req By	Req Date	Reason	Requested ...	Approved ...	Assigned To
22	10008	Carolyn Johnson	carolynjackson	08/23/08	Goodwill Credit	75.00	75.00	CarolynJackson
25	10008	Carolyn Johnson	amanda	08/23/08	Install Over Invoiced	229.42	0.00	VickyC
26	10006	Sam Blas	Amanda	08/23/08	Service Over Invoiced	65.00	65.00	VickyC

Show Closed

[Edit] [New] [Close]

- Navigate to a Customer Explorer record; select Credit Requests from the customer tree; right-click and select the *New Credit Request* option.



1. **Select the Customer** - Once the Credit Request form is displayed, the User will select the customer number for the request. If the Credit Request was started from the Customer Explorer, the customer number will automatically be populated.
2. **Enter the Invoice Number** - In the *Invoice#* field, type in the invoice to be credited off. If the User forgets which invoice number to type into the form, press the Customer Tree button located on the main toolbar to open the Customer Explorer and locate the correct invoice number for the Credit Request. The User may then close the Customer Explorer and continue on with the Credit Request.

3. **Select the Customer to Invoice** - Select the checkbox *Invoice Issued to Wrong Customer* which is located to the right of the customer name display box, and enter the customer number for which a new invoice will be created.

Note: A new invoice will not be created for the selected customer until the Credit Memo is generated for the Credit Request being processed.

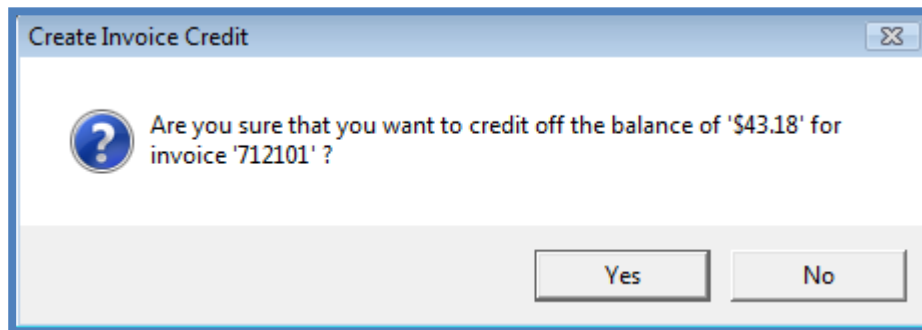
Credit Request - Invoice Another Customer: Figure 110

The screenshot shows the 'Credit Request' window with the following details:

- Customer:** 2388
- Invoice #:** 712101
- Customer Address:** Lands, George, 2552 Ravenwood Lane, Plymouth, MI 48170
- Checkbox:** Invoice Issued to Wrong Customer
- Issue New Invoice To Customer:** 2167 (Lands, James)
- Requested Amount:** \$43.18
- Approved Amount:** \$43.18
- Reason:** Invoiced in Error
- Memo:** Invoiced wrong customer
- Assigned To:** carolyn
- Sign Off Detail:**
 - Sign Off 1:** amanda, 2/28/2009 2:13:15 PM, Amount: 43.18
 - Sign Off 2:** (empty)
 - Sign Off 3:** (empty)

Buttons at the bottom include 'Save' and 'Close'. A 'Closed' checkbox is also present.

4. **Sign Off and Generate Credit and New Invoice** – Press the *Sign off* button then press the *Save* button located at the bottom of the form. If the User does not have permissions to generate credit memos, the Credit Request will appear in the Credit List for processing by another User with the appropriate permissions. In this example, the User does have permission to generate the credit. After pressing the *Save* button, a message will be displayed confirming the User want to credit off the balance of the invoice; press the *Yes* button to proceed.



5. **Verify the new Invoice & Save** – Once the credit memo has been generated, the invoice form will be displayed for the new customer to be invoiced. The same Invoice Items and/or Parts that were on the invoice that was credited off will be listed in the body of the new invoice. The User may flag the invoice to go to the printing queue and change or enter additional information into the *Memo* field. When finished, press the *Save* button located at the lower right of the invoice form to post the invoice.

Credit Request - Invoice Created for Another Customer: Figure 111

Invoice (CJM Security)

Customer ID: 2167 Category: Service A/R Account: 11000 Tax Group: CA-Orange Co

Invoice # 712103

Invoice Date: 2/28/2009 **Aging Date:** 2/28/2009

Branch: CA **P.O. Number:**

Warehouse: CA Main **Term:** Due On Receipt

Invoice Type: Miscellaneous

Salesperson: George Miller

Customer Address: Lands, James
3264 Hans Lane
Holtville, CA 92250

Site Address: Lands, James
3264 Hans Lane
Holtville, CA 92250

Items \$5.99 Parts \$35.00

Item List						
Item	Description	Qty	Rate	Amount	Memo	
▶ Shipping	Shipping & Handling	1	5.99	5.99		...
*						...

Description: Equipment Sales

Contact:

Memo: Replacement battery shipped to customer home.

Sub Total	40.99
Tax	3.33
Total	44.32
Balance Due	44.32

Complete
 Add to Print Queue

Invoice List EFT Save Close

Managing Credit Requests

Once Credit Requests are created, they will remain in the Credit Request List until signed off and a Credit Memo is generated. Once the Credit Memo is generated, the Credit Request is automatically marked as closed and is removed from the list. If it is determined that a Credit Memo will not be generated for the Credit Request, it may manually be closed by selecting the *Closed* checkbox located at the lower left of the Credit Request form and pressing the Save button. Manually closed Credit Requests will automatically drop off the open Credit Request listing.

At the lower left of the Credit Request List is a *Show Closed* checkbox. By selecting this checkbox, all Credit Requests that are open and closed will be displayed on the list. The User may click on any of the column titles to re-sort the list in the manner desired.

If the User does not have security permissions to view all Credit Requests, the Credit Request list will display only the Credit Requests created by the User logged into the application.

There are also filter fields located in the header of the Credit Request List enabling the User to view a list of Credit Requests that meet certain criteria. These filter fields are:

- **Requested by** – This field displays the User code of the employee that created the Credit Request.
- **Date fields** – Specify a date range on which a Credit Request was created.
- **Credit Reason** – The User may select all or one particular reason code from the drop-down list. If one reason code is selected, only Credit Requests saved with the selected reason code will display in the list.
- **Assigned to** – This field displays the User code of the employee to which the Credit Request is currently assigned.
- **Select Credit Request #** - The User may enter an exact Credit Request number to be displayed in the list by typing a number in this field.

Credit Request List for a User without view / assigned to restrictions.

Credit Request List: Figure 112

Req No.	Customer #	Customer Name	Req By	Req Date	Reason	Requested ...	Approved ...	Assigned To	Assigned Dt
1	10008	Carolyn Johnson	Amanda	06/18/08	Customer Referral	92.00	92.00	VickyC	06/18/08
2	10008	Carolyn Johnson	Amanda	06/18/08	Customer Referral	2500.00	2500.00	VickyC	06/18/08
3	7001	Watson, George	vickyc	06/18/08	Customer Referral	75.00	50.00	carolyn	06/18/08
4	7001	Watson, George	carolyn	06/18/08	Goodwill Credit	1000.00	1000.00	carolyn	06/18/08
5	7001	Watson, George	carolyn	06/18/08	Goodwill Credit	1000.00	1000.00	carolyn	06/18/08
6	10008	Carolyn Johnson	carolyn	06/18/08	Goodwill Credit	1000.00	1000.00	carolyn	06/18/08
7	546110	Ruth Marin	Carolyn	06/19/08	Install Problem	100.00	100.00	carolyn	06/19/08
8	546S201	Bill Marin	Amanda	06/19/08	Install Problem	540.00	540.00	VickyC	06/19/08
9	546S201	Bill Marin	carolyn	06/19/08	Install Problem	300.99	300.00	VickyC	06/19/08
10	546S201	Bill Marin	amanda	08/17/08	Service Problem	65.00	65.00	VickyC	08/17/08
11	546S201	Bill Marin	administrator	08/17/08	Install Problem	232.13	232.13	Administrator	08/17/08
12	546S201	Bill Marin	administrator	08/17/08	Service Problem	69.50	69.50	Administrator	08/17/08
13	546110	Ruth Marin	amanda	08/20/08	Customer Referral	50.00	50.00	VickyC	08/20/08
14	546110	Ruth Marin	amanda	08/20/08	Service Problem	5.00	0.00	VickyC	08/20/08
15	546S201	Bill Marin	administrator	08/23/08	Inv Wrong Cust	65.00	0.00	VickyC	08/23/08
16	546S201	Bill Marin	Amanda	08/23/08	Service Over Invoiced	285.00	0.00	VickyC	08/23/08
17	10008	Carolyn Johnson	carolynjackson	08/23/08	Sales Dissatisfaction	65.00	65.00	CarolynJackson	08/23/08
18	10008	Carolyn Johnson	amanda	08/23/08	Goodwill Credit	75.00	0.00	VickyC	08/23/08
19	10008	Carolyn Johnson	CarolynJackson	08/23/08	Install Over Invoiced	134.00	0.00	CarolynJackson	08/23/08
20	10008	Carolyn Johnson	CarolynJackson	08/23/08	Goodwill Credit	550.00	0.00	CarolynJackson	08/23/08
21	10008	Carolyn Johnson	CarolynJackson	08/23/08	Install Over Invoiced	50.00	50.00	CarolynJackson	08/23/08
22	10008	Carolyn Johnson	carolynjackson	08/23/08	Goodwill Credit	75.00	75.00	CarolynJackson	08/23/08
23	10008	Carolyn Johnson	carolynjackson	08/23/08	Service Over Invoiced	5.00	0.00	CarolynJackson	08/23/08
24	10008	Carolyn Johnson	amanda	08/23/08	Service Over Invoiced	10.00	0.00	VickyC	08/23/08
25	10008	Carolyn Johnson	amanda	08/23/08	Install Over Invoiced	229.42	0.00	VickyC	08/23/08
26	10006	Sam Blais	Amanda	08/23/08	Service Over Invoiced	65.00	65.00	VickyC	08/23/08
27	550S20	Patricia Marin	administrator	08/23/08	Service Over Invoiced	65.00	0.00		12/30/99
28	550S20	Patricia Marin	Amanda	08/23/08	Service Over Invoiced	65.00	65.00	VickyC	08/23/08
29	550S20	Patricia Marin	Administrator	08/24/08	Write-Off from Cancel	1352.51	352.51	CarolynJackson	08/24/08
30	550S20	Patricia Marin	Amanda	08/24/08	Service Problem	29.95	29.95	VickyC	08/24/08
31	550S20	Patricia Marin	Amanda	08/24/08	Sales Dissatisfaction	32.80	32.80	VickyC	08/24/08
32	550S20	Patricia Marin	Vickyc	08/24/08	Sales Dissatisfaction	16.43	16.43	CarolynJackson	08/24/08
33	549W10	Laurie Marin	Vickyc	08/24/08	Inv Wrong Cust	25.00	25.00	CarolynJackson	08/24/08

Credit Request List for a User with view / assigned to restrictions.

Credit Request List Display Options: Figure 113

Req No.	Customer #	Customer Name	Req By	Req Date	Reason	Requested ...	Approved ...	Assigned To
11	2119	Gregg, Frances	Administrator	09/29/08	Goodwill Credit	50.00	0.00	ARClerk1
14	2420	Ashley, Sarah	bblake	11/29/08	Invoiced in Error	14.07	14.07	ARClerk1
20	2305	Jacob, Frances	bblake	12/06/08	Goodwill Credit	37.89	0.00	ARClerk1

Reassigning a Credit Request

A User Group security option is available with the AR security group which will allow a User linked to that group to reassign a Credit Request to another User. If the User has this permission option, they may open the Credit Request and select a different User code from the drop-down list. In the *Assigned To* field, only employees that have the *Supervisor and Credit Request Handoff* field populated on the employee setup will appear on the drop-down list from which to select. The exception to this rule is a User logging into the application with the Administrator login name.

Credit Request – Reassign: Figure 114

The screenshot shows the 'Credit Request 27' window with the following details:

- Customer:** 550S20
- Invoice #:** (Empty)
- Address:** Patricia Marin, Patricia Lane, Plymouth, MI 48170
- Buttons:** Open Template
- Requested Amount:** 65.00
- Approved Amount:** 0.00
- Reason:** Service Over Invoiced
- Memo:** (Empty)
- Req By:** administrator
- Req Date:** 8/23/2008
- Credit Number:** 1557
- Assigned To:** VickyC (highlighted in yellow), 08/24/2008

User Code	First Name	Last Name
Administrator	Sedona	Master
amanda	Amanda	Blake
CarolynJackson	Carolyn	Jackson
Nocm	No	CM
VickyC	Vicky	Catone

Credit Requests & Customer Explorer

Once the Credit Request functionality has been activated, a new option will appear on the customer tree labeled *Credit Requests* which is located below the Credit Memos tree option. When highlighting this customer tree option, a list of all open and closed Credit Requests is displayed in the *Active Pane* to the right. A new item, *Open CR Requests* is also added to the open/active items displayed in the *Active Pane* when initially opening a customer record or when highlighting the customer name at the top of the customer tree. Activities performed with Credit Requests are recorded in the Sedona Event Log for each customer.

Credit Requests - Customer Explorer Display: Figure 115

The screenshot displays the Customer Explorer for Patricia Marin. The left-hand navigation pane shows a tree structure with 'Credit Requests' highlighted. The main window is divided into several sections:

- Customer Header:** Patricia Marin, Patricia Lane, Plymouth, MI 48170. Summary statistics include: Balance Due: \$1,514.81, Last Statement Date: Never, Total Active RMR: \$105.85, Total Active RAR: \$1,270.20, Customer Type: Residential, Customer Since: 6/10/2008.
- Open Invoices:** A table with columns: Invoice #, Site Name, Description, Date, Amount, Net Due. It lists several recurring services invoices from 8/1/2008 to 9/1/2008.
- Open CR Req...:** A table with columns: Req #, Reason, Requested By, Date, Req. Amt., App. Amt. It shows two requests: one for 'Write-Off from Cancel' and another for 'Service Over Invoiced'.
- Open Credits:** A table with columns: Credit #, Site Name, Credit Type, Date, Amount, Balance. It lists four credit entries from 8/23/2008 to 8/24/2008.
- Open Tickets:** A table with columns: Ticket #, Problem Code, Date, City, St..., Status. It is currently empty.
- Open Jobs:** A table with columns: Job #, Type, Status, Units, Install, RMR. It shows one job: Job # 1004, Type New Residential, Status In-Progress, Units 1, Install 0.00, RMR 0.00.

Credit Requests - Customer Explorer/Credit Requests Tree Option: Figure 116

550520 Patricia Marin ** Retention Queue **

Patricia Marin
Patricia Lane
Plymouth, MI 48170

Balance Due: \$1,514.81
Last Statement Date: Never
* Retention Queue *
Total Active RMR : \$105.85
Total Active RAR : \$1,270.20
Customer Type: Residential
Customer Since: 6/10/2008

Req #	Reason	Req By	Req Date	Req. Amt.	App. Amt.	Memo	Closed
32	Sales Dissatisfaction	Vicky	8/24/2008	16.43	16.43		Y
31	Sales Dissatisfaction	Amanda	8/24/2008	32.80	32.80		Y
30	Service Problem	Amanda	8/24/2008	29.95	29.95		Y
29	Write-Off from Cancel	Administrator	8/24/2008	1352.51	352.51		N
28	Service Over Invoiced	Amanda	8/23/2008	65.00	65.00		Y
27	Service Over Invoiced	administrator	8/23/2008	65.00	0.00		N

Credit Requests - Customer Explorer - Sedona Event Log: Figure 117

550520 Patricia Marin ** Retention Queue **

Patricia Marin
Patricia Lane
Plymouth, MI 48170

Balance Due: \$1,514.81
Last Statement Date: Never
* Retention Queue *
Total Active RMR : \$105.85
Total Active RAR : \$1,270.20
Customer Type: Residential
Customer Since: 6/10/2008

Time Stamp	User Code	Type	Description	User Comments
8/24/2008 6:25:36 AM	Vicky	UPDATE	Edited Credit Memo Request 27 Requested \$65.00	
8/24/2008 5:16:26 AM	Vicky	ADD	Added Credit Memo Request 32 Requested \$16.43	
8/24/2008 4:48:21 AM	Vicky	UPDATE	Edited Credit Memo Request 31 Requested \$32.80	
8/24/2008 4:47:25 AM	Amanda	ADD	Added Credit Memo Request 31 Requested \$32.80	
8/24/2008 4:38:36 AM	Amanda	ADD	Added Credit Memo Request 30 Requested \$29.95	
8/24/2008 4:36:20 AM	administrator	UPDATE	Edited Credit Memo Request 29 Requested \$1,352.51	
8/24/2008 4:35:18 AM	Vicky	UPDATE	Edited Credit Memo Request 29 Requested \$1,352.51	
8/24/2008 4:31:07 AM	carolynjackson	UPDATE	Edited Credit Memo Request 29 Requested \$1,352.51	
8/24/2008 4:30:17 AM	Administrator	UPDATE	Edited Credit Memo Request 29 Requested \$1,352.51	
8/24/2008 4:30:08 AM	Administrator	UPDATE	Edited Credit Memo Request 29 Requested \$1,352.51	
8/24/2008 4:30:01 AM	Administrator	ADD	Added Credit Memo Request 29 Requested \$1,352.51	
8/23/2008 9:37:06 PM	carolynjackson	UPDATE	Edited Credit Memo Request 28 Requested \$65.00	
8/23/2008 9:36:31 PM	Vicky	UPDATE	Edited Credit Memo Request 28 Requested \$65.00	
8/23/2008 9:35:18 PM	Amanda	UPDATE	Edited Credit Memo Request 28 Requested \$65.00	
8/23/2008 9:24:01 PM	Amanda	ADD	Added Credit Memo Request 28 Requested \$65.00	
8/23/2008 9:21:36 PM	administrator	ADD	Added Credit Memo Request 27 Requested \$65.00	
8/5/2008 2:22:16 PM	administrator	UPDATE	Edit Recurring Open Close \$15.00	User Cancelled - f
8/5/2008 2:15:25 PM	administrator	ADD	Edit Royalty for 1.00 All-Season Services From 8/5/2008 thru ...	User Cancelled - f
8/5/2008 2:15:22 PM	administrator	UPDATE	Edit Recurring Open Close \$15.00	User Cancelled - f
8/5/2008 2:11:49 PM	administrator	ADD	Edit Royalty for 2.00 Donald Trumpet From 8/5/2008 thru 12:...	User Cancelled - f
8/5/2008 2:11:45 PM	administrator	UPDATE	Edit Recurring Monitoring \$29.95	User Cancelled - f
8/5/2008 10:09:48 AM	administrator	ADD	Edit Royalty for 2.00 Donald Trumpet From 10/1/2008 thru 4/...	User Cancelled - f
8/5/2008 10:08:10 AM	administrator	ADD	Added New Recurring Open Close 15.00	User Cancelled - f
8/1/2008 9:33:44 AM	administrator	UPDATE	Edit Recurring Monitoring \$29.95	User Cancelled - f
8/1/2008 8:29:51 AM	administrator	UPDATE	Updated Job 1004	
8/1/2008 8:29:09 AM	administrator	UPDATE	Edited Customer Record	
8/1/2008 8:29:09 AM	administrator	ADD	New Job 1004	
7/19/2008 6:34:40 PM	Administrator	ADD		Added to Collecto
6/10/2008 5:50:13 AM	Administrator	ADD	Added Customer System 550520	
6/10/2008 5:50:13 AM	Administrator	ADD	Add Customer Site Patricia Marin	
6/10/2008 5:50:13 AM	Administrator	ADD	Add Bill Record Patricia Marin	
6/10/2008 5:50:13 AM	Administrator	ADD	Customer Created	

EFT Processing

(Automatic Electronic Payment Processing)

Section Contents

- EFT Processing Concepts & Terminology
- Related Setup Tables
- User Group Security Options
- How To
 - Setup customer credit card information
 - Setup customer bank information
 - Automatic Payments for Cycle Invoices
 - Processing Automatic Payments (Submit/Process/Post)
 - Setup automatic payment for individual invoices
 - Setup automatic payments for unapplied cash
 - “Live Transactions”

EFT Processing Overview

SedonaOffice has partnered with ACH Direct (a Merchant Bank) for processing of Credit Card and ACH transactions. To take advantage of this partnership contact Michael Marks or April Misseri at SedonaOffice (440) 247-5602 and Wayne Akey at ACH Direct (518) 581-7662 for complete details.

ACH Direct, one of the premier third-party processors of ACH and Credit Card transactions in the nation, provides both real-time and batch settlement services for all types of electronic payments. Using the fully integrated features within SedonaOffice, processing and collecting ACH and Credit Card transactions is simple, fast and accurate. With SedonaOffice and ACH Direct, generating payment transactions for both recurring and one-time payments, settling the transactions, receiving the payment in your bank account, and posting the transaction to your customers account is seamless and built right into the SedonaOffice application.

SedonaOffice provides several options for generating an automatic payment with the use of a customer credit card or customer bank account. Each of the methods below will be discussed in this section of this Reference Guide.

- Automatic payment of cycle invoices
- Automatic payment for one or multiple invoices
- Automatic payment that will post to the customer's unapplied cash (typically used for advance deposits for an installation job).
- Live Transactions – this feature allows you to immediately verify whether a credit card has enough line of credit available to fulfill the automatic payment of one or multiple invoices. This feature is often used in collection situations.

Setup

Before being able to use automated payment processing, your company must enroll with ACH Direct. Once approved, ACH Direct will send your company information that will need to be entered into SedonaSetup.

EFT Setup

From SedonaSetup, select the option of EFT Setup. This form must be completed with the information provided by ACH Direct before your company may begin submitting transactions to ACH Direct for processing.

- **ACH Direct** - Fill in the information provided to your company by ACH Direct.
- **Posting** – This information is automatically filled in with default information. If your customer is setup for automatic payment processing for their cycle invoices and also want a printed copy of their cycle invoice, the messages shown in the posting area of this form will print on the cycle invoice. The text in *ACH Invoice Message* and *Credit Card Message* may be changed if desired. Each of the two message fields may contain up to 255 characters of text.
- **Override Password** – Do Not Modify this field.

ACH/EFT Setup: Figure 118

ACH/EFT Setup

ACH Direct

Transmitter Id: 123456
Password: abc123
Company Id: 987654
Merchant Name: Western
Batch Description: ACH/CC

Posting

ACH Payment: EFT
ACH Invoice Message: ** Do NOT pay this invoice. It will be credited off electronically with a bank transfer. **
Credit Card Payment Method: Credit Card
Credit Card Invoice Message: ** Do NOT pay this invoice. It will be credited off electronically with your credit card information. **

AVS

Override Password: 123

Apply

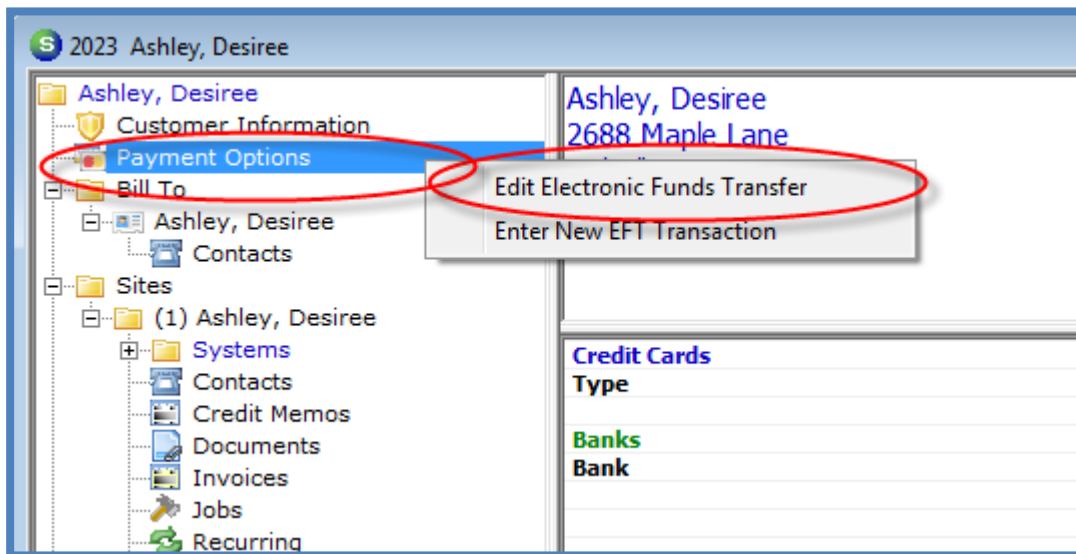
Customer Credit Card Setup

A User may enter and store any number of credit cards to a customer record. Only one of the credit cards entered may be flagged to use for automatic payment processing for cycle invoices. Once the credit card number is entered and saved, the number is encrypted. If a User returns to edit information on the credit card set up only the last four digits of the credit card will be visible.

To set up credit card information for a customer, follow the steps listed below.

1. Open the customer record for which credit card information will be set up.
2. From the customer tree, highlight Payment Options. Right-click and select the *Edit Electronic Funds Transfer* option.

Customer Credit Card Setup – Navigation: Figure 119



- The *EFT Setup* form will be displayed. Credit card information is entered on the right side of this form. In the *Cards on File* field, press the drop-down arrow and select the option *New CC*.

Customer Credit Card Setup - New Credit Card: Figure 120

The screenshot shows the 'EFT Setup 2023 Ashley, Desiree' window. At the top left, customer information is displayed: Customer Number: 2023, Ashley, Desiree, 2688 Maple Lane, Holtville, CA 92250, (760) 555-4343. The form is split into two panes. The left pane is titled 'ACH Banks' and contains fields for 'Banks On File', 'Bank', 'Name on Account * (Not Business Name)', and 'Account Number *'. The right pane is titled 'Credit Cards' and contains a 'Cards On File' drop-down menu (circled in red), a table with columns 'Card Type' and 'Number' (with 'Card Type' circled in red and '<New CC>' highlighted in blue), and fields for 'Name on Card *', 'Type', 'Card Number *', and 'Expiration *'. The 'Name on Card *' field is highlighted in yellow.

- The customer name and address information displayed in the upper left of the EFT Setup form will automatically fill into the credit card information fields. If the name and/or billing address of the card holder are different from the automatically filled information, you may type in the correct information in the appropriate fields.
 - Use for Auto Processing** – if this option is selected, this customer’s cycle invoices will automatically be paid with the credit card being set up. If the use for auto processing option is left un-selected, the credit card will be kept on file for use when the customer wants to pay single invoices with the credit card.
 - Print Cycle Invoices** – if the *Use for Auto Processing* option was selected, the *Print Cycle Invoices* option will be displayed. If the customer wants a printed copy of the cycle invoice that was paid by automatic payment, select this option. If the customer does not want a printed copy of the cycle invoice, do not select this option.
 - Auto Process Hold Day** – Make a selection from the drop-down list which determines which day of the month an auto payment may be processed. Note: The default hold day is set to the value of 1; if day number 1 is selected, the application will use the hold date that was selected in the *ACH Hold Date* field of the *Cycle Invoicing Process* form.

- Once all information is entered, press the *Apply* button located at the lower right of the form. The SedonaOffice application validates whether the credit card number entered by the User is correct. If the credit card number entered is invalid, the User will be presented with a message indicating the entry is invalid. If this occurs, the User may re-type in the credit card number and re-save the information.

Customer Credit Card Setup - Data Fields: Figure 1217

The screenshot shows the 'EFT Setup 2023 Ashley, Desiree' window. The top section displays customer information: Customer Number: 2023, Ashley, Desiree, 2688 Maple Lane, Holtville, CA 92250, (760) 555-4343. Below this are two main sections: 'ACH Banks' and 'Credit Cards'. The 'ACH Banks' section includes fields for 'Banks On File', 'Bank', 'Name on Account * (Not Business Name)', 'Account Number*', 'Payment Method' (with radio buttons for 'Checking' and 'Savings'), 'Use for Auto Processing', and 'Auto Process Hold Day'. The 'Credit Cards' section includes 'Cards On File' (set to '<New CC>'), 'Name on Card *' (Ashley, Desiree), 'Type' (VISA), 'Card Number *' (4767542090543289), 'Expiration *' (09 / 11), 'Bill Street Address' (2688 Maple Lane), 'Bill Postal Code' (92250), 'Payment Method' (Visa), 'Use for Auto Processing' (checked), 'Print Cycle Invoices' (unchecked), and 'Auto Process Hold Day' (1). At the bottom of each section are 'Apply', 'Edit', and 'Delete' buttons. A 'New Transaction' button is at the bottom left, and a 'Close' button is at the bottom right. Red arrows point from the top left to the 'Name on Card *', 'Card Number *', and 'Bill Postal Code' fields.

Customer Credit Card Setup - Invalid Card Number Message: Figure 122

The screenshot shows a dialog box titled 'Invalid Card Number'. It contains a question mark icon and the text: 'The credit number that you entered does not appear to be valid. Do you wish to save it as entered?'. At the bottom of the dialog box are three buttons: 'Yes', 'No', and 'Cancel'.

Once credit card and/or customer bank set up has been completed, this information may be viewed from the Customer Explorer by selecting *Payment Options* from the customer tree. The Credit Cards and/or Banks will be displayed in the Active Pane of the Customer Explorer.

Customer Credit Card Setup - Customer Explorer: Figure 123

The screenshot displays the Customer Explorer interface for 'Ashley, Desiree'. The left-hand tree view shows a hierarchy of options, with 'Payment Options' highlighted and circled in red. The main pane is divided into two sections: a top section for general customer information and a bottom section for credit cards and banks.

Customer Information:

- Ashley, Desiree
- 2688 Maple Lane
- Holtville, CA 92250
- (760) 555-4343

Summary:

- Balance Due: \$37.89
- Last Statement Date: Never
- Total Active RMR: (blank)
- Customer Type: Residential
- Customer Since: 4/1/2006
- Salesperson: George Miller

Credit Cards				
Type	Account	Expires On	Name on Card	Auto
VISA	****3289	09/11	Ashley, Desiree	Y

Banks				
Account	Check/Sav	Name on Acct	Auto	
272483743	****0161	Checking	Desiree Ashley	N

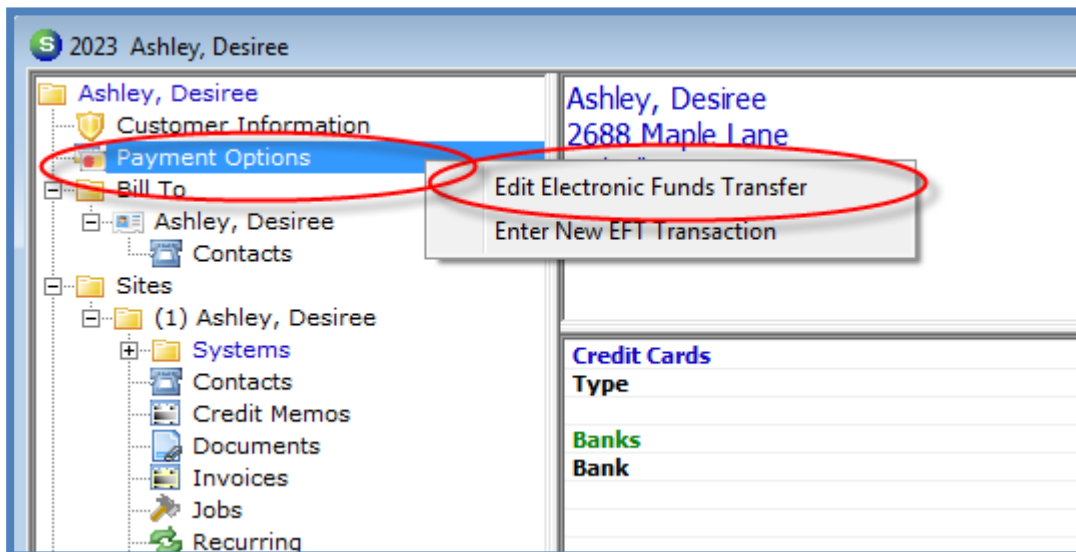
ACH Customer Bank Setup

A User may enter and store any number of ACH Banks to a customer record. Only one of the ACH Banks entered may be flagged to use for automatic payment processing for cycle invoices. Once the bank account number is entered and saved, the number is encrypted. If a User returns to edit information on the ACH Bank setup, only the last four digits of the bank account number will be visible.

To set up customer ACH Bank information, follow the steps listed below.

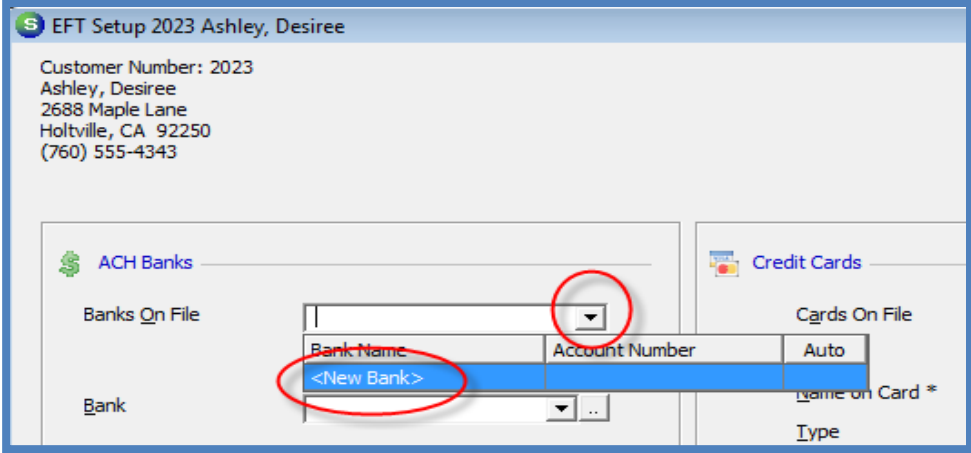
1. Open the customer record for which ACH Bank information will be set up.
2. From the customer tree, highlight Payment Options. Right-click and select the *Edit Electronic Funds Transfer* option.

Customer Bank Setup – Navigation: Figure 124




- The *EFT Setup* form will be displayed. ACH Bank information is set up on the left side of this form. In the *Banks on File* field, press the drop-down arrow and select the option *New Bank*.

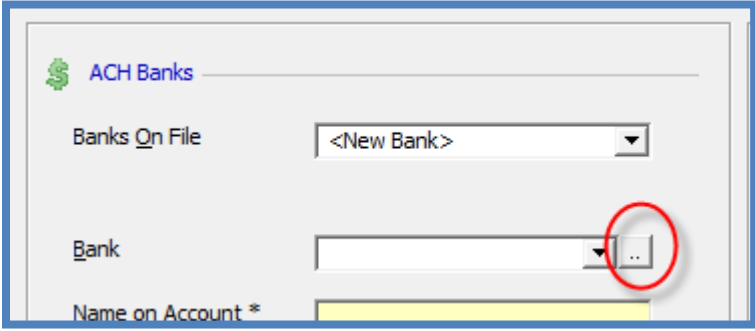
Customer Bank Setup - New Bank: Figure 125



The screenshot shows the 'EFT Setup 2023 Ashley, Desiree' window. The customer information is displayed at the top: Customer Number: 2023, Ashley, Desiree, 2688 Maple Lane, Holtville, CA 92250, (760) 555-4343. The 'ACH Banks' section is active, showing a 'Banks On File' dropdown menu. The dropdown menu is open, displaying a table with columns 'Bank Name', 'Account Number', and 'Auto'. The first row in the table is '<New Bank>', which is highlighted in blue. A red circle highlights the dropdown arrow, and another red circle highlights the '<New Bank>' option.

- Bank - Select the customer bank from the drop-down list. If the customer's bank routing number is not on the list it may be created and added to the customer bank list.

To add a new customer bank, press the  icon located to the right of the *Bank* field.



The screenshot shows the 'ACH Banks' section of the form. The 'Banks On File' dropdown menu is set to '<New Bank>'. Below it, the 'Bank' field is empty, and a red circle highlights the add icon (two dots in a square) to the right of the field. The 'Name on Account *' field is partially visible at the bottom.

The *Bank List* form will be displayed. Press the *New* button located at the lower right of this form. In the *Bank Name* field type in the bank routing number. In the *Description* field type in the name of the financial institution. In the *Routing Number* field type in the bank routing number (you may copy and paste from the Bank Name field). Press the *Save* button located at the lower right of this form to save the new bank information.

SedonaOffice recommends typing in the routing number in the *Bank Name* field; when searching for a particular routing number, the primary search is on the *Bank Name* field – this makes it faster to find the routing number.

The SedonaOffice application validates whether the routing number entered by the User is correct. If the routing number entered is invalid, the User will be presented with a message indicating the entry is invalid. If this occurs, the User may re-type in the routing number and re-save the information.

Customer Bank List: Figure 126

Bank Name	Description	Routing Number	Customer Bank
010236985	Wells Fargo	010236985	Y

Bank Name	<input type="text" value="272483743"/>	Routing Number	<input type="text" value="272483743"/>
Description	<input type="text" value="Community Financial"/>	Customer Bank	<input checked="" type="checkbox"/>

- **Name on Account** – Type in the name of the account holder.
- **Account Number** – Type in the bank account number.
- **Checking or Savings** – Select the button that applies to this bank account.
- **Payment Method** – Select EFT from the drop-down list.

- **Use for Auto Processing** – if this option is selected, cycle invoices will automatically be paid by debiting the bank account being set up. If the *Use for Auto Processing* option is left un-selected, the bank account will be kept on file for use when paying single invoices with the bank account.

Note: If a credit card or another bank account was setup on this customer's account and is marked as *Use for Auto Processing* and the User selects this bank account to be used for auto processing, the other credit card or bank auto processing flag will be removed when this new bank record is saved.

- **Print Cycle Invoices** – if the *Use for Auto Processing* option was selected the *Print Cycle Invoices* option will be displayed. If the customer requires a printed copy of their cycle invoice, select this option. If the customer does not want a printed copy of the cycle invoice, do not select this option.
- **Auto Process Hold Day** – If the *Use for Auto Processing* option was selected above, make a selection from the drop-down list which determines the day of the month an auto payment may be processed.

Note: The default hold day is set to the value of 1; if day number 1 is selected, the application will use the hold date that was selected in the *ACH Hold Date* field of the *Cycle Invoicing Process* form.

Once all information is entered, press the *Apply* button located at the lower left of the form.

Customer Bank Setup - Data Fields: Figure 127

S EFT Setup 2023 Ashley, Desiree

Customer Number: 2023
Ashley, Desiree
2688 Maple Lane
Holtville, CA 92250
(760) 555-4343

\$ ACH Banks

Banks On File: <New Bank>

Bank: 272483743

Name on Account * (Not Business Name): Desiree Ashley

Account Number*: 1505161

Checking
 Savings

Payment Method: EFT

Use for Auto Processing

Auto Process Hold Day: |

Apply Edit Delete

New Transaction

Once credit card and/or customer bank set up has been completed, this information may be viewed from the Customer Explorer by selecting *Payment Options* from the customer tree. The Credit Cards and/or Banks will be displayed in the *Active Pane* of the Customer Explorer.

Customer Bank Setup - Customer Explorer: Figure 128

The screenshot shows the Customer Explorer interface for Ashley, Desiree. The left sidebar contains a tree view with 'Payment Options' circled in red. The main area is divided into two sections: Customer Information and a table of Payment Options.

Customer Information:
 Ashley, Desiree
 2688 Maple Lane
 Holtville, CA 92250
 (760) 555-4343

Payment Options Summary:
 Balance Due: \$37.89
 Last Statement Date: Never
 Total Active RMR :
 Total Active RAR :
 Customer Type: Residential
 Customer Since: 4/1/2006
 Salesperson: George Miller

Credit Cards					
Type	Account	Expires On	Name on Card	Auto	
VISA	****3289	09/11	Ashley, Desiree	Y	
Banks					
Bank	Account	Check/Sav	Name on Acct	Auto	
Bank	272483743	****0161	Checking Desiree Ashley	N	

Automatic Payments - Cycle Invoices

If a customer has been set up for auto processing of cycle invoices with either a credit card or bank account, when the cycle invoice batch is posted, a transaction is automatically sent to the EFT Processing List. Submitting these transactions for funding is discussed later in this Reference Guide under the section titled *Processing Automatic Payments*.

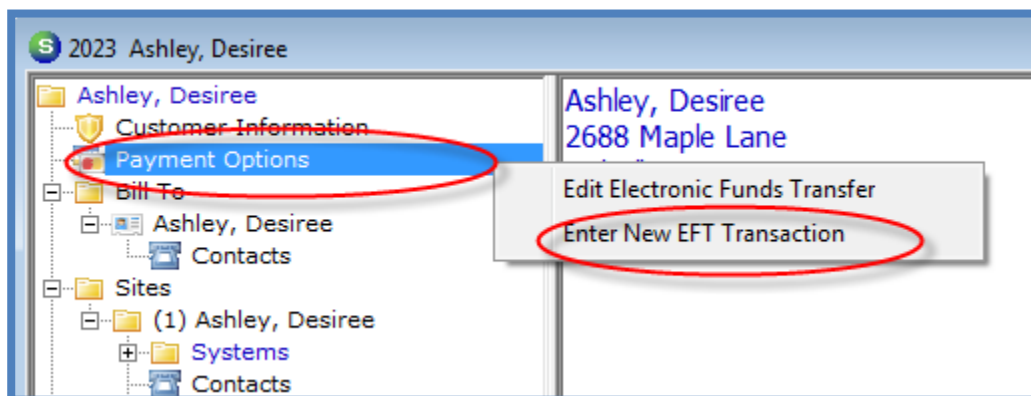
Credit Card Payments - Single Invoices

An automatic payment may be set up for one or multiple invoices for any customer where there is a credit card on file for the customer. There are two methods of flagging the invoice for auto payment; from the *Payment Options* menu item from the Customer Explorer or by opening an invoice and pressing the *EFT* button located at the lower right of the invoice form.

Setting Up an Automatic Payment - Customer Explorer

1. Open the customer record for which an automatic payment will be set up.
2. From the customer tree, highlight the menu option *Payment Options*. Right-click and select the *Enter New EFT Transaction* option.

Credit Card Payment – Navigation: Figure 129



3. Enter the EFT Payment Information - The *New EFT Entry* form will be displayed. In the *Credit Card* field, select the credit card to be used for this transaction from the drop-down list. In the *Description* field you may enter up to 50 characters of text. This information will appear on the customer's credit card statement. In the *Hold Date* field, enter the date you want to be able to submit this transaction for funding. You may select to pay all of the invoices on the list by pressing the *Pay All Invoices* button located at the lower right of this form. If only certain invoices are being paid, select the checkbox to the left of each invoice that will be submitted for payment.
4. Save the EFT Payment Information - Once all information is entered, press the *Save* button located at the lower right of this form. This transaction will now appear in the list of transactions to submit for processing in the *EFT Processing List*.

Credit Card Payment - Setup/Tag Invoice(s): Figure 130

New EFT Entry

Ashley, Desiree
2688 Maple Lane
Holtville, CA 92250

VISA
****3289
Ashley, Desiree
09/11

Bank: [Dropdown]
Credit Card: VISA [Dropdown] **EDIT SETUP DATA**

Description: Service Inv# 710984
Amount: 79.00
Hold Date: 12/2/2008

Invoice Payment Unapplied Cash
 Advance Deposit Miscellaneous Income

Invoice Number	Date	Description	Amount	Net Due
<input type="checkbox"/> 710983	12/1/2008	Recurring Services	\$37.89	\$37.89
<input checked="" type="checkbox"/> 710984	12/7/2008	Service Call	\$79.00	\$79.00
<input type="checkbox"/> 710986	12/1/2008	Recurring Services	\$46.49	\$46.49

PAY ALL INVOICES

LIVE TRANSACTION **SAVE** **VOID** **CLOSE**

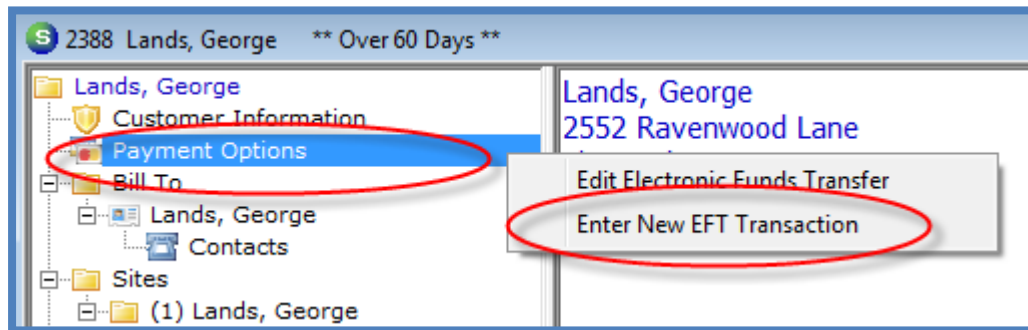
Automatic Payments for Unapplied Cash

Credit Cards

An automatic payment may be set up that will be applied to the unapplied cash for any customer where there is a credit card on file. A User may apply the unapplied cash to invoices at a later time.

1. Open the customer record for which for which an automatic payment will be set up.
2. From the customer tree, highlight the menu option *Payment Options*. Right-click and select the *Enter New EFT Transaction* option.

Credit Card Payment – Navigation: Figure 131



3. Enter the EFT Payment Information - The *New EFT Entry* form will be displayed. In the *Credit Card* field, select the credit card to be used for this transaction from the drop-down list. In the *Description* field you may enter up to 50 characters of text. This information will appear on the customer's credit card statement. In the *Hold Date* field, enter the date you want to be able to submit this transaction for funding. You may select to pay all of the invoices on the list by pressing the *Pay All Invoices* button located at the lower right of this form. If only certain invoices are being paid, select the checkbox to the left of each invoice that will be submitted for payment.

Credit Card Payment - Setup for Unapplied Cash: Figure 132

The screenshot shows the 'New EFT Entry' window. On the left, customer details for 'Lands, George' are listed. The credit card dropdown is set to 'MAST'. The description field contains 'Deposit for Job 475', the amount is '\$500.00', and the hold date is '12/4/2008'. The 'Unapplied Cash' radio button is selected. The 'Save' button is highlighted with a red circle.

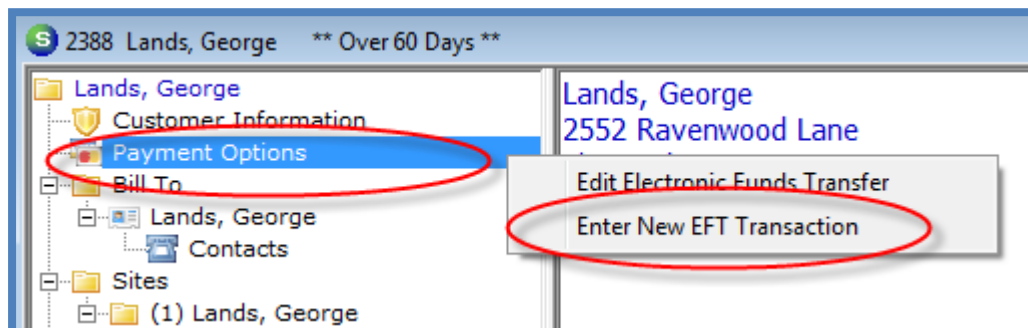
4. Save the EFT Payment Information - Once all information is entered, press the *Save* button located at the lower right of this form. This transaction will now appear in the list of transactions to submit for processing in the *EFT Processing List*.

ACH

An automatic payment may be set up that will be applied to the unapplied cash for any customer where there is a customer bank on file. A User may apply the unapplied cash to invoices at a later time.

1. Open the customer record for which for which an automatic payment will be set up.
2. From the customer tree, highlight the menu option *Payment Options*. Right-click and select the *Enter New EFT Transaction* option.

ACH Payment – Navigation: Figure 133



3. Enter the EFT Payment Information – The *New EFT Entry* form will be displayed. In the *Credit Card* field, select the credit card to be used for this transaction from the drop-down list. In the *Description* field you may enter up to 50 characters of text. This information will appear on the customer's credit card statement. In the *Hold Date* field, enter the date you want to be able to submit this transaction for funding. You may select to pay all of the invoices on the list by pressing the *Pay All Invoices* button located at the lower right of this form. If only certain invoices are being paid, select the checkbox to the left of each invoice that will be submitted for payment.

ACH Payment - Setup for Unapplied Cash: Figure 134

The screenshot shows the 'New EFT Entry' window with the following details:

- Bank:** 010236985
- Credit Card:** (empty)
- Description:** Deposit for Job 489
- Amount:** \$500.00
- Hold Date:** 12/3/2008
- Check Number:** 7533
- Payment Type:** Unapplied Cash (selected)
- Buttons:** Save, Void, Close

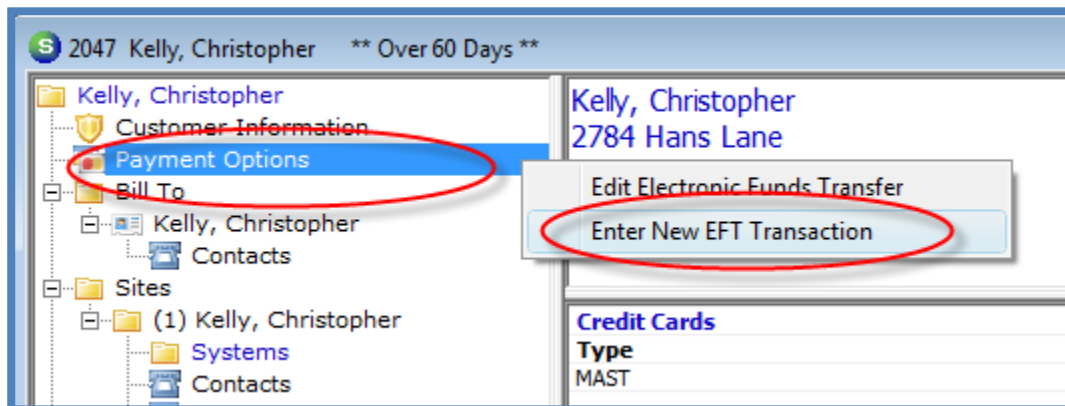
4. Save the EFT Payment Information - Once all information is entered, press the *Save* button located at the lower right of this form. This transaction will now appear in the list of transactions to submit for processing in the *EFT Processing List*.

Automatic Payments – Miscellaneous G/L Account

Credit Card or ACH

An automatic payment may be set up by the User that will be applied to a miscellaneous G/L account for any customer where there is a credit card or ACH customer bank on file for the customer. This option is typically used when you are processing a payment for a cancelled customer and the customer's invoices have previously been written off to a bad debt account. Processing the payment and selecting to post to the same bad debt G/L Account will offset the invoices previously written off.

1. Open the customer record for which for which an automatic payment will be set up.
2. From the customer tree, highlight the menu option *Payment Options*. Right-click and select the *Enter New EFT Transaction* option.



3. Enter the EFT Payment Information - The New EFT Entry form will be displayed. In the *Credit Card* field, select the credit card to be used for this transaction from the drop-down list. In the *Description* field you may enter up to 50 characters of text. This information will appear on the customer's credit card statement. In the *Hold Date* field, enter the date you want to be able to submit this transaction for funding. You may select to pay all of the invoices on the list by pressing the *Pay All Invoices* button located at the lower right of this form. If only selected invoices are being paid, select the checkbox to the left of each invoice that will be submitted for payment.

4. Save the EFT Payment Information - Once all information is entered, press the *Save* button located at the lower right of this form. This transaction will now appear in the list of transactions to submit for processing in the *EFT Processing List*.

ACH or Credit Card Payment - Setup to Post to Misc. G/L Account: Figure 135

New EFT Entry

Kelly, Christopher
2784 Hans Lane
Holtville, CA 92250

MAST
****3467
Kelly, Christopher
09/09

Bank: []
Credit Card: MAST [v]
[Edit Setup Data]

Description: Recurring Services
Amount: \$217.11
Hold Date: 12/8/2008 [calendar]

Invoice Payment Unapplied Cash
 Advance Deposit Miscellaneous Income

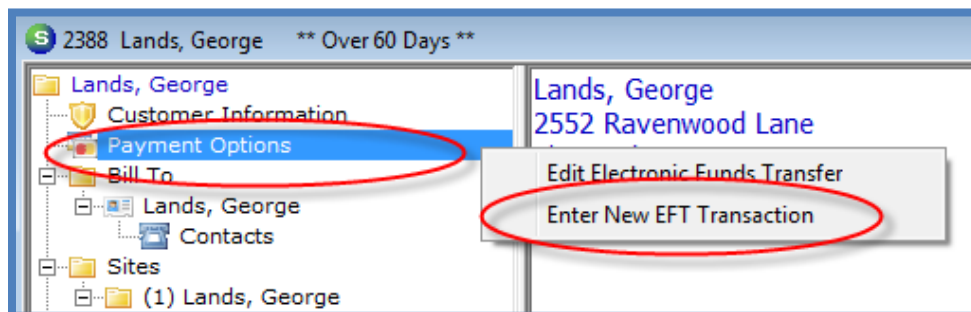
GL Account: 80199 [v] [list]
Bad Debt Expense
Category Code: G & A [v]

[Live Transaction] [Save] [Void] [Close]

Live Transactions

The *Live Transactions* feature allows a User to immediately verify whether a credit card has an available amount of credit on the credit card to fulfill the automatic payment of one or multiple invoices. Within just a few seconds, the User will receive a response message indicating whether the transaction is approved or declined. If the transaction is approved, the transaction will be processed for funding with the normal batch transactions. If the transaction is declined, the User will be able to communicate this information to the customer. This feature is often used in collection situations.

1. Open the customer record for which for which an automatic payment will be set up and processed as a Live Transaction.
2. From the customer tree, highlight the menu option *Payment Options*. Right-click and select the *Enter New EFT Transaction* option.



3. Enter the EFT Payment Information - The New EFT Entry form will be displayed. In the *Credit Card* field, select the credit card to be used for this transaction from the drop-down list. In the *Description* field you may enter up to 50 characters of text. This information will appear on the customer's credit card statement. In the *Hold Date* field, enter the date you want to be able to submit this transaction for funding. You may select to pay all of the invoices on the list by pressing the *Pay All Invoices* button located at the lower right of this form. If only selected invoices are being paid, select the checkbox to the left of each invoice that will be submitted for payment. A Live Transaction may also be processed for unapplied cash. Select the unapplied cash radio button, then enter the description and amount of the payment to be processed.

4. Validate the Credit Card Payment - Once all information is entered, press the *Live Transaction* button located at the lower left of this form. A message will be displayed confirming whether you are ready to authorize the transaction. Press the *Yes* button to continue the process.

Note: ACH Direct charges an extra processing fee for Live Transactions.

Credit Card Payment - Live Transaction: Figure 136

New EFT Entry

Lands, George
2552 Ravenwood Lane
Plymouth, MI 48170

Bank: [Dropdown]
Credit Card: MAST

MAST
****2675
Lands, George
01/09

Description: Recurring Inv # 1795
Amount: \$31.95
Hold Date: 12/4/2008

Invoice Payment Unapplied Cash
 Advance Deposit Miscellaneous Income

Invoice Number	Date	Description	Amount	Net Due
<input checked="" type="checkbox"/> 1394	9/1/2008	Recurring Services	\$31.95	\$31.95
<input type="checkbox"/> 1795	9/28/2008	Recurring Services	\$31.95	\$31.95
<input type="checkbox"/> 2387	11/1/2008	Recurring Services	\$31.95	\$31.95
<input type="checkbox"/> 10399	11/17/2008	Recurring Services	\$31.95	\$31.95
<input type="checkbox"/> 710906	11/29/2008	Recurring Services	\$33.95	\$33.95
<input type="checkbox"/> 710978	12/6/2008	Service Call	\$140.00	\$140.00
<input type="checkbox"/> 710988	12/1/2008	Recurring Services	\$127.50	\$127.50

Pay All Invoices

Live Transaction Save Void Close

Live Transaction Confirmation: Figure 137

Authorize Transaction

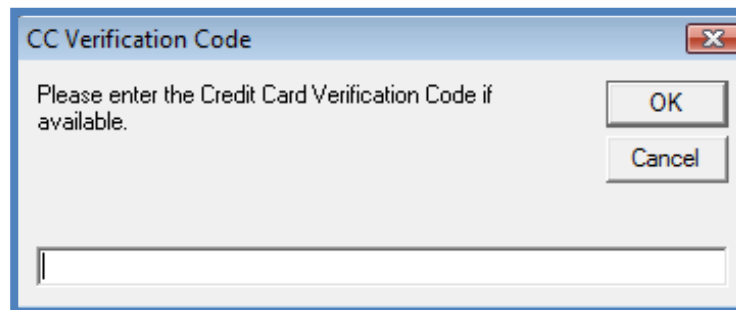
? Are you ready to Authorize this Live Transaction ?

Yes No

5. Payment Authorization Verification - The *CC Verification Code* form will be displayed. Enter the three digit security code found on the back of Visa and MasterCard credit cards. For American Express cards the verification code is a four digit code located on the front of the card. Press *OK* after entering the verification code.

Note: The verification code is not stored within the SedonaOffice database. Each time a User performs a Live Transaction for a particular customer, the Verification Code must be entered.

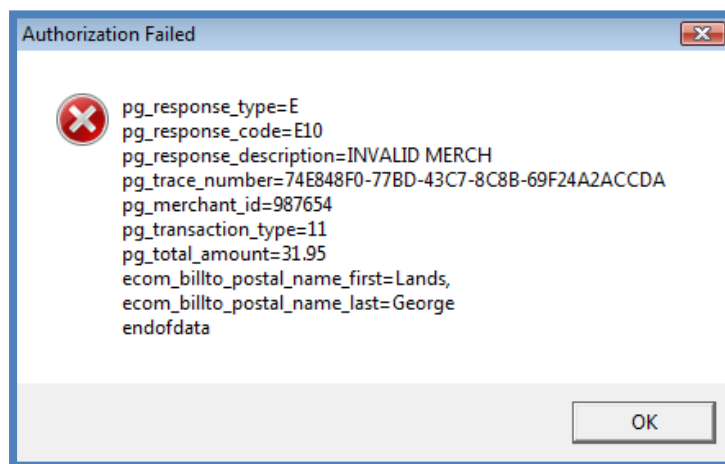
Credit Card Verification Code Entry Form: Figure 138



The image shows a dialog box titled "CC Verification Code" with a close button (X) in the top right corner. The main text inside the dialog box reads: "Please enter the Credit Card Verification Code if available." Below this text is a single-line text input field. To the right of the input field are two buttons: "OK" and "Cancel".

6. If the transaction is approved, the User will be presented with a message box indicating the transaction has been approved. If the transaction is declined, the User will be presented with the message box indicating the Authorization Failed. If the transaction was approved, press the *Save* button located at the lower right of this form. This transaction will now appear in the list of transactions to submit for processing in the EFT Processing List.

Live Transaction Authorization Failure Message: Figure 139



Processing Automatic Payments

Automatic payment processing is an easy three step process. The first step is to upload the batch of transactions for funding. The second step is to download the response file, apply the funding responses and post the payments to the customer accounts for the transactions that were funded. The third and final step is to deposit the payment batch into your bank account. Each step in this process is covered in this document.

Automatic payments are submitted for funding in batches. It is possible that you will need to process up to four separate batches in one day to process all the possible types of batches. These batch types are:

- ACH Batch transactions
- ACH Live transactions
- Credit Card Batch transactions
- Credit Card Live transactions

EFT Processing List

As invoices are set up for automatic payment, the transactions are added to the *EFT Processing List* and will remain there until the batches have been submitted for funding. Users may view the list of transactions waiting to be processed at any time. Navigate to the Accounts Receivable/EFT Processing option found on the main application menu tree.

EFT Processing List: Figure 140

The screenshot shows the 'EFT Processing' window. It includes a 'Batch Information' section with fields for Batch Code (** Not Submitted **), Total Count (4), and Total Amount (\$366.65). A 'View Information' section includes Hold Date (12/7/2008) and Branch. There are buttons for 'Submitted Transactions' and 'Non-Submitted Transactions'. A radio button menu is set to 'Batch', with 'Live (0)', 'Credit Cards (4)', and 'ACH (3)' options. Below is a table of transactions with columns: Customer #, Name, Amount, Type, Invoice, Funded, Response, Posted, Bank/CC, and Account.

Customer #	Name	Amount	Type	Invoice	Funded	Response	Posted	Bank/CC	Account
2023	Ashley, Desiree	46.49	I	710986	N		N	VISA	****3289
2023	Ashley, Desiree	79.00	I	710984	N		N	VISA	****3289
2388	Lands, George	127.50	I	710988	N		N	MAST	****2675
2423	Stahl, Lori & Jason	113.66	I	710987	N		N	VISA	****3243

At the bottom of the window are buttons for 'Upload', 'Download', 'Process Responses', 'Post', 'Fund All', 'Response Codes', 'New', and 'Close'.

Uploading the Payment Batch

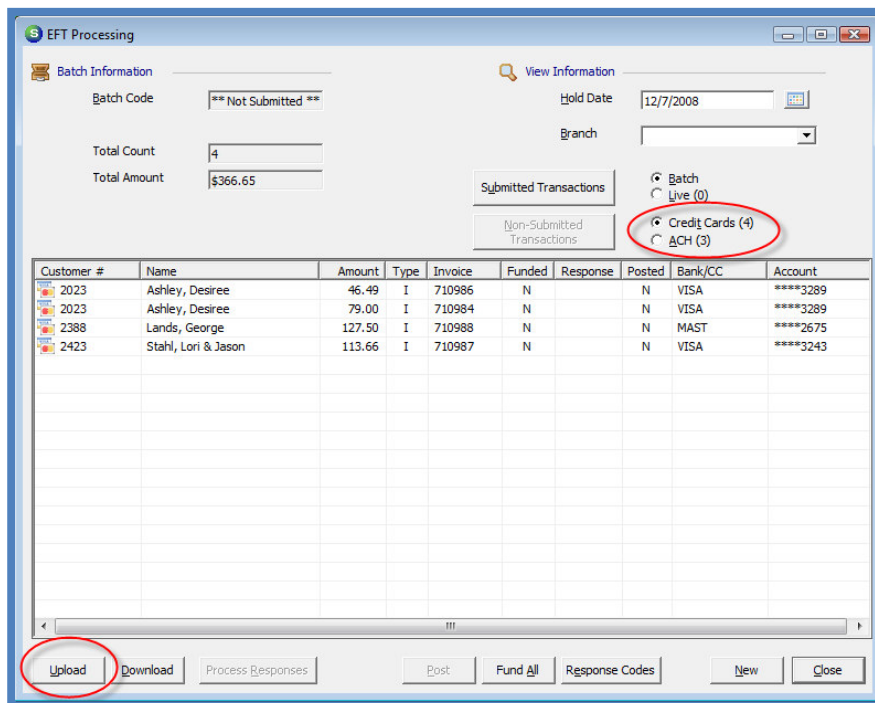
To submit a batch of transaction for funding, navigate to the Accounts Receivable/EFT Processing option found on the main application menu tree.

The *EFT Processing* form will be displayed. If there are any transactions waiting to be processed, a number will be displayed in parenthesis behind the Live, Credit Cards or ACH options buttons. Follow the steps listed below for each separate batch to be submitted for funding. The example shown below will be for a batch of credit card payments.

1. Select the Batch Type to be Submitted for Funding - In the header of the *EFT Processing* form select the Batch and Credit Cards options. A list of credit card transactions will be listed in the grid area in the center of this form.

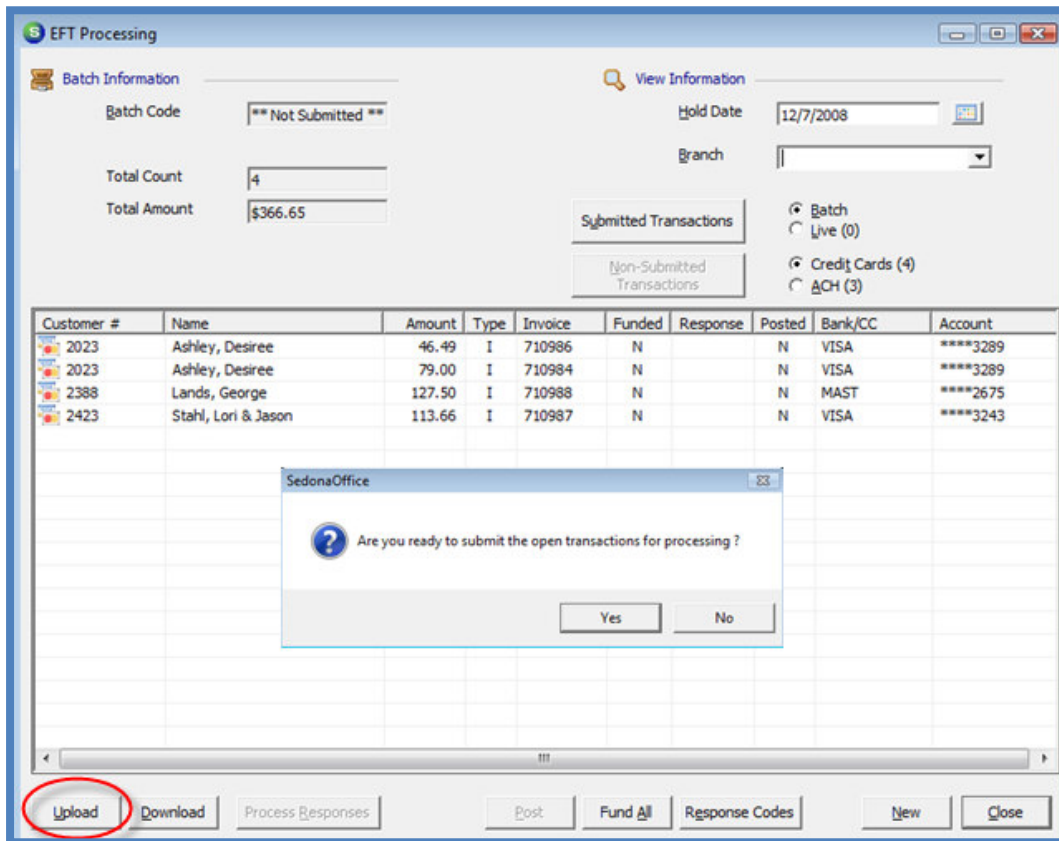
If your company is operating under multiple branches, the User may process one branch at a time. If a branch is not selected from the drop-down list, all transactions in all customer branches will be processed at the same time.

EFT Processing - Upload Batch: Figure 141



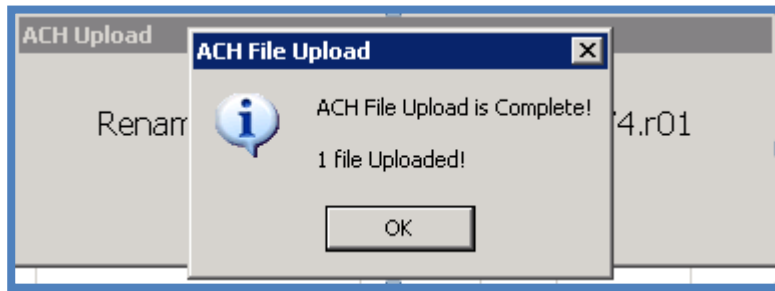
2. Upload the Payment Batch - Press the *Upload* button located at the lower left of the *EFT Processing* form. This will transmit the transactions to the ACH Direct secure FTP site. A message will be displayed confirming you are ready to submit the transactions for processing; press the *Yes* button to confirm and continue the process.

EFT Processing - Upload Batch for Processing Confirmation: Figure 142



Once the file upload has completed a message will be displayed confirming the upload was completed successfully.

EFT Processing - Upload Batch Completion Message: Figure 143



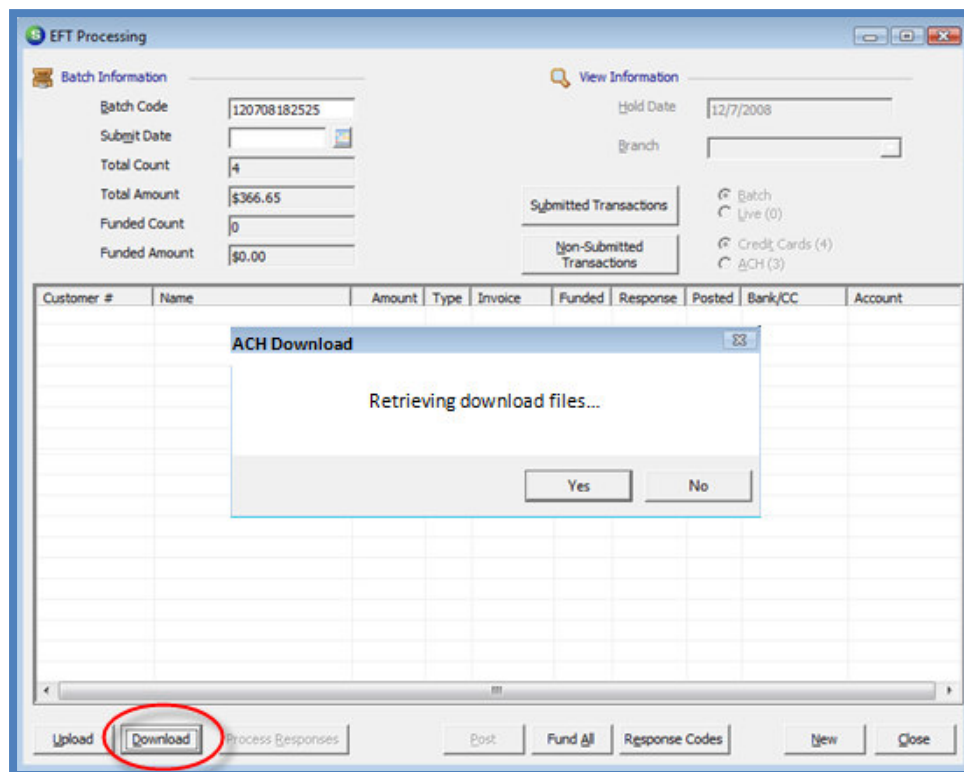
Downloading & Processing the Response File

Processing a Single Batch

To download the response file for a previously uploaded batch of transaction, navigate to the Accounts Receivable/EFT Processing option found on the main application menu tree.

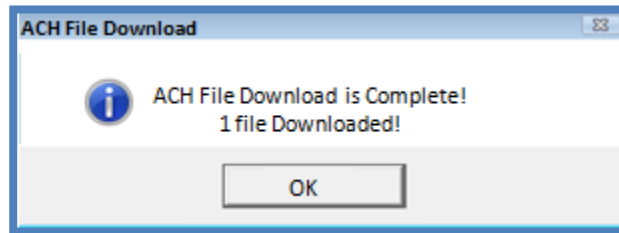
1. The *EFT Processing* form will be displayed. Press the *Download* button located at the lower left of the form to retrieve the response file.

EFT Processing - Download Batch: Figure 144



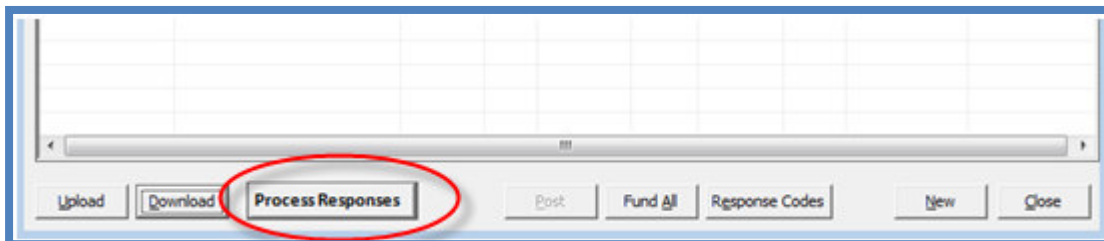
2. Confirm the File Download - Once the download has completed a message will be displayed confirming the download was successful. The message will indicate the number of response files downloaded. Press the *OK* button on the confirmation message.

EFT Processing - Download Completion Message: Figure 145

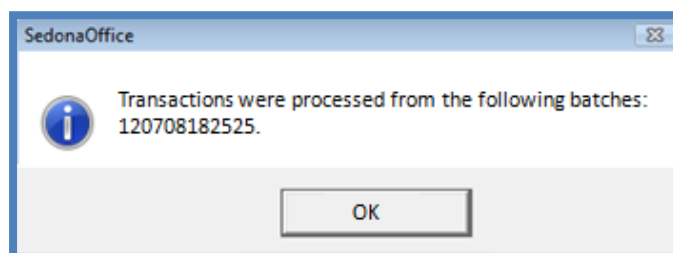


3. Apply the Response File to the EFT Batch - Next the downloaded response file will be applied to the submitted batch. Press the *Process Responses* button located at the lower left of the *EFT Processing* form. A message box will be displayed listing the batch available for processing the response file.

EFT Processing - Process Responses: Figure 146



EFT Processing - Processed Batches Confirmation: Figure 147



4. Posting the Funded Batch - The batch which was downloaded will be displayed in the grid of the *EFT Processing form*. The *Funded* and *Response Code* columns will be filled in for each transaction in the batch. Press the *Post* button located at the bottom of the form.

EFT Processing - Batch Posting: Figure 148

The screenshot shows the 'EFT Processing' window. On the left, 'Batch Information' includes: Batch Code (120708182525), Submit Date (12/7/2008), Total Count (4), Total Amount (\$366.65), Funded Count (0), and Funded Amount (\$0.00). On the right, 'View Information' includes: Hold Date (12/7/2008) and Branch (empty). Below this are radio buttons for 'Submitted Transactions' (selected), 'Non-Submitted Transactions', 'Batch', 'Live (0)', 'Credit Cards (0)', and 'ACH (3)'. A table lists transactions with columns: Customer #, Name, Amount, Type, Invoice, Funded, Response, Posted, Bank/CC, and Account. The 'Post' button at the bottom is circled in red.

Customer #	Name	Amount	Type	Invoice	Funded	Response	Posted	Bank/CC	Account
2023	Ashley, Desiree	46.49	I	710986	Y	A01	N	VISA	****3289
2023	Ashley, Desiree	79.00	I	710984	Y	A01	N	VISA	****3289
2388	Lands, George	127.50	I	710988	Y	A01	N	MAST	****2675
2423	Stahl, Lori & Jason	113.66	I	710987	Y	A01	N	VISA	****3243

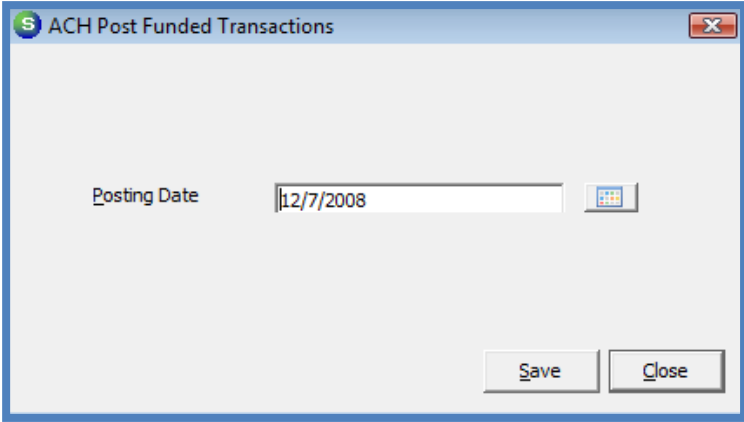
5. A message will be displayed asking the User to confirm whether they are ready to Post the payments to the customer accounts. Press the Yes button to accept.

EFT Processing - Batch Posting Confirmation: Figure 149

The screenshot shows a confirmation dialog box titled 'SedonaOffice'. It contains a question mark icon and the text: 'Are you ready to post the FUNDED payments to the Customer Account's?'. At the bottom, there are two buttons: 'Yes' and 'No'.

6. Deposit the EFT Payment Batch - When the payments have finished posting to the customer accounts, a cash batch is automatically created by the application and will be displayed in the Accounts Receivable Payment Processing Batches list. The User may deposit the payment batch into a bank account now or make the deposit after confirming the cash has been deposited into the company bank account from ACH Direct. To make the deposit now, continue on. The *ACH Post Funded Transactions* form will be displayed. Enter the date the deposit will post to the bank account in the *Posting Date* field. The posting date entered must be in an open accounting period. Press the *Save* button located at the bottom of this form.

EFT Processing - Batch Posting Date: Figure 150



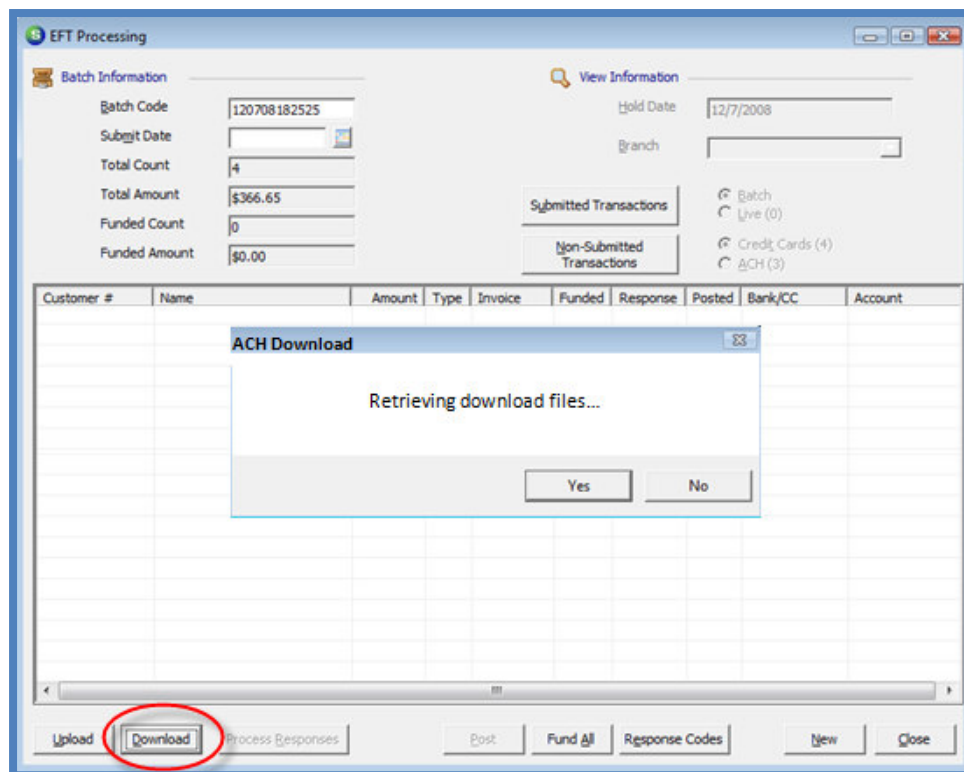
The screenshot shows a software window titled "ACH Post Funded Transactions". Inside the window, there is a label "Posting Date" followed by a text input field containing the date "12/7/2008". To the right of the input field is a small calendar icon. At the bottom right of the window, there are two buttons: "Save" and "Close".

Processing a Multiple Batches

To download the response file for a previously uploaded transaction batch, navigate to the Accounts Receivable/EFT Processing option found on the main application menu tree.

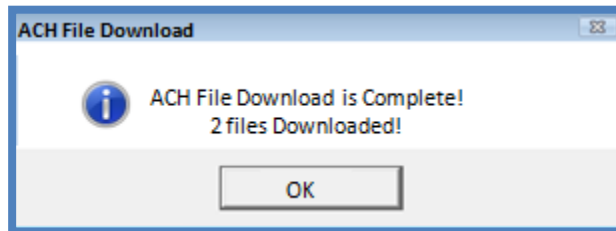
1. Download Response Files - The *EFT Processing* form will be displayed. Press the *Download* button located at the lower left of the form to retrieve the response file.

EFT Processing - Download Multiple Batches: Figure 151

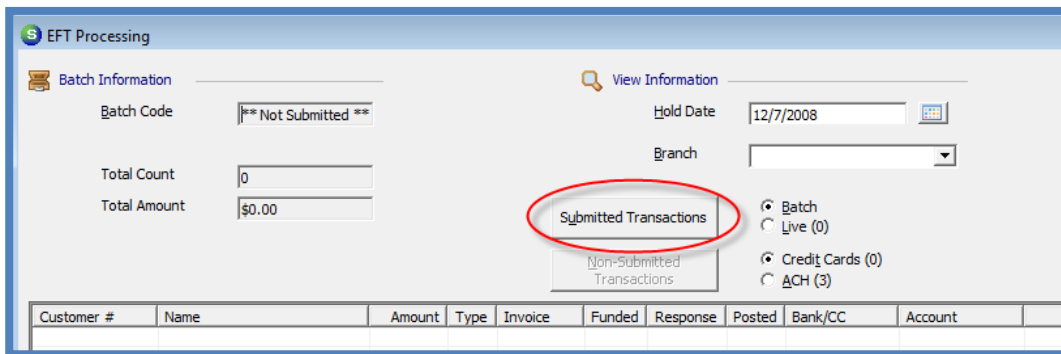


2. Confirm Download - Once the download has completed a message will be displayed confirming the download was successful. The message will indicate the number of response files downloaded. Press the *OK* button on the confirmation message.

EFT Processing - Multiple Batch Download Confirmation: Figure 152



3. Select & Apply the Response Files - If multiple batches were downloaded and are ready for processing, press the *Submitted Transactions* located in the upper area of the *EFT Processing* form. A list of returned and funded response files will be listed; highlight the response file to be processed then press the *Save* button.



Batch Code	Submit Date	Returned	Total Count	Total Amount	Funded Count	Funded Amount	Posted Date	Type
120708182525	12/7/2008	Y	4	366.65	4	366.65		CC
120708182213	12/6/2008	Y	3	400.95	3	400.95		ACH

Include Closed Batches

4. Posting the Funded Batch - The transactions for the selected response file will load into the grid area of the *EFT Processing* form. The *Funded* and *Response Code* columns will be filled in for each transaction in the batch. Press the *Post* button located at the bottom of the form. A message will be displayed asking the User to confirm whether they are ready to *Post* the payments to the customer accounts. Press the *Yes* button to accept.

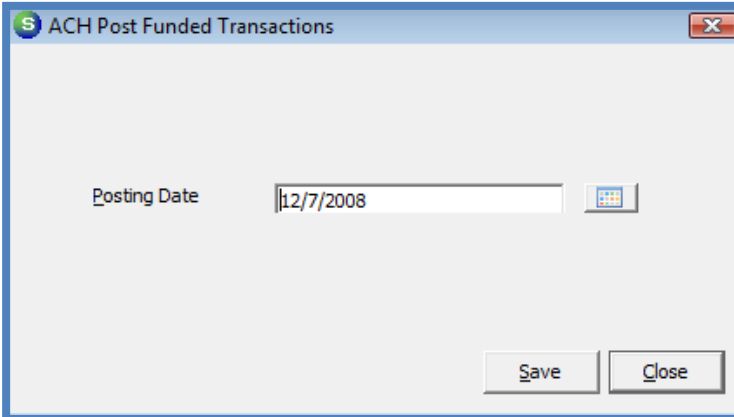
The screenshot shows the 'EFT Processing' window. On the left, 'Batch Information' includes: Batch Code (120708182525), Submit Date (12/7/2008), Total Count (4), Total Amount (\$366.65), Funded Count (0), and Funded Amount (\$0.00). On the right, 'View Information' includes: Hold Date (12/7/2008) and Branch (empty). Below this are radio buttons for 'Submitted Transactions' (selected), 'Non-Submitted Transactions', 'Batch Live (0)', 'Credit Cards (0)', and 'ACH (3)'. A table lists transactions with columns: Customer #, Name, Amount, Type, Invoice, Funded, Response, Posted, Bank/CC, and Account. The 'Post' button at the bottom is circled in red.

Customer #	Name	Amount	Type	Invoice	Funded	Response	Posted	Bank/CC	Account
2023	Ashley, Desiree	46.49	I	710986	Y	A01	N	VISA	****3289
2023	Ashley, Desiree	79.00	I	710984	Y	A01	N	VISA	****3289
2388	Lands, George	127.50	I	710988	Y	A01	N	MAST	****2675
2423	Stahl, Lori & Jason	113.66	I	710987	Y	A01	N	VISA	****3243

The dialog box is titled 'SedonaOffice' and contains a question mark icon followed by the text: 'Are you ready to post the FUNDED payments to the Customer Account's?'. At the bottom, there are two buttons: 'Yes' and 'No'.

5. Deposit the EFT Payment Batch - When the payments have finished posting to the customer accounts, a cash batch is automatically created by the application and will be displayed in the Accounts Receivable Payment Processing Batches list. The User may deposit the payment batch into the bank account now or make the deposit after confirming the cash has been deposited into the company bank account by ACH Direct. If the deposit will be made now, continue on.

The *ACH Post Funded Transactions* form will be displayed. Enter the date you want the deposit to post to the bank account in the *Posting Date* field. Press the *Save* button located at the bottom of this form.



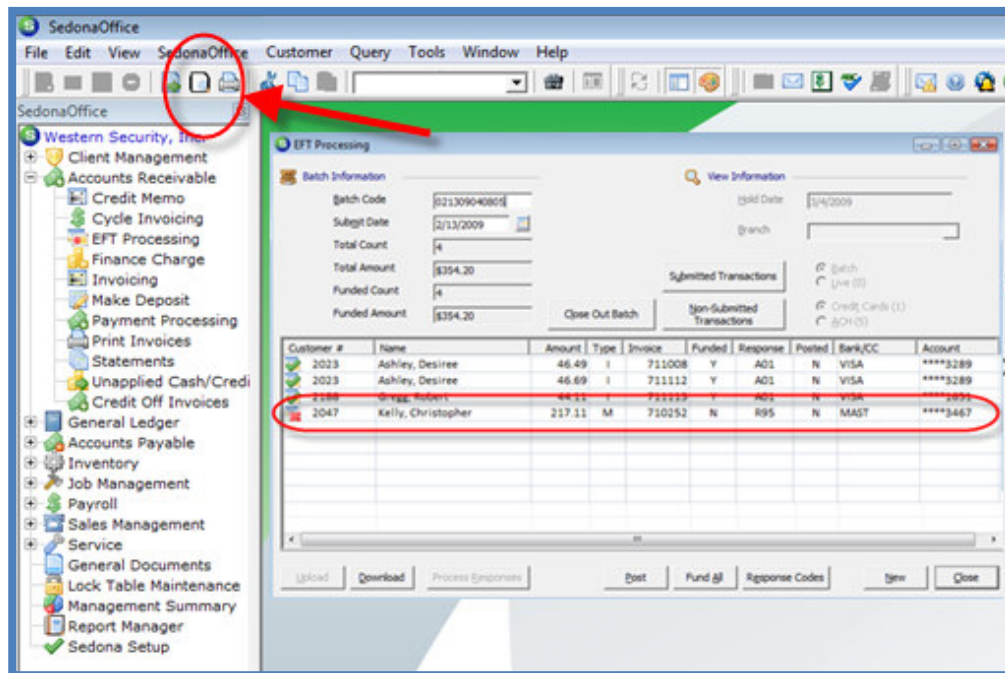
The screenshot shows a window titled "ACH Post Funded Transactions". Inside the window, there is a label "Posting Date" followed by a text input field containing the date "12/7/2008". To the right of the input field is a small calendar icon. At the bottom right of the window, there are two buttons: "Save" and "Close".

Handling Rejected Transactions

When a response file has been received and processed, any transactions that were funded will display a Y in the *Funded* column, the characters A01 will display in the *Response* column and a green checkmark will be displayed to the far left of each funded transaction in the *EFT Processing List*. Any transaction lines with a red X displayed to the far left of the transaction line was a rejection. These rejected transactions will display a response code that defines why the transaction was not funded. Pressing the *Response Codes* button located at the lower right of the *EFT Processing List* will display the most commonly received response codes and their definition.

A complete list of rejection codes is available by visiting the ACH Direct Payments Gateway website. Once you enter your login information provided by ACH Direct, navigate to the Knowledge Gateway / Documents / ACH Return Codes.

EFT Processing – Rejected Transactions: Figure 153



ACH Response Codes List: Figure 154

Code	Name	Description
A01	Funded	Funded
F01	Mandatory Field Missing	Mandatory Required Fields is missing from the file
R01	Insufficient Funds	Balance is not sufficient to cover value of transaction
R02	Account Closed	Previously Open Account has been closed
R03	No Account	Account is closed or doesn't match name submitted
R04	Invalid Account Number	Account Number structure is invalid
R05	Prenote Not Received	Prenotification was not received
R06	Returned per ODFI	ODFI has requested RDFI to return this item
R07	Authorization revoked	Account holder has revoked company's authorization
R08	Payment Stopped	Account holder has stopped payment on this single transaction
R09	Uncollectable Funds	Balance is sufficient but can't be released
R10	No Authorization	Account holder advised that transaction is not authorized
R11	Check Safekeeping Return	Return of a check safekeeping entry return
R12	Branch Sold	Account now at a branch sold to another financial institution
R13	RDFI Not Qualified	RDFI Not qualified to participate
R14	Deceased	This account holder is deceased
R15	Beneficiary Deceased	Beneficiary entitled to benefits is deceased
R16	Account Frozen	Funds unavailable due to action by RDFI or other legal action
R17	Field Record Criteria	Field Record/Edit Criteria
R20	Non Transaction Account	Policies/Regulations restrict activity to this account
R23	Payment Refused	Account holder refuses transaction because amount is inaccurate
R24	Duplicate Entry	Transaction Appears to be a duplicate item
R26	Mandatory Error	Transaction is missing data from a mandatory field

A list of all rejected transactions may be printed by pressing the *Print Preview* button located on the upper toolbar while a batch list is displayed in the EFT Processing form. Pressing the Print Preview will display *Print Submitted Batch* form with printing options. To print the rejected transactions, select the *UnFunded* checkbox. The User also has the option of what order the transactions will be listed on the report; Customer Number or Business Name. The default sort order is Customer Number. Once displayed, the report may be printed or saved to an electronic file.

Print Submitted [EFT] Batch List: Figure 155

Print Submitted Batch

Select Funded and Unfunded

Funded

UnFunded

Sort By

Customer Number

OK Cancel

Rejected transactions need to be handled individually. The User will need to contact the customer to make other payment arrangements for the rejected transaction. If the credit card or ACH Bank information provided by your customer has expired, or is no longer valid, once updated information is received from your customer, the User will update the credit card or ACH Bank setup for the customer. Once the customer credit card or ACH information has been updated, the User may setup a new EFT payment and submit for funding in a new batch.

Declined [rejected] transactions will appear in the EFT History on the Customer Explorer record.

Jacob, Frances
3816 Brookhurst
Hotville, CA 92250
(951) 856-8112

Balance Due: \$444.11
Last Statement Date: 12/31/2008
Total Active RMR : \$53.25
Total Active RAR : \$639.00
Customer Type: Residential
Customer Since: 2/15/2006
Salesperson: George Miller
Last Payment Rec'd: \$897.00 (11/28/08)

Date	Description	Amount	Submit Date	Batch Code	Funded	Posted	Type
2/1/2009	Cycle Invoice	57.64	2/6/2009	022009122426	N	N	B
1/1/2009	Cycle Invoice	57.64	1/5/2009	020909091704	Y	Y	B
12/9/2008	Over the Counter	37.89	12/10/2008	121008091430	Y	Y	B
12/1/2008	Cycle Invoice	56.78	*Declined*		N	N	L
11/29/2008	Cycle Invoice	56.78	*Declined*		N	N	L
11/29/2008	Service Call	79	12/1/2008	111008090549	Y	Y	B
11/28/2008	Late Fee	11.66	12/1/2008	100908083211	Y	Y	B
11/17/2008	Cycle Invoice	56.78	11/18/2008	071008115021	Y	Y	L
11/1/2008	Cycle Invoice	56.78	*Declined*		N	N	B
10/1/2008	Cycle Invoice	13.53	10/6/2008	062708170341	Y	Y	B
9/30/2008	Service Call	75	10/1/2008	060908150312	Y	Y	B
9/29/2008	Service Call	214	10/1/2008	071008082915	Y	Y	B
9/28/2008	Cycle Invoice	43.25	10/1/2008	080808085113	Y	Y	B
9/28/2008	Service Call	307.25	10/1/2008	050908085348	Y	Y	B
9/1/2008	Service Call	43.25	9/2/2008	041008083209	Y	Y	B
9/1/2008	Cycle Invoice	67.66	9/5/2008	031008092525	Y	Y	B
4/1/2008	Cycle Invoice	13.53	4/5/2008	020808140726	Y	Y	B

Unapplied Cash / Credits

Section Contents

- **Unapplied Items Concepts & Terminology**
- **User Security Options**
- **General Ledger Transactions**
- **How To**
 - **Applying Unapplied Cash**
 - **Applying Advance Deposits**
 - **Applying Credit Memos**

Unapplied Cash/Credits

Terminology

Unapplied Item

Unapplied Items are credit amounts on a customer account that are categorized as one or more of the following: Unapplied Cash, Advance Deposit or Unapplied Credit Memos.

Unapplied Cash

Unapplied Cash is defined as a payment received from a customer in the form of cash, check, or money order that has not been applied to a customer invoice at the time the payment was entered.

Advance Deposit

An Advance Deposit is a payment received from your customer that is reserved to be applied to invoices created for a particular Installation Job. Customer payments are marked as Advance Deposits during Payment Processing.

Unapplied Credit

An Unapplied Credit is a Credit Memo manually generated by a User which is manually applied to one or more customer invoices.

Unapplied Cash/Credits Overview

SedonaOffice offers two methods of applying Unapplied Cash, Unapplied Credit Memos or Advance Deposits to your customer invoices. The first method is to open a Customer Explorer record and apply unapplied amounts to the customer invoices. The second method is to use the Unapplied Cash/Credits form found with the Accounts Receivable menu options from the main application menu tree. Both of these methods will be covered in this section.

Unapplied Cash

Unapplied Cash may be applied to one or more items on a customer account. For example, a customer check is received with an overpayment amount of \$2.00. When the User is processing the payment, the excess amount is applied to the customer's Unapplied Cash option. If the customer cancels while and there is still the \$2.00 remaining in unapplied cash, a User may apply this amount as a Refund Check to the customer or transfer the funds to a Miscellaneous G/L account. Unapplied Cash may be applied to one or more of the following items:

- Customer Invoices with an open balance due
- Advance Deposit (the customer must have a Job in an open status for this option)
- Miscellaneous G/L Account
- Refund Check

Advance Deposit

An Advance Deposit is designed to be reserved for the application to the invoices created for an Installation Job. If the Job was cancelled, you may apply the Advance Deposit to one or more of the following items:

- Customer Invoices with an open balance due
- Miscellaneous G/L Account
- Refund Check
- Unapplied Cash

Unapplied Credit

Unapplied Credit Memos are manually applied by the User to one or more of the following items:

- Customer Invoices with an open balance due
- Miscellaneous G/L Account
- Refund Check

Where Unapplied Items May Be Applied: Table 1

	Customer Invoices	Misc. G/L	Advance Deposit	Unapplied Cash	Refund Check
Cash with Open Job(s)	Yes	Yes	Yes	No	Yes
Cash no Open Job(s)	Yes	Yes	No	No	Yes
Credit Memo	Yes	Yes	No	No	Yes
Advance Deposit	Yes	Yes	No	Yes	Yes

Accounts Receivable – Applying Unapplied Items

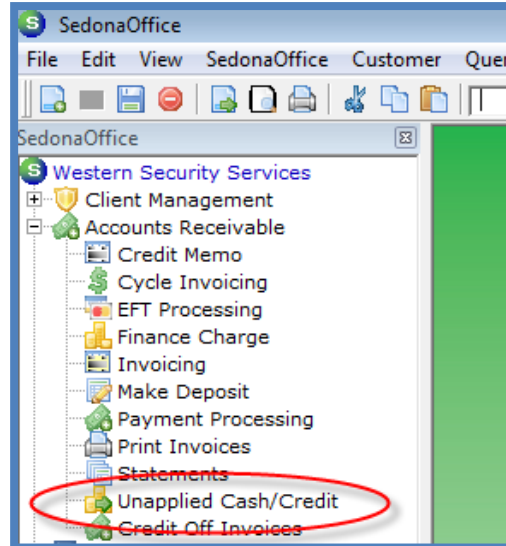
When applying unapplied items from the Accounts Receivable menu option, a listing of all unapplied items is displayed in a grid listed by customer number. Each item is listed separately for each separate transaction that created the unapplied item.

For example if the customer has two unapplied Credit Memos and one Unapplied Cash item, three rows will be listed in the grid for that particular customer.

Information in the Customer Cash/Credit List

- **Customer Number**
- **Customer Name**
- **Credit Type** – will be one of the following:
 - Unap Cash – Unapplied Cash; cash, check, money order, credit card or ACH payment.
- **Amount** – The original amount of the unapplied item.
- **Balance** – The balance left to apply for the unapplied item.
- **Date** – The date the item was created.
- **Reference** – Different information will be displayed depending on the Credit Type:
 - Unap Credit – Will display the Credit Memo number.
 - Adv Dep – Will display the Job number for which the advance deposit was created.
- **Amount Due** – The current balance on the customer's account.

Unapplied Cash/Credit – Navigation: Figure 156



Unapplied Cash/Credit List: Figure 157

Customer Cash/Credit List

Customer Number	Customer Name	Credit Type	Amount	Balance	Date	Reference	Amount Due
10000	Sweet Afton Teahouse	Unap Cash	12000.00	12000.00	12/30/2008		409.07
10001	Wyman, Benjamin	Unap Credit	75.00	75.00	1/23/2009	1062	810.04
10002	Hometown Diner	Adv Dep	3000.00	3000.00	1/20/2009	107	389.39
10003	Winters, Harriet	Adv Dep	800.00	800.00	1/20/2009	104	2772.41
10005	Adriley, Desire	Adv Dep	900.00	900.00	1/20/2009	110	455.32
10012	Aldrich, Scott	Adv Dep	1600.00	1600.00	1/20/2009	113	0.00
10014	Ashton Jewelers	Adv Dep	5000.00	5000.00	1/20/2009	120	0.00
10021	Bennett, Victor & Victoria	Adv Dep	1800.00	1800.00	1/20/2009	114	0.00
10027	Better Value Skateboard ...	Adv Dep	3600.00	3600.00	1/20/2009	118	0.00
10039	Averick, Jeff	Adv Dep	1600.00	1600.00	1/20/2009	115	0.00
10040	Back Bay Estate Jewelers	Unap Cash	5000.00	5000.00	1/20/2009		0.00
10057-3	Walsh Tires	Adv Dep	12000.00	12000.00	1/20/2009	123	12.72
10059	Johnson, Michael	Unap Cash	0.52	0.52	1/20/2009		0.00

Detail	Total Advanced Deposits	\$30,300.00
Bill Name:	Total Credit Memo	\$75.00
Customer #:	Total Unapplied Cash	\$17,000.52
Open AR Balance:	Total Credit Amount	\$47,375.52

Apply Close

Customer Explorer - Open Credits Display: Figure 158

The screenshot displays the 'Customer Explorer' window for 'Craig, Frances'. The window is titled '2020 Craig, Frances ***Retention***'. The left sidebar shows a tree view of the customer's data, including 'Customer Information', 'Payment Options', 'Bill To', 'Contacts', 'Sites', 'Systems', 'Documents', 'Invoices', 'Jobs', 'Recurring', 'Recurring History', 'Activity Ledger', 'Aging', 'Collections', 'Contacts', 'Credit Memos', 'Deferred Income (Unposted)', 'Documents', 'EFT History', 'Inner Office Message', 'Invoices', and 'Jobs'.

The main content area is divided into three sections:

- Customer Information:**

Craig, Frances
1080 West Road
Plymouth, MI 48170
(313) 268-2479
- Summary:**

Balance Due: (\$3,538.14)
Last Late Fee: \$189.75
Retention Retentions
Total Active RMR: \$61.93
Total Active RAR: \$743.16
Customer Type: Residential
Customer Since: 3/15/2006
Salesperson: George Miller
Last Payment Rec'd: \$15,000.00 (11/26/08)
- Open Credits Table:**

Open Credits	Amount
Open Credits	\$3,614.77
Credit #	Site Name
	Craig, Frances

The 'Open Credits' section is circled in red. Below it, there are sections for 'Open Invoices', 'Open Tickets', and 'Open Jobs'.

User Group Security Options

For a User to be able to apply cash or Credit Memos to customer invoices, certain security privileges must be granted to the User through the User Group Security options within SedonaSetup. The following User Group Security options located within the Application Access for the Accounts Receivable security options section pertain to the use of this function.

- **Credit Memo** – permits the User to create a Credit Memo and be able to view the details of a Credit Memo from the Customer Explorer.
- **Apply Individual Cash/Credit** – permits the User to apply unapplied cash or a Credit Memo to an invoice with an open balance.

How To

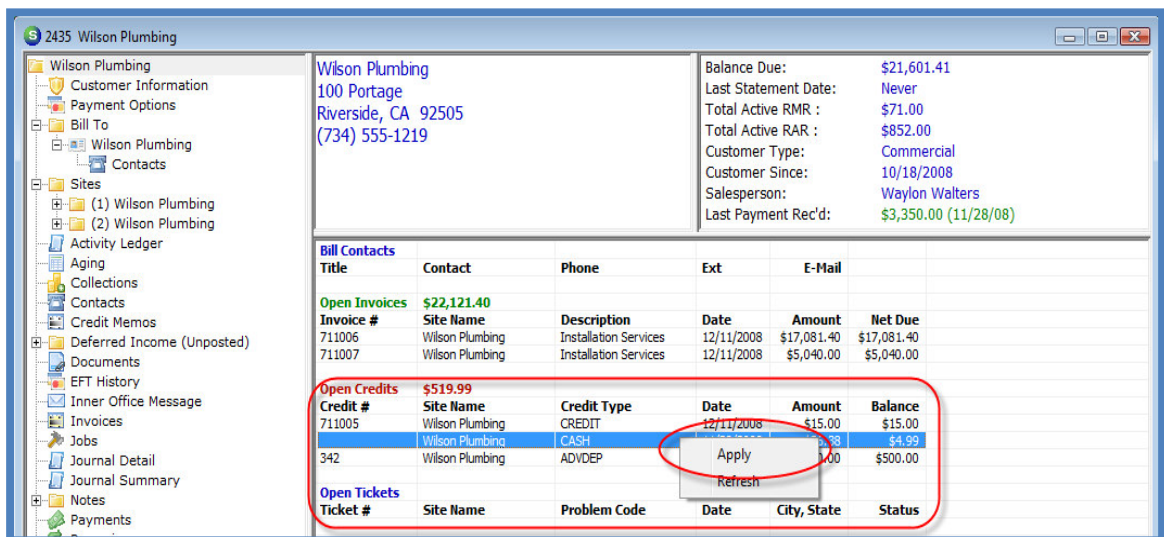
Applying Unapplied Items - Customer Explorer

Apply Unapplied Cash - To Invoices

To apply an unapplied item to customer invoices, open the desired customer record and follow the instructions below.

1. Select the Unapplied Cash Item to Apply - Once the Customer Explorer record is open, within the *Active Pane* area under the *Open Credits* header, highlight the unapplied cash item to be applied, right-click and select the *Apply* option.

Customer Explorer - Apply Unapplied Items: Figure 159



2. Apply Customer Credit Form - The *Apply Customer Credit* form will be displayed. This form is divided into three sections; the header, the body and the footer sections.

The *Header* section displays the following information listed below. The only field the User may modify is the *Apply Date*, which will default to today's date.

- Customer billing name and address
- The original amount of the unapplied item
- The balance left on the item that may be applied to invoices
- The date on which the unapplied item was created
- The type of the unapplied item (Unapplied Cash, Unapplied Credit Memo or Advance Deposit)
- The Apply Date

The *Body* section is divided into two tabs; Invoices and Other.

The *Invoices* tab will list all invoices which have an open balance where unapplied cash may be applied.

The *Other* tab is used when the customer does not have any open invoices *or* you want to apply the unapplied item to a Miscellaneous G/L Account, a customer Refund Check or an Advance Deposit for a Job. Not all of the application options on the *Other* tab are available for all types of unapplied items. Below is a listing of where you may apply an unapplied item depending on the type of unapplied item.

Where Unapplied Cash May Be Applied: Table 2

	Customer Invoices	Misc. G/L	Advance Deposit	Unapplied Cash	Refund Check
Cash with Open Job(s)	Yes	Yes	Yes	No	Yes
Cash no Open Job(s)	Yes	Yes	No	No	Yes

The *Footer* section allows the User to enter a comment in the *Memo* field to describe why they are applying an unapplied item. Entering information into the Memo field is optional.

Apply Customer Credits - Form Definition: Figure 160

Header Section

Wilson Plumbing
100 Portage
Riverside, CA 92505

Credit Amount and Balance
Credit Amount: 4.99
Balance: 4.99
Credit Date: 11/28/2008
Apply Date: 12/11/2008

Unapplied Cash

Invoices | Other

Invoice List					
Site Name	Invoice #	Date	Amount	Net Due	Payment
Wilson Plumbing	711006	12/11/2008	17081.40	17081.40	
Wilson Plumbing	711007	12/11/2008	5040.00	5040.00	

Body Section

Memo

Footer Section

Auto Clear Save Close

3. Apply Amounts to Invoices - In the Payment column of the Invoices tab on the line of the invoice to which the unapplied item will be applied, type in the amount to be applied to the invoice. The application will not allow the entry of an amount greater than the amount displayed in the *Balance* field in the header section. The User has the option of pressing the *Auto* button located at the bottom of the form to apply the unapplied item; the amount will be applied to the oldest invoices first if an exact invoice balance amount does not match the unapplied item amount.
4. Memo Field - If desired the User may enter information into the Memo field in the Footer section.
5. Save - When finished, press the *Save* button located at the lower right of the form.

Apply Unapplied Cash – To Other Items

To apply an Unapplied Cash Item to a Miscellaneous G/L Account, Advance Deposit, or a Refund Check, open the desired customer record and follow the instructions below.

1. Select the Unapplied Cash Item to Apply - Once the Customer Explorer record is open, within the *Active Pane* area under the *Open Credits* header, highlight the unapplied cash item to be applied to an Other Item, right-click and select the *Apply* option.

Customer Explorer - Apply Unapplied Cash: Figure 161

The screenshot shows the 'Customer Explorer' window for 'Wilson Plumbing'. The window title is '2435 Wilson Plumbing'. On the left is a navigation tree with categories like Customer Information, Bill To, Sites, Activity Ledger, etc. The main area is divided into two panes. The top pane shows customer details: Wilson Plumbing, 100 Portage, Riverside, CA 92505, (734) 555-1219. The right pane shows financial summary: Balance Due: \$21,601.41, Total Active RMR: \$71.00, Total Active RAR: \$852.00, Customer Type: Commercial, Customer Since: 10/18/2008, Salesperson: Waylon Walters, Last Payment Rec'd: \$3,350.00 (11/28/08). Below this is a table of 'Open Credits' with columns: Credit #, Site Name, Credit Type, Date, Amount, Balance. The table contains two rows: one for credit # 711005 (CREDIT, \$15.00, \$15.00) and one for credit # 342 (CASH, \$500.00, \$500.00). A red box highlights the 'Open Credits' table. A context menu is open over the row with credit # 342, showing 'Apply' and 'Refresh' options.

Balance Due:	\$21,601.41
Last Statement Date:	Never
Total Active RMR :	\$71.00
Total Active RAR :	\$852.00
Customer Type:	Commercial
Customer Since:	10/18/2008
Salesperson:	Waylon Walters
Last Payment Rec'd:	\$3,350.00 (11/28/08)

Open Credits	\$519.99				
Credit #	Site Name	Credit Type	Date	Amount	Balance
711005	Wilson Plumbing	CREDIT	12/11/2008	\$15.00	\$15.00
342	Wilson Plumbing	CASH	12/11/2008	\$500.00	\$4.99
	Wilson Plumbing	ADVDEP		\$500.00	\$500.00

2. Apply Customer Credit Form - The *Apply Customer Credit* form will be displayed. Select the *Other* tab of this form.

Apply Customer Credits - "Other" Tab Options: Figure 162

3. Select the Application Option - Select the checkbox to the left of the option where the unapplied cash item will be applied. The User may apply all of the unapplied cash to one option or divide the amount between multiple options. The entire amount of the unapplied cash item does not have to be applied. Any unapplied amounts will remain as Unapplied Cash on the customer account.
4. Save - When finished, press the *Save* button located at the bottom of the form.

Where Unapplied Cash May Be Applied: Table 3

	Customer Invoices	Misc. G/L	Advance Deposit	Unapplied Cash	Refund Check
Cash with Open Job(s)	Yes	Yes	Yes	No	Yes
Cash no Open Job(s)	Yes	Yes	No	No	Yes

Apply Unapplied Credit Memo- To Invoices

To apply an Unapplied Credit Memo to one or more customer invoices, open the desired customer record and follow the instructions below.

1. Select the Credit Memo to Apply - Once the Customer Explorer record is open, within the *Active Pane* area under the *Open Credits* header, highlight the unapplied Credit Memo to be applied, right-click and select the *Apply* option.

Customer Explorer - Apply Unapplied Credit Memo: Figure 163

Wilson Plumbing
100 Portage
Riverside, CA 92505
(734) 555-1219

Balance Due: \$21,719.20
Last Statement Date: Never
Total Active RMR: \$71.00
Total Active RAR: \$852.00
Customer Type: Commercial
Customer Since: 10/18/2008
Salesperson: Waylon Walters
Last Payment Rec'd: \$3,350.00 (11/28/08)

Bill Contacts		Phone	Ext	E-Mail	
Open Invoices \$22,274.19					
Invoice #	Site Name	Description	Date	Amount	Net Due
711006	Wilson Plumbing	Installation Services	12/11/2008	\$17,081.40	\$17,081.40
711007	Wilson Plumbing	Installation Services	12/11/2008	\$5,040.00	\$5,040.00
711009	Wilson Plumbing	Recurring Services	12/12/2008	\$136.40	\$136.40
711305	Wilson Plumbing	Recurring Services	1/7/2009	\$31.39	\$16.39
Open Credits \$554.99					
Credit #	Site Name	Credit Type	Date	Amount	Balance
711311	Wilson Plumbing	CREDIT	1/7/2009	\$50.00	\$50.00
342	Wilson Plumbing	ADVDEP	11/26/2008	\$500.00	\$500.00
Open Tickets					
Ticket #	Site Name	Problem Code	Date	City, State	Status
Open Jobs					
Job #	Site Name	Type	Status	Units	Install
342	Wilson Plumbing	COM New Install	Job Com...	10	0.00
346	Wilson Plumbing	COM New Install	Receive ...	7	0.00
347	Wilson Plumbing	COM New Install NJA	Awaiting ...	0	0.00
354	Wilson Plumbing	COM New Install	Awaiting ...	0	0.00
360	Wilson Plumbing	COM New Install	Awaiting ...	0	0.00
361	Wilson Plumbing	COM New Install	Awaiting ...	0	0.00

2. Apply Customer Credit Form - The *Apply Customer Credit* form will be displayed with a list of all open invoices to which the Credit Memo may be applied. In the header area of this form, the *Apply Date* will default to today's date; this date may be overridden if necessary.

Apply Customer Credits - Apply Credit Memo to Invoice(s): Figure 164

The screenshot shows the 'Apply Customer Credit' window for 'Wilson Plumbing'. The header section includes fields for 'Credit Amount' (50.00), 'Balance' (0.00), 'Credit Date' (1/7/2009), and 'Apply Date' (2/1/2009). Below this is an 'Invoice List' table with columns for Site Name, Invoice #, Date, Amount, Net Due, and Payment. A red box highlights the 'Payment' column, where the value '50.00' is entered for the invoice dated 12/12/2008. The 'Auto' and 'Clear' buttons are located at the bottom right of the table area, and 'Save' and 'Close' buttons are at the bottom right of the entire form.

Site Name	Invoice #	Date	Amount	Net Due	Payment
Wilson Plumbing	711006	12/11/2008	17081.40	17081.40	
Wilson Plumbing	711007	12/11/2008	5040.00	5040.00	
Wilson Plumbing	711009	12/12/2008	136.40	136.40	50.00
Wilson Plumbing	711305	1/7/2009	31.39	16.39	

3. Apply Amounts to Invoices - In the Payment column of the Invoices tab on the line of the invoice to which the Credit Memo will be applied, type in the amount to be applied to the invoice. The application will not allow the entry of an amount greater than the amount displayed in the *Balance* field in the header section. The User has the option of pressing the *Auto* button located at the lower right of the form to apply the Credit Memo; the amount will be applied to the oldest invoices first if an exact invoice balance amount does not match the Credit Memo amount.

4. Memo Field - If desired the User may enter information into the *Memo* field in the Footer section.
5. Save - When finished, press the *Save* button located at the bottom of the form.

Where Unapplied Credit Memos May Be Applied: Table 4

	Customer Invoices	Misc. G/L	Advance Deposit	Unapplied Cash	Refund Check
Credit Memo	Yes	Yes	No	No	Yes

Apply Unapplied Credit Memo- To Other Items

To apply an Unapplied Credit Memo to a Miscellaneous G/L Account or a Refund Check, open the desired customer record and follow the instructions below.

1. Select the Credit Memo to Apply - Once the Customer Explorer record is open, within the *Active Pane* area under the *Open Credits* header, highlight the unapplied Credit Memo to be applied, right-click and select the *Apply* option.

Customer Explorer - Apply Unapplied Credit Memo: Figure 165

The screenshot displays the 'Customer Explorer' window for 'Wilson Plumbing'. The window is divided into several sections:

- Customer Information:** Wilson Plumbing, 100 Portage, Riverside, CA 92505, (734) 555-1219.
- Summary:** Balance Due: \$21,719.20; Last Statement Date: Never; Total Active RMR: \$71.00; Total Active RAR: \$852.00; Customer Type: Commercial; Customer Since: 10/18/2008; Salesperson: Waylon Walters; Last Payment Rec'd: \$3,350.00 (11/28/08).
- Open Invoices:** A table with columns: Invoice #, Site Name, Description, Date, Amount, Net Due. Total: \$22,274.19.
- Open Credits:** A table with columns: Credit #, Site Name, Credit Type, Date, Amount, Balance. Total: \$554.99. A context menu is open over the credit memo with ID 711311, showing 'Apply' and 'Refresh' options.
- Open Tickets:** A table with columns: Ticket #, Site Name, Problem Code, Date, City, State, Status.
- Open Jobs:** A table with columns: Job #, Site Name, Type, Status, Units, Install.

2. Apply Customer Credit Form - The *Apply Customer Credit* form will be displayed. Select the *Other* tab of this form. In the header area of this form, the *Apply Date* will default to today's date; this date may be overridden if necessary.

Apply Customer Credits - Unapplied Credit Memo - "Other" Tab Options: Figure 166

The screenshot shows the 'Apply Customer Credit 2435' window. At the top left, the customer name 'Wilson Plumbing' and address '100 Portage, Riverside, CA 92505' are displayed. On the right, the 'Credit Amount and Balance' section shows a credit amount of 4.99 and a balance of 0.00. Below this, the 'Credit Date' is 11/28/2008 and the 'Apply Date' is 2/1/2009. The main area is titled 'Unapplied Cash' and has two tabs: 'Invoices' and 'Other'. The 'Other' tab is active, showing four options: 'Miscellaneous' (checked), 'Advance Deposit', 'Refund Check', and 'Unapplied Cash'. The 'Miscellaneous' option is selected, with a GL Account of 80199, Category Code of G & A, and an amount of 4.99. The 'Refund Check' option has an amount of 0.00. The 'Unapplied Cash' option also has an amount of 0.00. At the bottom, there is a 'Memo' field and 'Save' and 'Close' buttons.

3. Select the Application Option - Select the checkbox to the left of the option where the unapplied Credit Memo will be applied. The User may apply all of the unapplied Credit Memo to one option or divide the amount between multiple options. The entire amount of the unapplied Credit Memo does not have to be applied. Any unapplied amounts will remain as an Unapplied Credit Memo on the customer account.

4. Save - When finished, press the Save button located at the bottom of the form.

Where Unapplied Credit Memos May Be Applied: Table 5

	Customer Invoices	Misc. G/L	Advance Deposit	Unapplied Cash	Refund Check
Credit Memo	Yes	Yes	No	No	Yes

Apply Advance Deposit- To Invoices

To apply an Advance Deposit to one or more customer invoices, open the desired customer record and follow the instructions below.

1. Select the Advance Deposit to Apply - Once the Customer Explorer record is open, within the *Active Pane* area under the *Open Credits* header, highlight the unapplied Advance Deposit item to be applied, right-click and select the *Apply* option.



Important Note:

Before applying an Advance Deposit to an invoice, make certain the invoice selected for the application is for the job number associated with the cash saved as an Advance Deposit.

Customer Explorer - Apply Advance Deposit: Figure 167

The screenshot displays the 'Customer Explorer' window for 'Wilson Plumbing'. The left sidebar shows a navigation tree with categories like 'Customer Information', 'Payment Options', 'Bill To', 'Sites', 'Activity Ledger', 'Collections', 'Contacts', 'Credit Memos', 'Deferred Income (Unposted)', 'Documents', 'EFT History', 'Inner Office Message', 'Invoices', 'Jobs', 'Journal Detail', 'Journal Summary', 'Notes', 'Payments', 'Recurring', 'Recurring History', 'Refunds', 'Sedona Event Log', 'Service', and 'Systems'. The main area is divided into several sections:

- Customer Information:** Wilson Plumbing, 100 Portage, Riverside, CA 92505, (734) 555-1219.
- Summary:** Balance Due: \$21,719.20, Last Statement Date: Never, Total Active RMR: \$71.00, Total Active RAR: \$852.00, Customer Type: Commercial, Customer Since: 10/18/2008, Salesperson: Waylon Walters, Last Payment Rec'd: \$3,350.00 (11/28/08).
- Open Invoices:** A table with columns: Invoice #, Site Name, Description, Date, Amount, Net Due.

Invoice #	Site Name	Description	Date	Amount	Net Due
711006	Wilson Plumbing	Installation Services	12/11/2008	\$17,081.40	\$17,081.40
711007	Wilson Plumbing	Installation Services	12/11/2008	\$5,040.00	\$5,040.00
711009	Wilson Plumbing	Recurring Services	12/12/2008	\$136.40	\$136.40
711305	Wilson Plumbing	Recurring Services	1/7/2009	\$31.39	\$16.39
- Open Credits:** A table with columns: Credit #, Site Name, Credit Type, Date, Amount, Balance.

Credit #	Site Name	Credit Type	Date	Amount	Balance
711311	Wilson Plumbing	CASH	11/28/2008	\$36.38	\$4.99
542	Wilson Plumbing	ADVDEP	1/7/2009	\$50.00	\$50.00
- Open Tickets:** A table with columns: Ticket #, Site Name, Problem Code, Date, City, State, Status.
- Open Jobs:** A table with columns: Job #, Site Name, Type, Status, Units, Install.

Red annotations in the image include:

- A red arrow pointing from the 'Job Invoices' header to the 'Open Credits' table.
- A red arrow pointing from the 'Job Number' column in the 'Open Credits' table to the '542' credit entry.
- A red circle around the 'ADVDEP' credit type in the 'Open Credits' table.
- A red circle around the 'Apply' button in the context menu for the selected credit entry.

2. Apply Customer Credit Form - The *Apply Customer Credit* form will be displayed with a list of all open invoices. In the header area of this form, the *Apply Date* will default to today's date; this date may be overridden if necessary.

Apply Customer Credits - Apply Advance Deposit to Invoice(s): Figure 168

The screenshot shows the 'Apply Customer Credit 2435' window. At the top left, the customer information is: Wilson Plumbing, 100 Portage, Riverside, CA 92505. The 'Credit Amount and Balance' section shows a Credit Amount of 500.00 and a Balance of 0.00. The 'Credit Date' is 11/26/2008, and the 'Apply Date' is 12/1/2009. Below this is the 'Advance Deposit' section with tabs for 'Invoices' and 'Other'. The 'Invoices' tab is active, showing an 'Invoice List' table. The 'Payment' column in this table is highlighted with a red circle. At the bottom of the window are buttons for 'Auto', 'Clear', 'Save', and 'Close'. A 'Memo' field is also present at the bottom left.

Site Name	Invoice #	Date	Amount	Net Due	Payment
Wilson Plumbing	711006	12/11/2008	1708.40	1708.40	500.00
Wilson Plumbing	711007	12/11/2008	5040.00	5040.00	
Wilson Plumbing	711009	12/12/2008	136.40	136.40	
Wilson Plumbing	711305	1/7/2009	31.39	16.39	

3. Apply Amounts to Invoices - In the Payment column of the Invoices tab on the line of the invoice to which the Advance Deposit will be applied, type in the amount to be applied to the invoice. The application will not allow the entry of an amount greater than the amount displayed in the *Balance* field in the header section.

4. Memo Field - If desired the User may enter information into the *Memo* field in the Footer section.
5. Save - When finished, press the *Save* button located at the bottom of the form.

Where Advance Deposits May Be Applied: Table 6

	Customer Invoices	Misc. G/L	Advance Deposit	Unapplied Cash	Refund Check
Advance Deposit	Yes	Yes	No	Yes	Yes

Apply Unapplied Advance Deposit- To Other Items

To apply an Unapplied Advance Deposit to a Miscellaneous G/L Account, Unapplied Cash or a Refund Check, open the desired customer record and follow the instructions below.



Important Note:

Before applying an Advance Deposit to an Other item, make certain this is the appropriate action. The most typical reason to move a Advance Deposit to an Other Item would be if the Job for which the Advance Deposit received was cancelled or if the customer paid an amount that was greater than the total amount invoiced for the entire Job or if the initial Advance Deposit was saved to the incorrect Job number.

If the Advance Deposit was initially saved for the incorrect Job number, you must transfer the amount from Advance Deposit to Unapplied Cash then apply the Unapplied Cash to a new Advance Deposit for the correct Job number.

1. Select the Advance Deposit to Apply - Once the Customer Explorer record is open, within the *Active Pane* area under the *Open Credits* header, highlight the Advance Deposit to be applied, right-click and select the *Apply* option.

Customer Explorer - Apply Unapplied Advance Deposit: Figure 169

Wilson Plumbing
100 Portage
Riverside, CA 92505
(734) 555-1219

Balance Due: \$21,719.20
Last Statement Date: Never
Total Active RMR : \$71.00
Total Active RAR : \$852.00
Customer Type: Commercial
Customer Since: 10/18/2008
Salesperson: Waylon Walters
Last Payment Rec'd: \$3,350.00 (11/28/08)

Invoice #	Site Name	Description	Date	Amount	Net Due
711006	Wilson Plumbing	Installation Services	12/11/2008	\$17,081.40	\$17,081.40
711007	Wilson Plumbing	Installation Services	12/11/2008	\$5,040.00	\$5,040.00
711009	Wilson Plumbing	Recurring Services	12/12/2008	\$136.40	\$136.40
711305	Wilson Plumbing	Recurring Services	1/7/2009	\$31.39	\$16.39

Credit #	Site Name	Credit Type	Date	Amount	Balance
711311	Wilson Plumbing	CASH	11/28/2008	\$36.38	\$4.99
342	Wilson Plumbing	CREDIT	1/7/2009	\$50.00	\$50.00
342	Wilson Plumbing	ADVDEP	11/26/2008	\$500.00	\$500.00

2. Apply Customer Credit Form - The *Apply Customer Credit* form will be displayed. Select the *Other* tab of this form. In the header area of this form, the *Apply Date* will default to today's date; this date may be overridden if necessary.

Apply Customer Credits - Unapplied Advance Deposit - "Other" Tab: Figure 170

The screenshot shows the 'Apply Customer Credit 2435' window. At the top left, the customer name 'Wilson Plumbing' and address '100 Portage, Riverside, CA 92505' are displayed. To the right, the 'Credit Amount and Balance' section shows 'Credit Amount' and 'Balance' both set to 500.00. Below this, the 'Credit Date' is 11/26/2008, and the 'Apply Date' is 2/1/2009. The 'Advance Deposit' section has two tabs: 'Invoices' and 'Other'. Under the 'Other' tab, there are three options: 'Miscellaneous' (checked), 'Refund Check' (unchecked), and 'Unapplied Cash' (checked). The 'Unapplied Cash' option has an amount of 500.00 entered. There are also fields for 'GL Account', 'Category Code', 'Amount', 'Job', and 'Amount' under the 'Advance Deposit' section. A 'Memo' field is at the bottom, and 'Save' and 'Close' buttons are in the bottom right corner.

3. Select the Application Option - Select the checkbox to the left of the option where the Advance Deposit will be applied. The User may apply the unapplied Advance Deposit amount to one option or divide the amount between multiple options. The entire amount of the unapplied Advance Deposit does not have to be applied. Any unapplied amounts will remain as an Unapplied Advance Deposit on the customer account.

-
4. Save - When finished, press the *Save* button located at the bottom of the form.

Where Advance Deposits May Be Applied: Table 7

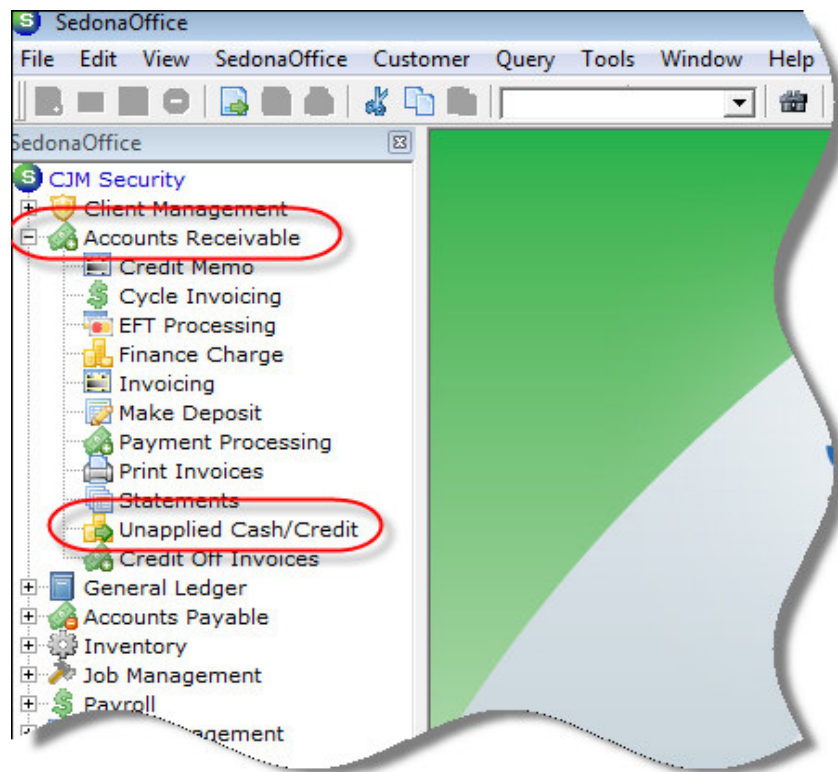
	Customer Invoices	Misc. G/L	Advance Deposit	Unapplied Cash	Refund Check
Advance Deposit	Yes	Yes	No	Yes	Yes

Applying Unapplied Items - Accounts Receivable

A User may view and apply any Unapplied Cash, Credit Memos or Advance Deposits from a listing accessed from the Accounts Receivable/Unapplied Cash/Credit menu option. The User must have security permissions to be able to use this function. The instructions for applying amounts to customer invoices or *Other* items is the same as described when applying an unapplied item from the Customer Explorer. Once the Unapplied Item is selected from the Customer Cash/Credit List, follow the steps found earlier in this section to apply the Unapplied Item.

1. Navigate to the Main Application menu tree and select the Unapplied Cash/Credit menu option.

Unapplied Cash/Credits - Accounts Receivable Option: Figure 171



2. The *Customer Cash/Credit List* will be displayed. This listing displays all customers with unapplied items; Unapplied Cash, Unapplied Credit Memos or Unapplied Advance Deposits. Each unapplied item is listed separately for each customer.

The *Amount Due* column is the total A/R balance on the customer account. If the *Amount Due* column is zero, no applications may be made to invoices. A User may sort the *Customer Cash/Credit List* by *Amount Due* to make it easier to find the customers for whom items may be applied.

When Job invoices are created through the Job Billing process, the User has the option of applying any Advance Deposits for the job at the time of invoice creation. If the Advance Deposit was posted to the customer account after the Job invoice was created, this option may be used to apply the Advance Deposit to the Job invoice.

Unapplied Cash/Credit List: Figure 172

Customer Number	Customer Name	Credit Type	Amount	Balance	Date	Reference	Amount Due
10000	Sweet Afton Teahouse	Unap Cash	12000.00	12000.00	12/30/2008		409.07
10001	Wyman, Benjamin	Unap Credit	75.00	75.00	1/23/2009	1062	810.04
10002	Hometown Diner	Adv Dep	3000.00	3000.00	1/20/2009	107	389.39
10003	Winters, Harriet	Adv Dep	800.00	800.00	1/20/2009	104	2772.41
10005	Ashley, Desire	Adv Dep	900.00	900.00	1/20/2009	110	455.32
10012	Aldrich, Scott	Adv Dep	1600.00	1600.00	1/20/2009	113	0.00
10014	Ashton Jewelers	Adv Dep	5000.00	5000.00	1/20/2009	120	0.00
10021	Bennett, Victor & Victoria	Adv Dep	1800.00	1800.00	1/20/2009	114	0.00
10027	Better Value Skateboard ...	Adv Dep	3600.00	3600.00	1/20/2009	118	0.00
10039	Averick, Jeff	Adv Dep	1600.00	1600.00	1/20/2009	115	0.00
10040	Black Bay Estate Jewelers	Unap Cash	5000.00	5000.00	1/20/2009		0.00
10057-3	Walsh Tires	Adv Dep	12000.00	12000.00	1/20/2009	123	12.72
10059	Johnson, Michael	Unap Cash	0.52	0.52	1/20/2009		0.00

-Detail		Total Advanced Deposits	\$30,300.00
Bill Name:		Total Credit Memo	\$75.00
Customer #:		Total Unapplied Cash	\$17,000.52
Open AR Balance:		Total Credit Amount	\$47,375.52

3. Select the Unapplied Item – Either highlight the Item and press the Apply button located at the lower right of the form, or double-click on the Unapplied Item.
4. Apply Date – The *Apply Customer Credit* form will be displayed. In the Header area, the *Apply Date* will automatically default to today's date; this date may be overridden if necessary.
5. Apply to Invoices – In the *Payment* column enter the amount to apply to the invoice.

Applying Credits from the Unapplied Cash/Credit List: Figure 173

The screenshot shows the 'Apply Customer Credit 10000' window. At the top left, the customer information is: Sweet Afton Teahouse, 420 Forest, Plymouth, MI 48170. The 'Credit Amount and Balance' section shows a Credit Amount of 12000.00 and a Balance of 11590.93. The Credit Date is 12/30/2008 and the Apply Date is 2/1/2009. Below this is the 'Unapplied Cash' section with tabs for 'Invoices' and 'Other'. The 'Invoices' tab is active, showing an 'Invoice List' table. The table has columns for Site Name, Invoice #, Date, Amount, Net Due, and Payment. The 'Payment' column is highlighted with a red circle. Below the table are 'Auto' and 'Clear' buttons. At the bottom is a 'Memo' field and 'Save' and 'Close' buttons.

Site Name	Invoice #	Date	Amount	Net Due	Payment
Sweet Millie Teahouse	1044	1/11/2009	195.00	195.00	195.00
Sweet Afton Teahouse	1072	1/15/2009	214.07	214.07	214.07

6. Select the Other Application Option – If the User is not applying amounts to invoices, navigate to the *Other* tab. Select the checkbox to the left of the option where the Unapplied Item will be applied. The User may apply the entire amount to one option or divide the amount between multiple options. The entire amount of the Unapplied Item does not have to be applied. Any unapplied amounts will remain as Unapplied Items on the customer account.
7. Save - When finished, press the *Save* button located at the bottom of the form.

General Ledger Transactions – Applying Unapplied Items

Once a Credit Memo, Unapplied Cash or an Advance Deposit has been applied, the Journal Entry created may be viewed from the Account Register located in the General Ledger module options. The debits and credits created by the application of the credit item may be viewed from the Journal Detail of the Customer Explorer record.

Journal Entry created by the application of a Credit Memo to an Invoice

Journal Entry - Credit Memo Applied to an Invoice: Figure 174

The screenshot shows a software window titled "Journal Entry (ABC Alarm)". At the top, it displays "Register No. 178" and "Register Type: CRMEMO". Below this is a "Journal Information" section with the following fields:

- Branch: CA
- Date: 3/1/2009
- Primary Account: 20130
- Unapplied Credit*
- Reference: 10

There are two checkboxes: "Show Job Costing" (unchecked) and "Show Branches" (checked).

The main area is a "General Ledger" table with the following columns: Account, Description, Debit, Credit, Memo, Branch, and Category.

Account	Description	Debit	Credit	Memo	Branch	Category
20130	Unapplied Credit*	25.00			CA	
11000	Accounts Receivable*		25.00		CA	
Total		\$ 25.00	\$ 25.00			

A "Close" button is located in the bottom right corner of the window.

Journal Entry created by the application of a Credit Memo to a Refund Check

When a Credit Memo is applied to a Refund Check, the G/L Account used for the credit side of the transaction is located in SedonaSetup / G/L Account Defaults for A/P. Once the refund check is printed, the Customer Refunds account will be debited. If all refund checks have been printed, the Customer Refunds account balance should be zero.

Journal Entry - Credit Memo Applied to a Refund Check: Figure 175

Journal Entry (ABC Alarm)

Register No. 182 Register Type: CRMEMO

Journal Information

Branch: CA
 Date: 3/1/2009
 Primary Account: 20130
 Reference: 21
 Unapplied Credit*

Show Job Costing Show Branches

General Ledger						
Account	Description	Debit	Credit	Memo	Branch	Category
20130	Unapplied Credit*	25.00			CA	
24000	Customer Refunds*		25.00		CA	
Total		\$ 25.00	\$ 25.00			

Close

Journal Entry created by the application of a Credit Memo to a Miscellaneous G/L Account

In the example provided below, the Credit Memo was applied to a Late Fees income account.

Journal Entry - Credit Memo Applied to a Misc. G/L Account: Figure 176

Journal Entry (ABC Alarm)

Register No. 184 Register Type: CRMEMO

Journal Information

Branch: CA
 Date: 3/1/2009
 Primary Account: 20130
 Reference: 21
 Unapplied Credit*

Show Job Costing Show Branches

General Ledger						
Account	Description	Debit	Credit	Memo	Branch	Category
20130	Unapplied Credit*	10.00			CA	
49030	Revenue, Late Fees		10.00		CA	
Total		\$ 10.00	\$ 10.00			

Close

Journal Entry created by the application of Unapplied Cash to an Invoice

Applying unapplied cash to an invoice will debit the Unapplied Cash account and credit the Accounts Receivable account assigned to the invoice to which it was applied.

Journal Entry - Unapplied Cash Applied to an Invoice: Figure 177

The screenshot shows a software window titled "Journal Entry (ABC Alarm)". At the top, it displays "Register No. 185" and "Register Type: UNAP". Below this is a "Journal Information" section with the following fields: Branch (CA), Date (3/1/2009), Primary Account (20120), and Reference (2). The Primary Account is labeled "Unapplied Cash*". There are checkboxes for "Show Job Costing" (unchecked) and "Show Branches" (checked). Below the information is a "General Ledger" table with columns for Account, Description, Debit, Credit, Memo, Branch, and Category. The table contains two entries: a debit of 25.00 to account 20120 (Unapplied Cash*) and a credit of 25.00 to account 11000 (Accounts Receivable*), both for branch CA. At the bottom, a "Total" row shows a debit of \$ 25.00 and a credit of \$ 25.00. A "Close" button is located in the bottom right corner.

General Ledger						
Account	Description	Debit	Credit	Memo	Branch	Category
20120	Unapplied Cash*	25.00			CA	
11000	Accounts Receivable*		25.00		CA	
Total		\$ 25.00	\$ 25.00			

Journal Entry created by the application of Unapplied Cash to an Advance Deposit

Journal Entry - Unapplied Cash Applied to an Advance Deposit: Figure 178

Journal Entry (ABC Alarm)

Register No. 186 Register Type: UNAP

Journal Information

Branch: CA
 Date: 3/1/2009
 Primary Account: 20120
 Reference: 2
 Show Job Costing Show Branches

General Ledger						
Account	Description	Debit	Credit	Memo	Branch	Category
20120	Unapplied Cash*	20.00			CA	
20110	Advanced Deposit*		20.00		CA	
Total		\$ 20.00	\$ 20.00			

Close

Journal Entry - Unapplied Cash Applied to a Misc. G/L Account: Figure 179

Journal Entry (ABC Alarm)

Register No. 187 Register Type: UNAP

Journal Information

Branch: CA
 Date: 3/1/2009
 Primary Account: 20120
 Unapplied Cash*
 Reference: 2

Show Job Costing Show Branches

General Ledger							
Account	Description	Debit	Credit	Memo	Branch	Category	
20120	Unapplied Cash*	5.00			CA		
49030	Revenue, Late Fees		5.00		CA	Administration	
Total		\$ 5.00	\$ 5.00				

Close

Applying an Advance Deposit to a job invoice will debit the Advanced Deposit account and credit the Accounts Receivable account assigned to the invoice to which it was applied.

Journal Entry - Advance Deposit Applied to an Invoice: Figure 180

Journal Entry (ABC Alarm)

Register No. 188 Register Type: ADVDEP

Journal Information

Branch: CA
 Date: 3/1/2009
 Primary Account: 20110
 Reference: 2

Show Job Costing Show Branches

General Ledger							Job Costing		
Account	Description	Debit	Credit	Memo	Brand	Category	Job	Type	Salesperson
20110	Advanced Deposit*	10.00			CA		100	O	
11000	Accounts Receivable*		10.00		CA		100	O	
Total			\$ 10.00				\$ 10.00		

Close

Journal Entry - Advance Deposit Applied to Unapplied Cash: Figure 181

Journal Entry (ABC Alarm)

Register No. 189 Register Type: ADVDEP

Journal Information

Branch: CA
 Date: 3/1/2009
 Primary Account: 20110
 Reference: 2
 Show Job Costing Show Branches

General Ledger						
Account	Description	Debit	Credit	Memo	Branch	Category
20110	Advanced Deposit*	5.00			CA	
20120	Unapplied Cash*		5.00		CA	
Total		\$ 5.00	\$ 5.00			

Close

Journal Entry - Advance Deposit Applied to a Refund Check: Figure 182

The screenshot shows the 'Journal Entry (ABC Alarm)' window. At the top, it displays 'Register No. 191' and 'Register Type: ADVDEP'. Below this is the 'Journal Information' section with the following fields:

- Branch: CA
- Date: 3/1/2009
- Primary Account: 20110
- Advanced Deposit*: Advanced Deposit*
- Reference: 2

There are two checkboxes at the bottom of the information section: Show Job Costing and Show Branches.

The main area is a 'General Ledger' table with the following data:

Account	Description	Debit	Credit	Memo	Branch	Category
20110	Advanced Deposit*	5.00			CA	
24000	Customer Refunds*		5.00		CA	
Total		\$ 5.00	\$ 5.00			

A 'Close' button is located in the bottom right corner of the window.

Journal Entry - Advance Deposit Applied to a Misc. G/L Account: Figure 183

Journal Entry (ABC Alarm)

Register No. 193 Register Type: ADVDEP

Journal Information

Branch: CA
 Date: 3/1/2009
 Primary Account: 20110
 Account: *Advanced Deposit**
 Reference: 3

Show Job Costing Show Branches

General Ledger							
Account	Description	Debit	Credit	Memo	Branch	Category	
20110	Advanced Deposit*	5.00			CA		
22600	Permits/Fees Liability		5.00		CA	Installation	
Total		\$ 5.00	\$ 5.00				

Close

Finance Charges

Section Contents

- **Finance Charges Concepts & Terminology**
- **Related Setup Tables**
- **User Security Options**
- **General Ledger Transactions**
- **How To**
 - **Generate Finance Charges**
 - **Post Finance Charge Invoices**
 - **Print Finance Charge Invoices**
 - **Mark Finance Charge Invoices as printed**

Finance Charges Overview

The Finance Charge program is used to generate an invoice on a customer's account for customers who have become delinquent. Finance Charge invoices are created and posted in one batch. If the customer meets the rules you have defined, an invoice will be created and posted to the customer's account. If the customer does not pay the finance charge, it will need to be credited off manually.

Generating Finance Charge invoices is a three-step process; first the Finance Charge batch is generated, next the invoices are posted, and lastly the Finance Charge invoices are printed. Printing the Finance Charge invoices is optional however you must remove these invoices from the print queue manually if you opt not to print.



Important Notes:

- 1. If your company sends monthly statements to your customers, make certain to generate the Finance Charge invoices prior to generating statements.***
- 2. If the Finance Charge invoices are to be printed, make certain to print all "Other" type invoices in the Invoice Printing Queue prior to generating the Finance Charge invoices.***

If it is preferred to assess late charges without creating an invoice for the customer, refer to the topic on *Late Fees* found within the **Statements** section of this Reference Guide.

Related Setup Tables

Below is a list of the setup tables impacting the Finance Charge process.

- Invoice Item
- Invoice Item Type
- Invoice Description
- Tax Group
- Tax Table
- Category
- Branch
- Chart of Accounts

User Group Security Options

For a User to be able to generate Finance Charge Invoices, certain security privileges must be granted to the User through the User Group Security options within SedonaSetup. The following User Group Security options located within Application Access/AR security options section pertain to Finance Charges.

- **Finance Charge** – permits the User access to the Finance Charges option from the Accounts Receivable menu and generate Finance Charge invoices.

How To

Generate Finance Charges

Follow the instructions below to generate a list of customers who qualify for a finance charge invoice.

1. Navigate to the Main Application Menu and select Accounts Receivable / Finance Charge.
2. Setup Finance Charge Rules – The *Finance Charge* form will be displayed with the *Finance Charge Information* form (tab). The information that defaults into this form originates from SedonaSetup *Finance Charges Setup*; the User may override the values defaulted into this form.

Aging

In this section you will set the number of days past due an invoice must be for a finance charge to be assessed. The User will specify the *As Of Date*; the invoice must be past due by the minimum days past due entered on this date to be considered for a finance charge.

Invoices

In this section the User has the option of selecting all invoices or only invoices dated as of a particular date to be considered during the finance charge generation. If selecting All Invoices, only the invoices that meet the rules set in the Aging area will be considered for finance charges.

Re-Charge Finance Charges Option – if this checkbox is selected, prior finance charge invoices that have not been paid will be considered and may have a finance charge assessed against them if they meet the rules in the Aging area.

Amounts

Minimum Invoice Balance: Specify the minimum balance on an invoice that will be considered for finance charges.

Annual Interest Rate – Specify the interest rate that will be used to calculate the finance charges.

Minimum Charge (Optional) – If an amount is entered in this field, this would be the minimum amount a finance charge invoice will generate. Any calculations greater than the minimum charge entered will generate for the exact calculation.

For example, the finance charge calculation using the Annual Interest Rate is \$1.21 for a particular invoice; if a minimum charge of \$5.00 was entered, the customer will receive a finance charge invoice for \$5.00.

3. Calculate Finance Charges - Once all information has been entered on the *Finance Charge Information* form, press the *Get Totals* button located at the lower right of the form.

Finance Charge - Setup Information Form: Figure 184

The screenshot shows a software window titled "Finance Charge" with three tabs: "Finance Charge Information", "Totals", and "Invoice Information". The "Finance Charge Information" tab is selected. The form is organized into several sections:

- Last Finance Charge Date:** A text box containing "11/1/2008".
- Aging:** "Minimum Days Past Due" is set to "30" and "Ag of" is set to "1/31/2009".
- Invoices:** There are two radio buttons: "Include All Invoices" (which is selected) and "Include Invoices After" (with an empty date field). There is also a checkbox labeled "ReCharge Other Finance Charges" which is unchecked.
- Amounts:** Three text boxes: "Minimum Invoice Balance" (0.01), "Annual Interest Rate" (18.00), and "Minimum Charge" (\$5.00).

At the bottom right of the form, there are two buttons: "Get Totals" and "Close".

4. Review the Finance Charge Results - The *Totals* form will automatically be displayed. All customers with invoices that met the rules will be displayed in the Totals list. If there are customers in the list for which you do not want to generate a finance charge invoice, highlight the customer row and press the *Remove From List* button located at the bottom of the form.

Finance Charge - Totals List: Figure 185

The screenshot shows the 'Finance Charge' application window with the 'Totals' tab selected. Two input fields are circled in red: 'Number of Invoices to be Created' with the value 467, and 'Total Amount of Invoices' with the value \$7,095.22. Below these fields is a table listing customer data. At the bottom right, the 'Remove From List' button is also circled in red.

Customer Num...	Name	Net Due	Finance Charge
11000	Michael Macinaw	229.00	5.00
111222	Los Angeles County	122.00	5.00
13000	Ashley, Desire	10454.38	156.82
2000	Craig, Lori	28.95	5.00
2001	Dodds, William	130.61	5.00
2002	Forne, Christopher	143.80	5.00
2003	Gregg, Jill	217.11	5.00
2004	Jacks, William	31.95	5.00
2005	Jacob, Michael	217.11	5.00
2006	Jonah, Jennifer	129.80	5.00
2007	Jones, Lisa	217.11	5.00
2008	Kelly, April	373.44	5.60
2009	Lands, Ralph	173.86	5.00
2010	Loetz, William	129.80	5.00
2011	Lorne, Robert	9213.54	138.20
2012	Marin, Jill	161.75	5.00
2013	Mills, Lori	217.11	5.00
2014	Moore, Carolyn	161.75	5.00
2015	Ponds, Robert	217.11	5.00
2016	Rouge, Ruth	263.60	5.00
2017	Simms, Frances	217.11	5.00
2018	Smith, Joseph	161.75	5.00
2019	Wills, Jill	19.62	5.00
2020	Craig, Frances	76.63	5.00
2021	Dodds, Ruth	44.11	5.00
2022	Forne, Donald	161.75	5.00

5. Generate the Finance Charge Invoices - Select the *Invoice Information* tab to enter the invoice posting information. All fields are required except for the *Memo* field. When finished, press the *Create Invoices* button located at the lower right of the form. A confirmation message will be displayed; press the *Yes* button to confirm. A Status box will be displayed showing the percentage of completion. If the User does not want to generate finance charge invoices at this time, press the *Close* button and no invoices will be created.

Finance Charge - Invoice Information Setup: Figure 186

The screenshot shows a software window titled "Finance Charge" with two tabs: "Finance Charge Information" and "Invoice Information". The "Invoice Information" tab is selected and highlighted with a red rectangular box. Below the tabs, there are two sections: "Totals" and "Invoice".

Totals:

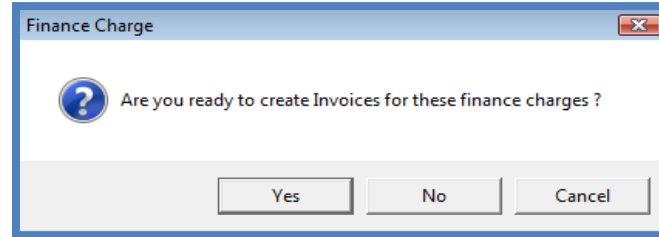
- Number of Invoices to be Created: 453
- Total Amount of Invoices: \$2,961.63

Invoice:

- Date: 2/1/2009
- Aging Date: 2/1/2009
- Category: G & A
- AR Account: 11000
- Term: Due On Receipt
- Invoice Item: Late Fee
- Invoice Description: Late Charges
- Memo: Your account is delinquent and has been assessed

At the bottom right of the window, there are two buttons: "Create Invoices" and "Close".

Finance Charge - Create Invoices Confirmation: Figure 187



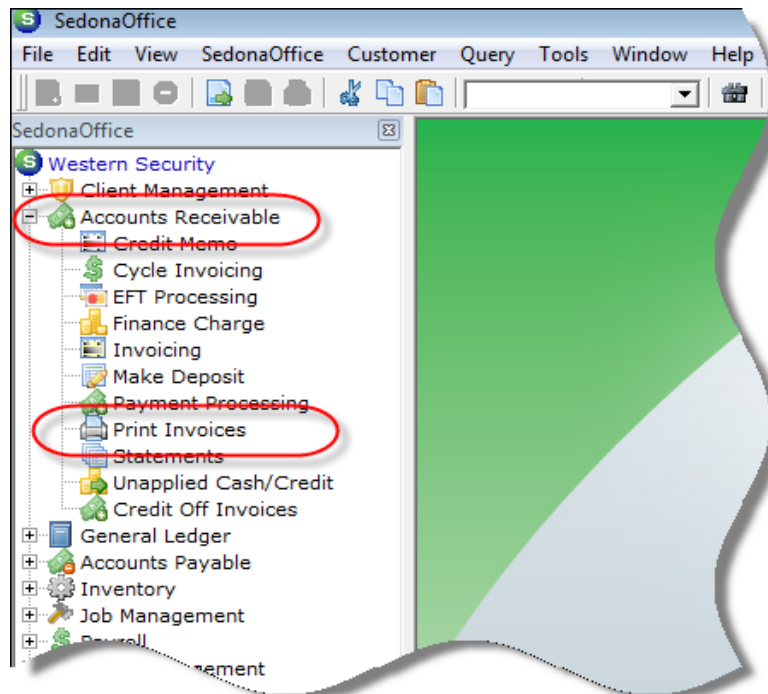
Print Finance Charge Invoices

All invoices created by the Finance Charge program are automatically flagged to appear in the invoice printing queue. Follow the instructions below to print the finance charge invoices or to remove them from the print queue if the invoices will not be printed.

Print Invoices

Navigate to the Main Application menu tree and select the Accounts Receivable / Print Invoices menu option.

Print Finance Charge Invoices – Navigation: Figure 188



1. Select Print Options – The *Select Invoices* from will be displayed. Un-check the *Select All Invoices* checkbox. Select the *Type* checkbox; un-check all invoices types except the type of *Other*. Press the *Create List* button located at the lower right of the form.

Print Finance Charge Invoices - Invoice Selection Form: Figure 189

The screenshot shows the 'Select Invoices' dialog box. At the top left, the 'Select All Invoices' checkbox is un-checked. Below it is a 'Branch' list with 'All' selected. To the right are 'Dates' (From: 2/1/2009, Thru: 2/1/2009) and 'Invoice Numbers' (From: , Thru:) sections. On the far right, the 'Type' checkbox is checked, and the 'Other' checkbox is also checked. The 'Filter Options' section includes 'Only Show Invoices in Print Queue' (checked), 'Show ACH Pending Invoices' (unchecked), 'Show BFIS Pending Invoices' (unchecked), and 'Hide Invoices with \$0 Balance Due' (unchecked). The 'Sort By' dropdown is set to 'Customer Number'. The 'Margins' section shows Top, Left, and Bottom Margins all set to 0. At the bottom, the 'Create List' button is highlighted.

2. Select the Invoices – The *Invoice List* will be displayed. Select the form on which to print from the drop-down list (lower left of form) then press the *Preview* button located at the lower right of the form to view the Finance Charge invoices prior to printing to paper.

Print Finance Charge Invoices - Invoice List (to Print): Figure 190

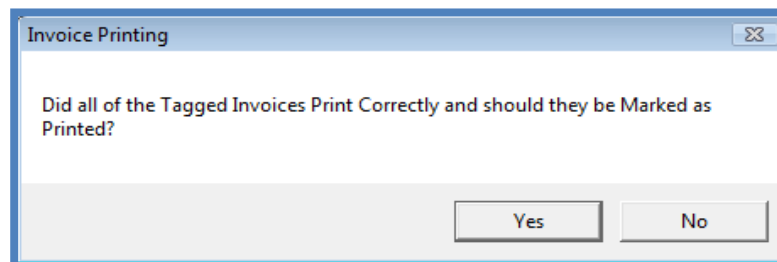
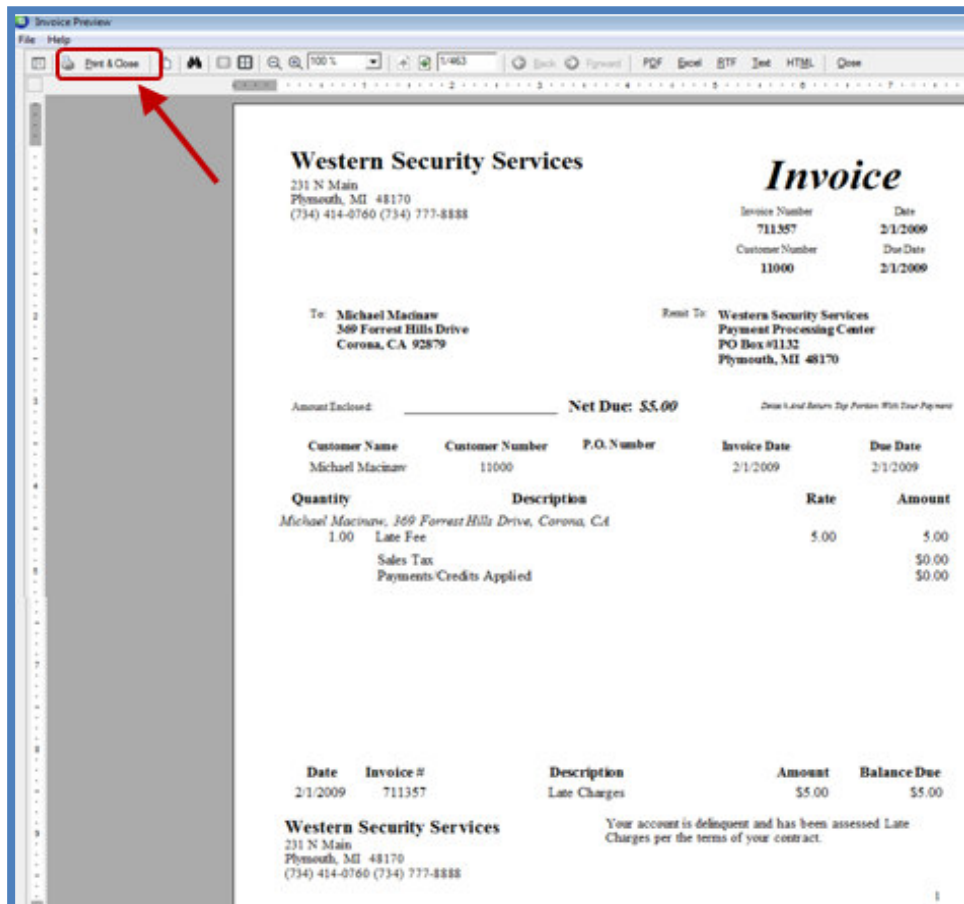
Invoice List (463 invoices)								Customers			
Tag	Type	Customer	Invoice #	Inv Date	Due	Amount	Balance	Branch	Name	Address	Zip Code
<input checked="" type="checkbox"/>	Other	11000	711357	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Michael Macinaw	369 Forest Hills Drive	92879
<input checked="" type="checkbox"/>	Other	111222	711358	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Los Angeles County	P.O. Box 111	90065
<input checked="" type="checkbox"/>	Other	2000	711359	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Craig, Lori	1000 Main Street	48170
<input checked="" type="checkbox"/>	Other	2001	711360	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Dodds, William	2600 West Road	92505
<input checked="" type="checkbox"/>	Other	2002	711361	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Forne, Christopher	1008 Maple Lane	48170
<input checked="" type="checkbox"/>	Other	2003	711362	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Gregg, Jill	2608 Carmenita Road	92505
<input checked="" type="checkbox"/>	Other	2004	711363	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Jacks, William	1016 Briarwood Lane	48170
<input checked="" type="checkbox"/>	Other	2005	711364	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Jacob, Michael	2616 Trumbull Street	92505
<input checked="" type="checkbox"/>	Other	2006	711365	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Jonah, Jennifer	1024 Mason Drive	48170
<input checked="" type="checkbox"/>	Other	2007	711366	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Jones, Lisa	2624 Hans Lane	92505
<input checked="" type="checkbox"/>	Other	2008	711367	2/1/2009	2/1/2009	\$5.60	\$5.60	MI	Kelly, April	1032 Ravenwood La	48170
<input checked="" type="checkbox"/>	Other	2009	711368	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Lands, Ralph	2632 Townley	92505
<input checked="" type="checkbox"/>	Other	2010	711369	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Loetz, William	1040 March Way	48170
<input checked="" type="checkbox"/>	Other	2012	711370	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Marin, Jill	1048 Kenrich Court	48170
<input checked="" type="checkbox"/>	Other	2013	711371	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Mills, Lori	2648 Garden Grove B	92505
<input checked="" type="checkbox"/>	Other	2014	711372	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Moore, Carolyn	1056 Meadow Road	48170
<input checked="" type="checkbox"/>	Other	2015	711373	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Ponds, Robert	2656 Lewis Street	92505
<input checked="" type="checkbox"/>	Other	2016	711374	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Rouge, Ruth	1064 Valley Drive	48170
<input checked="" type="checkbox"/>	Other	2017	711375	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Simms, Frances	2664 Scribner Avenur	92505
<input checked="" type="checkbox"/>	Other	2018	711376	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Smith, Joseph	1072 Beechwood	48170
<input checked="" type="checkbox"/>	Other	2019	711377	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Wills, Jill	2672 Whittier Blvd	92505
<input checked="" type="checkbox"/>	Other	2020	711378	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Craig, Frances	1080 West Road	48170
<input checked="" type="checkbox"/>	Other	2021	711379	2/1/2009	2/1/2009	\$5.00	\$5.00	CA	Dodds, Ruth	2680 Sharon Way	92505
<input checked="" type="checkbox"/>	Other	2022	711380	2/1/2009	2/1/2009	\$5.00	\$5.00	MI	Forne, Donald	1088 Carmenita Road	48170

3. Review the Invoices Previewed – All invoices will appear in preview mode; the User may scroll through the pages prior to printing.

4. Print the Invoices – When ready to print the Finance Charge invoices to paper, press the *Print & Close* button located on the upper toolbar.

A message will be displayed asking the User if the Invoices Printed Correctly and Should be Marked as Printed; do not select the Yes button until all invoice printing has completed.

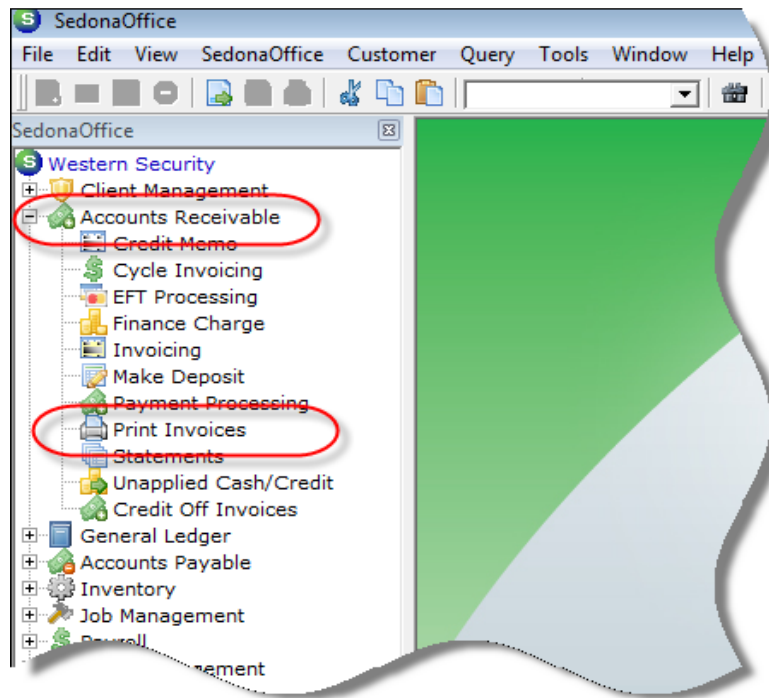
Print Finance Charge Invoices - Print Preview: Figure 191



Remove Finance Charge Invoices from the Print Queue

If the Finance Charge invoices will not be printed, these invoices should be marked as printed. If this step is not completed, the next time a User prints invoices, these finance charge invoices will be in the Print Queue.

Navigate to the Main Application menu tree and select the Accounts Receivable / Print Invoices menu option.

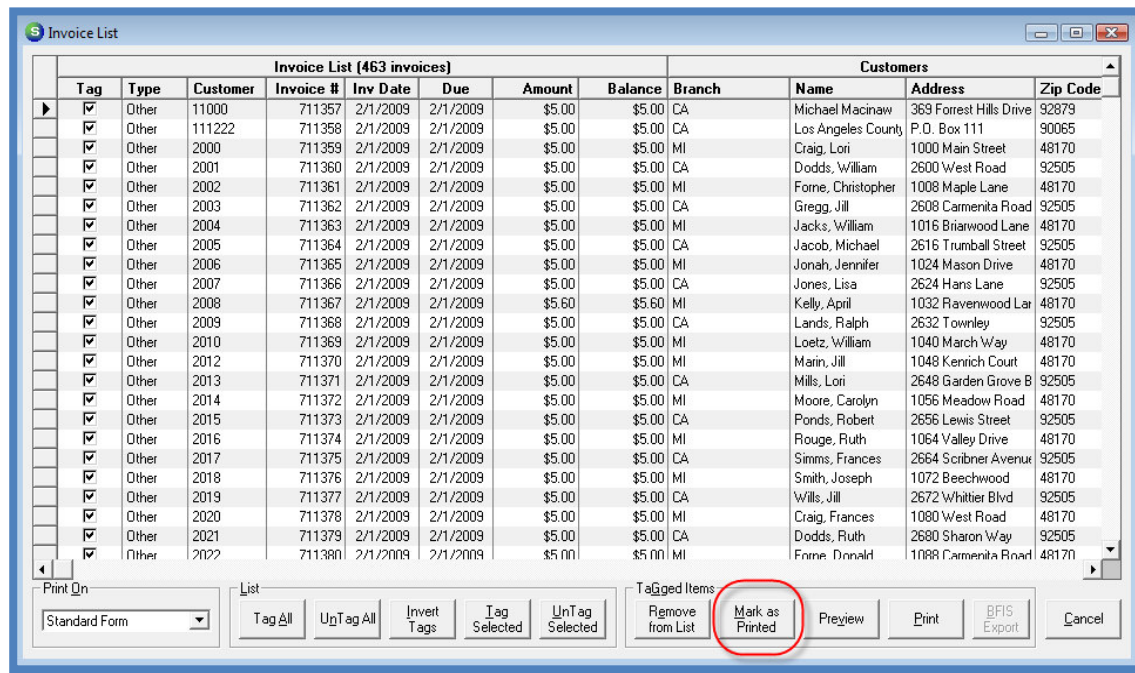


1. Select Print Options – The *Select Invoices* form will be displayed. Un-check the *Select All Invoices* checkbox. Select the *Type* checkbox; un-check all invoices types except the type of *Other*. Press the *Create List* button located at the lower right of the form.

The screenshot shows the 'Select Invoices' dialog box. The 'Select All Invoices' checkbox is unchecked. The 'Branch' list box has 'All' selected. The 'Dates' section has 'From' and 'Thru' fields both set to '2/1/2009'. The 'Invoice Numbers' section has empty 'From' and 'Thru' fields. The 'Filter Options' section has 'Only Show Invoices in Print Queue' checked. The 'Sort By' dropdown is set to 'Customer Number'. The 'Margins' section has 'Top Margin', 'Left Margin', and 'Bottom Margin' all set to '0'. The 'Use Invoice Background' checkbox is unchecked. At the bottom, there are 'Export List', 'Create List', and 'Cancel' buttons. Red circles highlight the 'Select All Invoices' checkbox (unchecked), the 'Type' checkbox (checked), and the 'Other' checkbox (checked).

2. Mark as Printed – The *Invoice List* will be displayed. Select the *Mark as Printed* button located at the bottom of the Invoice List form. In a few seconds all of the Finance Charge invoices will disappear from the Invoice List. If at a later date a customer requests a printed copy of their finance charge invoice, it may be printed by opening the invoice from the Customer Explorer or flag the invoice to go to the print queue for printing at a later time.

Print Finance Charge Invoices - Mark as Printed: Figure 192



General Ledger Transactions – Finance Charge Invoices

Once Finance Charge Invoices have been posted, the journal entries created may be viewed from the Account Register located in the General Ledger module options. The debits and credits created by the application of the invoices may be viewed from the Journal Detail of the Customer Explorer record.

Journal Entry created by a Finance Charge Invoice

The debit side of the transaction will post to the default accounts receivable account specified on the *Finance Charges Invoice Information* form. The credit side of the transaction will post to the G/L account associated with the Invoice Item selected on the *Finance Charges Invoice Information* form.

Journal Entry - Finance Charge Invoice: Figure 193

Journal Entry (ABC Alarm)

Register No. 5167 Register Type: INV

Journal Information

Branch: CA
Date: 2/1/2009
Primary Account: 11000
Accounts Receivable
Reference: 711788

Show Job Costing Show Branches

General Ledger							
Account	Description	Debit	Credit	Memo	Branch	Category	
11000	Accounts Recei	59.14		Late Charges	CA		
49030	Revenue, Late		59.14		CA	G & A	
Total		\$ 59.14	\$ 59.14				

Close

Payment Processing

Section Contents

- **Payment Processing Concepts & Terminology**
- **Related Setup Tables**
- **User Security Options**
- **General Ledger Transactions**
- **How To**
 - **Enter customer payments**
 - **Deposit payment batch**
 - **Negative payment batches**
 - **Correcting data entry errors**
 - **Reversing a deposit**
 - **Lockbox processing**

Payment Processing Overview

The Payment Processing menu item is used to create cash batches and apply payments to customer accounts. Processing payment is a two-step process; entering the payments into the batch, then depositing the payments into a bank account. Payments are processed in a batch; i.e. all payments in the batch are deposited to a bank account at one time. As payments are entered into the batch, the customer accounts receivable is immediately credited with the payment.

All payments entered into a payment batch must be applied to a customer account. If you receive in payments that are non-customer related such as a refund or rebate check from a Vendor, these payments must be posted to a customer account. Most companies create an internal customer titled Cash Account to be used for this purpose. When payments are posted to the Cash Account customer, the User will typically apply the payment to a miscellaneous income account.

There are two types of payment batches; 1) regular payment batches and 2) negative payment batches. Regular payment batches are used when entering customer payments i.e. checks, cash etc. Negative payment batches are used when you need to make corrections when a payment was applied to the incorrect customer account or applied to the incorrect invoice number. Instructions on how to create and use both payment batch types are covered in this section.

Since the SedonaOffice Accounts Receivable module employs the Open Item methodology, as customer payments are entered they are manually applied to invoices. If the customer for which a payment being entered does not have any unpaid invoices on their account the User must apply the payment to one or more of four options. These payment application options are listed in the chart below with a description of when and how the option is typically used.

Payment Application - "Other" Tab Options: Table 8

Option	Description	Typical Uses
Miscellaneous	Used when applying a payment directly to a particular G/L Account.	<ul style="list-style-type: none"> • Payment was received for a cancelled account where all invoices have been written off to a bad debt account. May apply to the same bad debt account as an offset to the original invoice write-off. • Payment was received from a vendor for a product rebate or refund; apply to a miscellaneous income account.
Late Fee	Used when applying all or a portion of a payment to Late Fees that have been assessed to the customer's account.	<ul style="list-style-type: none"> • Applies funds to a predefined late fee G/L account. This account is located in SedonaSetup / GL Account Defaults (A/R)
Advance Deposit	Apply all or a portion of a payment to a Job	<ul style="list-style-type: none"> • There must be a job available with an open status to be able to select this option.
Unapplied Cash	A payment that will remain on the customer account as an unapplied item until a User applies to invoices or elsewhere	<ul style="list-style-type: none"> • Typically used when a customer overpays an invoice or sends in a payment prior to an invoice being generated.

The User Group Security may allow a User permission for entering payments but not depositing the cash into a bank account, if it is your company policy that one person enters payments and another person deposits the batch to the bank. A User Group may have permissions to perform one or both functions depending on your company policies and procedures.

Entering payments also has an impact on the Collections module. If the payment being entered takes the customer balance to an amount that no longer qualifies for collections, the customer is automatically removed from the Collection Queue.

Payment Processing & Collections

Payment processing may affect customers that are in one of the Collection Queues. When a payment is posted and completely pays off a customer account, the customer is automatically removed from the collection queue in which they currently reside. For example, if the customer is in the over 60 day queue and makes a payment that now qualifies the customer account for the collection queue rules of the over 30 day queue, the customer is automatically moved to the over 30 queue. The automatic removal or movement in collections is recorded to the customer Sedona Event Log and to the customer Collection Activity list. The automatic removal/move with collection queues functions only with sequenced collection queues.

A customer may also be automatically added to a collection queue. If a User reverses the deposit of a payment batch and deletes the check of a customer which paid one or more invoices that were delinquent, the customer will automatically be added to the corresponding collection queue based on the rules of the collection queue and the number of days past due the invoice is at the time of the deletion of the check. The customer will only be added to the most delinquent queue that was part of the customer's collection history.

Sedona Event Log - Customer Removed From Collections: Figure 194

Time Stamp	User Code	Type	Description	User Comments
02/24/2009 3:55:52 AM	Administrator	ADD		Remove From Collections
2/18/2009 3:19:40 AM	amanda	ADD		Added to Collection Queue CA Over 30
12/30/2008 9:03:27 PM	Administrator	ADD	Credit Off Invoice711070 \$500.00	
12/30/2008 8:59:33 PM	Administrator	LUPDATE	Updated Job 381	
12/10/2008 6:01:06 ...	payrate	ADD	New Job 381	
12/10/2008 6:00:54 ...	payrate	ADD	Add Customer Site Matthew, Michael	
12/10/2008 6:00:54 ...	payrate	ADD	Add Bill Record Matthew, Michael	
12/10/2008 6:00:54 ...	payrate	ADD	Customer Created	

Collections Activity - Customer Removed From Collections: Figure 195

The screenshot shows the SedonaOffice interface for customer 'Matthew, Michael'. The left sidebar contains a tree view with 'Collections' highlighted. The main window is divided into three sections: customer details, summary statistics, and a table of collection activities.

Customer Information:
 Matthew, Michael
 109 Forest
 Plymouth, MI 48170

Summary Statistics:
 Balance Due: \$0.00
 Last Late Fee: \$8.54
 Total Active RMR :
 Total Active RAR :
 Customer Type: Residential
 Customer Since: 12/10/2008
 Salesperson: George Miller
 Last Payment Rec'd: \$557.91 (02/24/09)

Collections Activity Table:

11/28/2008		CA Over 30				
Date	Collection Status	Activity	Description	User	Amount	
2/24/2009 3:55:52 AM	Over 30 Days	Auto Remove From Queue	Remove From C...	Administrator	\$0.00	
2/24/2009 3:55:51 AM	Over 30 Days	Posted Payment	Posted Check #...	Administrator	\$557.91	
2/18/2009 5:14:40 AM	Over 30 Days	Auto Put in Queue	Added to Collec...	amanda	\$541.25	

Related Setup Tables

Below is a list of the setup tables involved in Payment Processing.

- Chart of Accounts
- Payment Type
- Banks

User Group Security Options

For a User to be able to enter payments or deposit a payment batch to a bank account, certain security privileges must be granted to the User through the User Group Security options within SedonaSetup. The following User Group Security options located within Application Access/AR security options section pertain to Payment Processing.

- **Make Deposit** – permits the User to deposit a cash batch into a bank account
- **Payment Processing** – permits the User to create payment batches and enter customer payments.

How To

Regular Payment Batches

Create a Payment Batch

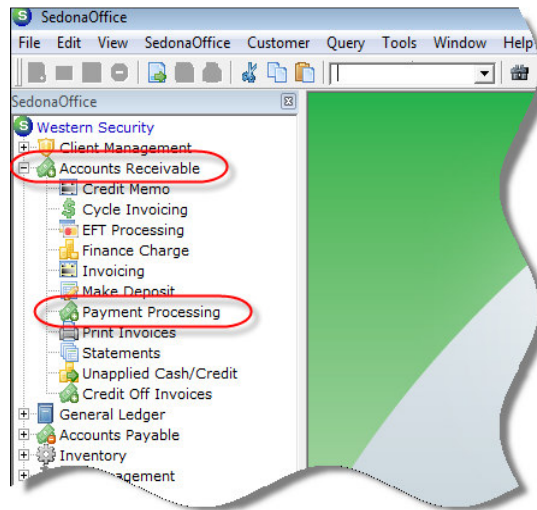
A customer payment batch consists of two elements; 1) the batch header which specifies the date, description and the tape (expected) total and 2) the individual payments for each customer. The User must first create the Batch Header before being allowed to enter the customer payments.

When creating a Payment Batch Header, the User has the option of entering a Tape Total amount; it is recommended that the User first totals all payments on a calculator prior to beginning the batch. As customer payments are entered by the User, the application keeps a running total of all the payments. If a data entry error is made when entering payments, the User will have a total to compare to if an actual tape total is entered when creating the batch.

If entering payments for Credit Cards or ACH transactions and your company is not using ACH Direct for automated payment processing, separate payment batches should be created for Credit Cards, ACH and Checks. This will make the bank reconciliation process much easier at a later time.

1. Navigate to the Main Application menu tree and select the Accounts Receivable / Payment Processing menu option.

Create a Payment Batch – Navigation: Figure 196



2. Create the Payment Batch Header – The *Payment Processing Batches* form will be displayed. Press the *New* button located at the lower right of the form to begin a new payment batch.

Create Payment Batch: Figure 197

The screenshot shows the 'Payment Processing Batches' form. It includes a 'View Options' section with checkboxes for 'Show only batches that are tagged as ready to deposit' and 'Show Deposited Batches'. There is also a 'Date Range' section with 'From Date' and 'Thru Date' fields, both set to 2/1/2009. Below this is a table with columns: Ready, Date, Description, QTY, Tape Total, Entered Total, Balance, and Deposit Date. At the bottom right, there is a 'Total Entered: 0.00' label and an 'Enter Payments' button. The 'New' button is highlighted with a red circle.

Ready	Date	Description	QTY	Tape Total	Entered Total	Balance	Deposit Date
-------	------	-------------	-----	------------	---------------	---------	--------------

3. Enter Payment Batch Header Information – The *New Batch Information* form will be displayed. Enter the *Batch Date*, *Description*, and the *Tape Total* (total amount of payments you will be entering). Press the *Save* button when finished.

Note: The *Tape Total* is not required however entering this amount will help the User entering payments to catch data entry errors.

Enter Payment Batch Header Information: Figure 198

New Batch Information

Batch Information

Batch Date	2/1/2009
Description	CJ Checks 02/01/2009
Tape Total	4389.21
Entered Amount	\$0.00
Remaining Amount	\$4,389.21

Ready to Deposit

Bank Information

Bank Account

Deposit Date

Reconcile Date

Save Close

Entering Customer Payments

Once the batch header has been saved, the *Payment Processing Batches* list will again be displayed; the new batch will appear in the batch list.

1. To begin entering customer payments, double-click on the batch or highlight the batch and press the *Enter Payments* button located at the lower right of the *Payment Processing Batches* form.

Enter Payments Button: Figure 199

The screenshot shows a window titled "Payment Processing Batches". It has a "View Options" section with checkboxes for "Show only batches that are tagged as ready to deposit" and "Show Deposited Batches". There is also a "Date Range" section with "From Date" and "Thru Date" both set to 2/2/2009. Below this is a table with the following data:

Ready	Date	Description	QTY	Tape Total	Entered Total	Balance	Deposit Date
<input type="checkbox"/>	2/1/2009	CJ Checks 02/01/2009	0	4389.21	0.00	4389.21	**Undeposit...

At the bottom right of the window, the text "Total Entered: 0.00" is displayed. The "Enter Payments" button is circled in red. Other buttons at the bottom include "View Deposits", "Deposit", "Edit", "New", and "Close".

Payment Processing Form

Fill in this form for each customer payment included in the batch. Below is an explanation of the data entry fields in the header section of this form.

- **Customer** – Type in the customer number or the customer name in this field or press the binoculars icon to the right of this field to lookup the customer number. The customer address will automatically fill in once the customer is entered into this field.
- **Invoice #** – If the customer has written their invoice number on the check, typing that number into this field will automatically fill in the customer name and address information.

- **Memo** – This is an optional field where the User may enter up to 50 characters of text. Information entered into this field may later be viewed from the payment within the Customer Explorer record.

If a check is being split between multiple customers the User could enter the total amount of the check and reference the other customer numbers where the remainder of the check will be posted.

- **Amount** – Enter the amount of the check.
- **Payment Method** – This field will automatically default to Check. If entering a batch for Credit Card or ACH transactions, select the appropriate payment method from the drop-down list.
- **Check Number** – Enter the customer's check number. For Credit Card or ACH payments, typically the last four digits of the account number is entered for reference purposes.
- **Posting Date** – This field will default to today's date, but may be overridden.
- **Check Date** – This is an optional field for entering the check date which the customer has written on their check.

Payment Header: Figure 200

The screenshot shows the 'Payment Processing' window with the following details:

- Batch Tape Amount: 4,389.21
- Amount Entered: 0.00
- Batch Balance: 4,389.21
- Entry # 1 of 1

Fields on the left side:

- Branch: CA
- Customer: [Red circle]
- Invoice #: [Red circle]
- Address: [Empty text box]
- Memo: [Red circle]

Fields on the right side:

- Balance to Apply: [Empty text box]
- Amount: [Red circle]
- Payment Method: Check
- Check Number: [Red circle]
- Posting Date: 2/2/2009
- Check Date: [Red circle]

Other Credits: [Empty text box]

Applying Payments to Invoices

Payments may be applied to Invoices, an Advance Deposit for a job, Late Fees accrued on the customer account, Unapplied Cash, or applied to a Miscellaneous G/L account. The User may distribute the payment to invoices and/or one or many of the *Other* payment application options.

2. Apply Payments to Invoices - Once a customer number has been selected, the list of all invoices with an open balance will be displayed. In the *Payment* column of the Invoice List the User will enter the amount to apply to the invoice *or* may press the *Auto* button located at the lower right of the form.

Auto Button

Pressing the *Auto* button will try to match the payment amount to an exact invoice balance. If the application finds a match, the payment will be applied to that invoice. If there is more than one invoice of the same amount as the payment amount, the application will apply the payment to the oldest invoice. If there are no invoices with an exact match to the payment amount the payment will be applied to the oldest invoices first until all of the payment is distributed.

When using the *Auto* button, if any amount is still left to be applied after all invoices have been marked for payment, the User will navigate to the *Other* tab to save the remainder of the payment to one or more of the available options.

Clear Button

If the User applied the payment to the incorrect invoices and wants to start all over applying the payment, press the *Clear* button to remove all amounts entered into the *Payment* column.

Save Button

Once the payment has been completely applied, press the *Save* button to continue on to enter the next customer payment.

As payments are entered by the User, the application keeps a running total of all payments entered; this is displayed at the top of the *Payment Processing* form.

Applying a Payment to Invoices: Figure 201

Payment Processing

Batch Tape Amount: 4,389.21 Amount Entered: 0.00 Batch Balance: 4,389.21 Entry # 1 of 1

Branch: CA Balance to Apply: 79.00

Customer: 2305 Amount: 237.00

Invoice #: Payment Method: Check

Address: Jacob, Frances
3816 Brookhurst
Holtville, CA 92250 Check Number: 6513

Memo: Posting Date: 2/2/2009

Check Date: Other Credits: 5.00

Site Name	Invoice #	Date	Amount	Net Due	Payment
Jacob, Frances	710658	11/29/2008	57.64	57.64	
Jacob, Frances	710952	11/29/2008	79.00	79.00	79.00
Jacob, Frances	710953	11/29/2008	79.00	79.00	79.00
Jacob, Frances	710954	11/29/2008	79.00	79.00	
Jacob, Frances	710973	12/6/2008	37.89	37.89	
Jacob, Frances	711090	1/5/2009	28.15	28.15	
Jacob, Frances	711251	1/7/2009	57.64	57.64	
Jacob, Frances	711659	2/1/2009	5.79	5.79	

Total Due: \$449.11 Auto Clear

View Checks Import Lockbox Scan Batch Save Close

Once all payments have been entered and the total of the payments entered matches or is greater than the *Tape Total* entered for the payment batch, the User will be presented with the message displayed below. If the User has entered all the payments and this message is not displayed, this indicates that either the *Tape Total* was incorrect or one or more of the payments entered was incorrect. If this message is displayed prior to all payments being entered, again there was a data entry error with either the *Tape Total* or on one or more of the payments entered.

Batch Total Information Message: Figure 202

Payment Processing

? The last transaction completes the tape total entered.
Do you wish to tag this batch as READY to deposit ?

Yes No

Applying Payments – Other Options

Apply Payments Other Options - Once a customer number has been selected, a list of all invoices with an open balance will be displayed. If the customer has no open invoices the payment will be applied on the *Other* tab of the Payment Processing form.

Payment Processing - "Other" Tab: Figure 203

Payment Processing

Batch Tape Amount: 4,389.21 Amount Entered: 4,476.84 Batch Balance: -87.63 Entry # 6 of 6

Branch: CA
Customer: 2151
Invoice #:
Address: Mills, Mary
3200 March Way
Holtville, CA 92250
Memo:
Balance to Apply: 1,000.00
Amount: 1,000.00
Payment Method: Check
Check Number: 169
Posting Date: 2/4/2009
Check Date:
Other Credits: 0.00

Invoices | **Other** |

Invoice List					
Site Name	Invoice #	Date	Amount	Net Due	Payment

Total Due: \$0.00 Auto Clear

View Checks Import Lockbox Scan Batch Save Close

When applying a payment using the *Other* form, the User has four options to distribute the payment amount. The User may distribute the payment to one or a combination of the options available. Select the checkbox to the left of the option that will be used. By default the total amount of the customer payment will fill into the *Amount* field for the option selected. If the payment is being split between multiple options, the User will need to manually change the *Amount* field in each of the options selected. The amount(s) entered on the *Other* form must total the payment amount entered in the header of the Payment Processing form to be able to press the *Save* button.

For customer accounts that have been assessed Late Fees, this amount will be displayed below the *Memo* field of the header section of the Payment Processing form.

Payment Processing - "Other" Tab Options: Figure 204

Site Name	Invoice #
Beale & Company	1007
Beale & Company	1017
Beale & Company	1020

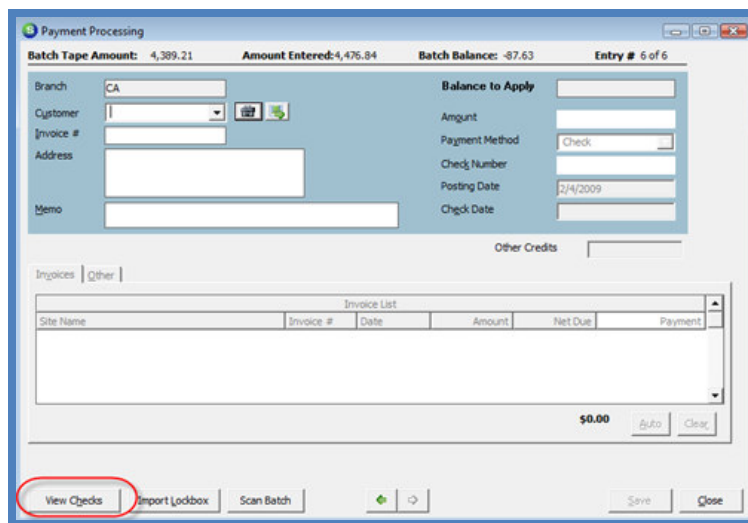
Correcting Errors

If an error was made on the amount of the payment or an incorrect customer number was entered, follow the instructions below to make the necessary corrections.

Incorrect Amount Entered

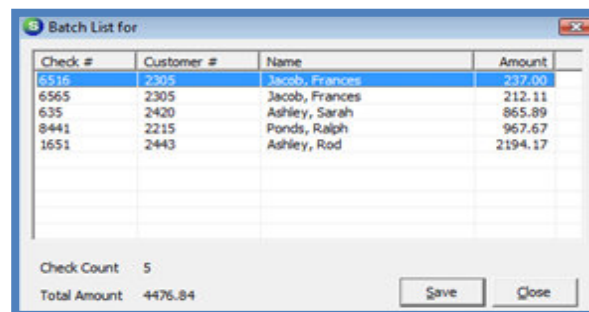
From the *Payment Processing* form press the *View Checks* button to locate the payment to be corrected.

View Checks Button: Figure 205



A list of all payments entered into the batch will be displayed. The payments are listed in the order in which they were entered by the User. Double-click on the payment to be corrected or highlight the payment line and press the *Save* button located at the lower right of the list.

Checks in Payment Batch: Figure 206



The customer payment information will fill into the *Payment Processing* form. Press the *Clear* button located at the lower right of the form to remove the applied payment from the invoices.

Enter the correct amount of the payment in the *Amount* field in the header area of the Payment Processing form then apply the payment to the invoices. Press the *Save* button when finished.

Correcting Payments: Figure 207

Payment Processing

Batch Tape Amount: 4,389.21 Amount Entered: 4,476.84 Batch Balance: -87.63 Entry # 5 of 6

Branch: CA Balance to Apply: 0.00

Customer: 2443 Amount: 2194.17

Invoice #: Payment Method: Check

Address: Ashley, Rod
2612 Townley
Santa Ana, CA 92706 Check Number: 1651

Memo: Posting Date: 2/2/2009

Check Date: Other Credits:

Site Name	Invoice #	Date	Amount	Net Due	Payment
Ashley, Rod	1980	11/4/2008	2194.17	2194.17	2194.17
Ashley, Rod	10205	11/17/2008	32.42	32.42	
Ashley, Rod	710711	11/29/2008	32.42	32.42	
Ashley, Rod	710949	11/29/2008	162.38	162.38	
Ashley, Rod	711306	1/7/2009	32.42	32.42	
Ashley, Rod	711798	2/1/2009	36.32	36.32	

Total Due: \$2,490.13 Auto **Clear**

View Checks Import Lockbox Scan Batch Save Close

Payment Entered for the Wrong Customer

From the *Payment Processing* form press the *View Checks* button to locate the payment entered to the incorrect customer account.

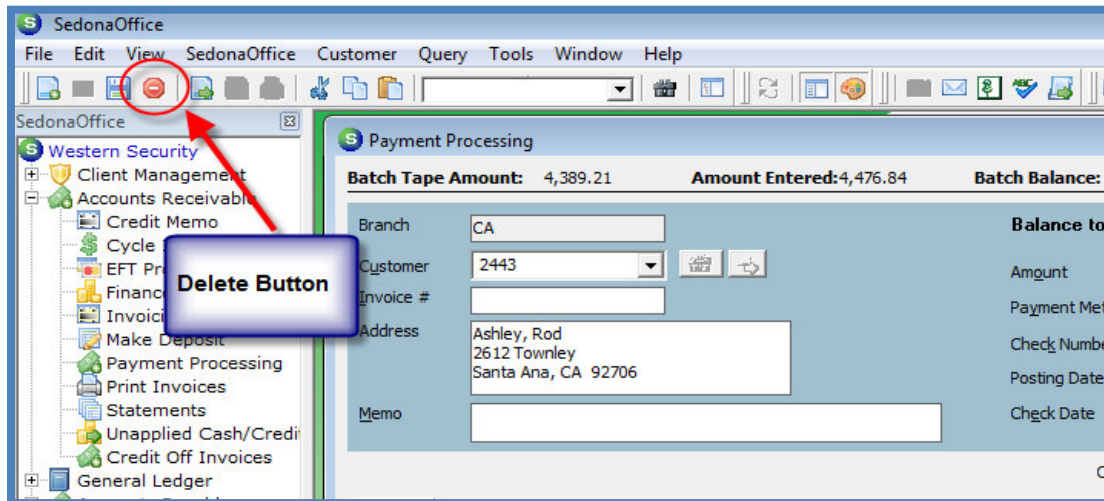
A list of all payments entered into the batch will be displayed. Double-click on the payment which was saved to the wrong customer or highlight the payment line and press the *Save* button located at the lower right of the list.

Check #	Customer #	Name	Amount
6516	2305	Jacob, Frances	237.00
6565	2305	Jacob, Frances	212.11
635	2420	Ashley, Sarah	865.89
8441	2215	Ponds, Ralph	967.67
1651	2443	Ashley, Rod	2194.17

Check Count: 5
Total Amount: 4476.84

The customer payment will fill into the *Payment Processing* form. Press the *Delete* button located on the main application toolbar to remove the payment. The User may now enter a new payment for the correct customer number.

Delete a Check: Figure 208



Deposit a Payment Batch

Once all payments have been entered the batch may be deposited into the bank. Located on the *Make Deposit* data entry form is a checkbox labeled *Single Deposit in GL*. If your company is operating under multiple branches and customer payments contained within the payment batch being deposited are in multiple branches, the program will post one debit entry to the GL for the bank account where the deposit is going. If this checkbox is not selected, a debit entry to the G/L will be made to the bank account for each branch found in the payment batch.

Follow the steps below to make a deposit.

1. To begin the Deposit process, the User may begin in one of two ways. Navigate to the Accounts Receivable module and select the Make Deposit menu option, or navigate to the Accounts Receivable module and select the Payment Processing menu option. This will open the *Payment Processing Batches* list. Highlight the batch to be deposited and press the *Deposit* button located at the lower right of the form. The *Make Deposit* form will be displayed.

Make Deposit Form: Figure 209

The screenshot shows the 'Make Deposit' window with the following details:

- Deposit Date:** 2/1/2009
- Deposit Total:** \$ 4,476.84
- Single Deposit in GL**
- Branch Code:** CA
- Bank Account:** 10010 (Primary Checking Account)
- Description:** CJ Checks 02/01/2009
- Print Deposit Ticket**

Sel	Date	Description	Quan...	Tape Total	Entered Total	Ba
<input checked="" type="checkbox"/>	2/1/2009	CJ Checks 02/01/2009	5	4389.21	4476.84	-€

2. The User must populate the required fields on this form:

Deposit Date - Today's date will default into this field. To make the bank reconciliation process easier, this should be the date the funds were actually deposited into the bank account.

Single Deposit in GL - Select this option if it is desired for one debit entry to post to the GL for the bank account.

Branch - If the previous option, *Single Deposit in GL* was selected, the User must select from the drop-down list which branch to use for posting the cash batch. If the previous option was not selected this field will be grayed-out.

Bank Account - From the drop-down list, selected which bank account will be used to deposit the payment batch.

Description - The User may enter up to 50 characters of text to describe the payment batch.

Print Deposit Ticket - By default this option is selected. If the User does not want to print the deposit ticket report after the *Save* button has been pressed, un-check this option.

Once the above selections have been made, check the box to the left of all the payment batches to be included in this deposit. Press the *Save* button located at the lower right of the form to post the deposit to the GL and print the deposit ticket.

Deposit Ticket: Figure 210

February 05, 2009		CJ Checks 02/01/2009			Page # 1
11:21 AM		Deposit Check Summary			
Primary Checking Account deposit on 2/1/2009					
<u>Batch Name</u>	<u>Customer Number</u>	<u>Customer Name</u>	<u>Amount</u>	<u>Method</u>	<u>Check Number</u>
CJ Checks	2443	Ashley, Rod	2,194.17	Check	1651
	2215	Ponds, Ralph	967.67	Check	8441
	2420	Ashley, Sarah	865.89	Check	635
	2305	Jacob, Frances	212.11	Check	6565
	2305	Jacob, Frances	237.00	Check	6516
CJ Checks			<u>4,476.84</u>		
Deposit Total			<u><u>4,476.84</u></u>		

Viewing Deposited Batches

Users may view a list of all deposited batches, view the list of customer payments within each batch and drill down to the individual customer payments within the batch. Navigate to the Accounts Receivable module and select the Payment Processing menu option. At the lower left of the Payment Processing Batches list press the *View Deposits* button.

View Deposits Button: Figure 211

The screenshot shows a software window titled "Payment Processing Batches". At the top, there are "View Options" with several checkboxes: "Show only batches that are tagged as ready to deposit", "Show Deposited Batches", and "Date Range". The "Date Range" section includes "From Date" and "Thru Date" fields, both containing "2/5/2009". Below the options is a table with the following headers: "Ready", "Date", "Description", "QTY", "Tape Total", "Entered Total", "Balance", and "Deposit Date". The table body is currently empty. At the bottom right, it displays "Total Entered: 0.00" and an "Enter Payments" button. At the bottom left, the "View Deposits" button is circled in red. Other buttons at the bottom include "Deposit", "Edit", "New", and "Close".

The *Deposits Made* list will be displayed showing all deposited payment batches. You may filter on a particular date range by using the *From Date* and *Thru Date* fields located in the upper right of the list. To open a batch to review the payments contained therein, highlight the desired payment batch then press the *View Checks* button located at the lower right of the list or double-click on the payment batch row to display a list of the payments.

Deposits Made List: Figure 212

The screenshot shows a window titled "Deposits Made" with a table of payment batches. The table has columns for Date, Description, Amount, Count, Account, Account Description, and Cleared. The first row is highlighted in blue. Below the table, there are two buttons: "View Checks" and "Close". The "View Checks" button is circled in red.

Date	Description	Amount	Count	Account	Account Description	Cleared
2/4/2009	CJ Checks 02/01/2009	1472.45	1	10010	Primary Checking Account	N
2/1/2009	CJ Checks 02/01/2009	4476.84	5	10010	Primary Checking Account	N
2/1/2009		78.06	2	10010	Primary Checking Account	N
2/1/2009		366.65	4	10010	Primary Checking Account	N
2/1/2009		0.00	0	10010	Primary Checking Account	N
12/18/2008		1000.00	1	10010	Primary Checking Account	N
12/18/2008	adv dep cust 2441/ job 350	10000.00	1	10010	Primary Checking Account	N
12/18/2008	adv dep cust 2430 job 324	1000.00	1	10010	Primary Checking Account	N
12/16/2008	checks 12/16/2008	699.00	1	10010	Primary Checking Account	N
12/7/2008	Credit Cards 11-30-2008	189.39	5	10010	Primary Checking Account	N
12/1/2008	Checks	10000.00	1	10010	Primary Checking Account	N
11/28/2008	ach	1758.31	6	10010	Primary Checking Account	Y
11/28/2008	credit cards	351.91	10	10010	Primary Checking Account	Y

List of Payments in Deposited Batch: Figure 213

Deposit Customer List

Deposit Date: 11/28/2008
 Deposit Amount: \$21,122.67
 Account: 10010 - Primary Checking Account

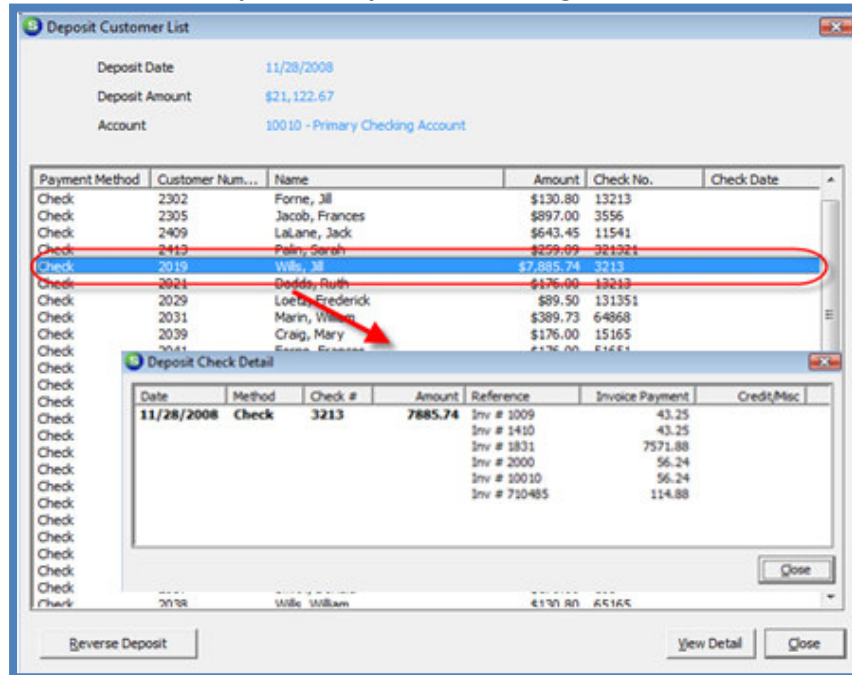
Payment Method	Customer Num...	Name	Amount	Check No.	Check Date
Check	2302	Forne, Jill	\$130.80	13213	
Check	2305	Jacob, Frances	\$897.00	3556	
Check	2409	LaLane, Jack	\$643.45	11541	
Check	2413	Palin, Sarah	\$259.09	321321	
Check	2019	Wills, Jill	\$7,885.74	3213	
Check	2021	Dodds, Ruth	\$176.00	13213	
Check	2029	Loetz, Frederick	\$89.50	131351	
Check	2032	Mis, Milcent	\$130.80	16565	
Check	2033	Moore, Lori	\$176.00	165	
Check	2034	Ponds, William	\$130.80	46546	
Check	2035	Rouge, William	\$176.00	65165	
Check	2036	Simms, Lori	\$130.80	16516	
Check	2037	Smith, Donald	\$176.00	165	
Check	2038	Wilk, William	\$130.80	65165	

Buttons: Reverse Deposit, View Detail (circled in red), Close

List of Batch Payments

To drill down to an individual customer payment record, from the *Deposit Customer List*, either highlight the payment to be viewed and press the *View Detail* button or double-click on the desired payment line to view the details.

Deposited Payment Detail: Figure 214



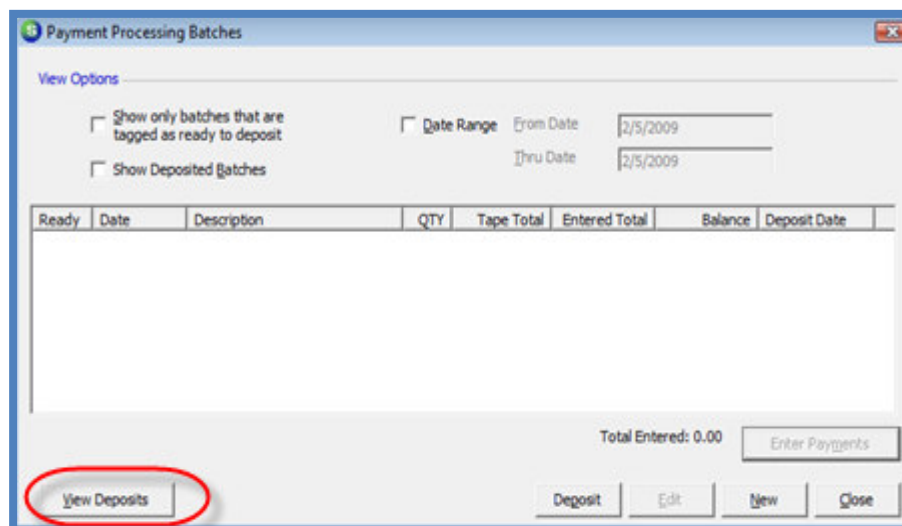
Reversing a Deposited Batch

Deposited Payment Batches may be reversed if the original batch deposit date is within an open accounting period and the deposited batch has not already been cleared through the Bank Reconciliation process. Typical reasons why a User would need to reverse a deposit:

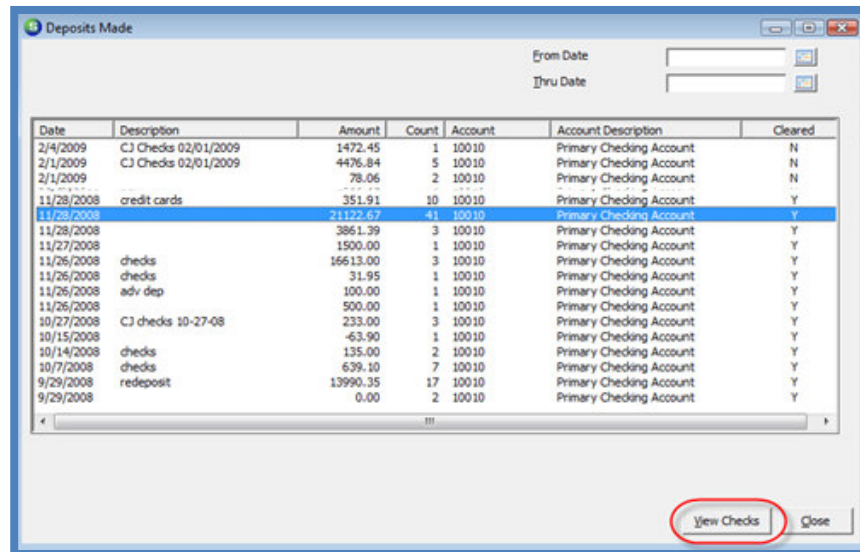
- The incorrect branch was selected and needs to be corrected.
- The incorrect bank account was select and need to redeposit to the correct bank account.
- Multiple batches were incorrectly combined into one batch.
- A Payment was posted to the incorrect customer account and needs to be corrected.

Follow the steps below to *Reverse* a deposited payment batch.

1. Navigate to the Accounts Receivable module and select the Payment Processing menu option. At the lower left of the *Payment Processing Batches* list press the *View Deposits* button.

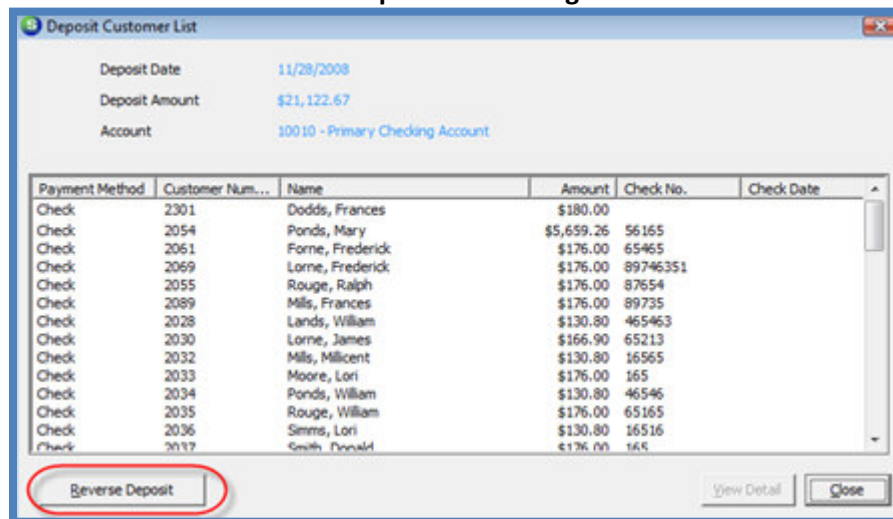


- To select the batch to be reversed, highlight the desired payment batch then press the *View Checks* button located at the lower right of the list or double-click on the payment batch row.



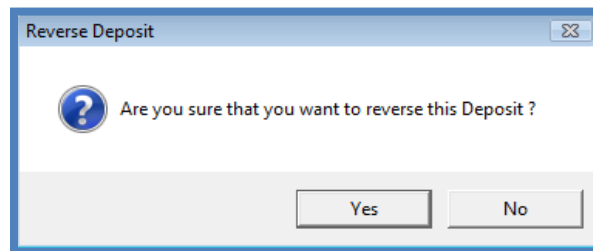
- The *Deposit Customer List* will be displayed. Press the *Reverse Deposit* button located at the lower left of this form to process the deposit reversal.

Reverse Deposit Button: Figure 215



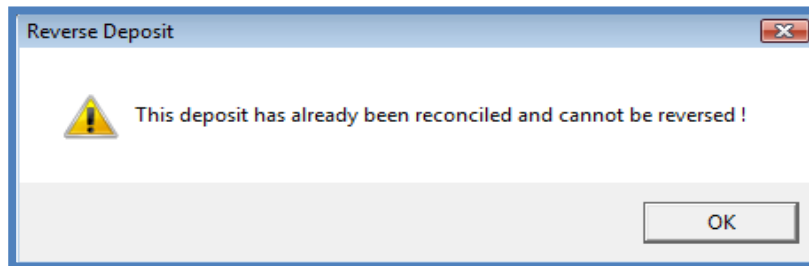
- The User will be presented with a confirmation message; press the Yes button to continue.

Reverse Deposit Confirmation: Figure 216



If the User is attempting to reverse a deposited batch where the Bank Reconciliation has already been completed, the User will not be allowed to proceed with the Reversal and the message below will be displayed.

Reverse Deposit Information Message: Figure 217



Once the Deposited Payment Batch has been reversed, the batch will appear in the list of batches in the *Payment Processing Batches* List. To make corrections, follow the instructions under the heading of *Correcting Errors* found earlier in this section. Once all corrections have been made, re-deposit the payment batch following the normal Deposit processing steps listed earlier in this section.

When re-depositing the payment batch, prior to saving, remember to use the original date of the deposit, and the original bank account that was used on the reversed deposit. If correcting the deposit date the User will enter the new deposit date. If the User is re-depositing because the incorrect bank was originally selected, make certain to select the correct bank account.

Negative Payment Batches

Negative payment batches are used when a payment was applied to the incorrect invoice or the incorrect customer account. In the situation where a payment was applied to the incorrect customer, a negative payment batch is created to reverse the payment from the incorrect customer and a separate regular payment batch is created to create the payment for the correct customer. Both batches are deposited at the same time having a net effect of zero on the bank account balance.

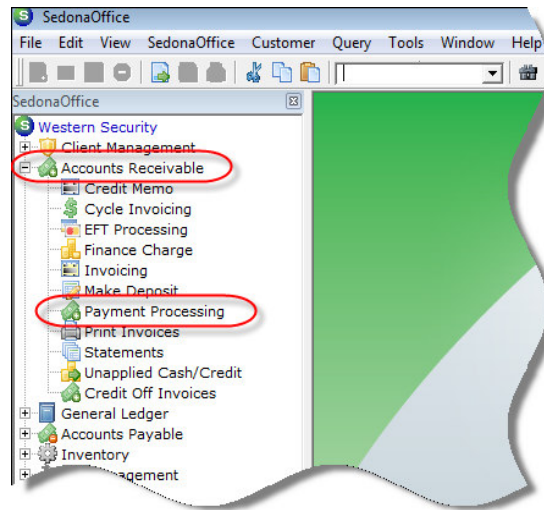
NSF Payments

A negative payment batch may also be used to handle NSF check situations to reduce the bank account balance and to remove the payment application from the invoice so that it may added back as an open receivables item for the customer. If your company policy is to charge the customer a fee for returned items, you will need to create a miscellaneous invoice for this purpose.

A negative customer payment batch consists of two elements; 1) the batch header which specifies the date, description and the tape (expected) total and 2) the individual negative payments for each customer. The User must first create the Batch Header before being allowed to reverse the application of customer payments.

Create a Negative Payment Batch

1. Navigate to the Main Application menu tree and select the Accounts Receivable / Payment Processing menu option.



2. Create the Payment Batch Header – The *Payment Processing Batches* form will be displayed. Press the *New* button located at the lower right of the form to begin a new payment batch.

A screenshot of the 'Payment Processing Batches' form. The form has a title bar with the text 'Payment Processing Batches'. Below the title bar, there are 'View Options' with several checkboxes: 'Show only batches that are tagged as ready to deposit', 'Show Deposited Batches', and 'Date Range'. The 'Date Range' section includes 'From Date' and 'Thru Date' fields, both containing the date '2/1/2009'. Below the options is a table with the following columns: 'Ready', 'Date', 'Description', 'QTY', 'Tape Total', 'Entered Total', 'Balance', and 'Deposit Date'. The table is currently empty. At the bottom of the form, there are several buttons: 'View Deposits', 'Deposit', 'Edit', 'New', and 'Close'. The 'New' button is circled in red. To the right of the 'New' button, there is a 'Total Entered: 0.00' label and an 'Enter Payments' button.

3. Enter Batch Header Information – The *Batch Information* form will be displayed. Enter the *Batch Date*, *Description*, and the *Tape Total*; a negative value must be entered in this field. Press the *Save* button when finished.

Negative Payment Batch Header: Figure 218

Batch Information

Batch Information

Batch Date	2/2/2009
Description	Cust 2429 Reverse Payment S/B 2419
Tape Total	-\$699.00
Entered Amount	\$0.00
Remaining Amount	(\$699.00)

Ready to Deposit

Bank Information

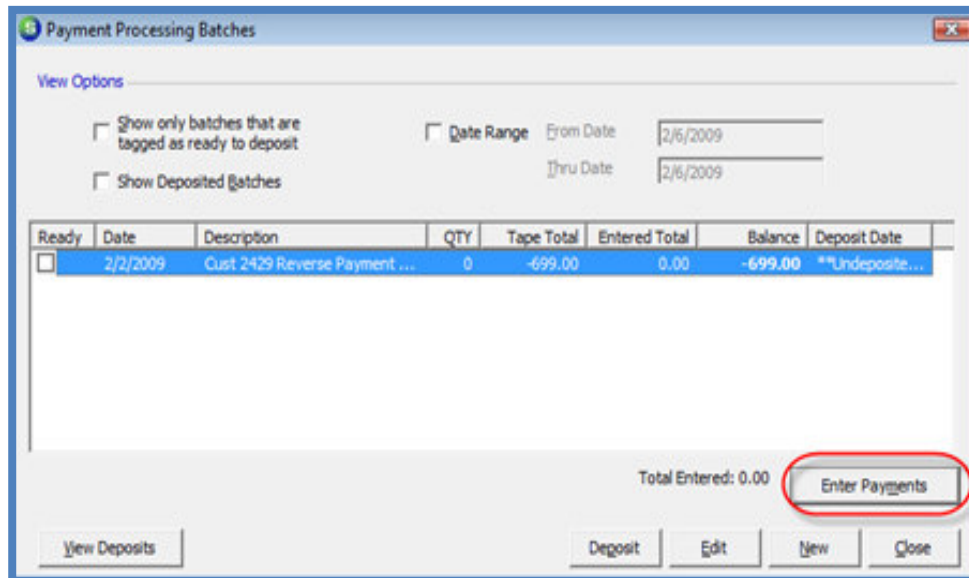
Bank Account

Deposit Date

Reconcile Date

Reversal Payment Batch Save Close

4. The Negative Payment Batch will be displayed in the *Payment Processing Batches* list. Highlight the negative batch then press the *Enter Payments* button located at the lower right of the list or double-click on the negative payment batch line.



5. The *Enter Payments* form will be displayed.

Enter Payments *** Reversal Payment Batch ***

Batch Tape Amount: -699.00 Amount Entered: 0.00 Batch Balance: -699.00 Entry # 1 of 1

Branch: CA

Customer: [dropdown]

Invoice #: [dropdown]

Address: [text area]

Memo: [text area]

Balance to Apply: [text field]

Amount: [text field]

Payment Method: Check

Check Number: [text field]

Posting Date: 2/6/2009

Check Date: [text field]

Other Credits: [text field]

Invoices

Site Name	Invoice #	Date	Amount	Net Due	Payment
\$0.00					

View Checks Z Transactions Scan Batch Save Close

6. Enter the customer number in the upper left of the form header.
7. The form will fill with all invoices where previous payments have been applied [that may be un-applied]. In the header area, in the *Amount* field enter the negative value for the payment being reversed. In the *Payment* column, enter a negative amount on each invoice line where you are reversing a payment. The total entered in the *Payment* column must equal the header *Amount* field to be able to save the record. Continue with this process until all customer payment reversals have been made.

In this example the payment reversed in the negative payment batch should have been posted to a different customer, so a regular payment batch must be created to apply the payment to the correct customer account. After creating and entering the payment in a regular payment batch, both batches will be deposited at the same time.

Negative Payment Record

Entering Negative Payments: Figure 219

Enter Payments *** Reversal Payment Batch ***

Batch Tape Amount: -699.00 Amount Entered: 0.00 Batch Balance: -699.00 Entry # 1 of 1

Branch: MI
 Customer: 2429
 Invoice #:
 Address: ABC Flowers
 12334 Main
 Plymouth, MI 48170
 Memo:
 Balance to Apply: 0.00
 Amount: -699.00
 Payment Method: Check
 Check Number: 65165
 Posting Date: 2/6/2009
 Check Date:
 Other Credits: 5,718.22

Site Name	Invoice #	Date	Amount	Net Due	Payment
ABC Flowers 456	711025	12/1/2008	35.72	0.00	-35.72
ABC Flowers 1100	711026	12/1/2008	35.72	15.45	-20.27
ABC Flowers Corporate	711043	12/16/2008	643.01	0.00	-643.01

Total Due: \$15.45 Auto Clear

View Checks Z Transactions Scan Batch Save Close

In this example the payment reversed in the negative payment batch should have been posted to a different customer, so a regular payment batch must be created to apply the payment to the correct customer account. After creating and entering the payment in a regular payment batch, both batches will be deposited at the same time.

Regular Payment Batch (Payment applied to different customer)

The screenshot shows the 'Payment Processing' window with the following details:

- Batch Tape Amount:** 699.00
- Amount Entered:** 0.00
- Batch Balance:** 699.00
- Entry #:** 1 of 1

Form Fields:

- Branch: CA
- Customer: 2419
- Invoice #: (empty)
- Address: Annual, Andrew
333 Main
Riverside, CA 92505
- Memo: (empty)
- Balance to Apply: 0.00
- Amount: 699.00
- Payment Method: Check
- Check Number: 65165
- Posting Date: 2/6/2009
- Check Date: (empty)
- Other Credits: 0.00

Invoice List Table:

Site Name	Invoice #	Date	Amount	Net Due	Payment
Annual, Andrew	1868	10/1/2008	162.38	162.38	162.38
Annual, Andrew	1869	10/1/2008	324.75	324.75	324.75
Annual, Andrew	710089	11/28/2008	7.31	7.31	7.31
Annual, Andrew	711784	2/1/2009	7.31	7.31	7.31

Total Due: \$501.75

Buttons: View Checks, Import Lockbox, Scan Batch, Save, Close

Deposit a Negative Payment Batch

Follow the steps below to deposit a negative and regular payment batch at the same time.

1. To begin the Deposit process, navigate to the Accounts Receivable module and select the Make Deposit menu option *or* navigate to the Accounts Receivable module and select the Payment Processing menu option. This will open the *Payment Processing Batches* list. Make certain the *Ready* checkbox is selected to the left of both payment batches then press the *Deposit* button located at the bottom of the form.

Deposit Negative Payment Batch: Figure 220

The screenshot shows the 'Payment Processing Batches' window. At the top, there are 'View Options' including checkboxes for 'Show only batches that are tagged as ready to deposit' and 'Show Deposited Batches', and a 'Date Range' section with 'From Date' and 'Thru Date' both set to 2/6/2009. Below this is a table with the following data:

Ready	Date	Description	QTY	Tape Total	Entered Total	Balance	Deposit Date
<input checked="" type="checkbox"/>	2/6/2009	Xfer Pmt from 2429 to 2419	1	699.00	699.00	0.00	**Undeposite...
<input checked="" type="checkbox"/>	2/2/2009	Cust 2429 Reverse Payment ...	1	-699.00	-699.00	0.00	**Undeposite...

At the bottom of the window, the 'Total Entered: 0.00' is displayed. There are buttons for 'View Deposits', 'Deposit', 'Edit', 'New', and 'Close'. The 'Deposit' button is circled in red.

2. The *Make Deposit* form will be displayed. The User must populate the required fields on this form:

Deposit Date - Today's date will default into this field.

Single Deposit in GL – Select this option.

Branch – This field will be grayed-out.

Bank Account – Select from the drop-down list which bank account will be used to deposit the payment batches.

Description – The User may enter up to 50 characters of text to describe the payment batch.

Print Deposit Ticket – By default this option is selected. If the User does not want to print the deposit ticket report after the *Save* button has been pressed, un-check this option.

Once the above selections have been made, check the box to the left of the payment batches that will be included in this deposit. Press the *Save* button located at the lower right of the form to post the deposit to the GL and print the deposit ticket.

Make Deposit

Deposit Date: 2/6/2009 Deposit Total: \$ 0.00

Single Deposit in GL

Branch Code: CA

Bank Account: 10010
Primary Checking Account

Description: Payment Xfer from 2429 to 2419 Print Deposit Ticket

Sel	Date	Description	Quan...	Tape Total	Entered Total	Balance
<input checked="" type="checkbox"/>	2/6/2009	Xfer Post from 24...	1	699.00	699.00	0.00
<input checked="" type="checkbox"/>	2/2/2009	Cust 2429 Rever...	1	-699.00	-699.00	0.00

Save Close

Lockbox Overview

Lockbox is a service offered by banks to companies in which the company receives payments by mail to a post office box, the bank picks up the payments several times a day, deposits them into the company's bank account and notifies the company of the deposit. The bank then forwards an electronic file to the banking customer listing the payments received and deposited.

Banks produce the electronic lockbox file in one of two methods. The bank has a staff of data entry personnel that manually enter the payment information into an electronic file or have equipment in place which scans the payment remittance sent in with the customer check to create the file. Banks that electronically scan remittances read a special scan line which is printed on the invoice. The SedonaOffice invoice printing form Custom Form 3 has been designed to print a scan line including the invoice number for electronic lockbox processing.

If the bank is manually creating the payment file, due to the human element, there could be data entry errors made by the banking staff. If the bank employs the method of scanning in the information from the customer payment remittance and a customer submits a check without the payment remittance, the bank will either send the customer a scanned image of the checks that cannot be electronically processed or mail the checks to the banking customer to handle manually.

SedonaOffice has the capability of taking this electronic payment file, and electronically importing the payments and posting to the customer accounts. Importing this file saves many hours of data entry time and reduces data entry errors. If any unknown customers are detected when importing the payment file, these entries are flagged for the User to research and make necessary corrections before the batch may be posted.

When the lockbox file is imported into SedonaOffice, the payment is applied to the customer invoice number detected in the remittance scan line. Any overpayments will automatically apply first to any late fees accrued on the customer account then any remaining payment amount will post to the customer's unapplied cash.

Banks that offer the lockbox service each have a unique electronic file structure. SedonaOffice currently supports the electronic lockbox file formats for the banks listed below. If your company is doing business with a bank offering electronic lockbox processing and that bank name is not listed below, SedonaOffice is able to write the interface to support the file structure of your bank. Contact the SedonaOffice Sales department at (440) 247-5602 for more information on developing a custom lockbox file format.

Supported Bank Lockbox File Formats

- Wells Fargo
- Wachovia
- AMSouth
- Bank of America

Invoice Printing Form with Scan Line

Custom Form 3

Lockbox Invoice with Scan Line: Figure 221

Invoice #	Customer #	Invoice Amount	Invoice/Statement
711312	13000	25.00	711312 1/7/2009
To: Desire Ashley 2612 Townley Santa Ana, CA 92706			13000
			25.00
Customer Name	Customer Number	P.O. Number	Invoice Number
Desire Ashley	13000		711312
Due Date	UPON RECEIPT		
Quantity	Description	Rate	Amount
1	Service Labor	75.00	75.00
Credits/Payments Applied:			(50.00)
Current Invoice Due:			25.00

How To

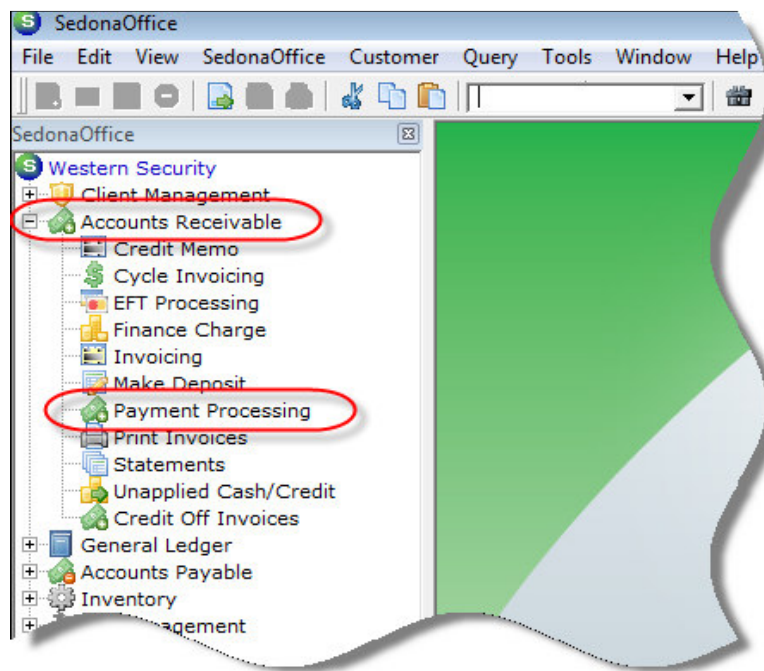
Importing electronic lockbox files is accomplished through the Accounts Receivable Payment Processing function. Deposits are made as any other normal payment batch. Follow the instructions below to process an electronic lockbox file.

The examples provided in this section are using the Wells Fargo Bank Lockbox file format. This file type requires an invoice number be provided in the electronic file provided by the bank.

Create a Lockbox Payment Batch

1. Navigate to the Main Application menu tree and select the Accounts Receivable / Payment Processing menu option.

Lockbox – Navigation: Figure 222



2. Create the Payment Batch Header – The *Payment Processing Batches* form will be displayed. Press the *New* button located at the lower right of the form to begin a new payment batch.

Lockbox - Create the Batch: Figure 223

Payment Processing Batches

View Options

Show only batches that are tagged as ready to deposit

Show Deposited Batches

Date Range From Date: 2/1/2009 Thru Date: 2/1/2009

Ready	Date	Description	QTY	Tape Total	Entered Total	Balance	Deposit Date
-------	------	-------------	-----	------------	---------------	---------	--------------

Total Entered: 0.00

Enter Payments

View Deposits

Deposit Edit **New** Close

3. Enter Payment Batch Header Information – The *Batch Information* form will be displayed. Enter the *Batch Date*, *Description*, and the *Tape Total* (total amount of payments contained in the lockbox file being processed). Press the *Save* button when finished.

Lockbox - Batch Header Information: Figure 224

Batch Information

Batch Date: 2/7/2009

Description: LB 02/07/09

Tape Total: \$125,946.57

Entered Amount: \$0.00

Remaining Amount: \$125,946.57

Ready to Deposit:

Bank Information

Bank Account

Deposit Date

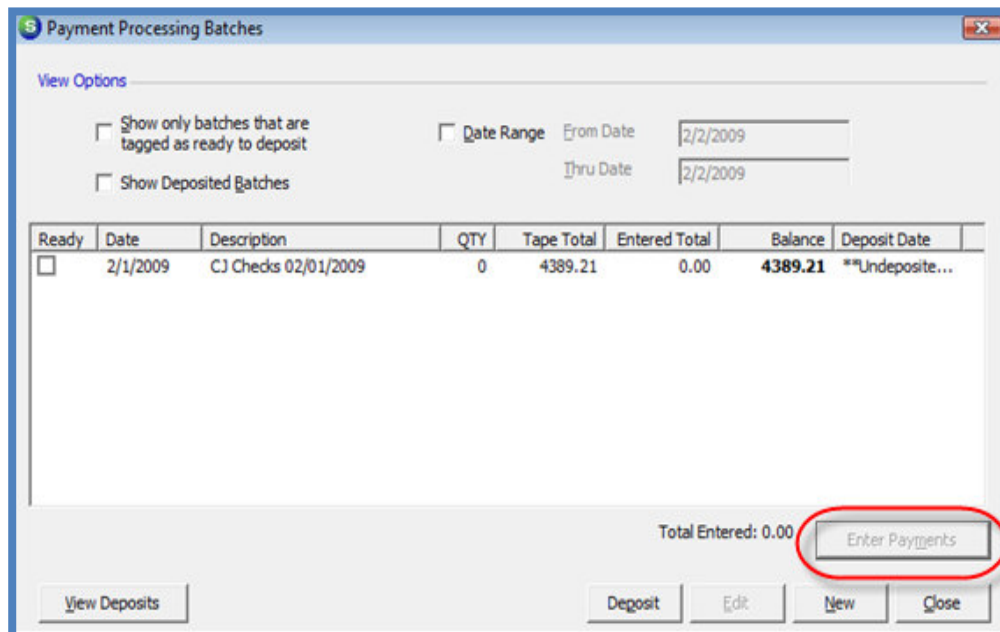
Reconcile Date

Save Close

Import the Lockbox File

Once the batch header has been saved, the *Payment Processing Batches* list will again be displayed; the new batch will appear in the batch list.

1. To import the lockbox file, double-click on the batch or highlight the batch then press the *Enter Payments* button located at the lower right of the *Payment Processing Batches* form.



Payment Processing Form

2. Press the *Import Lockbox* button located at the lower left of the *Payment Processing* form.

Payment Processing

Batch Tape Amount: 125,946.57 Amount Entered: 0.00 Batch Balance: 125,946.57 Entry # 1 of 1

Branch: CA

Customer: [Dropdown]

Invoice #: [Text]

Address: [Text]

Memo: [Text]

Balance to Apply: [Text]

Amount: [Text]

Payment Method: Check

Check Number: [Text]

Posting Date: 2/7/2009

Check Date: [Text]

Other Credits: [Text]

Invoices | Other |

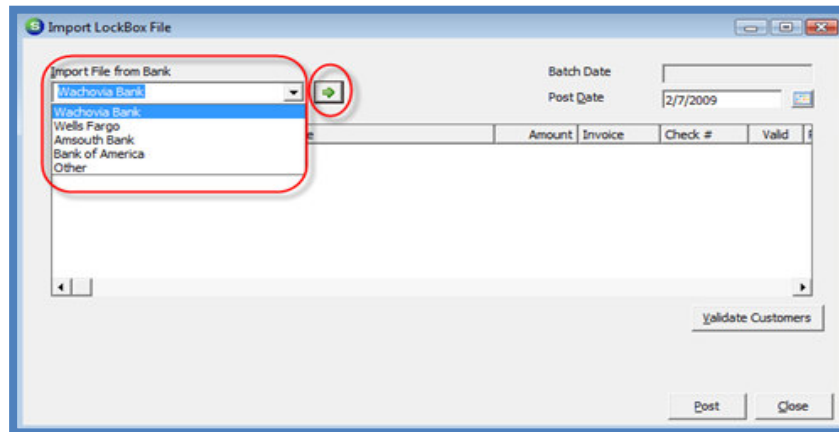
Invoice List					
Site Name	Invoice #	Date	Amount	Net Due	Payment

\$0.00 Auto Clear

View Checks **Import Lockbox** Scan Batch Save Close

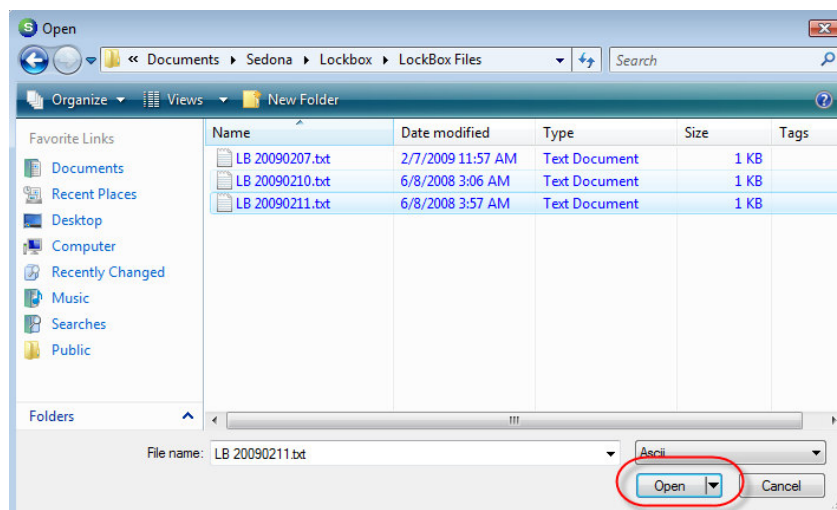
3. The *Import LockBox File* form will be displayed. In the *Import File from Bank* field, select the appropriate bank file format then press the green arrow to the right of this field.

Lockbox - Select Bank Format / Import File: Figure 225



4. The Windows File Explorer will open; locate where the import file is located, then press the *Open* button located at the lower right of the window.

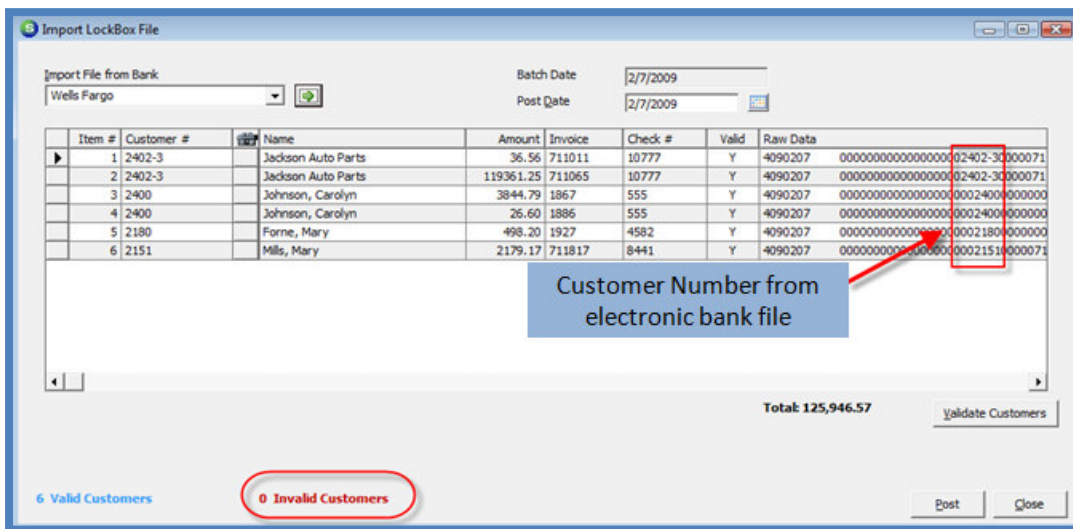
Lockbox - Select the Lockbox File: Figure 226



- The electronic lockbox file information will fill into the grid area of the *Import LockBox File* form. At the lower left of the form displays the count of valid customer numbers within the file. If all customers are valid, press the *Post* button located at the lower right of this form.

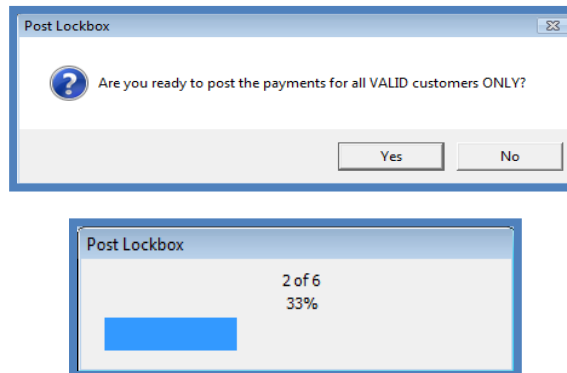
Handling unknown customers will be discussed later in this section.

Lockbox - Imported File Results: Figure 227



- After pressing the *Post* button the below message will be displayed. Press the *Yes* button to proceed. A status box will be displayed as the batch is being processed into payment records.

Lockbox - Posting Confirmation: Figure 228



- Once the payments have processed the *Payment Processing* form will be displayed. The User may view a list of the checks prior to depositing the batch by pressing the *View Checks* button located at the lower left of this form.

Lockbox - Payments Imported Into Batch: Figure 229

The screenshot displays the 'Payment Processing' window. At the top, it shows 'Batch Tape Amount: 125,946.57', 'Amount Entered: 0.00', 'Batch Balance: 125,946.57', and 'Entry # 1 of 1'. The main area contains fields for Branch (CA), Customer, Invoice #, Address, Memo, and Balance to Apply. A 'Batch List for' dialog box is open, showing a table of checks:

Check #	Customer #	Name	Amount
10777	2402-3	Jackson Auto Parts-Corp.	36.56
10777	2402-3	Jackson Auto Parts-Corp.	119361.25
555	2400	Johnson, Carolyn	3844.79
555	2400	Johnson, Carolyn	26.60
4582	2180	Forne, Mary	498.20
8441	2151	Mary Mills	2179.17

At the bottom of the main window, there are buttons for 'View Checks', 'Import Lockbox', and 'Scan'. A red arrow points from the 'View Checks' button to the 'Batch List for' dialog box. The 'View Checks' button is circled in red.

- Depositing a Lockbox payment batch follows the same process as a regular payment batch. Follow the instructions under the heading *Deposit a Payment Batch* listed earlier in this section.

Handling Invalid Records

Depending on which bank file format your company is using, different pieces of information may be required to import the data into SedonaOffice as a customer payment.

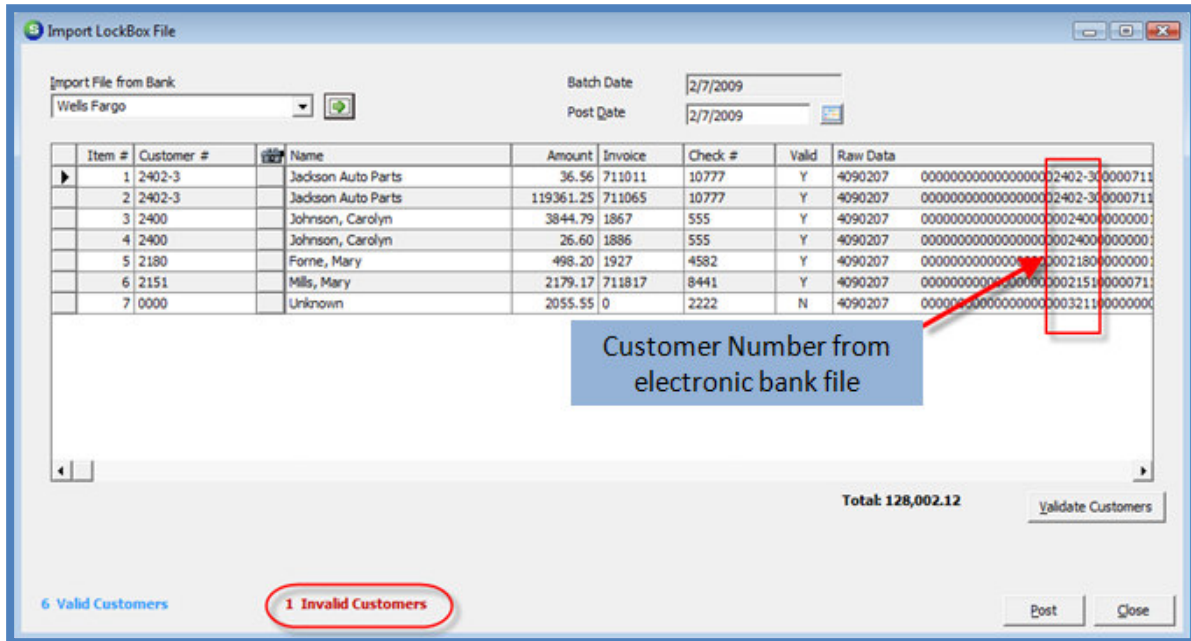
Using the Wells Fargo Bank format as an example, the invoice number is a required field. In the illustration below, the last payment row displays the customer number as 0000, the customer name as Unknown and the invoice number as 0. In the far right column of the Import Lockbox File list is a column labeled Raw Data; the area highlighted is the section that contains the customer number. The User may perform a customer lookup to see if this is a valid customer and to locate the correct invoice number to which the payment corresponds. Corrections may be typed directly into the grid area of this form. Once all corrections have been made, press the *Validate Customers* button located in the lower right area of this form. Once all customers have been validated, press the *Post* button.

The User has a few choices in handling exceptions:

- Post the batch which will only include the payment rows where the customer information is valid.
- Stop and research the unknown customer payment records then make the necessary corrections once the correct information is located.
- Change the Unknown customers to your Cash Account customer number, post the payment batch then research the errors at a later time.

Valid Customer Number – No Open Invoices

In situations where the customer number is correct however there are no open invoices on the customer account the User can Post the payment list, then manually add these customer payments to the batch and apply the funds to unapplied cash or one of the other options on the Other tab of the Payment Processing form.



Sample Wells Fargo Lockbox File

```

1 20090207western security
6090207 1234567898888888800000000000107770011939781
4090207 00000000000000000002402-3000007110110000003656000000003656
4090207 00000000000000000002402-3000007110650011936125000011936125
6090207 123456789888888880000000000005550000398139
4090207 00000000000000000002400000000018670000384479000000384479
4090207 0000000000000000000240000000001886000000266000000002660
6090207 1234567898888888800000000000045820000049820
4090207 0000000000000000000218000000001927000004982000000049820
6090207 1234567898888888800000000000084410000217917
4090207 00000000000000000002151000007118170000217917000000217917
900000000000125946570000000000012594657
  
```


General Ledger Transactions – Payment Processing

As payments are entered into a payment batch and saved, a Journal Entry is being made to the general ledger, which will credit the Accounts Receivable account and debit the Undeposited Funds account. When the payment batch is deposited, another transaction is recorded to the general ledger which credits the Undeposited Funds account and debits the bank account selected when processing the deposit transaction.

Journal Entry created by a payment being applied to an Invoice

Journal Entry – Payment Applied to an Invoice: Figure 230

The screenshot shows a software window titled "Journal Entry (ABC Alarm)". At the top, it displays "Register No. 194" and "Register Type: CHK". Below this is a "Journal Information" section with the following fields:

- Branch: CA
- Date: 2/18/2009
- Primary Account: 10050
- Undeposited Funds*
- Reference: 441

There are two checkboxes: "Show Job Costing" (unchecked) and "Show Branches" (checked). Below the form is a "General Ledger" table with the following data:

Account	Description	Debit	Credit	Memo	Branch	Category
10050	Undeposited Funds*	23.54			CA	
11000	Accounts Receivable*		23.54		CA	
Total		\$ 23.54	\$ 23.54			

A "Close" button is located in the bottom right corner of the window.

Journal Entry created by a payment being applied to an Advance Deposit

Journal Entry – Payment Applied to an Advance Deposit: Figure 231

Journal Entry (ABC Alarm)

Register No. 195 Register Type: CHK

Journal Information

Branch: CA
 Date: 2/18/2009
 Primary Account: 10050
 Undeposited Funds*
 Reference: 3622

Show Job Costing Show Branches

General Ledger						
Account	Description	Debit	Credit	Memo	Branch	Category
10050	Undeposited Funds*	500.00			CA	
20110	Advanced Deposit*		500.00		CA	
Total		\$ 500.00	\$ 500.00			

Close

Journal Entry created by a payment being applied to Invoices & Unapplied Cash

In the example provided below, the payment of \$300.00 was distributed to Unapplied Cash for \$132.00, and paid three invoices. A line is entered into the Journal Entry for each invoice to which a payment was applied.

Journal Entry – Payment Applied to Invoices & Unapplied Cash: Figure 232

Journal Entry (ABC Alarm)

Register No. 87 Register Type: CHK

Journal Information

Branch: CA
Date: 2/18/2009
Primary Account: 10050
Undeposited Funds*
Reference: 165

Show Job Costing Show Branches

General Ledger						
Account	Description	Debit	Credit	Memo	Branch	Category
10050	Undeposited Funds*	300.00			CA	
20120	Unapplied Cash*		132.00		CA	
11000	Accounts Receivable*		75.00		CA	
11000	Accounts Receivable*		75.00		CA	
11000	Accounts Receivable*		18.00		CA	
Total		\$ 300.00	\$ 300.00			

Close

Journal Entry created by Depositing a Payment Batch into a Bank Account

The G/L account number used for the *Bank* is located in SedonaSetup in the *Bank* setup table. Each *Bank* is associated with a unique G/L account number.

Journal Entry –Deposit of Payment Batch: Figure 233

Journal Entry (ABC Alarm) - Register No. 196, Register Type: DEP

Journal Information:

- Branch: CA
- Date: 2/18/2009
- Primary Account: 10010 (Primary Checking Account*)
- Reference:
- Show Job Costing: Show Branches:

General Ledger						
Account	Description	Debit	Credit	Memo	Branch	Category
10010	Primary Checking Account*	1,623.54			CA	
10050	Undeposited Funds*		1,623.54		CA	
Total		\$ 1,623.54	\$ 1,623.54			

SedonaSetup – Bank setup form

Bank Setup - Bank G/L Account: Figure 234

Bank Edit

- Bank Name: 10010
- Description: Primary Checking Account
- Routing Number: 000000000
- Customer Bank:
- Next Check #: 2003
- GL Account: 10010 (Primary Checking Account*)
- Check Form: CS01

Buttons: Apply, New, Delete

Printing Invoices

Section Contents

- **Invoice Printing Concepts & Terminology**
- **Related Setup Tables**
- **User Security Options**
- **How To**
 - **Print Invoices from the Print Queue (Bulk)**

Invoice Printing Overview

Each time a new customer invoice is created, it is automatically directed to the *Invoice Print Queue*. This queue is designed to print invoices in bulk at the end of a business day or another time interval designated by your company. The *Invoice Print Queue* will hold invoices to be printed until the time when a *User* prints the invoices and then marks them as printed at the end of the printing process. Prior to or after saving a customer invoice, you have the option of un-checking the *In Print Queue* checkbox on the invoice form which controls whether the invoice is placed in the print queue for future printing.

Related Setup Tables

Below is a list of the setup tables involved in the Invoice Printing process.

- **Printer Setup** – Defines the default printer that will be used for printing invoices and other types of printed documents.

User Group Security Options

For a User to be able to print invoices, certain security privileges must be granted to the User through the User Group Security options within SedonaSetup. The following User Group Security options located within Application Access/AR security options section pertain to Invoice Printing.

- **Print Invoices** – allows the User to print individual invoices from the Customer Explorer or perform bulk invoice printing from the Invoice Print Queue.

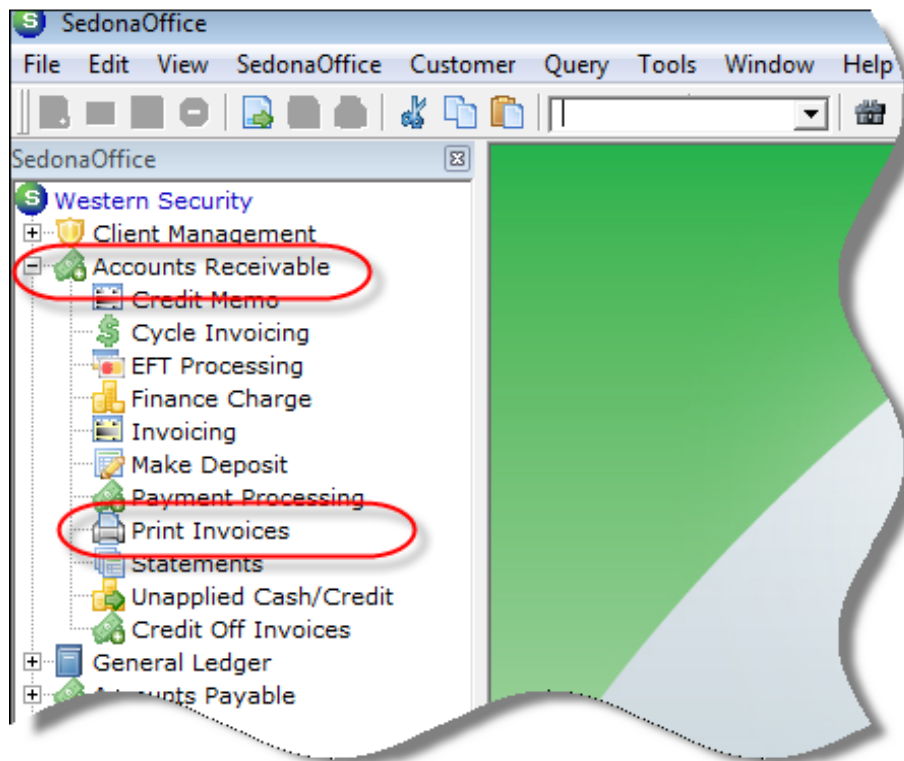
How To

Print Invoices - Bulk

Follow the instructions below to print a group of invoices listed in the Invoice Print Queue.

1. Navigate to the main application menu and select the Accounts Receivable / Print Invoices menu option.

Printing Invoices – Navigation: Figure 235



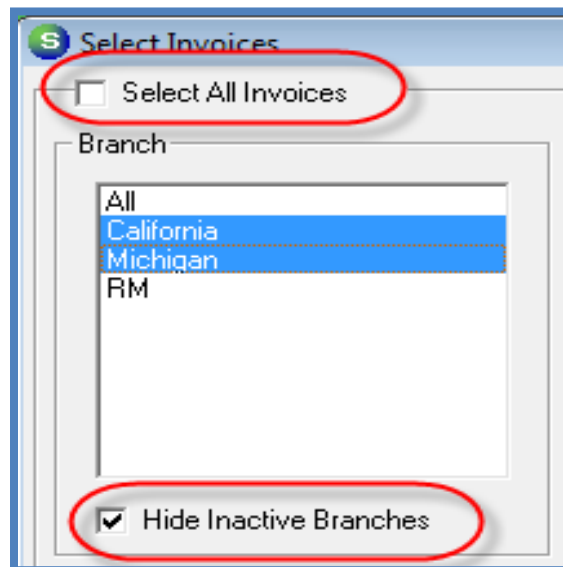
2. The *Select Invoices* form will be displayed. This form contains several options from which the User may select to compile a list of invoices to be printed. The User may select one or a combination of options to arrive at the list of invoices to be printed. If the User presses the Create List button without making any selections on this form, all invoices in the print queue except EFT Pending, BFIS Pending invoices and any invoices dated beyond today's date will appear in the Invoice Printing List. Each selection option found on the *Select Invoices* form will be described on the following pages of this section.

Printing Invoices - Selection Options: Figure 236

The screenshot shows the "Select Invoices" dialog box. At the top left, there is a checked checkbox for "Select All Invoices". Below this is a "Branch" section with a list box containing "All", "Brandon", "Calgary", "California", "Edmonton", "Michigan", "RM", and "Winnipeg". A "Hide Inactive Branches" checkbox is below the list. To the right of the branch list are three sections: "Dates" with "From" and "Thru" fields both set to "2/7/2009"; "Invoice Numbers" with empty "From" and "Thru" fields; and "Type" with checked checkboxes for "Cycle", "Service", "Job", and "Other". Below these are "Filter Options" with checked "Only Show Invoices in Print Queue" and unchecked "Show ACH Pending Invoices", "Show BFIS Pending Invoices", and "Hide Invoices with \$0 Balance Due". The "Sort By" dropdown is set to "Customer Number", and there is an unchecked "Use Invoice Background" checkbox. The "Margins" section shows "In tenths of an inch" with "Top Margin", "Left Margin", and "Bottom Margin" all set to "0". At the bottom, there are three buttons: "Export List", "Create List", and "Cancel".

- **Branch** – If your company is operating under multiple branches the User has the option of selecting one, multiple or all branches in the list. To select multiple branches, un-check the *Select All Invoices* checkbox. Highlight the first branch desired then hold down the CTRL key and select additional branches. If you do not want to see inactive branches, select the *Hide Inactive Branches* checkbox. In the example provided below, only invoices for customers in the California and Michigan branch will be selected for printing.

Printing Invoices - Branch Selection: Figure 237



- **Dates** – This option allows the selection of invoices within a specific invoice date range. This is typically used if invoices need to be re-printed after they have already been marked as printed during a prior printing session. Make certain to un-check the *Only Show Invoices in Print Queue* option.

Printing Invoices - Date Selection: Figure 238

The screenshot shows the 'Select Invoices' dialog box. At the top left, there is a checkbox for 'Select All Invoices' which is unchecked. Below this is a 'Branch' list box containing 'All', 'California', 'Michigan', and 'RM', with 'All' selected. To the right of the branch list is a 'Dates' section with a checked checkbox, and two date input fields: 'From' and 'Thru', both containing '2/7/2009'. Below the dates is an unchecked 'Invoice Numbers' section with 'From' and 'Thru' input fields. At the bottom left is a 'Filter Options' section with two unchecked checkboxes: 'Only Show Invoices in Print Queue' and 'Show ACH Pending Invoices'. To the right of the filter options is a 'Sort By' dropdown menu set to 'Customer Number'.

- **Invoice Numbers** – This option allows the selection of invoices within an invoice number range. This is mainly used if you need to re-print invoices due to a problem with the printing device and the User has already marked the invoices as printed. Make certain to un-check the *Only Show Invoices in Print Queue* option. You may also include a date range as a part of your invoice selection options in conjunction with the invoice number range option.

Printing Invoices - Invoice Number Range Selection: Figure 239

The screenshot shows the 'Select Invoices' dialog box with the following elements:

- Select All Invoices (circled in red)
- Branch list: All (selected), California, Michigan, RM
- Hide Inactive Branches
- Dates: From 2/7/2009, Thru 2/7/2009
- Invoice Numbers (circled in red): From 711011, Thru 711065
- Filter Options: Only Show Invoices in Print Queue (circled in red), Show ACH Pending Invoices
- Sort By: Customer Number (dropdown menu)

- **Type** – This option allows the selection one or multiple types of invoice to be printed. Some companies use a different invoice form for different types of invoices; using this option allows a User to select a particular group of invoices before proceeding to a different type to be printed on a different invoice form.

Printing Invoices - Invoice Type Selection: Figure 240

The screenshot shows the 'Select Invoices' dialog box. At the top left, there is a checkbox labeled 'Select All Invoices' which is currently unchecked. Below this is a 'Branch' list box containing the following items: 'All', 'California', 'Michigan', and 'RM'. Below the list box is a checkbox labeled 'Hide Inactive Branches' which is checked. To the right of the list box are two sections: 'Dates' and 'Invoice Numbers'. The 'Dates' section has a 'From' field with the value '2/7/2009' and a 'Thru' field with the value '2/7/2009'. The 'Invoice Numbers' section has 'From' and 'Thru' fields that are currently empty. On the far right, there is a 'Type' section with five checkboxes, all of which are checked: 'Type', 'Cycle', 'Service', 'Job', and 'Other'. A red circle highlights the 'Select All Invoices' checkbox, and another red circle highlights the entire 'Type' section.

- **Filter Options** – These options will either include or exclude certain invoices from the printing list.

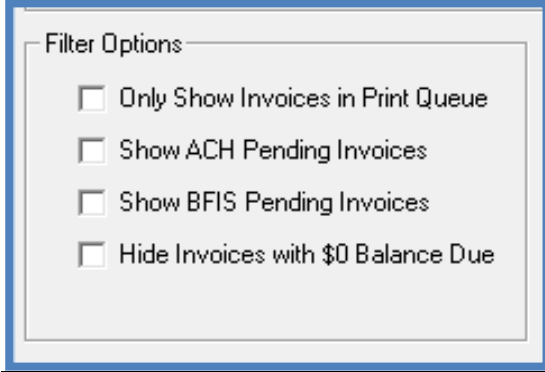
Only Show Invoices In Print Queue – By default, this option is always selected. The User would only de-select this option if performing invoice reprints for a date and/or invoice number range.

Show ACH Pending Invoices –By default this option is not selected. If you do have ACH or Credit Card processed customers that need a printed invoice, select this option.

Show BFIS Pending Invoices – By default this option is not selected. If your company is using BFIS to outsource your invoice printing, this option should be selected.

Hide Invoices with \$0 Balance Due – By default this option is not selected. If the customer invoice balance is zero and you do not want to print these types of invoices, this option must be selected; otherwise zero balance invoices will appear in the printing list.

Printing Invoices - Filter Options Selection: Figure 241

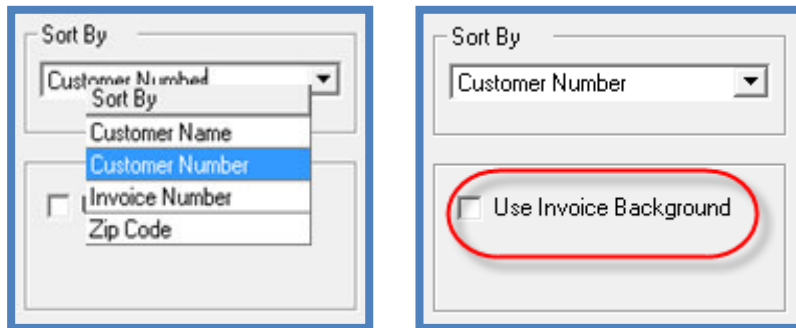


The image shows a dialog box titled "Filter Options" with a light gray background and a blue border. It contains four unchecked checkboxes, each followed by a text label:

- Only Show Invoices in Print Queue
- Show ACH Pending Invoices
- Show BFIS Pending Invoices
- Hide Invoices with \$0 Balance Due

- **Sort By** – The *Sort By* option controls the order in which the invoices will be printed. Make a selection from the drop-down list. The default option is to sort by Customer Number.
- **Use Invoice Background** – Selecting this option will print a gray background color on the invoices. See the example below where this option is selected.

Printing Invoices - Sort By & Use Background Selection: Figure 242



Invoice With Background Option Selection: Figure 243

Western Security Services 231 N Main Plymouth, MI 48170 (734) 414-0760 (734) 777-8888		Invoice	
		Invoice Number	Date
		710074	11/28/2008
		Customer Number	Due Date
		11000	11/28/2008
To: Michael Macinaw 369 Forrest Hills Drive Corona, CA 92879		Remit To: Western Security Services Payment Processing Center PO Box #1132 Plymouth, MI 48170	
Amount Enclosed:	_____	Net Due: \$0.00	<i>Detach and Return Top Portion With Your Payment</i>
Customer Name	Customer Number	P.O. Number	Invoice Date
Michael Macinaw	11000		11/28/2008
Quantity	Description	Rate	Amount
<i>Michael Macinaw, 369 Forrest Hills Drive, Corona, CA</i>			
1.00	Installation	3,500.00	3,500.00
-1.00	Installation	3,500.00	-3,500.00
1.00	Administrative fee for activation of Service Cont.	45.00	45.00
12.00	Service Contract 12/1/2008 - 11/30/2009	29.17	350.04
	Sales Tax		\$32.59
	Payments/Credits Applied		\$427.63

- **Margins** – In most situations it is not necessary to adjust the margin settings. Some printers require adjustments to one or multiple margin settings for the invoice to be properly centered on the paper. Once changes have been made to the margin settings, the application will remember these changes the next time the User prints invoices from the same workstation.



Important Notes:

If a new printer is installed or the User decides to print invoices on a different printer than the one for which the margins settings apply, the margin settings may need to be re-adjusted prior printing. Make certain to test before printing all the invoices.

Margin settings are saved on the local computer printing invoices. If a User wants to print invoices on a different computer, make certain the margin settings are corrected before sending the invoices to the printer.

Printing Invoices - Margin Settings Selection: Figure 244

Margins
In tenths of an inch
Top Margin 0
Left Margin 0
Bottom Margin 0

- **Export List Button** – This option is only used by SedonaOffice customers who have subscribed to use BFIS for outsource printing.

Printing Invoices - BFIS Export Button: Figure 245

Filter Options
 Only Show Invoices in Print Queue
 Show ACH Pending Invoices
 Show BFIS Pending Invoices
 Hide Invoices with \$0 Balance Due
 Filter for Emailing
Export List

- Once all options have been selected, press the *Create List* button located at the lower right of the *Select Invoices* form.

Printing Invoices - Create List: Figure 246

Select Invoices

Select All Invoices

Branch

- All
- Brandon
- Calgary
- California
- Edmonton
- Michigan
- RM
- Winnipeg

Hide Inactive Branches

Dates

From: 2/7/2009

Thru: 2/7/2009

Invoice Numbers

From:

Thru:

Type

- Cycle
- Service
- Job
- Other

Filter Options

- Only Show Invoices in Print Queue
- Show ACH Pending Invoices
- Show BFIS Pending Invoices
- Hide Invoices with \$0 Balance Due

Sort By

Customer Number

Use Invoice Background

Margins

In tenths of an inch

Top Margin: 0

Left Margin: 0

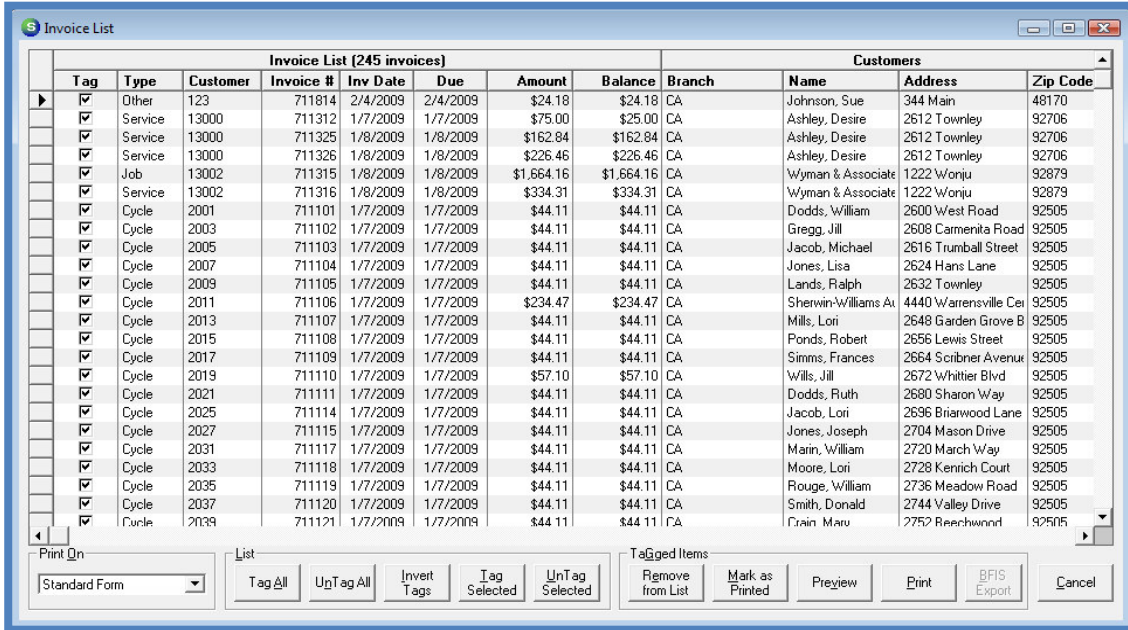
Bottom Margin: 0

Export List **Create List** Cancel

4. The *Invoice List* will be displayed in a grid with all the invoices that met the criteria for the options selected. By default, all invoices are “Tagged” for printing. Tagging an invoice indicates which invoices will be sent to the printer. From the list of invoices displayed, the User has the option of removing one or many invoices from the list that will be sent to the printer by using the “Un-Tag” options buttons or un-checking the Tag checkbox to the left of the invoices that will not be printed at this time.

There are several options located at the bottom of the Invoice List. Each of these options and the functionality thereof will be described on the following pages.

Printing Invoices - Invoice (Printing) List: Figure 247



Invoice List [245 invoices]								Customers			
Tag	Type	Customer	Invoice #	Inv Date	Due	Amount	Balance	Branch	Name	Address	Zip Code
<input checked="" type="checkbox"/>	Other	123	711814	2/4/2009	2/4/2009	\$24.18	\$24.18	CA	Johnson, Sue	344 Main	48170
<input checked="" type="checkbox"/>	Service	13000	711312	1/7/2009	1/7/2009	\$75.00	\$25.00	CA	Ashley, Desire	2612 Townley	92706
<input checked="" type="checkbox"/>	Service	13000	711325	1/8/2009	1/8/2009	\$162.84	\$162.84	CA	Ashley, Desire	2612 Townley	92706
<input checked="" type="checkbox"/>	Service	13000	711326	1/8/2009	1/8/2009	\$226.46	\$226.46	CA	Ashley, Desire	2612 Townley	92706
<input checked="" type="checkbox"/>	Job	13002	711315	1/8/2009	1/8/2009	\$1,664.16	\$1,664.16	CA	Wyman & Associate	1222 Wonju	92879
<input checked="" type="checkbox"/>	Service	13002	711316	1/8/2009	1/8/2009	\$334.31	\$334.31	CA	Wyman & Associate	1222 Wonju	92879
<input checked="" type="checkbox"/>	Cycle	2001	711101	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Dodds, William	2600 West Road	92505
<input checked="" type="checkbox"/>	Cycle	2003	711102	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Gregg, Jill	2608 Carmenita Road	92505
<input checked="" type="checkbox"/>	Cycle	2005	711103	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Jacob, Michael	2616 Trumball Street	92505
<input checked="" type="checkbox"/>	Cycle	2007	711104	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Jones, Lisa	2624 Hans Lane	92505
<input checked="" type="checkbox"/>	Cycle	2009	711105	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Lands, Ralph	2632 Townley	92505
<input checked="" type="checkbox"/>	Cycle	2011	711106	1/7/2009	1/7/2009	\$234.47	\$234.47	CA	Sherwin-Williams Au	4440 Warrensville Ce	92505
<input checked="" type="checkbox"/>	Cycle	2013	711107	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Mills, Lori	2648 Garden Grove B	92505
<input checked="" type="checkbox"/>	Cycle	2015	711108	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Ponds, Robert	2656 Lewis Street	92505
<input checked="" type="checkbox"/>	Cycle	2017	711109	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Simms, Frances	2664 Scribner Avenu	92505
<input checked="" type="checkbox"/>	Cycle	2019	711110	1/7/2009	1/7/2009	\$57.10	\$57.10	CA	Wills, Jill	2672 Whittier Blvd	92505
<input checked="" type="checkbox"/>	Cycle	2021	711111	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Dodds, Ruth	2680 Sharon Way	92505
<input checked="" type="checkbox"/>	Cycle	2025	711114	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Jacob, Lori	2696 Briarwood Lane	92505
<input checked="" type="checkbox"/>	Cycle	2027	711115	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Jones, Joseph	2704 Mason Drive	92505
<input checked="" type="checkbox"/>	Cycle	2031	711117	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Marin, William	2720 March Way	92505
<input checked="" type="checkbox"/>	Cycle	2033	711118	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Moore, Lori	2728 Kenrich Court	92505
<input checked="" type="checkbox"/>	Cycle	2035	711119	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Rouge, William	2736 Meadow Road	92505
<input checked="" type="checkbox"/>	Cycle	2037	711120	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Smith, Donald	2744 Valley Drive	92505
<input checked="" type="checkbox"/>	Cycle	2039	711121	1/7/2009	1/7/2009	\$44.11	\$44.11	CA	Train, Marv	2752 Reerchwood	92505

- **Print On** – From the drop-down list the User will select which printing form will be used to print this group of invoices. There are several forms available; check with your administrator for the correct form your company has decided to use. Some of the invoice printing forms have an option to calculate late fees at the time of printing. These printing forms are: Custom Form 2, Custom Form 4, and the Invoice Statement.

For those customers subscribing to BFIS for printing, select the BFIS form.

Invoice Printing - Invoice/Statement Options & Forms List: Figure 248

The image shows two parts of the software interface. On the left is the 'Invoice/Statement Options' dialog box, and on the right is a list of available forms.

Invoice/Statement Options Dialog:

- Invoice/Statement Options:**
 - Show Open Credits
 - Show Late Fees
 - Print Report Header as 'Invoice/Statement'
 - Show Cycle Start and Cycle End Dates
 - Show the System Code
 - Show Company Name in Footer
 - Show Due Date Show Term Code
 - Recalculate Late Fees
 - Minimum Days Past Due: 30
 - As of: 2/8/2009
- Amounts:**
 - Minimum Invoice Balance: \$.01
 - Annual Interest Rate: 18
 - Minimum Charge: \$ 5.00

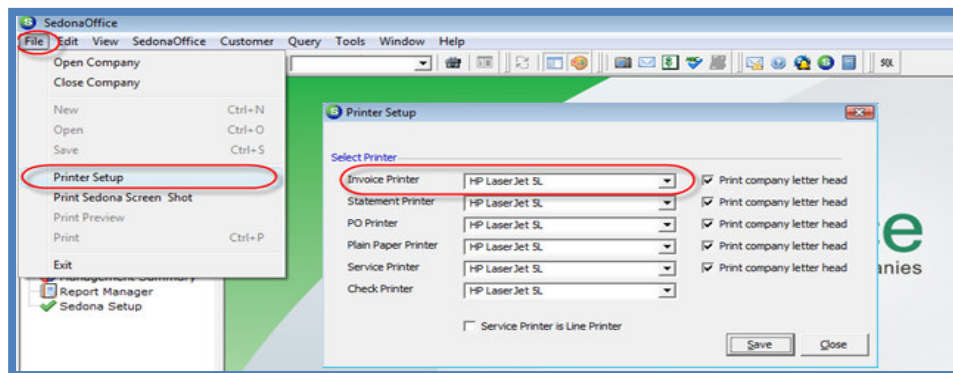
Buttons: OK, Cancel

Forms List:

- Form
- 2 x 2 a (8.5 x 14 landscape)
- Alternate Form 1
- Alternate Form 2
- Alternate Form 3
- Alternate Form 4 (A4)
- Alternate Form 5
- Alternate Form 6 (Custom)
- Alternate Form 7
- BFIS
- Canadian Standard
- Canadian Standard 2
- Custom Form (CS01)
- Custom Form (CS02)
- Custom Form (CS03)
- Custom Form (CS05)
- Custom Form (CS06)
- Custom Form (CS07)
- Custom Form 1
- Custom Form 2
- Custom Form 3
- Custom Form 4
- Custom Form 10
- Custom Form 7 (Service)
- Custom Form 8
- Custom Form 9
- Cycle System - Sys Desc
- Cycle System - Sys Acct
- Invoice Statement
- Jobs Invoice w/Equipment
- Service Invoice
- Standard Form
- Standard w/Payments
- Terms Form

- **Tag All** – Pressing this option button will tag all invoices in the list for printing.
- **Un Tag All** – Pressing this option button will un-tag all invoices in the list (nothing will be printed).
- **Invert Tags** – If the User has pressed the Un-Tag All button, pressing this button will reverse the last selection.
- **Tag Selected** – If the User has pressed the Un-Tag All button and has made manual selections in the Tag field next to particular invoices, this button will select those invoices for printing.
- **Un Tag Selected** – If the User has pressed the Tag Selected button, this button will de-select those invoices for printing.
- **Remove From List** – If the User has tagged certain invoices that are desired to be removed from the Print List, this button will remove those tagged items. The next time invoice printing is performed, removed invoices will return to the Print List. If you never want to print these invoices, then use the *Mark as Printed* option button to accomplish this.
- **Mark As Printed** – This option is used when you never want to print the invoices listed and want to remove them from the printing queue or if the User did not select the Yes option to the prompt received at the end of invoice printing which asks the User if they want to mark all the invoices as printed.
- **Preview** – This option will display the invoices on the User’s screen to review prior to pressing the print button.
- **Print** – This button will send the invoices directly to the printer. The printer used will be that which is set up in the Printer Setup form.

Printing Invoices - Printer Setup: Figure 249



Statement Processing

Section Contents

- **Statements Concepts & Terminology**
- **User Security Options**
- **How To**
 - **Generate Statements**

Statements Overview

A statement is a printed document listing a customer's unpaid invoices and unapplied credits. Typically, statements are generated monthly for customers who have not paid their invoices by the due date that was specified according to the invoice terms.

Several options are available in determining which customers will receive a statement. These guidelines follow your pre-defined accounts receivable aging buckets 2 through 4. A User also has the option of printing a message on the statements that may be different for each of the aging buckets 2 through 4. Statement messages are setup within SedonaSetup / Statement Rules. The User generating the statements has the option of calculating and printing a late fee on the statements. The default rules for the late fee calculation are maintained in SedonaSetup/Late Fee Rules. This late fee will not create an accounts receivable entry on the customer's account.

Each customer record has an option setting to define whether they are eligible to receive statements. This option is located on the *Setup Information* form. Only customers with this option selected will be considered during the statement generation process.

Statement Flag - Customer Setup Information Form: Figure 250

The screenshot shows the 'Customer Setup 2400' window. The 'Customer #' is 2400 and the customer name is 'Johnson, Carolyn'. The 'Setup Information' tab is active. In the 'Invoice Printing' section, the 'Print Cycle Invoices' checkbox is checked and circled in red, with a red arrow pointing to it. Other checked options include 'Print Statements', 'Print Site Info on Invoices', 'Separate Cycle Invoice for Each Site', and 'Charge Late Fees'. The 'Is Master Account' checkbox is unchecked.

Producing Statements is a three-step process. In step one the User will first define the rules that will be used to determine which customers are eligible to receive a statement. Step two is the actual generation process where the software evaluates all customers based on the rules selected by the User in step one. The third step is to print the customer statements.



Important Notes:

- **Users should first apply all unapplied cash and credits to customer invoices prior to producing Statements.**
- **Statements should be generated after the cycle invoices have been posted for the month.**
- **The statement generation process requires a good amount of memory from the computer performing the processing. Make certain the Statements are generated on a computer with plenty of memory and a good processor.**
- **Depending on how many customers your company has in its database will determine how much time the statement generation process will take. Make certain to allow enough time to finish the process.**

Statement Generation Rules

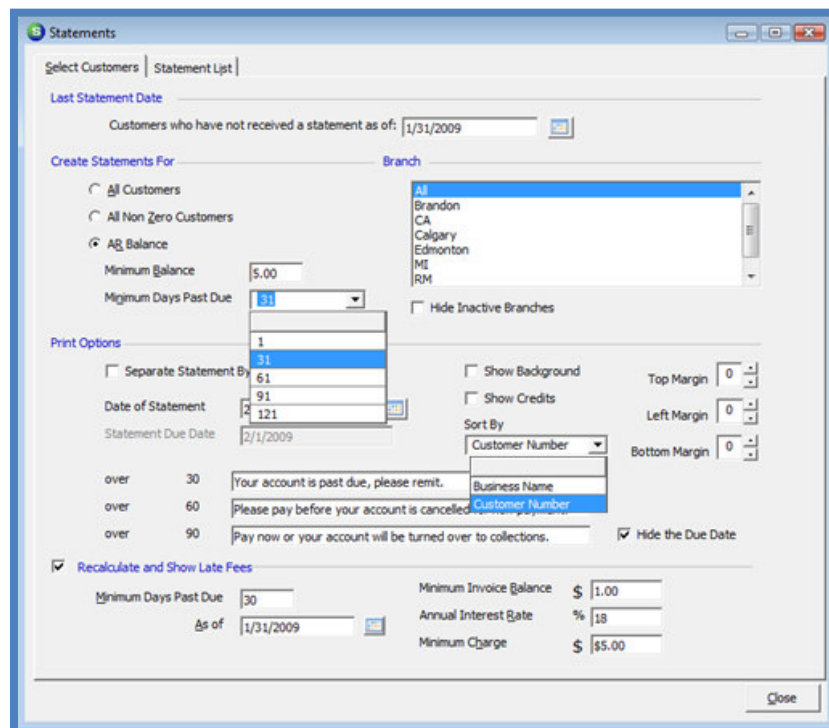
When a User begins the Statement Generation process, the *Statements* form will be displayed. This form is divided into two forms; *Select Customers* and *Statement List*. The *Select Customers* form is used to define the options and rules that will be used to determine which customers are eligible to receive a statement. The *Statement List* is used to launch the statement generation process and will display a list of all customers eligible to receive a statement once the generation process has completed.

Select Customers

Much of the information that defaults into the fields on the *Select Customers* form is maintained in SedonaSetup. If these settings need to be changed, your company's SedonaOffice system administrator may update the default settings.

There are many selections on this form which determine which customers will receive a statement. Each of these options will be discussed in the following pages.

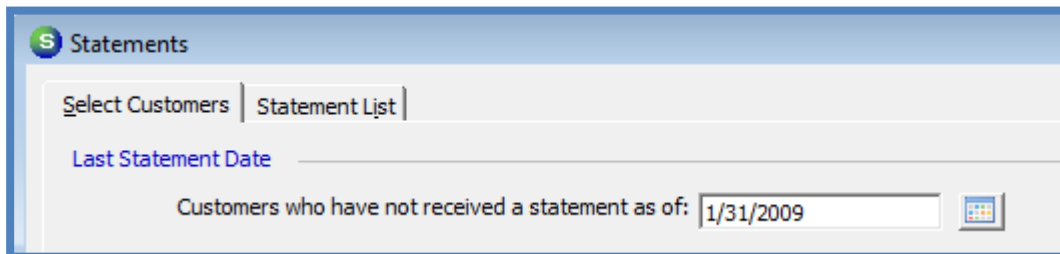
Statements - Select Customers (for Statements) Options: Figure 251



Last Statement Date

This field will default to the last date statements were produced. Only customers that have not received a statement since this date will be considered during the statement generation process. Typically this is the last date of the month prior to today's date.

Statements - Last Statement Date: Figure 252

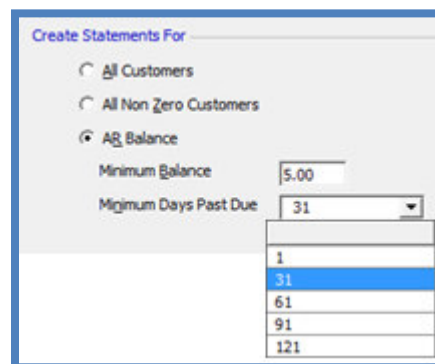


The screenshot shows a window titled "Statements" with a sub-tab "Statement List". Below the tab, there is a label "Last Statement Date" followed by a text input field containing the date "1/31/2009". To the right of the date field is a small calendar icon. The text "Customers who have not received a statement as of:" is positioned to the left of the date field.

Create Statements For

The information defaulting into these fields is maintained in SedonaSetup / Statement Rules. Customers with a minimum balance of at least the amount entered in the Minimum Balance field will be considered by the statement generation process. Typically the AR Balance option is selected with a minimum days past due of 31. The values that are selectable from the Minimum Days Past Due field are contained in the Sedona Setup / Accounts Receivable Aging Buckets setup.

Statements – Create Statements For Selection: Figure 253

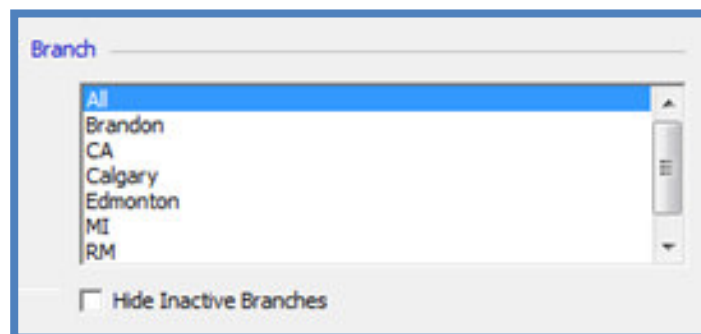


The screenshot shows a dialog box titled "Create Statements For". It contains three radio button options: "All Customers", "All Non Zero Customers", and "AR Balance", with "AR Balance" selected. Below these options are two fields: "Minimum Balance" with a text input field containing "5.00", and "Minimum Days Past Due" with a dropdown menu. The dropdown menu is open, showing a list of values: 1, 31, 61, 91, and 121. The value "31" is currently selected and highlighted in blue.

Branch

If your company is operating under multiple branches the User has the option of selecting one, multiple or all branches in the list. To select multiple branches, un-check the *Select All Invoices* checkbox. Highlight the first branch desired then hold down the CTRL key and select additional branches. If you do not want to see inactive branches, select the *Hide Inactive Branches* checkbox.

Statements - Branch Selection: Figure 254



Print Options

This section contains several options, each of which is described below.

- **Separate Statement By Billing Address** - If your company has customers with multiple billing addresses and it is desired to print a statement for each different billing address, select this option. If this option is not selected a customer will receive one statement for all invoices sent to all billing addresses. The Bill To address that will print on the statement will be the customer's primary billing address.
- **Date of Statement** - This is the date that will print on the customer statements. Typically this is the first day of a month.
- **Statement Due Date** - If it is desired to print a due date on the statement, select or enter a date in this field. If you do not want to print a due date, select the Hide the Due Date option (see below) on this form.
- **Show Background** - Selecting this option will print a gray colored background on the statements.

- **Show Credits** - Selecting this option will print on the statement any unapplied cash, unapplied credits or advance deposits that are present on a customer account.
- **Sort By** - This option determines the order in which the statements will print; by Customer Number or Business Name (Customer Name).
- **Margin Settings** - In most situations it is not necessary to adjust the margin settings. Some printers require adjustments to one or multiple margin settings for the statement to be properly centered on the paper. Once changes have been made to the margin settings, the application will remember these changes the next time the User prints statements at the same workstation.
- **Statement Messages; 30, 60, 90** - Your company has the option of printing a specific message on the statement which relates to delinquency of the customer. The three messages correlate to the accounts receivable aging buckets 2, 3, and 4. Typically these aging buckets are defined as over 30, over 60 and over 90 days past due. Each message may be the same or different for each aging bucket. If it is preferred not to print any messages, make certain to clear out these fields.
- **Hide the Due Date** - If it is preferred not to print a date when the statement is due, select this option.

Statements - Print Options: Figure 255

Print Options

Separate Statement By Billing Address

Date of Statement: 2/1/2009

Statement Due Date:

Show Background

Show Credits

Sort By: Customer Number

Top Margin: 0

Left Margin: 0

Bottom Margin: 0

over	30	Your account is past due, please remit.
over	60	Please pay before your account is cancelled for non-payment.
over	90	Pay now or your account will be turned over to collections.

Hide the Due Date

Recalculate and Show Late Fees

The calculation of Late Fees is optional. Late Fees will not affect your company's accounts receivable; the amounts calculated by the statement generation process will print on customer statements and are displayed on the customer record after statements are produced. Late Fees are also displayed to the User during payment processing.

If your company wants to print a Late Fee on the statements, the rules are defined in this section. The values which default into the Late Fees are maintained in SedonaSetup / Late Fee Rules. If these default settings need to be changed, your company's SedonaOffice system administrator may update the default settings.

Minimum Days Past Due, As of, Minimum Invoice Balance

The customer must have an invoice with a minimum balance due specified and is at least the minimum days past due as of the date selected to be considered for a Late Fee. If the customer invoice meets these rules, the Late Fee will be calculated using the annual interest rate entered.

Annual Interest Rate

This is the interest rate that will be used to calculate the Late Fee for invoices which meet the delinquency rules.

Minimum Charge

Your company has the option of assessing a minimum Late Fee for all customers that meet the delinquency rules. If a Minimum Late Fee Charge is entered, this value will be used to determine the amount of the Late Fee that will print on the customer statement. For Example, if a Minimum Charge of \$5.00 is entered and the system calculates a Late Fee of \$0.32, the customer will be assessed a \$5.00 Late Fee.

The screenshot shows a configuration window titled "Recalculate and Show Late Fees" with a checked checkbox. It contains several input fields for configuring late fee rules:

<input checked="" type="checkbox"/> Recalculate and Show Late Fees			
Minimum Days Past Due	<input type="text" value="30"/>	Minimum Invoice Balance	\$ <input type="text" value="1.00"/>
As of	<input type="text" value="1/31/2009"/>	Annual Interest Rate	% <input type="text" value="18"/>
		Minimum Charge	\$ <input type="text" value="\$5.00"/>

Related Setup Tables

Below is a list of setup tables involved in the Statement process.

- Statement Rules – Used to maintain the default rules to be used when generating customer statements.
- Late Fee Rules – Used to maintain the default rules and values to be used in calculating Late Fees on Statements or when selecting the Invoice Statement invoice printing form.

User Group Security Options

For a User to be able to generate Statements, certain security privileges must be granted to the User through the User Group Security options within SedonaSetup. The following User Group Security options located within Application Access/AR security options section pertain to Statements.

- Statements – allows the User to generate and print customer statements.

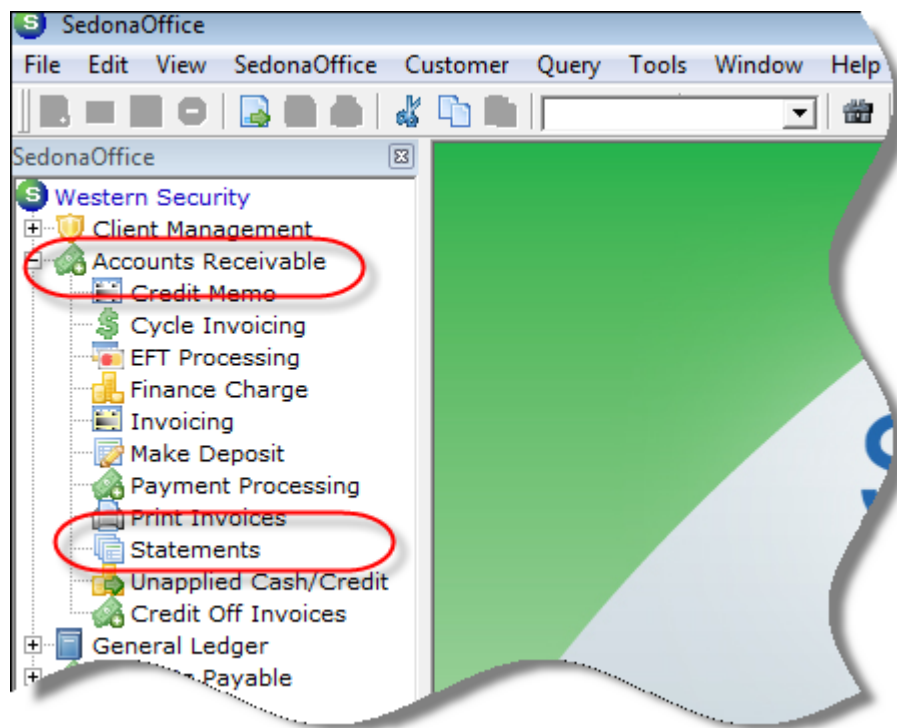
How To

Generate Statements

Follow the instructions below to generate and print customer Statements.

1. Navigate to the main application menu and select the Accounts Receivable / Statements menu option.

Statements - Navigation: Figure 256



2. Select Statement Options - The *Statements* form will be displayed. Select the preferred options on the *Select Customers* form. Once all options have been selected, navigate to the *Statement List* tab.

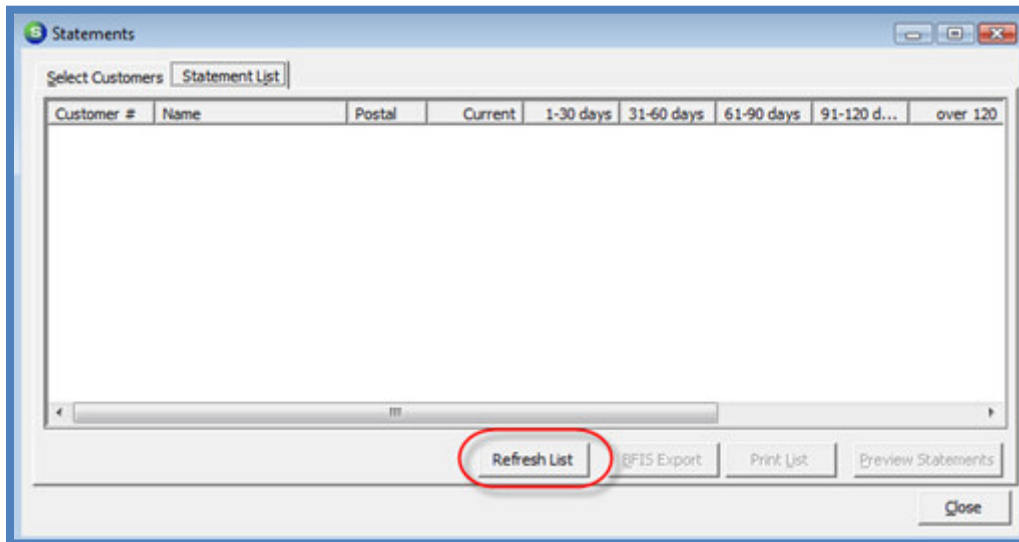
Statements - Select Options: Figure 257

The screenshot shows the 'Statements' window with the following settings:

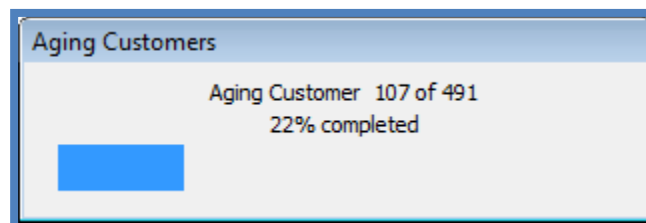
- Tab:** Statement List
- Last Statement Date:** Customers who have not received a statement as of: 1/31/2009
- Create Statements For:**
 - All Customers
 - All Non Zero Customers
 - AR Balance
- Branch:** Brandon, CA, Calgary, Edmonton, MI, RM (All is selected)
- Minimum Balance:** 5.00
- Minimum Days Past Due:** 31
- Print Options:**
 - Separate Statement By
 - Show Background
 - Show Credits
 - Date of Statement:** 2 (Dropdown menu open showing 1, 31, 61, 91, 121)
 - Sort By:** Customer Number (Dropdown menu open showing Business Name, Customer Number)
 - Statement Due Date:** 2/1/2009
 - Hide Inactive Branches
 - Top Margin: 0
 - Left Margin: 0
 - Bottom Margin: 0
- Late Fees:**
 - over 30: Your account is past due, please remit.
 - over 60: Please pay before your account is cancelled.
 - over 90: Pay now or your account will be turned over to collections.
 - Hide the Due Date
- Recalculate and Show Late Fees:**
 - Recalculate and Show Late Fees
 - Minimum Days Past Due: 30
 - As of: 1/31/2009
 - Minimum Invoice Balance: \$ 1.00
 - Annual Interest Rate: % 18
 - Minimum Charge: \$ 55.00

3. Generate the Statement List - From the *Statement List* form press the *Refresh List* button located at the bottom of the form. This will begin the statement generation (selection) process.

Statements - Refresh Customer List: Figure 258



While the statement process is running a status box will be displayed indicating how many customers are being evaluated and how many are left to be processed. Statement generation re-ages all customer accounts as a part of the process.



4. Review the Statement List/Late Fees - Once the process has completed the *Statement List* will display all customers eligible to receive a statement. If this option was selected to recalculate late fees, those amounts will be displayed in the Late Fee column.

The User should scroll through the list to verify the list of customers and/or the late fee assessment is accurate and statements are ready to be printed.

If the User finds customers on the list that should not receive a statement and/or a late fee, corrections must be made to the customer options first, then the statement generation process may be launched again.

The Print List button will send a report directly to the printer of all customers contained in the statement list.

The BFIS Export button is used only by those SedonaOffice customers who have subscribed with BFIS for outsource statement printing.

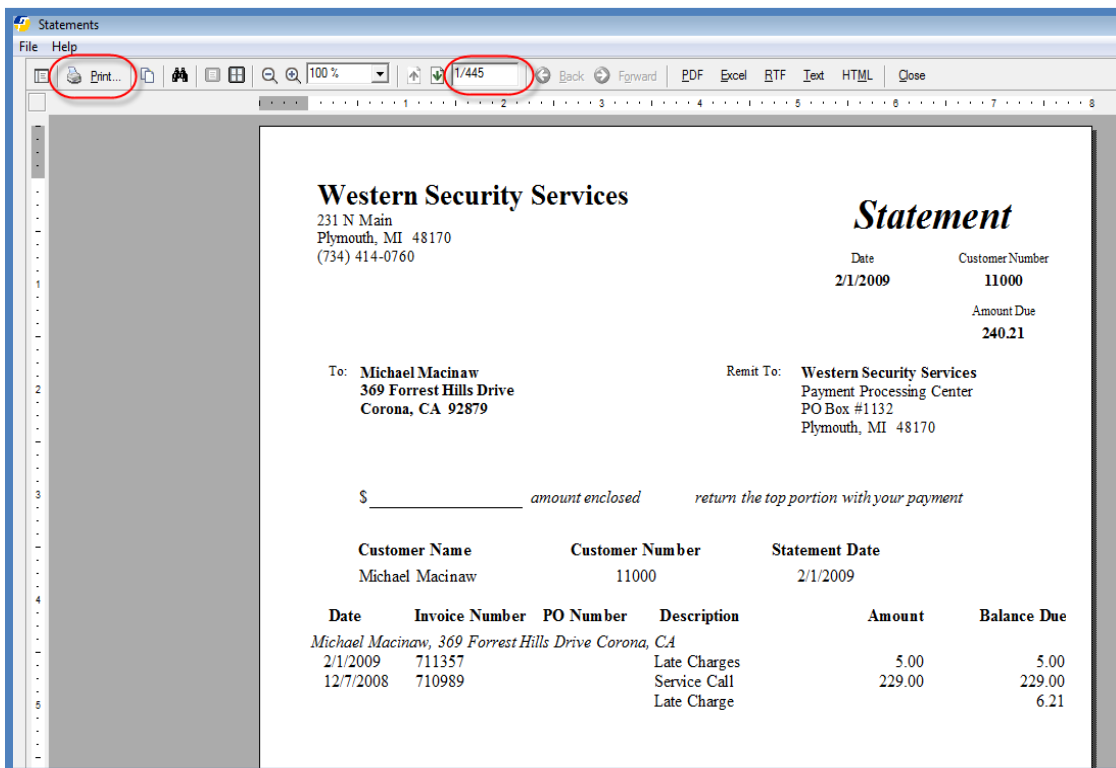
Statements - Customer List: Figure 259

Customer #	Name	Postal	Current	1-30 days	31-60 days	61-90 days	91-120 d...	over 120	Total Due	Late Fee	Credits	Net Due
11000	Michael Macinaw	92879	0.00	5.00	0.00	229.00	0.00	0.00	234.00	6.21	0.00	240.21
111222	Los Angeles County	90065	0.00	5.00	0.00	122.00	0.00	0.00	127.00	5.00	0.00	132
13000	Ashley, Desiree	92706	0.00	5.00	414.30	10,454.38	0.00	0.00	10,868.68	282.57	6,090.86	5060.39
2000	Craig, Lori	48170	0.00	5.00	0.00	28.95	0.00	0.00	33.95	5.00	7.79	31.16
2001	Dodds, William	92250	0.00	5.00	44.11	87.36	43.25	0.00	179.72	5.00	0.00	184.72
2002	Forne, Christopher	48170	0.00	5.00	0.00	79.90	31.95	31.95	148.80	6.13	0.00	154.93
2003	Gregg, Jill	92250	0.00	5.00	44.11	87.36	43.25	86.50	266.22	10.78	0.00	277
2004	Jacks, William	48170	0.00	5.00	0.00	0.00	0.00	31.95	36.95	5.00	0.00	41.95
2005	Jacob, Michael	92250	0.00	5.00	44.11	87.36	43.25	86.50	266.22	10.78	0.00	277
2006	Jonah, Jennifer	48170	0.00	5.00	0.00	65.90	31.95	31.95	134.80	5.61	0.00	140.41
2007	Jones, Lisa	92250	0.00	5.00	44.11	90.36	43.25	86.50	269.22	10.87	108.65	171.44
2008	Kelly, April	48170	0.00	5.60	0.00	65.90	243.64	63.90	379.04	17.08	0.00	396.12
2009	Lands, Ralph	92250	0.00	5.00	44.11	87.36	43.25	43.25	222.97	8.11	0.00	231.08
2010	Loetz, William	48170	0.00	5.00	0.00	65.90	31.95	31.95	134.80	5.61	0.00	140.41
2011	Sherwin-Williams Autom...	44128	0.00	0.00	234.47	5,726.38	163.24	3,374.54	9,498.63	429.34	0.00	9927.97
2012	Marin, Jill	48170	0.00	5.00	0.00	65.90	31.95	63.90	166.75	8.00	0.00	174.75
2013	Mills, Lori	92250	0.00	5.00	44.11	87.36	43.25	86.50	266.22	10.78	0.00	277
2014	Moore, Carolyn	48170	0.00	5.00	0.00	65.90	31.95	63.90	166.75	8.00	0.00	174.75
2015	Ponds, Robert	92250	0.00	5.00	44.11	87.36	43.25	86.50	266.22	10.78	0.00	277
2016	Rouge, Ruth	48170	0.00	5.00	0.00	167.75	31.95	63.90	268.60	11.07	170.85	108.82
2017	Simms, Frances	92250	0.00	5.00	44.11	87.36	43.25	86.50	266.22	10.78	0.00	277
2018	Smith, Joseph	48170	0.00	5.00	0.00	65.90	31.95	63.90	166.75	8.00	0.00	174.75
2019	Wills, Jill	92250	0.00	5.00	57.10	19.62	0.00	0.00	81.72	5.00	0.00	86.72
2021	Dodds, Ruth	92250	0.00	5.00	44.11	44.11	0.00	0.00	93.22	5.00	0.00	98.22
2022	Forne, Donald	48170	0.00	5.00	0.00	65.90	31.95	63.90	166.75	8.00	0.00	174.75
2023	Ashley, Desiree	92250	0.00	5.00	92.98	37.89	0.00	0.00	135.87	5.00	0.00	140.87
2023X01	Gregg, Robert	92250	0.00	5.00	44.11	0.00	0.00	43.25	92.36	5.00	0.00	97.36
2024	Jacks, Carolyn	48170	0.00	5.00	0.00	65.90	31.95	63.90	166.75	8.00	0.00	174.75
2025	Jacob, Lori	92250	0.00	5.00	44.11	87.36	43.25	86.50	266.22	10.78	0.00	277
2026	Jonah, William	48170	0.00	5.00	0.00	65.90	31.95	63.90	166.75	8.00	0.00	174.75
2027	Jones, Joseph	92250	0.00	5.00	44.11	87.36	43.25	86.50	266.22	10.78	0.00	277
2028	Lands, William	48170	0.00	5.00	0.00	33.95	0.00	0.00	38.95	5.00	0.00	43.95
2030	Lorne, James	48170	0.00	5.00	0.00	47.23	0.00	0.00	52.23	5.00	0.00	57.23

5. Print the Statements – To send the statements to the printer, press the *Preview Statements* button located at the bottom of the *Statement List* form. The statements will be displayed in preview mode – be patient, this may take a little time.

At the top of the print preview window is a counter indicating how many pages of statements are contained in this printing batch. When ready to print to paper, press the *Print* button located on left of the top toolbar. The application will use the Default Statement printer that is defined in the SedonaOffice Printer Settings.

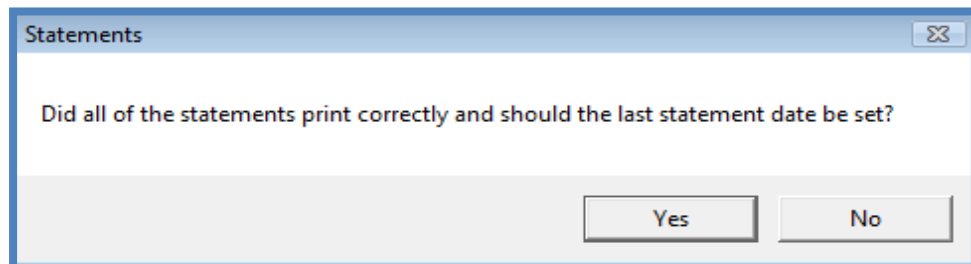
Statements - Print Preview: Figure 260



6. Set the Customer Statement Date - After pressing the *Print* button, the User will be presented with a message asking if all the statements printed correctly and should the last statement date be set. Wait until the printing process has completed before pressing the *Yes* button on this message box.

After pressing the *Yes* button, be patient, this may take a few minutes. The application is updating every customer record in the statement batch with the new statement date and any late fees assessed.

Statements – Set Statement Date: Figure 261



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