ULTRA

CertiflexDimension
Business Accounting Software

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Operations Guide: ACCOUNTS RECEIVABLE

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Accounts Receivable Operations Guide

Introduction

Welcome to CertiflexDimension Accounts Receivable!

This *Operations Guide* is designed to help you get started using the program. It is organized in a fashion for first time users and details the steps you need to follow once the system is installed. It can also be used as a reference to help you with day-to-day processing.

To get the most out of CertiflexDimension Accounts Receivable and to guard against wasted definition time, it is very important that you read this guide and familiarize yourself with the product before you begin processing.

This guide is used in conjunction with the *CertiflexDimension System Manager Guide*. The *System Manager Guide* details the CertiflexDimension terminology, functions, general program overviews, general program buttons, and fields. It also shows you how to:

- Configure Users and Define System Security
- Configure User Defined Memos
- Change the Processing Date
- Add Companies
- Print Reports

It is extremely important that you read the *System Manager Guide* before you begin using the Accounts Receivable program.

What You Need To Know First

This version of CertiflexDimension is a Microsoft Windows® application. You must be familiar with Windows before you can use the Accounts Receivable program.

Before you begin working, make sure that you have correctly installed CertiflexDimension on your computer. To install the program, refer to the Installation Instructions included in your package.

Start-Up Cycle

You are ready to begin processing after you:

- Install CertiflexDimension,
- Read the *CertiflexDimension System Manager Guide*,
- Read the *Accounts Receivable Operations Guide*, and
- Add Companies to the System

Please use the following Schedule of Events as a guide to using the CertiflexDimension Accounts Receivable program.

- **Design your customer numbering scheme on paper (if you do not plan on using the system automatic or sequential numbering system):** Read the **Maintain Customers** section to fully understand how CertiflexDimension numbers customers and what numbering scheme is best for your company needs.

  > **NOTE**: If you are converting from CertiflexDimension v9, you do not need to perform the start-up functions.

- **Order your Accounts Receivable invoice and statement forms:** The system is pre-set to print invoices and statements on plain, 8½" x 11" paper. This allows you to avoid the expense of obtaining pre-printed invoice and statement forms or allows you to immediately begin printing your invoices and statements before your forms arrive. The CertiflexDimension Accounts Receivable program includes several invoice and statement form types. Enclosed with your CertiflexDimension order is a Certiflex Forms brochure for ordering invoices and statements. If you have any questions about the invoice or statement form or style, call Certiflex Forms directly at 800-544-3427.

- **Create the company files**: Before the system will allow you to do anything in Accounts Receivable for the company, you must first create the company files. Refer to the *CertiflexDimension System Manager Guide* to properly create the company files.

- **Define the Master Data**: A part of creating the company files is to define the company's Master Data. These instructions are found in the **Defining the Master Data** section. You must properly define the Master Data before you begin adding customers.

- **Define the Sales Tax Rates and Sales Taxing Entities**: This step defines the sales tax percentages for the different taxing entities for automatic tax calculation during invoicing. The instructions for this step are found in the **Maintain Tax Entities** and **Maintain Tax Rates** sections.

  > **NOTE**: If the company never charges sales tax, you do not need to perform this step.

- **Define the Sales Codes**: For each invoice detail line that you enter, the system will require you to specify a Sales Code. The Sales Code is used to track sales by type and to post the Accounts Receivable to the General Ledger, if you are operating interactively with the CertiflexDimension General Ledger program.

  In this step you need to define the Sales Code numbers that you will use, the Sales Code descriptions and the General Ledger account numbers the Sales Codes will post to.

  For complete instructions on this step, refer to the **Maintain Sales Codes** section.

- **Gather customer information**: The system will ask you the following information for each customer:
  - Customer number
  - Customer name
  - Address line 1
  - Address line 2

- City, State, Zip Code
- Contact name
- Phone number
- Fax number
- Class (class allows you to group or classify the customers together)
- Terms
- Salesperson
- Ship to information
- Memo field information
- Customer status
- Sales tax rate
- Taxable status
- Tax exempt number
- Price level
- Customer type (Open Item or Balance Forward)
- E-mail address
- Web-site address
- Account PIN number
- Statement cycle
- Finance charge status
- Credit limit
- Discount percent
- Retainage percent
- Number of invoices YTD (fiscal)
- Number of invoices last year (fiscal)
- Dollar amount of invoices YTD (fiscal)
- Dollar amount of invoices last year (fiscal)
- Last invoice date
- Last invoice number
- Last invoice amount
- Last payment date
- Last payment number
- Last payment amount
- Finance charges YTD (fiscal)
- Finance charges last year (fiscal)
- Customer's total number of payments
- Customer's total number of payment days

It is not mandatory to define the information for each of these fields while you are adding customers. However, we recommend that you define as much information during the addition of the customers as possible so that you can obtain the most complete use of the system.

You will also need to determine, for each customer, which unpaid invoices you need to add to the system as an existing open item and which invoices you need to post to the system. You should add an unpaid invoice as an existing open item if you have already recorded the invoice to the General Ledger. All other unpaid invoices should be added to the system through **Recording Invoices**.

- **Define the Default Customer**: The system copies the information defined on the Default Customer to all customers you add to the system. This allows you to define common customer information on one master customer record. Refer to the **Maintain Customers** section for a detailed explanation of this procedure.

- **Add the existing customers**: You need to add all the existing customers to the Accounts Receivable files. Refer to **Maintain Customers** for a detailed explanation of this procedure.

- **Print the Customer Maintenance Report**: This report allows you to verify that the information you entered for each customer is correct. Refer to the **Accounts Receivable Reports** section for a detailed explanation of this procedure.

- **Add the customer's prior history information and existing open items**: Now that you have added all of the customers, you need to add each customer's prior history transactions and unpaid invoices (those that have already been posted to the General Ledger). Refer to the **Maintain Customers** section for a detailed explanation of these procedures.

- **Print the Detailed Aged Accounts Receivable Report**: This report allows you to compare the open items for each customer with your previous Accounts Receivable records. Refer to the **Accounts Receivable Reports** section for a detailed explanation of this procedure.

  o When you print this report, you should check the open items listed for each customer against your previous records. Make certain that each customer's account balance on the report agrees to the balance in your previous records. It is also very important that the total of the report agrees with the General Ledger Accounts Receivable account total.

- If any of the open items you added have the wrong amount, you should do a credit memo open item for the incorrect amount and **Remove Offsetting Transactions**. You should then reenter the open item with the correct amount.

- **Make a backup**: You have now added all of your customer information and you are ready to begin normal processing. It is very important that you make a backup of the Accounts Receivable data files to guard against the possibility of losing your work.

Defining the Master Data – Accounts Receivable

Company Master Data

Company Master Data Settings allows you to configure the Accounts Receivable program to fit your individual company's needs. The program is very flexible with respect to configuration, and the fields defined in this option are very important in regard to how the program will operate. Please read this section so that you may define the Master Data in the manner best suited for the company.

To access the **Master Data** controls, click **>File >Company Maintenance >Master Data Properties**, and then click on the **Accounts Receivable and Order Entry** button.

Main

Select the **Main** tab to define the following:

- **Name and Address**: Enter or change the name and address information for the company.
- **Numbering**: The system maintains all customers in both alphabetical and numerical order. Therefore, each customer must have both a name and a number. The system allows you to choose between three different numbering methods:
  - o **User Selects Number**: With this numbering type, during the addition of customers the system does not automatically generate a customer number. The system prompts you for the customer number. This number type allows you to design your own numbering scheme for the customers.

- o **Automatic with User Override**: With this numbering type, during the addition of customers, the system selects an appropriate customer number, based on the customer name. However, the system allows you to edit or change the number completely before it adds the customer. This numbering type allows the system to control the numbering but allows you to have the ability to adjust the numbers to fit your personal needs.

    We recommend that you use this numbering type. If you use this numbering type and accept the system's suggested customer numbers, the Accounts Receivable reports will print in both alphabetical and numerical order, regardless of the index selection.

- o **Sequential Numbering**: With this numbering type, during the addition of customers, the system numbers the new customer one greater than the last customer on file.

Select the customer numbering type that is best for your company.

> **NOTE**: Once a customer numbering type is selected and customers are added, you should not change the numbering type.

- **Early Pay Discount**: This field allows you to define how the system should calculate and print the early pay discount on the invoice, if you allow the customers to take an early pay discount.
    - o **Calculated on Net**: Select this option if you want the system to calculate an early pay discount amount on the net amount of the invoice but not print the early pay discount amount on the customer's invoice.
    - o **Calculated on Net + Tax**: Select this option if you want the system to calculate an early pay discount amount on the invoice's net plus tax amount but not print the early pay discount amount on the customer's invoice.
    - o **Calculated on Net + Freight**: Select this option if you want the system to calculate an early pay discount amount on the invoice's net plus freight amount but not print the early pay discount amount on the customer's invoice.
    - o **Calculated on Total**: Select this option if you want the system to calculate an early pay discount amount on the invoice's total amount but not print the early pay discount amount on the customer's invoice.
    - o **Calculated and Print on Net**: Select this option if you want the system to calculate an early pay discount amount on the net amount of the invoice and print the early pay discount amount on the customer's invoice.
    - o **Calculated and Print on Net + Tax**: Select this option if you want the system to calculate an early pay discount amount on the invoice's net plus tax amount and print the early pay discount amount on the customer's invoice.
    - o **Calculated and Print on Net + Freight**: Select this option if you want the system to calculate an early pay discount amount on the invoice's net plus freight amount and print the early pay discount amount on the customer's invoice.

- o **Calculated and Print on Total**: Select this option if you want the system to calculate an early pay discount amount on the invoice's total amount and print the early pay discount amount on the customer's invoice.

  > **NOTE**: If you define a calculation option then decide to no longer offer an early pay discount amount, you would select any of the **Early Pay Discount** options that do not print. The system will still calculate an early pay discount amount but the amount will never print on an invoice. This way, the customer will never see an option to take an early pay discount.

- **Cash Applications**: This field allows you to define how you want the system to print the **Cash Application Report** and **Deposit Summary Report** after posting payments. These reports are very useful audit trails of payment transactions. The system allows you to pick one of two options:
  - o **Print One Page**: Select this option if you do not want the system to print all payments on individual pages.
  - o **Print Separate Pages**: Select this option if you want the system to print all payment transactions on individual pages.
- **Access Key**: Throughout the program the system prompts you for customers. You can define the way the customers are asked for (indexed). Select the format you want to use for the main primary customer index.
- **Ending Period**: This field displays the ending date of the current processing period. The system will update this field automatically when you start files for a new period. You would normally not change the ending period for this field. If you do, you could drastically affect all transaction processing.
- **General Ledger Interactive**: Select this check box if you are operating interactively with the CertiflexDimension General Ledger program.
- **Inventory Interactive**: Select this check box if you are operating interactively with the CertiflexDimension Inventory program.
- **Payments Balance Forward First**: Select this check box if you want the system to post payments for Balance Forward customers to the customer's outstanding balance first. If you want the system to apply payments for Balance Forward customers to any finance charge amounts first, before applying the payment to the customer's outstanding balance, do not select this check box.

  > **NOTE**: This field does not affect Open Item type customers.

- **Consolidate Cost of Sales**: When you are operating interactively with the CertiflexDimension Inventory program and when you have the field **Ask Unit Cost** selected, the system will automatically calculate a cost of sale for each invoice detail line. Select this check box if you want all invoice detail lines with a cost to have the extended cost consolidated into sales code 11-13. If you want all invoice detail lines with a cost to have the extended cost saved to a specific sales code's cost of sales, do not select this check box.

Leaving this check box clear allows you to have a greater breakdown of your cost of sales by each individual sales code so you can track cost on a detailed level.

- **Use Deposit System**: Select this check box if you want to use the Deposit System fully explained in the Deposit System section of this Guide.

- **Allow Prior Period**: Select this check box if you want the system to allow you to process the Accounts Receivable program in the most recent prior period.

> **NOTE**: The system will only allow you to process in one period prior to the current period. The system will not allow you to process in any other prior period. The system will only allow you to access a prior period for recording invoices and applying payments.
>
> When applying payments in a prior period, the system will display the customer's items and apply the payment as if the customer was a Balance Forward type customer, even if the customer is an Open Item type customer.

Alert Memos/User Key

Select the **Alert Memos/User Key** tab to define the memo field headings:

- **Memos**: The program allows you to maintain up to four lines of information on each customer that the program does not already have a field for. Memos can be used for reminders, special notes, etc.

    This screen allows you to define the headings of the four alert memo lines.

- **Security Access Levels**: For each memo line, you can set a security access level so only people with the appropriate access level can modify and add the alert memos. Refer to the *CertiflexDimension System Manager Guide* for detailed information on access levels.

- **User Key**: The program also allows you to define a user key. This key is used to title customers with code words that are easier to remember than their name or number. You can then index the system to locate customers by the user key. On this screen, you define the title for the user key.

Invoice/Statement

Select the **Invoice/Statement** tab to define the following information:

Invoices

- **Ask Quantity Shipped**: Select this check box if you want the system to prompt you for the quantity shipped in addition to the quantity ordered during recording invoices.

  If you select this check box, the system will use the quantity shipped to determine the extended amount for the invoice detail line. If you do not select this check box, the system will only prompt you for the quantity ordered for each detail line. That quantity is used for the calculation of the extended price.

- **Ask Invoice Number**: Do not select this check box if you want the system to automatically assign the next sequential transaction number (as defined in the **Next Invoice Number**, **Next Debit Memo Number**, and **Next Credit Memo Number** fields), and allow you to accept the number or to override the number. If you want the system to prompt you for the transaction number each time you record a transaction, select this check box.

  If you have salespeople in the field (each writing invoices) that use a variety of different invoice numbering orders and you are posting them at a later time, you would select this check box, to cause the system to prompt you for each invoice number used.

- **Ask Unit Cost**: Select this check box if you want the system to prompt you for the unit cost of non-inventory detail lines entered during recording transactions.

  If you allow the system to prompt you for the unit cost of an item, the system will track the cost of sales of each item and report on the **Unposted Transactions** and **Posted Transactions** reports. The system will also update the cost of sales amounts to the General Ledger program, if you are operating interactively with CertiflexDimension General Ledger.

  If the detail item is an inventory item, the system will automatically retrieve the unit cost amount from the CertiflexDimension Inventory program.

If you invoice service items, such as consultation fees, service calls, etc., you normally would not have a unit cost. Therefore, you would not select this check box. If you are accounting for cost of sales through another source or through a separate journal entry, do not select this check box.

- **Display Commissions**: Select this check box if you want the system to display the salesperson's commission amount during the recording of invoices and when reviewing detail information. If you do not select this check box, the system will not display the salesperson's commission amount, nor will the system allow you to override the commission amount calculated.

- **Detail on Posting Listing**: When you record manual invoices, the system will print a **Transaction Posting Register**. Select this check box you want the system to provide a sales code breakdown for each invoice posted. If you want this report to print only the invoice total amount for each invoice, do not select this check box.

- **Check for Duplicate Invoice Numbers:** Select this check box if you want the system to check the current customer for duplicate invoice numbers when recording invoices. This feature is active only if the user is assigning invoice numbers (**Ask Invoice Number**).

- **Display Inventory Item Cost:** Select this check box if you want the system to display inventory item cost on your screen during invoice data entry. This option is only active in combination with **Ask Unit Cost**.

- **Discounts**: This field allows you to define how you want the system to handle customer discounts during recording invoices.

  - **Discounts Per Line**: This option will instruct the system to calculate a discount on each individual invoice detail line.

  - **Discount on Subtotal**: This option will instruct the system to calculate a discount on the invoice subtotal, before taxes and freight.

    > **NOTE**: If the company does not allow discounts for customers, you need to set this field to **Discount on Subtotal** and make sure that all customers are defined with a discount percentage of 0.000.

- **Print Terms**: The system uses the input in this field for the term description that prints on the customer's invoice.

  The system does not base any calculations on this field. Therefore, you can use this field to have the system print a different term on the invoice than the customer's actual aging term. For example, if you define a customer with terms of Net 30 but you would rather the customer pay earlier, you can enter a print term here of Net 10. The invoice will say the balance is due in 10 days but the system still bases its aging calculation on the Net 30 term.

- **Message**: This field allows you to enter any message that you would like to print on each invoice. This could be a holiday greeting, notice, etc. If you do not wish to print a message on the invoice, leave this field blank.

Statements

- **Statement Message**: This field allows you to enter any message that you would like to print on each statement. This could be a holiday greeting, notice, etc. If you do not wish to print a message on the statement, leave this field blank.

- **Past Due Message**: This field allows you to enter any past due message that you would like to print on each statement that includes a past due amount.

Special

Select the **Special** tab to define the following information:

Receivables Aging

This section allows you to change the aging column calculations for the **Aged Receivables, Aged Receivables by Salesperson**, and **Historical Aged Receivables** reports. When shipped, the system was set with defaults for the aging columns of 1-30, 31-60, and Over 60. If the report aging columns need to be different, you can change the column definitions here.

The system takes into consideration three items to determine the age of each customer's open items: the aging criteria (as defined here), the due date of the open item, and the current processing date.

For example, if you are using the system's default aging and a customer has the following unpaid open items,

Invoice Number	Amount	Due Date
13554	$63.25	10/10/12
13685	$27.91	11/27/12
14005	$87.06	12/11/12
14087	$47.78	12/27/12

If you set the processing date to 12/31/12 and print an aging for this customer, his aging would be:

Current	1 to 30	31 to 60	Over 60
$0.00	$134.84	$27.91	$63.25

NOTE: The heading for column one of the aging reports is always CURRENT. The CURRENT column will list all open items that are not past due.

- **Heading Column Two/Heading Column Three/Heading Column Four**: These fields allow you to specify the aging column headings that will print on the aging reports.

  The system will allow you to enter anything that you like for the headings. You will normally want to define each aging heading to correspond to the **Oldest Invoice** in days fields below. Otherwise, the aging reports may be hard to understand because the system uses the **Oldest Invoice** in days fields below for aging calculations.

  Your input here is for printing and display purposes only. The system does not use the input here for aging calculations. Aging calculations are based on the **Oldest Invoice** fields.

- **Oldest Invoice Column Two**/**Oldest Invoice Column Three**: These fields allow you to specify what column each unpaid open item should go, based on the due date of each open item and the processing date used to calculate the aging.

  - **Oldest Invoice Column Two** specifies how many days past the due date an open item must be before it will move from aging column two into aging column three.

  - **Oldest Invoice Column Three** specifies how many days past the due date an open item must be before it will move from aging column three into aging column four.

    > **NOTE**: The input for **Oldest Invoice Column Two** must be smaller than the input for **Oldest Invoice Column Three**. The system does not prompt you to define the CURRENT column. The CURRENT column contains all open items with a due date after and including the current processing date.

Finance Charges

This section allows you to define the finance charge information. If the company does not calculate finance charges on past due invoices, you do not need to define this section.

- **Monthly Charge % One**: Enter the finance charge percentage.

- **Monthly Charge % Two**: If the company charges a different finance charge percentage for past due balances that are equal to or more than a set dollar amount, enter the percent here. If the company charges the same finance charge no matter what a customer's past due balance is, do not define this field.

  > **NOTE**: If you define a percentage for this field, you will also need to define the **Finance Two Lower Limit** field.

- **Finance Two Lower Limit**: Enter the dollar amount a customer's past due balance must equal or surpass to be charged the second finance charge percentage.

- **Charge Description**: Enter the description you want the system to print on a customer's statement for finance charges incurred.

- **Days after which to Apply**: This field allows you to define how many days past the customer's due date you want the system to wait before finance charges are incurred. In other words, how many grace days are you giving the customer.

For example, if you set this field to 10, the system will not calculate finance charges for any past due balances that are past due only 10 or fewer days.

- **Compound Finance Charges**: Select this check box if you want the system to calculate finance charges on past due balances and any previously incurred finance charges that are also unpaid. If you want the system to calculate finance charges on past due balances only and not on any past due finance charges, do not select this check box.

- **Effective Date**: To accrue finance charges to transaction that occurred after a certain calendar date, enter that date here. This is normally only used when a company wants to begin implementing finance charges to customers that already have open items that may not be affected.

Numbering

- **Next Invoice Number/Next Debit Memo Number**/**Next Credit Memo Number**: If the field **Ask Invoice Number** is not selected, the system will use the numbers defined in these fields as the next transaction numbers when you record invoices. Define what the system should use as the next number for each type of transaction. As you process these transactions, the system will increment the numbers in these fields.

  We recommend that you set these fields with beginning numbers that are different in sequence for each transaction type. This will make it easier for you to separate the different transaction types on the reports.

Orders

Select the **Orders** tab to define the Master Data sales order and quote information for the CertiflexDimension Order Entry program.

Order/Quote Numbers

- **Precede with Year/Month and Auto-Reset**: Next Order or Quote Numbers are by default sequential. Select this option if you prefer to have the system automatically reset the order number each new accounting period.

  > *Example*: The starting Order Number for Sept. 2008 is 0809-001
  >
  > Each new order or quote will increment sequentially (i.e.: 0809-002, 0809-003, etc.)
  > The first order entered in the next accounting period will automatically reset the next order number to 0810-001

  > **NOTE**: If you envision needing more than 1000 orders or quotes in any single accounting period and you are using the 'Auto-Reset' feature, set the next order number after the dash to four digits (YYMM-0001). This will allow up to 9999 orders and quotes in any single accounting period.

- **Next Order/Quote Number:** The system will use the number defined in these fields as the next transaction number when you enter orders or quotes. Define here what the system should use as the next number. As you process order and quotes, the system will increment the numbers in this field. The next order or quote number is a 10-digit alphanumeric counter and can be changed as needed. Since most Order Entry options are printed and selected by Order Number, you would normally not change this number in a manner that duplicate numbers will be encountered.
- **Increment by (1-10):** You can define the number of skipped numbers between each order or quote number. Select an increment from 1 to 10. The default increment is 1.

- **Pre-Assign New Order Numbers:** Check this box if you want the system to assign new order numbers as described above. Using this method, a new order number is assigned when a user clicks **>Start** from the Record Customer Order system. This order number is then discarded if the new order is never saved.

> **NOTE:** If the **Pre-Assign New Order Numbers** feature is disabled, the system does not assign an order number to new orders until the order is saved. Also, the **Allow User to Change Order No.** and **Increment By** functions will be automatically disabled, as well.

- **Allow User to Change Order No:** The system will automatically assign the next order or quote number to each new customer transaction. Select this option if you wish to be able to override this pre-assigned next number.
- **Assign Separate Quote Numbers:** Check this box if you want the system to assign different numbers for orders and quotes.

> **NOTE:** Selecting this option will automatically assign new quotes a number starting with the letter 'Q' and followed by a two digit year and two digit month. Quotes will then be assigned a new order number if they are later transfer into an order. If you do not select this option, then new quotes are assigned a new order number when recorded and this number is not changed if the quote is later transferred to order.

Sales Orders

- **Message One**, **Message Two**: These fields allow you to enter any message you want to print on each of the sales orders, such as promotional information or customer reminders.

Other

- **Allow Auto-Deletion of Backorders**: Select this check box if you want the system to allow users to activate the "Backorder Auto-Deletion" feature. Leaving this option unchecked will not allow any orders to be "Auto-Deleted" upon partial shipments.

Shipping

- **Show Customer Status:** Select this check box if you want the customer's current account aging amount to be displayed when recording their shipments. If this feature is disabled, the **Record Shipments** account status field will read **Not Activated**.

Maintain Lists – Accounts Receivable

Maintain Customers

This section explains how you perform maintenance functions on the Accounts Receivable customers. You can add, change, and delete customers. You can also renumber customers, copy and move customer information to another company, change the Default Customer information, recalculate detailed transaction totals and balances, and add existing history information to customers.

To add, change or delete a customer, click **>Maintain Lists >Accounts Receivable >Customers**.

Adding a Customer
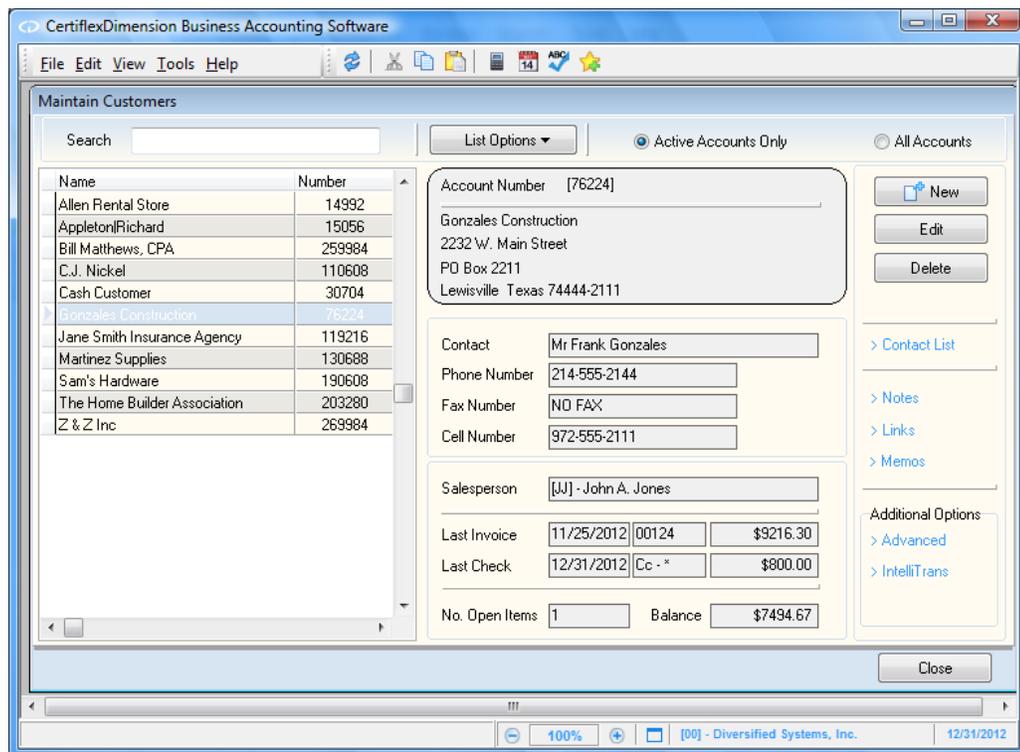
To add a new customer, click **>New**. The system will prompt you for the following:
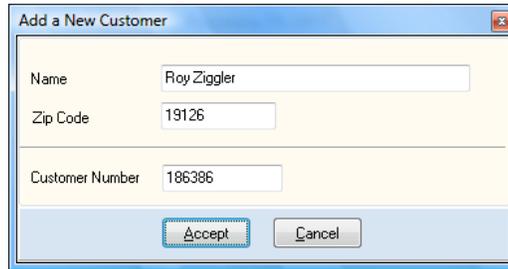
- **Name**: Enter the name for the new customer.

  If the customer numbering is set to **Automatic with User Override**, the system will alphabetize the customer names based on the first letter of the name. For example, if you add a customer named Doug Bowers, the system adds and searches for the customer based on the D in his first name. If you want this customer added and searched based on the B in his last name, you would add the customer with the name of Bowers, Doug.

  If you prefer the system to store and search for the customer based on the last name but you want the system to print the customer's invoices and statements in first name/last name order, you would add the customer with the name of Bowers|Doug.

  When a customer name is separated with a pipe symbol (|), the system prints everything to the right of the pipe symbol before anything to the left of the pipe symbol. If Doug Bowers happened to be a Junior, you would add his name as Bowers, Jr.|Doug. His name is still accessed by Bowers; however, his name will print on invoices, statements, labels, etc., as Doug Bowers, Jr.

- **Zip Code**: Enter the customer's zip code.   The system will look up the customer's city and state based on the zip code and automatically add them to the customer record.

- **Number**: The number displayed in this field depends on how the Master Data is defined for numbering.

  If the customer numbering is set to **User Selects Number**, the system will prompt you for the new customer number.

  If the customer numbering is set to **Automatic with User Override**, the system will display the suggested customer number. You can edit this number or you can accept the suggested number.

  If the customer numbering is set to **Sequential Numbering**, the system will display the next available customer number on file and allow you to edit the number or accept the number.

  The CertiflexDimension Accounts Receivable system maintains the customers in both an alphabetical and numerical order. Therefore, the system does not care what numbers are assigned to the customers. However, when printing reports, if you want the system to always print the customers in BOTH an alphabetical and numerical order, the Master Data should be defined to number the customers with the **Automatic with User Override** setting. With this numbering selection, the system will assign a number based on the first 3 letters of the name.

When adding the customers, the system will determine the customer number range based on the name of the customer you entered. The system will next find the customer above and the customer below the one you are adding (based on the alphabetical name) and suggest a customer number that is between those two customer numbers.

Please note that the system has no way of knowing how many customers you are going to add in any particular order. The number the system assigns is based on a formula. While you should assign a number in the proper range, only you can determine if the recommended number is a good choice.

As a guideline, it is best to always assign customer numbers ending in two zeros (22100, 22200, 14500, etc.) so that you will always have at least 99 numbers free for new customers between existing customers. If you have more than 100 customers to add in any letter of the alphabet, try leaving approximately 50 free customer numbers between the customers you are adding.

Regardless of the numbering technique you select, you can print most Accounts Receivable reports in any index order (name, number, etc.). The advantage of choosing the **Automatic with User Override** numbering technique allows the reports to print in both an alphabetical and numerical order at the same time.

After you have defined the new customer's name, zip code and number, click **>Accept** to continue.

> **NOTE**: When you add customers to the system, the system will copy the heading information from the Default Customer to the new customer. For customers with common entries, such as terms, memo fields, tax rates, etc., you can define this information on the Default Customer. Then, when each new customer is added, this information is automatically transferred to the new customer. To review and change the **Default Customer**, refer to the **Changing the Default Customer** section.

Add New Customer Account

- **Supervisor Only Credit Hold**: This check box can only be selected or unselected by a supervisor (level 10). If this check box is selected, the system will not allow new invoices to be written to the customer.

- **Active Customer**: Select this check box if this customer is an active customer. This allows you to enter transactions and maintain this customer throughout the system.

  If you do not select this check box, the system will not allow you to enter transactions for the customer. Most Accounts Receivable reports have the option to include or exclude inactive customers.

Main

- **Name**: Edit the customer's name, if needed.
- **Address, City, State, Zip**: Enter the customer's mailing address for these lines.

  > **TIP**: If you entered the zip code when you added the customer, the city and state fields will be filled in for you automatically. This will only happen when you enter the zip code for the first time. The zip code will not update the city and state fields if you try to make changes to it.

- **Contact**: Enter the customer's main contact person, if needed.
- **Phone**, **Fax / Cell**: Enter the customer's phone number, fax number and cell phone number.
- **E-mail**: Enter the customer's e-mail address.
- **Access Site**: Enter the customer's web site address.

Sales Tax

- **Taxable**: Select this check box if this customer is normally subject to sales tax on their purchases. If this customer is tax exempt, leave this box clear and enter their tax exempt number as defined below. The system will allow you to override the customer's tax status during invoicing.

- **Tax Rate**: Select the customer's default tax rate number for automatic sales tax calculation purposes. The system will allow you to override this setting when invoicing. For information on defining the tax rates, refer to the **Maintain Tax Rates** section.

- **Customer Sales Tax ID**: If this is a tax exempt customer, enter the customer's tax exempt number. When you print an invoice for this customer and this field is defined with a valid tax exempt number and there is not tax calculated for the invoice, the system will print "Tax Exempt" in the tax amount field on the invoice.

- **Customer Type:** Define the customer's type as either **Open Item** or **Balance Forward**.

  o **Open Item**: If a customer is defined as an Open Item customer, the customer's statements will list all unpaid invoice transactions that make up the current balance at the time the statements are printed, no matter how old the individual items are. The customer's payments are not shown because, when a payment is posted, you will indicate which invoice(s) to apply the payment to. Paid invoices are removed from the customer's open item listing. Therefore, the customer's account always reflects only "open" items.

  o **Balance Forward**: If a customer is defined as a Balance Forward customer, the customer's statements will show the previous unpaid balance as one summarized amount. For the current period, or since the last time **Consolidate Invoices** was performed, each transaction including payments is printed. After statements are printed you can optionally execute **Consolidate Invoices** which will consolidate the current detail into a balance forward amount. When you apply payments, the system will automatically apply the payment against the account balance rather than requiring you to select specific invoices.

    Please be aware that some historical reports are based on open item transactions and are not available for Balance Forward customers.

    > **NOTE**: We recommend that you do not change a customer from an Open Item customer to a Balance Forward customer after processing has begun on the customer's account. If you do, when you print statements for the customer and the open items are consolidated into one summarized balance forward amount, the system will ignore the aging dates for each of the individual open items and will consider the balance forward amount as current.

- **Customer Terms**: This field allows you to define the standard billing terms for this customer. During recording transactions, you will not have to individually select the billing terms for each invoice because the system will default to the terms defined here. The system will allow you to override the default terms during invoicing, if needed.

- o **Select Number of Days from Invoice Date**: Select this option if you normally have this customer's transactions due a set number of days after the transaction date. If you select this option, the system will prompt you for the following:
- o **Number of Days Until Due**: Enter the number of days after the transaction date that the transaction is due.
- o **Discount Percent**: If a discount percentage is allowed for this customer for early payment, enter the allowed discount percentage.
- o **Number of Discount Days**: If you entered a discount percentage above, enter the maximum number of days from the transaction date that the customer must pay the transaction in order to receive the discount.
- o **Select Number of Days from End of Month**: Select this option if you normally have this customer's transaction is a set number of days after the end of the month. If you select this option, the system will prompt you for the following:
- o **Number of Days from End of Month**: Enter the number of days after the end of the month that the transaction is due.
- o **Discount Percent**: If a discount percentage is allowed for this customer for early payment, enter the allowed discount percentage.
- o **Number of Discount Days**: If you entered a discount percentage above, enter the maximum number of days from the end of the month that the customer must pay the transaction in order to receive the discount.
- o **Select Specified Due Date**: Select this option if you want the system to ask you for the specific date the transaction is due when you record transactions.
- o **Net 7**: Select this option if you normally have this customer's transaction due seven days from the transaction date.
- o **Net 10**: Select this option if you normally have this customer's transaction due ten days from the transaction date.
- o **Net 14**: Select this option if you normally have this customer's transaction due fourteen days from the transaction date.
- o **Net 20**: Select this option if you normally have this customer's transaction due twenty days from the transaction date.
- o **Net 30**: Select this option if you normally have this customer's transaction due thirty days from the transaction date.
- o **Net 45**: Select this option if you normally have this customer's transaction due forty-five days from the transaction date.
- o **1% 10 Net 30**: Select this option if you normally have this customer's transaction due thirty days from the transaction date and you allow the customer a 1% early pay discount if the transaction is paid within ten days of the transaction date.
- o **1% 10 Net 45**: Select this option if you normally have this customer's transaction due forty-five days from the transaction date and you allow the customer a 1% early pay discount if the transactions are paid within ten days of the transaction date.
- o **2% 10 Net 30**: Select this option if you normally have this customer's transaction due thirty days from the transaction date and you allow the customer a 2% early pay discount if the transaction is paid within ten days of the transaction date.

- o **2% 10 Net 45**: Select this option if you normally have this customer's transaction due forty-five days from the transaction date and you allow the customer a 2% early pay discount if the transaction is paid within ten days of the transaction date.

- o **1% 10 Net 10 EOM**: Select this option if you normally have this customer's transaction due ten days from the end of the month and you allow the customer a 1% early pay discount if the transaction is paid within ten days of the transaction date.

- o **1% 10 Net 20 EOM**: Select this option if you normally have this customer's transaction due twenty days from the end of the month and you allow the customer a 1% early pay discount if the transaction is paid within ten days of the transaction date.

- o **1% 10 Net 30 EOM**: Select this option if you normally have this customer's transaction due thirty days from the end of the month and you allow the customer a 1% early pay discount if the transaction is paid within ten days of the transaction date.

- o **2% 10 Net 10 EOM**: Select this option if you normally have this customer's transaction due ten days from the end of the month and you allow the customer a 2% early pay discount if the transaction is paid within ten days of the transaction date.

- o **2% 10 Net 20 EOM**: Select this option if you normally have this customer's transaction due twenty days from the end of the month and you allow the customer a 2% early pay discount if the transaction is paid within ten days of the transaction date.

- **Credit Limit**: Enter the customer's credit limit.

  When entering invoices for a customer, the system will check the credit limit defined and compare it to the customer's existing account balance. The customer's remaining credit will show at the top of the screen.

  The system also uses this field on the **Aged Accounts Receivable** reports. For any customer who is over their credit limit, two asterisks (**) will print beside the customer's account balance.

- **User Key**: This is a user definable field that you can use as an index field. For example, if you would like to use a code word for the customer, you can define this customer's code word here. When you access the customer listing, you can change the index to **User Key**. Then instead of accessing the customer by number or name, you can access the customer by user key. The heading for the user key is defined in the Master Data.

- **Set Up Date**: Enter the date that this customer was added to the system. As default, the system will insert the current processing date.

- **No. History Months**: Use this switch to limit the number of history months that will be displayed in Review Accounts. Accounts containing thousands of detailed records may take an unacceptable amount of time to display for normal review purposes. In this case you may want to limit the number of months you wish to have in the reviews for this account. If you enter the number 36 in this field for this account, the detailed review will only contain the last 36 months (3 years) of account detail. This field defaults to zero, which allows you to always access the account's full detail history regardless of when the transactions were created.

- **Salesperson**: Select the customer's default salesperson. The system will default to this selection and allow you to override this setting when invoicing. The system also uses this field for the calculation of commissions. If this customer does not have a default salesperson or if you are not using the salesperson feature, select the House salesperson.
- **AR Account**: You can select one of five different Accounts Receivable sales codes for each company. For information on defining the sales codes, refer to the **Maintain Sales Codes** section.
- **Customer Class**: This field allows you to assign the customer to a group or classification. You can use **Class** for many different purposes.

You may want to class customers by statement run date. For example, you may assign a customer to one of four classes. Class one being all customers you normally send statements to on the 1st of the month, class two being all customers you normally send statements to on the 10th of the month, class three being all customers you normally send statements to on the 20th of the month and class four being all customers you normally send statements to on the 30th of the month.

You can also class customers to separate them by geographical region or territory, by representative, by statement priority, etc. Most reports in the Accounts Receivable program will allow you to specify a range of classes to include.

To add a Special Accounts Receivable Customer, enter a **Class** of **98**. A Special Accounts Receivable Customer is used when you want to enter the name and address of a customer during invoicing instead of using the customer's default billing address. You could use this feature to define a master customer record for branch offices of a customer. This would allow you to keep track of the customer's balance as one summarized account, while invoicing each individual location to which you provide goods or services.

To add a Cash Customer, enter a **Class** of **99**. A Cash Customer is used when you have a customer that pays by cash at the point of sale. When a customer pays by cash, you do not need to track an open item for the sale. When you invoice a customer, the system will make a debit to the accounts receivable and a credit to sales. When you record a cash sale, the system will make a debit to cash and a credit to the sales codes used. If the Deposit System is active, the system will make a debit to undeposited cash and a credit to the sales codes.

> **NOTE**: When the current company was created, the system automatically created one Cash customer for the company.

Additional Options

You may define and modify a customer's statement settings, shipping addresses, alert memos, and current and prior year summary totals, buy clicking on the corresponding link under **Additional Options**.

Statement/Other

Statement

- **Statement Cycle [1-254]**: When you print statements, the system will allow you to specify which range of cycles to print. This feature allows you to generate customer statements on any cycle desired.

  For example, if you divide the customer statement printing into four parts, customers A-F, G-L, M-R, S-Z, and print one section each week, you can assign each customer a statement cycle number. If this is the third week of the month and you are to print statements for customers M-R, you would then instruct the system to print cycle 3 customers.

  If you do not plan on utilizing this feature, define each customer with the system default of cycle 1.

  When you print statements, the system will only allow you to print for cycles 1-255. If you have any customers that you do not want to send a statement to, set their statement cycle to 0. The system will exclude all customers with a **Statement Cycle** defined as 0 from the statement printing.

- **Statement Form**: Select a statement form type of **Standard**, **Alternate**, or **Custom**. The system allows up to three different statement forms per company. The system will only use this customer form selection if the current form to use is set to **Calculate (By Customer/Output)**. For additional information on setting up and using multiple statement forms, please refer to the **CertiflexDimension Form Designer** section of your *System Manager Operations Guide*.

- **Statement Form Output**: Check the corresponding box(s) to select the desired default output destination(s) for this customer's Statement forms. These output destinations can always be overridden prior to printing.

For example, if you commonly print statements to your digital report catalog but also email the customer a copy, you would select both **Printer** and **Email**. During the actual statement printing, the system would then locate and print all customer statements marked as **Printer**. Next, the system would then look for each individual statement marked as **Email** and print and email an attached PDF statement to each individual customer. The **Fax** option will print individual statements (multiple print jobs) to your fax printer. The **Other** option is reserved for future use.

> **NOTE**: The system will only use this form output if **Selection Style** is set to **By Customer**.

Other

- **Invoice/Order Form**: Select an invoice/order form type of **Standard**, **Alternate**, or **Custom**. The system allows up to three different invoice forms per company. The system will only use this customer form selection if the current form to use is set to **Calculate (By Customer/Output)**. For additional information on setting up and using multiple invoice/order forms, please refer to the **CertiflexDimension Form Designer** section of your *System Manager Operations Guide*.

- **Retainage %**: This field allows you to define an automatic calculation of retainage on invoices by a percentage for Job Cost users. This feature is very useful if you allow this customer to retain a portion of amounts billed pending their final acceptance of goods delivered or work performed.

  When the system automatically calculates a retainage, the system will put the retainage amount on the customer's account as a separate open item. This makes it easy for you to distinguish between regular open items they owe and the retainage amounts. If you are operating the CertiflexDimension Job Cost program, the retainage amount is automatically updated on the selected job's retainage payable Master Data field. If you allow this customer to take a retainage, set this field 1.000-%. If you allow this customer to take a retainage but the percentage changes for each invoice, set this field to 0.000%. If you allow this customer to take a retainage at a fixed percentage, set this field to that percentage.

  > **NOTE**: This field is only used for the CertiflexDimension Job Cost program operating interactively with the CertiflexDimension General Ledger program. If you are operating the standard CertiflexDimension Accounts Receivable program, you do not need to define this field.

- **Discount %**: Enter the customer's standard discount percent, if applicable. The system will calculate a discount amount on either the invoice's individual line items or on the invoice's subtotal. This determination is maintained in the Master Data. The system will allow you to override the discount percentage during invoicing.

- **Price Level [1-11]**: If you are operating interactively with the CertiflexDimension Inventory program, the system will allow you to define a default inventory price level for inventory item sales for this customer.

  If you select a price level, the system will automatically retrieve each inventory item's unit price for you during invoicing based on the selection here.

If you want the system to automatically retrieve the correct unit price for the selected inventory item based on the quantity break levels defined for the inventory item, select **Price Level** 11.

- **Account Pin No.**: Enter the customer's personal identification number, if needed.

- **Finance Charge**: Select this check box only if this customer is to be considered for finance charge calculations. If this customer is always exempt from finance charge calculations, do not select this check box.

- **Invoice Form Output**: Check the corresponding box(s) to select the default output destination(s) for this customer's order forms. These output destinations can always be overridden prior to printing.

- **Order Form Output**: Check the corresponding box(s) to select the desired default output destination(s) for this customer's order forms. These output destinations can always be overridden prior to printing.

> **NOTE**: Invoice/Order - If you commonly include invoices with product shipments but also emailed a copy of the invoice to this customer, you would select both **Printer** and **Email**. If you are processing multiple invoices in a batch mode (**Cycle Billing** or **Invoice Shipped Orders**), the system would then locate and print all customer invoices marked as **Printer**. Next, the system would then look for each individual invoice marked as **Email** and print and email an attached PDF invoice to each individual customer. The **Fax** option will print individual invoices (multiple print jobs) to your fax printer. The **Other** option is currently reserved for future use. The system will only use these form outputs if the **Selection Style** is set to **By Customer**.

After you have defined the customer's settings, click the **OK** button to return to the previous screen.

Shipping Addresses

Primary Ship-to-Address

- **Name**, **Address, City, State, Zip**: If this customer requests that you make all shipments to an address that is different than their billing address, enter the shipping address information.

- **Attention**: Enter the customer's attention line for invoices, statements, and labels.

These two fields allow you to define one shipping address for the customer. If this customer has several shipping addresses, you can define each shipping address in the Ship-To Keys section to the right of these fields. If you define ship-to keys, you can still define a shipping address. If you do so, you should define the most used shipping address in the primary ship-to address fields.

> **NOTE**: If the system detects information in the **Name** field, the system will use the primary ship-to address fields for the shipping information. If the system does not detect any information in the **Name** field, the system will use the customer's billing address for the shipping address.

- **Copy Main**: If the shipping address information is almost identical to the customer's billing address information, you can click on the **Copy Main** button and the system will pull all address information from the customer's main screen to this section. You can then make the necessary changes.

Ship-To Keys

Ship-To Keys allow you to define additional shipping addresses for the customer. When you record transactions for a customer, the system will allow you to override the default shipping address, if defined, and select a ship-to key address instead.

Ship-to keys are used when you have a customer that has one main billing address but several different locations that you ship to. Since you ship to several different locations but bill only one location, you would have this customer defined in your system only once. When recording transactions, you would use the ship-to key feature to define which location to ship an order to.

> **NOTE**: When adding a new customer, the system will require you to save the customer information before the system will allow you to enter ship-to key addresses.

- **New**: To add a new ship-to key, click the **New** button and the system will prompt you for the following shipping address information:
    - o **Key**: Each customer's ship-to key information is stored in the system with an alphanumeric reference name or number. Enter a unique key name or number for this shipping address.
    - o **Name**: Enter the customer's name for this shipping address.
    - o **Address 1**, **Address 2**, **City**, **State**, and **Zip Code**: Enter the customer's shipping address information.
    - o **Contact**: Enter the customer's main contact person for this shipping address.
    - o **Phone**, **Fax**: Enter the customer's phone and fax numbers for this shipping address.
    - o **Tax Rate**: Select the customer's default tax rate number for automatic sales tax calculation purposes for this shipping address. The system will allow you to override this setting when invoicing. For information on defining the tax rates, refer to the **Maintain Tax Rates** section.
- **Edit**: To change a ship-to key, select the ship-to key to change and click on the **Edit** button.

- **Delete**: To delete a ship-to key, select the ship-to key and click on the **Delete** button.

After you have defined the customer's Shipping Addresses, click the **Ok** button to return to the previous screen.

Alert Memos

The program allows you to maintain information that is not already captured on each customer. Alert memos can be used to track reminders, special notes, secondary contacts, etc.

The headings for these alert memos are defined in the company's **Master Data** settings. To confirm or rename these headings from the **System Manger** window, click **>File >Company Maintenance >Master Data Properties**, click on the **Accounts Receivable & Order Entry** button, and select the **Alert Memos/User Key** tab.

You can use any or all four alert memo fields as automatic reminder fields. If you select the **Pop-up Alert** check box on any of the four alert memo lines, the text for that alert memo will display on the screen when this customer is accessed.

Refer to the *CertiflexDimension System Manager Guide* for more information on Configuring Alert Memos.

After you have defined the customer's Alert Memos, click the **Ok** button to return to the previous screen.

Summary Totals

- **Invoices (Current Year)**: If applicable, enter the number of invoices posted for this customer for the current fiscal year. The system automatically updates this field when you record or post invoices. The system will automatically zero this field when you start files for a new fiscal year.

- **Amount of Invoices (Current Year)**: If applicable, enter the total amount of invoices recorded for this customer for the current fiscal year. The system automatically updates this field when you record invoices. The system will automatically zero this field when you start files for a new fiscal year.

- **Number of Invoices (Prior Year)**: If applicable, enter the number of invoices recorded for this customer for the prior fiscal year. The system will automatically update this field from **Number of Invoices (Current Year)** when you start files for the new fiscal year.

- **Amount of Invoices (Prior Year)**: If applicable, enter the total amount of invoices for this customer for the prior fiscal year. The system will automatically update this field from **Number of Invoices (Current Year)** when you start files for the new fiscal year

- **Finance Charges (Current Year)**: If applicable, enter the total amount of finance charges incurred by this customer for the current fiscal year. The system will automatically update this field when you calculate finance charges. The system will automatically zero this field when you start files for the new fiscal year.

- **Finance Charges (Prior Year)**: If applicable, enter the total amount of finance charges incurred by this customer for the prior fiscal year. The system will automatically update this field from **Finance Charges (Current Year)** when you start files for the new fiscal year.

- **Total Number of Payments**: If applicable, enter the total number of payments received from this customer since you started selling to this customer. The system automatically increments this field when you apply payments.

- **Total Payment Days**: If applicable, enter the total number of payment days from the customer since you started selling to this customer.

> **NOTE**: When you first begin using the system, we recommend that you set both fields **Total Number of Payments** and **Total Payment Days** to zero. This will allow the system to start these fields from the beginning to guarantee that you receive accurate information from these fields. The system uses these fields when calculating the Average Days to Pay information on reports.
>
> For example, suppose we have two invoices for a customer, one entered with a transaction date of November 1, 2012 and the other entered with a transaction date of November 15, 2012. On November 25, 2012 we apply a payment from this customer for both invoices. Since we are applying a payment for both invoices, the system will increment the **Total Number of Payments** field by 2. The system will also increment the **Total Number of Payment Days** field by 34.

> The system will calculate the **Total Number of Payment Days** by taking the payment date and subtracting it from the invoice date. In this example we have November 25 - November 1 + November 25 - November 15 (24+10). This equals 34 days. To calculate the average days to pay, the system will divide **Total Number of Payment Days** by **Total Number of Payments**. In this example, the average days to pay would be 17 (34 ÷ 2).

After you have defined the customer's Summary Totals, click the **Ok** button to return to the previous screen.

Once you have defined all customer information, click the **Save** button to return to the **Maintain Customers** window.

Changing Customer Information

To change an existing Customer's information, either double-click the account on the customer listing or highlight the account and click the **Edit** button. The system will display the information for the selected account.

For detailed information on each field displayed, refer to the **Edit Customer** section of this *Operations Guide*.

Deleting a Customer

As a general rule, when you anticipate not using a customer again, it is a good idea to delete the customers having zero activity for a number of months (or longer). However, if you expect to use the customer again, or if you need to print reports for this customer at any time, do not delete the customer.

> **NOTE**: The system will not allow you to delete a customer with current open items or orders. The system will also not allow you to delete a customer if you only have one customer on file.

To delete an existing customer, highlight the account and click the **>Delete** button.

Contact List

Contact List

You may optionally define additional customer contact information here. The additional customer contact tracking system is for your convenience and it is not required to operate the Accounts Receivable system.

Notes, Links, and Memos

The **Notes**, **Links**, and **Memos** options allow you to organize and access information about customers from one location. Notes can be used to document customer quantity requirements, special offers, account representative, etc. Links can be used to connect to customer web sites, contact management software, and spreadsheets. And Memos can be used to record customer-specific amounts and dates.

For detailed steps on adding Notes, Links, and Memos, refer to the *CertiflexDimension System Manager Guide*.

Additional Options (Advanced)

> **NOTE:** It is highly recommended that you have at least two current backups before proceeding with any of the following advanced options. A supervisor security clearance is required for access to these options.

Advanced: Recalculate a Customer Account
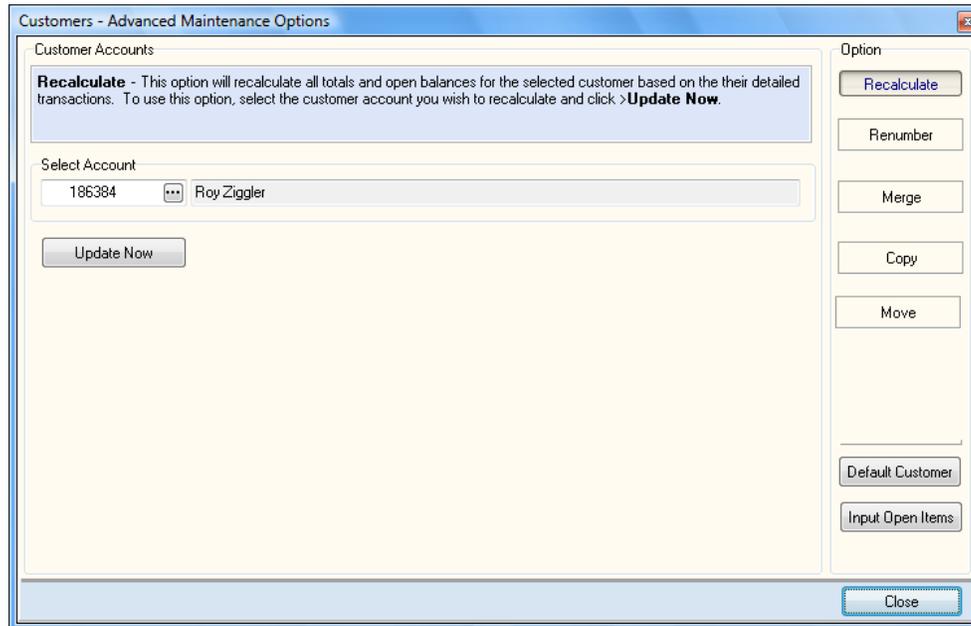
Each customer account tracks an account balance for faster calculations and printing. In normal processing, the amount should reflect the correct balance for the customer account. If the balance for a customer account has become inaccurate due changes in your fiscal year end, you can use this feature to recalculate a customer account's balances.

To recalculate a customer account, select **>Advanced >Recalculate**. Select the customer account you wish to recalculate and then click the **Update Now** button.

Advanced: Renumbering a Customer

You would normally execute this option either when first setting up a company or at the beginning of a new fiscal year. You can execute this option in the middle of a year, but certain reports may continue displaying the old customer number.

To renumber a customer account, select **>Advanced >Renumber**. Select the customer account you wish to renumber and enter the new customer account number. To update the changes, click the **Update Now** button.

When you renumber accounts, the option can take some time to process. The account heading information and all historical information (transactions) will be renumbered. The time required depends on the number of historical transactions for this account.

Advanced: Merging a Customer
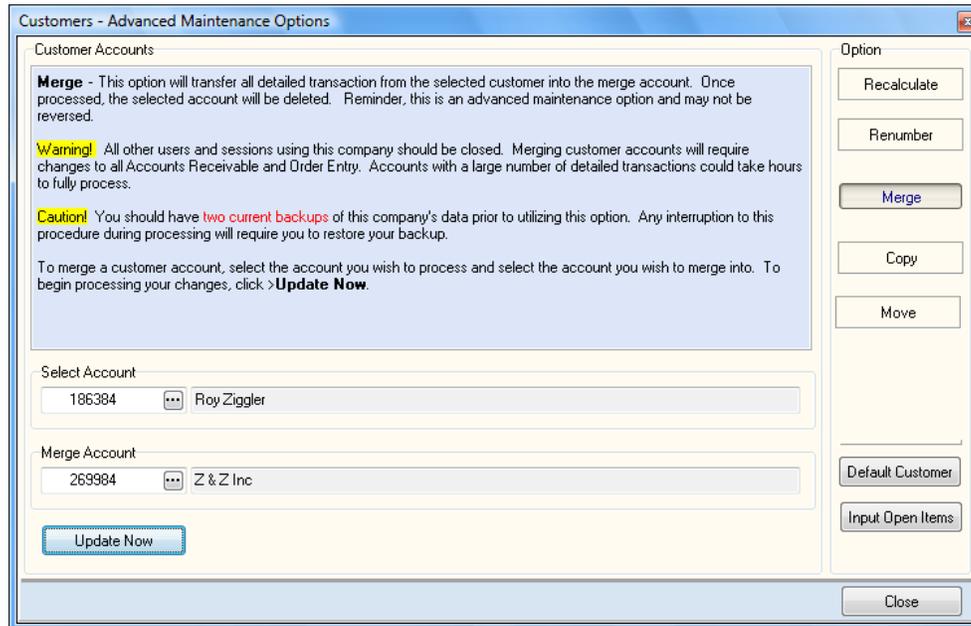
You would normally execute this option either when first setting up a company or at the beginning of a new fiscal year.

To merge customers, select **>Advanced >Merge**. Select the customer account you wish to merge from at the **Select Account** prompt. Select the customer account you wish to merge to in the **Merger Account** prompt. To update the changes, click the **Update Now** button.

Merging customer accounts can take some time to process. The account balance and all historical information (transactions) will be merged. Once completed, the account you originally selected (**Select Account**) will be permanently removed. The time required to successfully merge customer accounts will depend on the number of historical transactions.

Advanced: Copying a Customer

To copy customers to another company, select **>Advanced >Copy**. Select the customer account you wish to copy from at the **Select Account** prompt.
Select the company you wish to copy to in the **Destination Company** prompt.
To update the changes, click the **Update Now** button.

Copying customer accounts can take some time to process. The account balance and all historical information (transactions) will be copied. The time required to successfully copy customer accounts will depend on the number of historical transactions.

Advanced: Moving a Customer

To move customers from one company to another, select **>Advanced >Move**. Select the customer account you wish to move from in the **Select Account** prompt. Select the company you wish to move the customer account to in the **Destination Company** prompt. To update the changes, click the **Update Now** button.

Moving customer accounts can take some time to process. The account balance and all historical information (transactions) will be moved. Once completed, the account you originally selected (**Select Account**) will be permanently removed. The time required to successfully merge customer accounts will depend on the number of historical transactions.

> **NOTE**: The system will not allow you to move a customer if you only have one customer on file.

Default Customer

When you add new customers to the system, the new customer's heading information is copied from the Default Customer. For customers with common entries, such as terms, states, memo lines, customer types, etc., you can define this information on the Default Customer. Then, when a new customer is added, this information is automatically included on the new customer.

You can change the information on the default customer at any time. Therefore, if you have a group of customers that you need to add to the system that are from the same city, you would want to define the city and state information on the Default Customer before adding those customers to the system. Once those customers are added, you can then change the information on the Default Customer for the next group of customers to add or reset the Default Customer back to blank.

The information on the Default Customer is used by the system only when adding new customers. Changing the Default Customer will not affect any customers already added to the system.

To set up Default Customer information, click **>Advanced >Default Customer**. For detailed information on each field displayed, please refer to the **Edit Customer** section of this *Operations Guide*.

Input Open Items

When you add items through this option, the system only adds the item to the customer's open item file and optionally to the history file. The system does not make a journal entry to the General Ledger, if you are interactive with the General Ledger program.

You would use this option to add existing open item information (open items that have already been posted to the General Ledger) for a customer when you first begin using the system. After the initial customer setup is completed, you do not use this option to record new transactions. To record new transactions, you would use the **Record Invoice** option.

If you are defining the CertiflexDimension Accounts Receivable program for the first time, after you add all of the existing customers, use this option to add each of their existing open items. After all open items are added, you will need to print an **Accounts Receivable Aging** report to compare the Accounts Receivable and customer totals with your old accounting system and to the Accounts Receivable account total in the General Ledger.

To enter an open item, select the desired customer from the **Maintain Customers** customer listing, and then click **>Advanced >Input Open Items**.

The system will prompt you for the following:

- **Update Style**: Select one of the following open item styles:

    Invoices – Open Items & History: Select this transaction type if the open item is a standard invoice. This will record a transaction to both the customer's open item and history files.

    Invoices – Open Items Only: Select this style if the open item is a standard invoice. This will record a transaction to the customer's open item file, but will not affect their history.

    Invoices – History: Select this style for a standard invoice. This will record a transaction to the customer's history file, but will not affect their open items.

Check – History Only: Select this style if the open item is a transaction to record a payment to the customer that was not associated with any specific invoice.

> **NOTE:** The **Check – History Only** style only adds the item to the customer's history file. The system does not make a journal entry to the General Ledger, if you are interactive with the General Ledger program, nor does the system record the transaction to the customer's open item file.

- **Prompt for Customer Account**: Select this check box if you would like to enter an open item for a customer other than the one selected on the **Maintain Customers** screen.

To proceed with open item entry, click the **Start** button. The system will then prompt you for the following information:

- **Customer Number**: If **Prompt for Customer Account** is enabled you will be prompted for the customer number. Otherwise, the system will use the customer selected at the **Maintain Customers** screen.
- **Invoice Date**: Enter the date of this invoice. DO NOT enter the current processing date. The system uses the date entered here to calculate the aging and due date.
- **Reference No**.: Enter the customer's document number (invoice number, credit/debit memo number, statement number, etc.). The system saves the number you enter here to the open item. If you pay this open item, the system will print this number on the check stub.
- **Invoice Amount**: Enter the amount for this open item. If this open item is a Credit Memo or a Payment Deduction, do not enter the amount as a negative amount. The system knows that you are entering a negative amount and will automatically convert your input here to a negative amount.
- **Due Date**: Depending on the terms selected, the system may have calculated a due date for you. If this due date is incorrect, make adjustments as needed. If the system did not calculate a due date for you, you may enter the date this open item is due, if applicable.

  The amount you enter here should be the total of the open item, including all taxes, freight amounts, etc.
- **Description**: Enter a description for this open item. The description you enter here will print on the customer's open item listing. The system will default to a description matching the transaction type you chose (Invoice or Check).

To accept the open item entry, click the **Accept** button. Once you have entered and accepted all of your open items, click **Post All** and the customer's history and/or open item detail will be updated accordingly.

Delete Item

To delete a previously entered open item, select the item form the listing on the left and click the **Delete Item** button.

Import Open Items

To import open items from your Windows clipboard, click on the **Import Open Items** button.

The Open Item import program requires that the data be formatted in the following order:

COLUMN	DESCRIPTION	STATUS
A	Invoice Date	Required
B	Reference No.	Required
C	Invoice Amount	Required
D	Due Date	Required
E	Description	Optional

To import your copied data from the Window's clipboard, click **>Ok**. To cancel the import process, click **>Cancel**.

To exit the **Input Open Items** program, click >**Close**.

Additional Options (IntelliTrans)

CertiflexDimension IntelliTrans is an intelligent data translation tool activated from within many of the maintenance options. IntelliTrans can be used to group, add or change customer accounts. For more information on configuring and processing with IntelliTrans, please refer to your *System Manager Guide*.

Maintain Sales Codes

This option allows you to add, change, and delete the Accounts Receivable sales codes. The system uses sales codes to allow you to develop a breakdown of the type of sale. The sales codes can be the same as the sales accounts in the General Ledger chart of accounts or they can be an even further breakdown of accounts.

In CertiflexDimension Accounts Receivable, the system will allow you to select one of two different ways to update the General Ledger program.

- If you are using the CertiflexDimension General Ledger program, you can have the summary journal entry for sales and cash receipts totals post from Accounts Receivable into General Ledger automatically. This is accomplished when you execute the option to **Post A/R to Ledger**.

- If you do not use the CertiflexDimension General Ledger program or if you prefer not to have the Accounts Receivable system automatically update the General Ledger, you can manually post the sales and cash receipts totals to the General Ledger. The Accounts Receivable program provides you with a summary journal entry based on all invoices and payment transactions entered during the period. This summary journal entry is provided on the **Posted Transactions** report and the **Unposted Transactions** report.

When recording transactions, the system requires a sales code for each detail line of every invoice that is recorded or posted. If you are interactive with the CertiflexDimension Inventory program, each inventory item should also have a sales code defined on its record. The inventory item's sales code is automatically used by the Accounts Receivable system, unless you override it during invoicing.

It is important that you be consistent in your use of sales codes to allow the system to efficiently summarize all sales entries in preparation for printing the transaction registers or posting to the General Ledger.

This option allows you to define the sales codes that you will use in the Accounts Receivable system. In addition to specifying to the system the General Ledger account number to use for each sales code, you may also define a description for the sales code, specify whether or not the sales code should be included in the Net Sales, define a default unit of measure and the unit price, specify whether or not the sales code is taxable, and specify the sales code's commission status.

The system uses three different types of sales codes: **Regular Sales Codes**, **System Sales Codes**, and **Description Sales Codes**.

To add, change, or delete a sales code, click **>Maintain Lists >Accounts Receivable >Sales Codes**.

Regular Sales Codes

The Accounts Receivable program was designed to be very flexible in the structuring of the sales codes. You may define the sales codes to be as complex or as simple as you like. The definition of the sales codes can represent anything that you like. This feature is totally user definable. Common examples of regular sales code structures include breaking out sales by department or division, tracking product sales versus service sales, and breaking out the sales for various product lines as well as various combinations of these structures. The sales code structure can be as detailed as the inventory product lines or as detailed as the General Ledger revenue account structure. The system allows you to decide and define a sales code structure that meets your company's needs.

For example, suppose we have a hardware store and a portion of our General Ledger chart of accounts is defined as:

Account Number	Account Name
71010	Income - Lumber
71020	Income - Plumbing
71030	Income - Gardening
71040	Income - Electrical
71050	Income - Paint/Supplies
71060	Income - Hardware
71070	Income - Miscellaneous

While the General Ledger is as detailed as we need, management in our sample hardware store would like the Accounts Receivable system to show a further breakdown of these sales. To accomplish this, we will define the following regular sales code structure to use when invoicing:

Sales Code Number	Sales Code Name	Account Number
0110	Lumber – Contracts	71010
0120	Lumber – Individual Sale	71010
0130	Lumber - Miscellaneous	71010
0210	Plumbing – Kitchen	71020
0220	Plumbing – Bath	71020
0230	Plumbing - Construction	71020
0240	Plumbing - Miscellaneous	71020
0310	Gardening – Plants	71030
0320	Gardening - Fertilizers/Food	71030
0330	Gardening - Landscape Mtrls	71030
0340	Gardening - Miscellaneous	71030
0410	Electrical – Lighting	71040
0420	Electrical – Supplies	71040
0430	Electrical - Construction	71040
0440	Electrical -	71040

	Miscellaneous	
0510	Paint - Paints/Stains	71050
0520	Paint - Supplies	71050
0530	Paint - Miscellaneous	71050
0610	Hardware - Tools	71060
0620	Hardware - Equipment	71060
0630	Hardware - Nuts/Bolts	71060
0640	Hardware - Miscellaneous	71060
0710	Miscellaneous	71070

Now that you have a basic understanding of what regular sales codes are and their importance to the system, we need to list some additional notes you need to be aware of when using regular sales codes.

- The system handles sales code reporting for both the cost of sales and discounts in a special manner.

  Cost of sales and discounts work differently depending on how the Master Data field **Consolidate Cost of Sales** is defined. If the **Consolidate Cost of Sales** check box is selected, all cost of sales amounts are tracked in sales code 11-3. If this check box is not selected, the system will calculate cost of sales amounts for each invoice detail line.

  > **NOTE**: If you do not want the system to track and post cost of sales for non-inventory items, be sure the **Ask Unit Cost** check box in the Master Data is not selected.

  Discount amounts are tracked by System Sales Code 11-2. If you discount per line item, the system will track the discount amount for each invoice detail line item. For example, an invoice detail line using sales code 0130 will have its corresponding discount amount tracked in sales code 0130. If you discount on the subtotal, all discount amounts are tracked in sales code 11-2.

  The use of both cost of sales and discount calculations are optional features. If you are using either of these features, be sure to define a valid General Ledger account number for sales codes 11-3 and 11-2, if operating interactively with the CertiflexDimension General Ledger.

- The system provides a way to bill customers for amounts that are not included in the calculation of net sales. This is important for reimbursement for items such as travel expenses, long distance charges, etc. These items need to be billed to customers, but are not really sales since they are also expenses to you.

  When you add or change a regular sales code, the system will prompt you to **Include in Net Sales**. To bill items that are to be excluded from net sales, use a sales code that does not have this check box selected. The use of these sales codes for any billing amounts will also cause the amounts to be excluded from the Net Sales by Salesperson totals, the Net Sales amount on the **Sales Summary**, and the commission calculations.

- The system allows you to include both taxable and non-taxable amounts on the same invoice. To accomplish by taxable amount on the invoice, select the **Sales Code Taxable** check box on each sales code.

- If you are operating the Job Cost program, the sales and cash receipts journal entry will always post to the main company's General Ledger files. The system does not post revenue to individual jobs.

Adding a Regular Sales Code
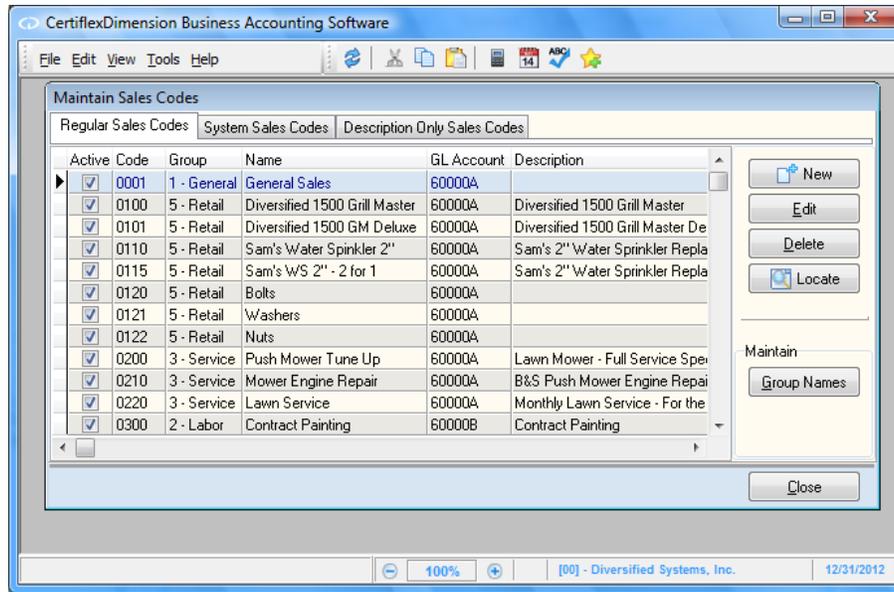
When the Maintain Sales Code screen is displayed, click on the **Regular Sales Codes** tab and click the **New** button. The system will prompt you for the following:
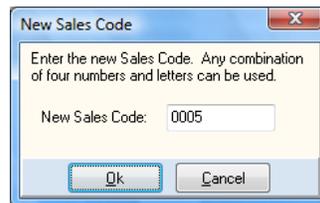
> **New Sales Code**: Enter the new sales code's number. The system allows input between 0002 and 9999 or a two to four digit alphanumeric number. Click the **Ok** button to continue to the detail screen.

- **Sales Code Status:** Select whether the sales code will be **Active** or **Inactive**.

- **Name**: Enter a name for your sales code. The name can be up to 30 characters. The description you define will print whenever the sales code is included on the transaction registers.

- **Description on Invoices and Orders**: Enter the description for this sales code. The description can be up to 254 characters. The description you define here will print for the sales code whenever this sales code is included on an invoice.

- **General Ledger Accounts**: If you are operating interactively with the CertiflexDimension General Ledger program, define the **Sales**, **Cost of Sales**, and **Discount** General Ledger accounts for this sales code. If you are operating interactively with CertiflexDimension Job Cost, you may optionally define the Job Code – Cost of Sales Code used with this sales code.

- **Sales Code Group**: Enter the group number 1-9 for this sales code.

- **Default Unit Price**: Optionally enter a default unit price for this sales code. If you define a default unit price, the system will automatically use the input here when you record invoices for this sales code and allow you to accept or edit the unit price.

  This helps speed data entry during recording invoices. For example, if sales code 0550 is used for labor charges and you always charge a flat $60.00 per hour, you may define a default unit price of $60.00, saving you the time of entering that amount each time you use this sales code.

  > **NOTE**: If this sales code is used in conjunction with an inventory item, you do not need to define a default unit price. The system will use the default unit price as defined for the inventory item.

- **Default Unit of Measure**: Optionally enter a default unit of measure for this sales code. If you define a default unit of measure, the system will automatically use the input here when you record transactions for this sales code and allow you to accept or edit the entry.

  This helps speed data entry during recording invoices. For example, if sales code 0550 is used for labor charges, you may define a default unit of measure of LBR, saving you the time of entering that unit of measure description each time you use this sales code.

- **Default Quantity**: Optionally enter a default quantity for this sales code. If you define a default quantity, the system will automatically use it when you record invoices for this sales code and allow you to accept or edit the quantity.

  This helps speed data entry during recording invoices. For example, if sales code 0550 is used for labor charges and you always charge a minimum two hours, you may define a default quantity of 2.00, saving you the time of entering that amount each time you use this sales code.

  > **NOTE**: If this sales code is used in conjunction with an inventory item, you do not need to define a default quantity. The system will use the default quantity defined for the inventory item.

- **Commission Status**: This field allows you to choose the status for the earning of commission when this sales code is used. Select from:

  o **No Commissions**: Select this option if commissions are never to be calculated on a sale using this sales code.

  o **Use Standard Rate**: Select this option if commissions are to be calculated on the salesperson's standard commission percent as defined in the **Maintain Salespersons** section.

  o **Ask Rate**: Select this option if you want the system to prompt you for the commission percentage when you use this sales code.

  > **NOTE**: If the Master Data field **Display Commissions** is not selected, this option will not be active.

- **Taxable**: Select this check box if this sales code is always to be considered taxable. If this sales code is always tax exempt, do not select this check box.

- **Include in Net Sales**: The system provides a way to bill customers for amounts that are not included in the calculations of net sales. This is important for reimbursements for items such as travel expenses, long distance charges, etc. These items need to be billed to customers, but are not really sales since they are also expenses to you.

  Select this check box if this sales code is to be included in net sales. If this sales code is to be excluded from net sales, do not select this check box.

  If you do not select this check box, the use of this sales code for any billing amounts will also cause the amounts to be excluded from the Net Sales by Salesperson totals, the Net Sales amount on the **Sales Summary**, and the commission calculations.

Advanced Options – Detail Line Printing

The following controls determine how the sales code will be displayed on printed statements, orders and invoices.

Suppress Quantity and Unit Price: Check this box to omit the sales code's line item quantity and unit price from Accounts Receivable and Order Entry forms.

For example, your invoice forms have columns for quantity and unit price for items sold, but perhaps you also sell a service that does not have a quantity associated with it. You can now tell the system not to print the quantity or unit price for the sales code used for service. This feature will only apply to invoices and orders created after implementation.

Price Consolidation: Sales codes can be set to add extended prices from multiple detail lines and present the total on a single line on Accounts Receivable and Order Entry forms. This option is convenient for customers with multiple detail lines who do not wish to show each line item price. This feature will only apply to invoices and orders created after implementation.

For example, say you have the following three lines on an invoice:

Line	Code	Description	Extended Price
1	0100	Blue Widget…	599.00
2	0800	Finishing…..	129.00
3	0900	Handling…..	149.00

If all three sales codes (0100, 0800 and 0900) have price consolidation set to **Yes – With Detail**, the invoice lines will print as:

Line	Code	Description	Extended Price
1	0100	Blue Widget	877.00
2	0800	Finishing…..	
3	0900	Handling…..	

If all three sales codes (0100, 0800 and 0900) have price consolidation set to **Yes – Without Detail**, the invoice lines will print as:

Line	Code	Description	Extended Price
1	0100	Blue Widget	877.00

> **NOTE**: To avoid presenting quantity and unit price for each line item, you will normally want to activate **Suppress Quantity and Unit Price** for any sales code(s) using this **Price Consolidation** feature.

Changing a Regular Sales Code

To change a regular sales code, select the **Regular Sales Codes** tab when the Maintain Sales Code screen is displayed. Double-click > on the regular sales code or highlight the sales code and press the **Edit** button. The system will display the information for the selected regular sales code. For detailed information on each field displayed, refer to the **Adding A Regular Sales Code** section.

Deleting a Regular Sales Code

To delete a regular sales code, select the **Regular Sales Codes** tab when the Maintain Sales Code screen is displayed. Highlight the sales code and press the **Delete** button.

System Sales Codes

System Sales Codes are sales codes pre-defined by the system. The system will not allow you to add or delete any System Sales Codes. The pre-defined System Sales Codes include:

Sales Code Number	Sales Code Name
01-1	Accounts Receivable-Acct. 1
01-2	Accounts Receivable-Acct. 2
01-3	Accounts Receivable-Acct. 3
01-4	Accounts Receivable-Acct. 4
01-5	Accounts Receivable-Acct. 5
02-1	Retainage Receivable
02-1	Sales Tax
04-1	Freight Billed
04-2	Freight Cost Expense
04-3	Freight Cost Payable
05-1	Cash Received-Acct. 1
05-2	Cash Received-Acct. 2
05-3	Cash Received-Acct. 3
05-4	Cash Received-Acct. 4
05-5	Cash Received-Acct. 5
06-1	Undeposited Cash
07-1	Finance Charge
08-1	Inventory-Acct. 1
08-2	Inventory-Acct. 2
08-3	Inventory-Acct. 3
08-4	Inventory-Acct. 4
08-5	Inventory-Acct. 5
09-1	Non-Inventory
11-1	Early Pay Discounts
11-2	Discounts
11-3	Cost of Sales
11-4	Credit Card Fee Expense
12-1	Petty Cash (cash back)

If you are operating interactively with the CertiflexDimension General Ledger, it is very important that you define valid General Ledger accounts for each of these pre-defined System Sales Codes.

Changing a System Sales Code
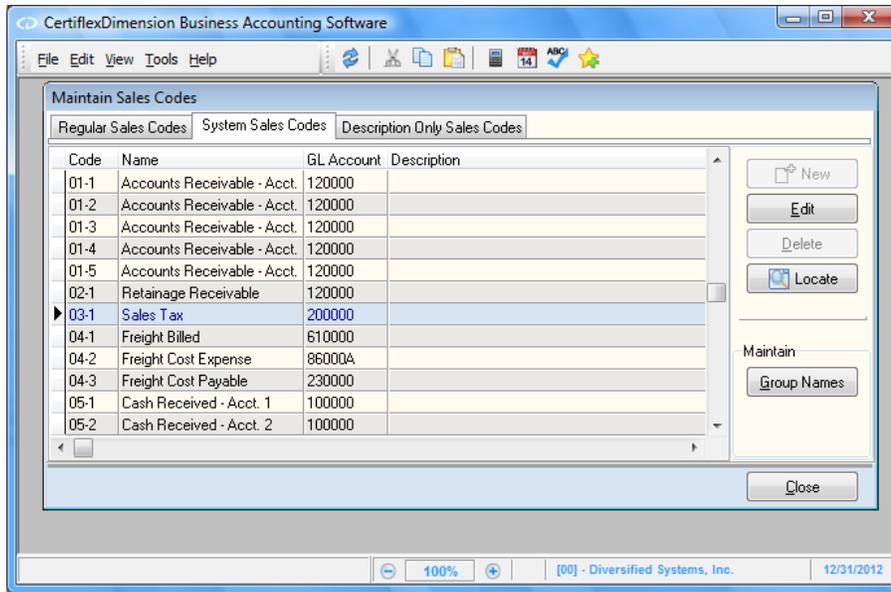
When the Maintain Sales Code screen is displayed, click on the **System Sales Codes** tab. Double-click on the System Sales Code to change. The system will display the information for the selected code.

- **Name**: Enter the name for the sales code. The name defined will print whenever the sales code is included on the transaction register reports.

  For System Sales Codes, we recommend that you do not change the default names. For example, the system will automatically use System Sales Code 03-1 sales tax any time tax amounts are calculated. If you changed the name of System Sales Code 03-1 to any name other than a tax name, your reports will display misleading information.

- **Taxable**: This field is only available for System Sales Code 04-1, Freight Billed. Select this check box if you want the system to consider freight amounts taxable. If freight is exempt from tax, do not select this check box.

- **General Ledger Accounts**: If you are operating interactively with the CertiflexDimension General Ledger program, define the General Ledger account for this sales code.

Description Only Sales Codes

Description only sales codes are the sales codes you define as commonly used descriptions to print on the customer invoices. You may have up to 9999. This allows you to define descriptions that you may use often. For example, you may define a code 01 as **Billing for the month of** _. When you record transactions and enter the detail line, the system will prompt you for the sales code. If you enter or select sales code 01, the system will insert the defined description on the invoice.

There are two types of data you can store for a description only sales code, **complete field entry** or **partial field entry**.

- On complete field entries, you supply the entire description information.

- On partial field entries, you supply a portion of the description information. For example, you could define sales code 01 with a description of Billing for the month of _ (single underline). An entry followed by a _ (single underline) tells the system that this is a partial entry and to place the cursor at the _ position when you enter or select the sales code. This allows you to complete the description.

Adding a Description Only Sales Code
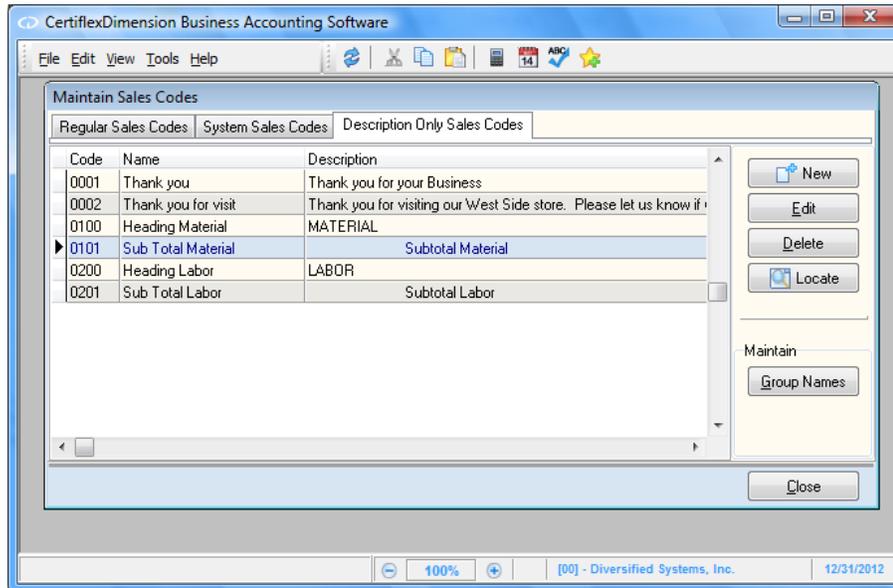
To add a description only sales code, select the **Description Only Sales Codes** tab when the Maintain Sales Code screen is displayed and click the **New** Button. The system will prompt you for the following:

- **New Sales Code**: Enter the new sales code's number. The system allows a numeric input between 01 and 9999. Once you have assigned the new code's number, click the **Ok** button to continue to the next screen.

- **Name**: Enter the name of your sales code. The description you define will print for the sales code whenever the sales code is included on the transaction registers.

- **Description on Invoices and Orders**: Enter the description for this sales code. The description you define here will print for the sales code whenever this sales code is included on an invoice or statement.

Changing a Description Only Sales Code

To change a description only sales code, select the **Description Only Sales Codes** tab when the Maintain Sales Code screen is displayed. Double-click on the description only sales code or highlight the sales code and press the **Edit** button. The system will display the information for the selected description only sales code. For detailed information on each field displayed, refer to the **Adding a Description Only Sales Code** section.

Deleting a Description Only Sales Code

To delete a description only sales code, select the **Description Only Sales Codes** tab when the Maintain Sales Code screen is displayed. Highlight the sales code and press the **Delete** button.

Sales Code Groups

Sales code groups are used to group similar sales codes together. For example if you have ten sales codes for inventory items and five sales codes for labor, you can group all the labor and inventory sales codes together and then be able to see the breakdown of the different groups. You can define up to 10 groups.

To use the sales code groups, click on the **Group Names** button. Put in a name for any group you want to use. Then go to your regular sales codes and set the sales code group number. Sales Code Groups are only used by the Top Sales Code by Group graph.

Maintain Salespersons

This option allows you to add, change, or delete Accounts Receivable Salespersons.

When you install the CertiflexDimension Accounts Receivable program, the system automatically adds one salesperson named HOUSE. HOUSE is required by the system to operate properly and the system will not allow you to delete it.

If you plan on using the commission features of the program, you will need to add a salesperson for each person in the company that you need to track commissions for. If you do not offer commissions or do not use the **Net Sales by Salesperson** report, you can use the salesperson HOUSE for all Salesperson prompts.

To add, change or delete a salesperson, click **>Maintain Lists >Accounts Receivable >Salespersons**.
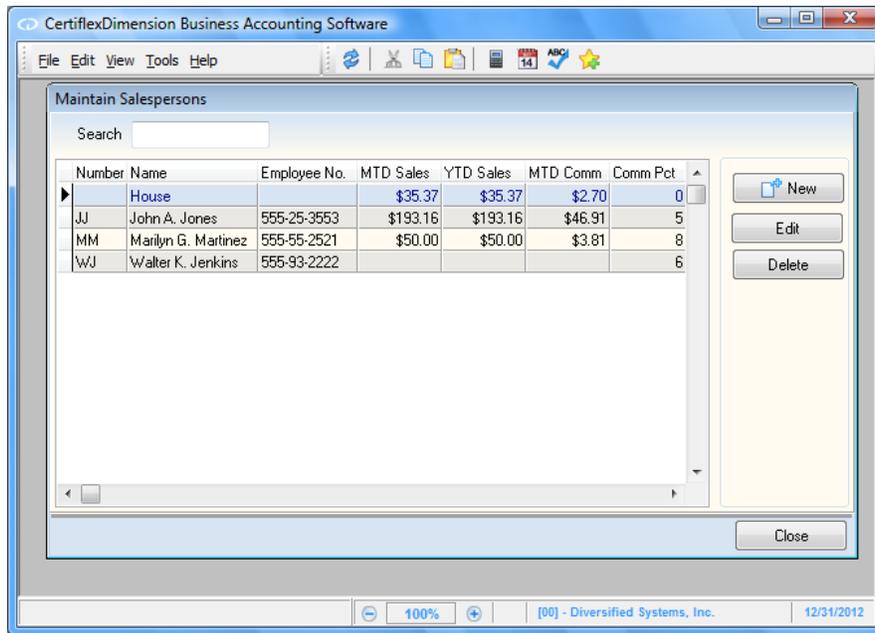
Adding a Salesperson

To add a new salesperson, click on the **New** button. The system will prompt you for the following:

- **Salesperson Number**: Enter the salesperson's identification number. We recommend that you use some sort of numbering sequence that will make your report reading easy to recognize the salesperson. For example, you could use their initials.

    The system will only allow a maximum input of three characters. Once you have defined the salesperson's number, click the **Ok** button to continue.
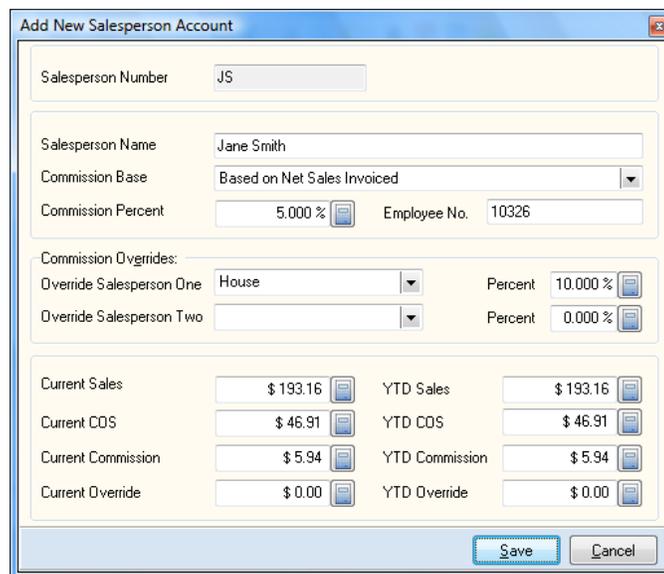
- **Salesperson Name**: Enter the salesperson's full name.
- **Commission Base**: This field allows you to define what the system bases the commission for this salesperson on. You can select from:
    - o **Based on Net Sales Invoiced**: Select this option if this salesperson is to receive commissions based on the net sales amount of an invoice (invoice amount less tax and freight) when the invoice is entered.
    - o **Based on Net Sales Collected**: Select this option if this salesperson is to receive commissions based on the net sales amount of an invoice (invoice amount less tax and freight) when payment is posted for the invoice.

        NOTE: The system will not calculate a commission amount when payments are posted for Balance Forward customers. If the customers are defined as Balance Forward customers and you are tracking commission amounts, do not select this option.

- o **Based on Gross Profit Invoiced**: Select this option if this salesperson is to receive commissions based on the gross profit of a sale (invoice net amount less the invoice cost of sale) when the invoice is entered.
- o **Based on Gross Profit Collected**: Select this option if this salesperson is to receive commissions based on the gross profit of a sale (invoice net amount less the invoice cost of sale) when payment is posted for the invoice.

> **NOTE**: The system will not calculate a commission amount when payments are posted for Balance Forward customers. If the customers are defined as Balance Forward customers and you are tracking commission amounts, do not select this option.

- **Commission Percent**: If this salesperson is to receive a commission on sales, enter that commission rate here. If this salesperson does not receive a commission, enter a percent of 0.000%.

  If this salesperson receives multiple commission percents, enter the most used commission percent as a negative. When the system encounters a salesperson with a negative commission percent, the system will allow you to override the commission percent during **Record Invoices** or **Record Manual Invoices**, unless the Master Data field **Display Commissions** is not selected.

- **Employee Number**: Optionally enter the salesperson's employee number. This is an informational field only. The system does not use this field for processing.

- **Override Salesperson One/Override Salesperson Two**: The CertiflexDimension Accounts Receivable system will allow you to define up to two override salespeople per salesperson. An override salesperson is a salesperson that receives a commission on the sales made by the current salesperson.

  For example, if your Sales Department consisted of one supervisor and five salespeople, each earning a 20% commission on sales and the supervisor earns an extra 10% commission on each of the five salespeople's sales, you would add all six salespeople to the system. When you add the five regular salespeople, you would assign the supervisor to the **Override Salesperson One** field with a **Percent** of 50%.

  When a salesperson makes a sale, they will receive their 20% commission on the sale and the supervisor will receive a 10% commission on the same sale (which is the same as 50% of the salesperson commission amount).

  The system calculates the override salesperson's commission amount based on a percent of the selling salesperson's percent, not a percent of the sale. In the above example, the selling salesperson received a 20% commission on the sale. The override salesperson is defined at 50%. This means the override salesperson will receive an amount equal to 50% of the selling salesperson's 20%. In other words, the override salesperson will receive a 10% commission on the sale.

  When you define an override salesperson to a salesperson's record, the override salesperson's commission is based on the selling salesperson's commission base, not on the override salesperson's own salesperson record.

- **Current Sales**: If applicable, enter the salesperson's current period sales. The system will automatically zero out this field when you start files for a new period. The system will automatically update this field when you print the **Commissions Report**.

- **Current Cost of Sales**: If applicable, enter the salesperson's current period cost of sales. The system will automatically zero out this field when you start files for a new period. The system will automatically update this field when you print the **Commissions Report**.

- **Current Commission**: If applicable, enter the salesperson's current period commissions. The system will automatically zero out this field when you start files for a new period. The system will automatically update this field when you print the **Commissions Report**.

- **Current Override**: If applicable, enter the salesperson's current period override commissions. The system will automatically zero out this field when you start files for a new period. The system will automatically update this field when you print the **Commissions Report**.

- **Year-to-Date Sales**: If applicable, enter the salesperson's year-to-date sales. The system will automatically zero out this field when you start files for a new fiscal year. The system will automatically update this field when you print the **Commissions Report**.

- **Year-to-Date Cost of Sales**: If applicable, enter the salesperson's year-to-date cost of sales. The system will automatically zero out this field when you start files for a new fiscal year. The system will automatically update this field when you print the **Commissions Report**.

- **Year-to-Date Commission**: If applicable, enter the salesperson's year-to-date commissions. The system will automatically zero out this field when you start files for a new fiscal year. The system will automatically update this field when you print the **Commissions Report**.

- **Year-to-Date Override**: If applicable, enter the salesperson's year-to-date override commissions. The system will automatically zero out this field when you start files for a new fiscal year. The system will automatically update this field when you print the **Commissions Report**.

Changing a Salesperson

At the **Maintain Salespersons** screen, enter the salesperson number to change in the **Search** field and click on the **Edit** button, or simply double-click on the salesperson you'd like to edit. The system will then display the **Edit Salesperson** window. For detailed information on each field displayed, refer to the **Adding a Salesperson** section.

Deleting a Salesperson

At the **Maintain Salespersons** screen, enter the salesperson number to delete in the **Search** field or simply click to highlight the salesperson you'd like to delete. Once the salesperson has been selected, click the **Delete** button.

The system will not allow you to delete the HOUSE salesperson. HOUSE is required by the system for proper operation.

Maintain Tax Entities

This option allows you to add, change, and delete the different entities associated with a tax rate.

Before we continue, we first need to discuss the use of sales tax in the CertiflexDimension Accounts Receivable program and the difference between tax entities and sales tax rates.

A taxing entity is the governing body to which you report and owe monthly sales taxes; the state, the municipality, mass transit authority, etc., for example. You can use a taxing entity in multiple sales tax rates.

A sales tax rate number contains the total percentage of sales tax to charge in a given area. Many metropolitan areas require multiple sales tax rates. For example, each suburb may charge a slightly different sales tax rate. Each sale tax rate will usually contain the percentage breakdowns for several taxing entities. The tax is charged to the customer as one lump sum, based on the tax rate number defined and its total percentage. But the amount is normally reported and paid to the taxing entities based on their own percentage breakdowns.

For example, suppose we sell in five different locations in the Dallas/ Ft. Worth metropolitan area with each location having a different tax rate. These are the cities of Dallas, Fort Worth, Carrollton, Arlington, and Lewisville. For this example, we will need to define eight entities:

> State of Texas
> City of Dallas
> City of Fort Worth
> City of Carrollton
> City of Arlington
> City of Lewisville
> Dallas Area Rapid Transit Authority (DART)
> Fort Worth Rapid Transit Authority (Fort Worth MTA)

We will also need to define five tax rates:

> Dallas: 8.25%
>   6.25% - State of Texas
>   1.00% - City of Dallas
>   1.00% - DART
>
> Fort Worth: 8.25%
>   6.25% - State of Texas
>   1.00% - City of Fort Worth
>   1.00% - Fort Worth MTA
>
> Carrollton: 8.25%
>   6.25% - State of Texas
>   1.00% - City of Carrollton
>   1.00% - DART
>
> Arlington: 7.75%
>   6.25% - State of Texas
>   1.50% - City of Arlington
>
> Lewisville: 7.25%
>   6.25% - State of Texas
>   1.00% - City of Lewisville

When you define each customer, you may define two fields that are used by the system in determining the calculation to make for sales tax: **Tax Status** and **Tax Rate Number**. The system tracks the total sales tax charged during the month for presentation on the **Unposted Transactions** and **Posted Transactions** reports. This information is presented in journal entry format and also includes the total period-to-date accounts receivable amount, cash amount and sales amount. The transaction file, which you can use to automatically post sales and cash receipts to your General Ledger, also includes the sales tax totals.

The system provides several monthly sales tax reports to assist with the sales tax reporting needs. You can print month-to-date totals by tax rate number and by entity in a detailed or a summarized format.

To add, change or delete a tax entity, click **>Maintain Lists >Accounts Receivable >Tax Entities**.

Adding a Tax Entity
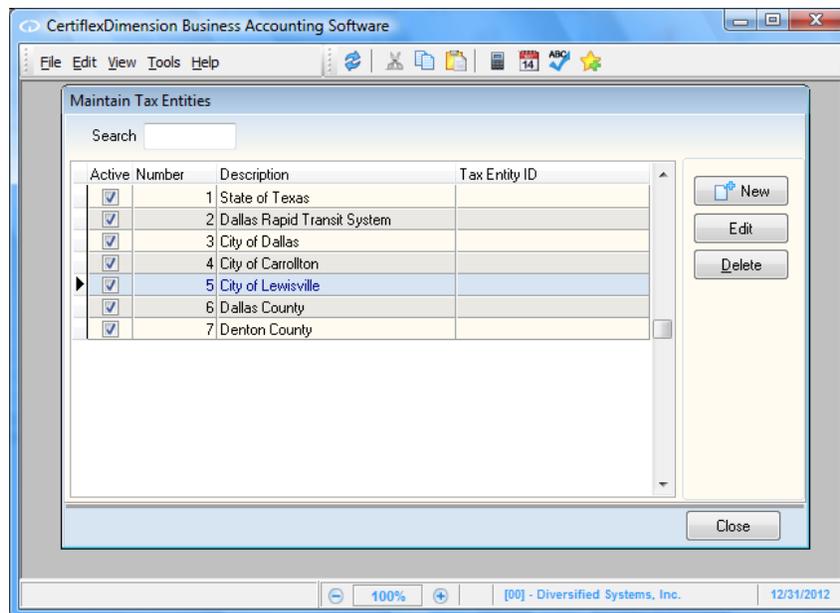
To add a new tax entity, click on the **New** button. The system will prompt you for the following:
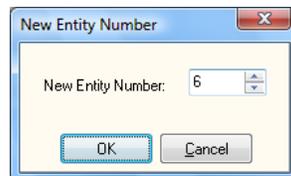
- **Tax Entity Number**: Enter the new tax entity number. Click the **Ok** button to continue to the detail screen.

- **Tax Entity Status**: By default, a new tax entity will be set to an **Active** status. If you need to temporarily disable a tax entity, you may set it to **Inactive**.
- **Entity Description**: Enter the name for this tax entity. Your input here will be the name of the governing body.
- **Tax Entity ID**: Enter the tax entity ID.

Changing a Tax Entity

When the **Maintain Tax Entities** screen is displayed, select the desired tax entity and click on the **Edit** button, or simply double-click on the tax entity you want to change. The system will then display the **Edit Tax Entity** screen. For detailed information on the **Edit Tax Entity** fields, refer to the **Adding a Tax Entity** section above.

Deleting a Tax Entity

When the **Maintain Tax Entities** screen is displayed, select the tax entity to delete and then click on the **Delete** button.

> **NOTE:** The system will not allow you to delete a tax entity that is associated with an active tax rate.

Maintain Tax Rates

This option allows you to add, change and delete the various tax rates. For an explanation of the use of tax rates and tax entities, please refer to the **Maintain Tax Entities** section.

To add, change or delete a tax rate, click **>Maintain Lists >Accounts Receivable >Tax Rates**.

Adding a Tax Rate
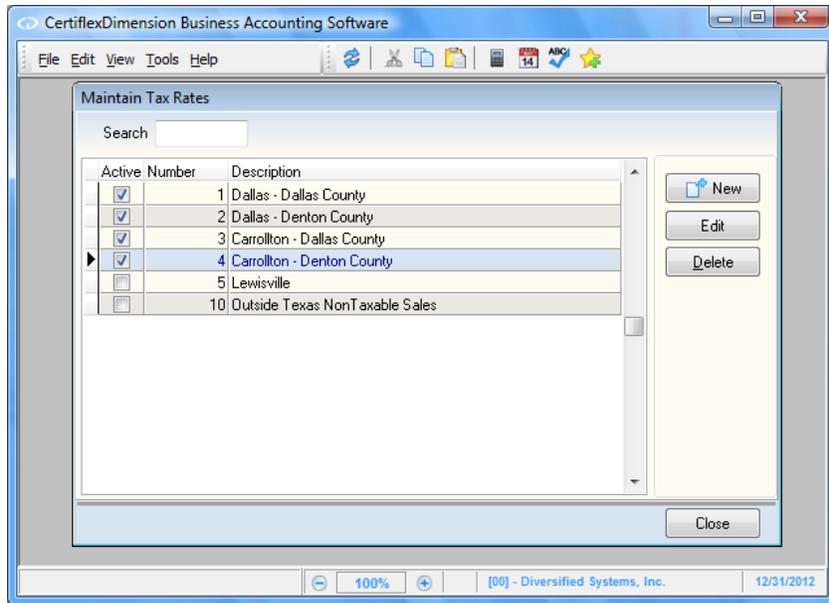
To add a new tax rate, click on the **New** button. The system will prompt you for the following:
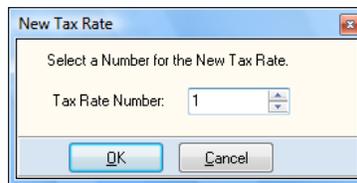
- **Tax Rate Number**: Enter the new tax rate number and then click on the **Ok** button to continue to the **Edit Tax Rate** screen.

- **Tax Rate Status**: By default, a new tax rate will be set to an **Active** status. If you need to temporarily disable a tax rate, you may set it to **Inactive**.

- **Tax Rate Percent**: Enter the taxing area's tax rate percent.

- **Tax Rate Description**: Enter the name of this tax rate. Your input here will be the name of the taxing area.

Entities 1-6, Entities 7-12

Define the first six entities of the tax rate within **Entity 1-6** fields. If the tax rate has more than six entities, define them within the **Entity 7-12** fields.

- **Entity Percent**: Enter the entity's percentage.

- **Entity Name**: Select the correct entity name from the Entity Listing.

    From the examples listed in Maintain Tax Entity, if we defined a Tax Rate for Dallas at 8.25%, it would have three entities defined, State of Texas at 6.25%, the City of Dallas at 1.00% and DART at 1.00%.

    > **NOTE**: The system will verify that the percent total entered for the tax entities you add equal the tax rate defined. However, the system will allow you to override the verification and add tax entities that do not equal the tax rate defined. For proper tax reporting, the tax entities you add should always equal the tax rate defined.

Changing a Tax Rate

When the Maintain Tax Rates screen is displayed, enter the tax rate to change in the **Rate Number** field. When a valid tax rate is entered, the system will display the information for the selected tax rate. For detailed information on this feature, refer to the **Maintain Tax Rates** section.

> **NOTE**: **DO NOT** change a tax rate in the middle of a sales tax reporting period. You should only change a tax rate after a period is complete, the General Ledger is updated, and all reports are printed. If you change a tax rate in the middle of a sales tax reporting period or before the General Ledger is updated and the sales tax reports are printed, you can cause major discrepancies in the sales tax reports.

Deleting a Tax Rate

When the Maintain Tax Rates screen is displayed, enter the tax rate to delete in the **Rate Number** field. When a valid tax rate is entered, the system will display the information for the selected tax rate. Click > **Delete**.

> **NOTE**: **DO NOT** delete a tax rate in the middle of a sales tax reporting period. You should only delete a tax rate after a period is complete, the General Ledger is updated, and all reports are printed. If you delete a tax rate in the middle of a sales tax reporting period or before the General Ledger is updated and the sales tax reports are printed, you can cause major discrepancies in the sales tax reports.

Maintain Cycle Billing

The CertiflexDimension Accounts Receivable program includes a Cycle Billing system designed to accommodate even the most complex recurring invoicing requirements. If you process recurring invoices each period, you may want to consider taking advantage of this powerful set of features. The Cycle Billing invoicing system will allow you to set up groups (cycles) of recurring invoices and easily print/post those recurring invoices in one option.

Cycle Billing uses two programs to facilitate the processing of recurring invoices. The main Cycle Billing program will allow you to maintain the Cycles used to categorize (group) your recurring invoices, along with the ability to print and post your cycle invoices. The actual addition of individual invoices contained within a cycle is maintained in the Record Invoices section described later in this chapter.

All processing and data storage for Cycle Billing is contained within the 'DdzYYCB1.CAX' data file (dz=Company ID). You should always keep a current backup of this data file prior to making extensive changes to your Cycle Billing System.

To add, edit, or delete billing cycles, click **>Maintain Lists >Accounts Receivable >Cycle Billing**.

Cycle Billing

Cycle Listing

Type	Cycle No.	Cycle Name	Invoice Message
Regular	1	Monthly Lawn Services	
Regular	2	Repair Services	
Auto-Delete	900	Web Orders	

Options

Print & Post Invoices

Maintain Invoices

Maintain Cycles

Add Cycle

Edit Cycle

Delete Cycle

Copy Cycle

View Current

View All

Print Cycle Listing

Import Invoices

Close

Add, Edit, Delete or Copy Cycles

Edit Cycle: Before you can begin processing with the Cycle Billing System, you must first add at least one cycle to your cycle listing. The Cycle Billing System will handle up to 999 separate cycles. An individual cycle will allow you to group a set of invoices within one cycle to be printed and posted all at once. For example, some companies process recurring invoices on a monthly, quarterly, and annual basis. In this case, you could add three cycles: Monthly, Quarterly and Annual.

To add a new cycle to your Cycle Listing, click on the **Add Cycle** button.

- o **New Cycle Number (1-999)**: Enter in the new cycle number from 1 to 999. Certain Cycle numbers are reserved for special uses. Cycle numbers between 1 and 899 are available for normal use. Cycle numbers between 900 and 998 are reserved for auto-deleting, which means that all invoices in these cycle numbers will automatically be deleted after posting. Cycle number 999 is reserved for importing invoices from third-party software.

- o **Cycle Name**: Enter the cycle name you wish to use with this cycle. Example - 'Monthly Service'.

- o **Invoice Message**: Enter any message you would like to display on all printed invoices within this cycle.

- **Edit Cycle**: To change the name or special invoice message, select the desired cycle and click on the **Edit Cycle** button.

- **Delete Cycle**: To delete an existing cycle and all recurring invoices within that cycle, select the desired cycle, and click on the **Delete Cycle** button.

> **NOTE**: You should have a current backup of your cycle billing data prior to deleting cycles.

- **Copy Cycle**: This option will allow you to add a new cycle while at the same time copying all of the detailed invoices from an existing cycle. This option is extremely helpful if a cycle contains recurring invoices that need additional one-time changes.

For example, cycle number 100 contains all of the recurring invoices you always process every month, but this month some of these invoices need to be edited to incorporate additional changes. Without using the Copy Cycle feature, you would first need to make the required changes to the affected invoices in cycle 100. After posting the cycle 100 invoices, you would need to go back and edit the invoices again to remove the changes.

A much easier way to accomplish the same task would be to copy cycle number 100 to a new cycle number such as 900, make your monthly adjustments, and post the new cycle. Then, instead of having to remove several individual changes, simply delete the new cycle number.

To copy an existing cycle number to a new cycle, select the cycle you wish to copy and click on the **Copy Cycle** button. The system will then prompt you for the new cycle number.

- **Print Cycle Listing:** This option will allow you to print a listing of all cycle billing invoices by either cycle number or by customer number.

- **View Current:** Select this option to review a list of invoices for the current cycle and invoices may be accessed or arranged using standard CertiflexDimension **Search**, **Sort By**, **Locate** and **Filter** options.

- **View All:** Select this option to review a list of all cycle invoices for the current cycle and invoices may be accessed or arranged using standard CertiflexDimension **Search**, **Sort By**, **Locate** and **Filter** options.

Print & Post Cycle Invoices

This option will allow you to print and post all invoices from an existing Cycle. To execute this option, click **>Print & Post Cycle Invoices**.


- **Option Type**: If you prefer to print and post selected invoices, select the Option Type labeled **Print & Post Invoices**. If you prefer to print invoices without posting to the customer file, select the Option Type **Print Proforma Invoices Only**. If you prefer to only post invoices, select the Option Type **Post Invoices Only**.

> **NOTE**: The proforma is normally used to print sample invoices, since no customer files will be updated. The post invoices only option is normally used when you import transactions from another program that you need to post to CertiflexDimension Accounts Receivable.

- **Cycle Number**: Select the desired cycle number.
- **Range of Invoice**: Select the beginning and ending invoice numbers within the selected cycle you wish to post or print.

- **Keyword**: If you have used the key phrase {Keyword} on detail lines of invoices within this cycle, enter the word you wish to use to replace {Keyword}. For example, entering 'July' would make line 'Billing for the month of {Keyword}', be displayed as 'Billing for the month of July'.
- **Ask for Reprint Transactions Prior to Posting**: Select this checkbox if you want the system to ask you if you wish to reprint invoices before posting.

Click on the **Print/Post** button to proceed to the **Transaction Output Selection** screen.

- **Current Form**: This section displays the current form. To use a different form or select a printer other than your default, click the **Forms & Printer** button.

> **NOTE**: To use the default form output as defined in the customer's Invoice form setting's, select **Calculate (By Customer/Output)**.

- **Style – By Customer:** Select this option to use an output style as defined on the customer. For example some customer may be marked as "Email" and "Printer" while other customers may have no output marked "Post Only".
- **Style – None:** Select this option to update all invoices without any output "Post Only".
- **Style – As Selected:** Select this option to output all forms in the selected modes of Printer, Email, Fax or Other. For example, to print and email an invoice for every transaction, use "As Selected" and then check "To Printer" and "To Email" and uncheck "To Fax" and "To Other".

> **NOTE**: All forms printing to printer may be redirected to the Print Preview System by selecting **Preview Screen**. Email forms may include confirmation only (no attached PDF) by selecting **Confirmation Only**. For more information on specific form output styles, please refer to **Maintain Customer - Invoice Form Output.**

Click **Print** to output and update your selections.

Maintain Cycle Billing Invoices

To maintain or review information regarding individual invoices within a cycle, select the desired cycle and click > **Maintain Cycle Billing Invoices**.

This option will present a recap of all invoices within the cycle and allow you to perform invoice maintenance.

> **NOTE**: You may optionally add and edit Cycle Billing invoices from the **Record Invoices** in Accounts Receivable, using the option features described at the end of this chapter.

- **Add New Invoice**: Use this option to add a new invoice to this cycle. The system prompts you for a custom number, cash invoice, Expire Date and if you want to use the default detail lines for this invoice. Once you have answered the above and click **>Ok**, the system will transfer you to the standard Record Invoice application so you may edit or add any additional detail you require.

- **Edit Invoice**: Use this option to make changes to an existing cycle billing invoice.

- **Delete Invoice**: Use this option to delete an existing cycle billing invoice.

- **Set Default**: To make an existing invoice within a cycle the default invoice, select an invoice from the invoice listing, and click on the **Set Default** button. The default invoice may be used when adding new invoices to this cycle.

- **Replace**: To replace the detail lines of an existing individual cycle invoice with the default detail lines of a Cycle, select an invoice from the invoice listing, and click > **Replace.**

- **Move Cycle No.**: To move cycle invoices from the current cycle into another cycle, click **> Move Cycle No.** The system will allow you to select which invoices from the current Cycle you wish to move along with the Cycle number you wish to move the invoices into. Once you have made all your selections, click **> Update Now**.

- **Edit Expire Dates**: To change expire dates on existing cycle invoices, click **> Edit Expire Dates** The system will allow you to select which invoices from the current Cycle you wish to change along with the new cancel date. Once you have made all your selections, click **> Update Now**.

- **Refresh**: The Cycle Billing system records each customer's address information when a new invoice is added to the cycle. If the customer's address information changes after the invoices have been added, use this option to refresh the address information on the Cycle Billing invoice.

Record Invoices

To add new, or edit existing invoices from a cycle, you may optionally go to Record Invoices. To activate the Record Invoices program, click **>Transactions >Accounts Receivable >Record Invoices**. Under **Advanced Options,** click on the **Cycle Billing Invoices** button or use the shortcut key of **Alt + B**.

- **Cycle Number**: Select the cycle number you wish to use.

> **NOTE**: The cycle number must have been added using the Cycle Billing program before individual invoices can be added to a cycle. After selecting a cycle number, the system will automatically display all existing invoices within the selected cycle.

- **Use Default on New**: Select this check box if you are adding new invoices to a cycle and want the system to automatically add detail lines from the default invoice for this cycle.

- **Set Default**: To make an existing invoice the default invoice for this cycle, select an invoice from the invoice listing, and click **>Set Default**. The default invoice may be used when adding new invoices to the cycle in the **Record Invoice** program.

- **New**: To add a new invoice to the selected cycle, click **>New**. The system will prompt you for a customer. After the customer has been selected, the system will return you to normal invoice processing. When the invoice is saved, instead of being printed and posted, it will be added to the cycle invoice listing. To add the next invoice to the cycle, click the **Cycle Billing** button under **Advanced Transaction Type Options**.

- **Replace**: To replace an existing invoice with the default invoice's information, select the desired invoice and click **>Replace**. The system will delete all detailed lines from the existing invoice and replace them with the detailed lines from the default invoice. You are then allowed to edit any existing information on the invoice. When finished, click **>Save** and the new information will be saved to the Cycle Billing file.

- **Edit**: To change any information on an existing cycle billing invoice, select the desired invoice, and click **>Edit**. After editing the invoice, click **>Save** and the new information will be saved to the Cycle Billing file.

- **Delete**: To delete a customer invoice from a cycle, select the invoice you wish to delete, and click **>Delete**.

- **Cancel**: To return to normal invoice processing from within the Cycle Billing window, click **>Cancel**.

Transactions – Accounts Receivable

About Recording Invoices

Recording invoices in the CertiflexDimension Accounts Receivable program is where you will do the majority of your work if you are not operating interactively with the CertiflexDimension Order Entry program. Therefore, it is important that you read this section carefully before attempting any processing.

This section explains how you record invoices and manual invoices to the CertiflexDimension Accounts Receivable program. This is an important function in running your business for several reasons. It is important to invoice customers on a timely basis. This ensures that cash flow is active and current.

Another important procedure in the CertiflexDimension Accounts Receivable program is the function of updating the customer accounts. This is important because you need to keep track of the amount of money owed the company by each customer, as well as the total amount of the receivables. Knowledge of customer account balances is necessary for collection purposes. Knowledge of the total Accounts Receivable amount is necessary for balancing with the General Ledger.

Finally, many businesses sell more than one good or service. If your company sells multiple goods or services, you may need to keep track of the sales dollar amounts for each type of good or service provided. It is important that you know where the sales dollars are coming from and which items are not generating sales dollars. The sales amounts are also necessary for updating the General Ledger.

The CertiflexDimension Accounts Receivable program allows you to record and print invoices. Both recording and posting transactions updates the customer files, the transaction files, and the inventory files if you are operating interactively with CertiflexDimension Inventory. Recording invoices will print the actual customer invoice. Since recording invoices prints the invoice, you can also generate a hard copy record of the invoice for filing or an electronic copy to reduce paper output.

Recording manual invoices (posting) does not print invoices. It does record the invoice so that you can reprint it from the Reprint Invoices feature at a later time. You would record manual invoices to enter invoices that were hand written.

Each invoice entered through record invoices or record manual invoices will print on the **Invoice Posting Report**. This report prints at the end of every session.

Record Invoices

Recording invoices allows you to generate the actual invoices for the customers. When you record invoices, the system will optionally print each invoice as it is entered and immediately update the data files.

Recording an Invoice

To record invoices, click **>Transactions >Accounts Receivable >Record Invoices**.

Advanced Options

- **Repeat Invoice**: The system will allow you to repeat a customer's prior invoice. When you click this button, you will see a list of all archived invoices for the customer. Selecting an invoice will retrieve all the detail lines from the selected invoice and start the transaction for you. The find feature is included with repeat customer invoice, so you can easily locate a specific invoice to repeat.

- **Credit Invoice**: The system allows you to credit a customer's prior invoice. When you click this button, you will see a list of all invoices that have been archived for this customer. Selecting an invoice will retrieve all of the detail lines from the selected invoice and start the transaction for you. Crediting a prior invoice will automatically adjust the transaction description and due date. A find feature is included on the Credit Customer Invoice option that will allow you to search and locate the specific invoice you wish to credit.

- **Cycle Billing**: Select this option if you wish to record invoices for cycle billing. You will be asked the cycle number that you want for this invoice. You can set the default invoice, create new cycle invoices, replace, edit and delete existing cycle invoices. For more information on how to use cycle billing, please refer to the cycle billing chapter in this manual.

Session Totals

- **No.**: The number of invoices that have been written during the session.

- **Amount**: The total dollar amount of all invoices written during the session.
- **Review Session Detail** 🔍: When at least one invoice is entered, this button will be available. Clicking the 🔍 button will list all transactions entered during the session.

Output Mode

Select the desired invoice/order form output. To have the forms printed based on customer output preferences, select **By Customer**. To have no forms printed, select **None**. To have the system prompt you for output destination prior to printing, select **Prompt**. To record a manual invoice that will update customer history but will not produce a physical invoice, select **Manual Invoice**.

> **NOTE**: Selecting an **Output Mode** of **None** or **Manual Invoice** will not produce a physical invoice, but only **Manual Invoice** mode will always prompt you for an invoice number.

Settings

Forms and Printers
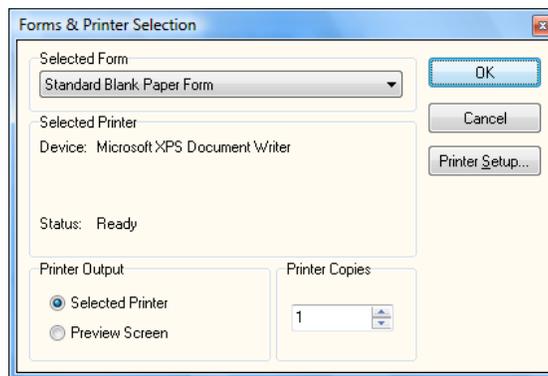
- **Selected Form**: This section displays the form currently selected to print invoices. To print a different format, select from the drop down menu.
- **Selected Printer**: This section displays the printer currently selected to print. To use a different printer, click on the **Printer Setup…** button.
- **Printer Output**: Select the check box that corresponds with your preferred means of output, either **Selected Printer** or **Preview Screen**.
- **Copies**: Enter the number of copies you want printed.

Click on the **OK** button to save your form and printer selections and return to the **Select Customer & Start Transaction** screen.

Preferences

Settings

- **Always Ask Retainage after Job Number**: Select this checkbox if you'd like the system to prompt you for a retainage amount when assigning jobs to invoices/orders.

- **Append Customer Name**: The system can optionally display a description of the transaction type selected (abbreviated) and the name of the customer. This is convenient if you do many transactions to special type customers (customers with a **Class** of 98) or cash customers.

- **Maximize Transaction Entry Screen**: Select this checkbox to have the size of the transaction entry screen maximized. If your screen display mode is 1152 x 864 or greater, you will be able to view a full transaction screen without scrolling with this selection.

- **Calculate Aging for Invoices**: Select this checkbox to have the system automatically calculate aging data which can be included in Rave Invoice forms. If you do not include account balances and aging in your invoice forms, leave this option unselected as this option will slow down invoice form processing.

- **Default Payment Type**: Select the most common payment type from the dropdown list: **1 – American Express**, **2 – MasterCard**, **3 – Visa**, **4 – Discover**, **Other Credit Card**, **5 – ACH Credit**, **6 – Cash**, or **7 – Credit**.

- **Default Line Type**: Select your most common detail line type from the from the dropdown list: **O – Description**, **1 – Regular**, **2 – Quick Inventory**, or **3 – Inventory**.

Fax Printer

Select the desired fax printer device from the dropdown menu. To reset the device selected, click on the **Clear** button.

Output Mode

This option defines how the system will designate invoice/order form output destination. To have the forms printed based on customer output preferences, select **By Customer**. To have no invoices printed, select **None**. To have the system prompt you for output destination prior to printing, select **Prompt**.

Default Lists

- **Print Terms**: The CertiflexDimension Accounts Receivable system ships with several default print terms defined, such as Due Upon Receipt, C.O.D. Check OK, and C.O.D. Cash Only. The system will allow you to add or edit print terms. When you click this button, the system will display a list of the default print terms. Simply add additional print terms you would like to have available. Each print term must be listed on a separate line.

- **Transaction Descriptions**: The CertiflexDimension Accounts Receivable system ships with several default transaction description terms defined. The system will allow you to add or edit transaction descriptions. When you click this button, the system will display a list of the default transaction descriptions. Simply add each additional default transaction description term you would like to have available. Each term must be listed on a separate line.

- **Special Instructions**: The CertiflexDimension Accounts Receivable system ships with several default special instruction terms defined, such as Ship Two Day, Ship Next Day, and Customer Pick-Up. The system will allow you to add or special instructions. When you click this button the system will display a list of the default special instructions. Simply add each additional default special instruction term you would like to have available. Each term must be listed on a separate line.

Prompts

- **Transaction Heading**: This option allows you to change most prompts on the heading section of **Record Invoices**. Uncheck any items you do not want in the tab order.

  - o **Change Prompt Label**: The system will allow you to change the name of a heading label to best suit the way your company does business. To change the name of a label, highlight the name of the prompt you want to change and click on the **Change Prompt Label** button.

  - o **Save**: When all of your heading prompts have been changed, click on the **Save** button to save the changes made.

  - o **Cancel**: Click on the **Cancel** button if you do not want to save the changes made to the heading prompts.

- **Detail Lines**: This option allows you to change most prompts on the **Detail Lines** section of **Record Invoices**. Uncheck any items you do not want in the tab order.

  - o **Change Prompt Label**: The system will allow you to change the name of a detail line label to best suit the way your company does business. To change the name of a label, highlight the name of the prompt you want to change and click on the **Change Prompt Label** button.

  - o **Save**: When all of your detail line prompts have been changed, click on the **Save** button to save the changes made.

- o **Cancel**: Click on the **Cancel** button if you do not want to save the changes made to the detail line prompts.

Orders/Quotes

- **Email New Order/Quote Confirmation**: Select your preferred method of email confirmation, either **Confirmation Only** or **With Attachment**.

- **Auto-Delete Backorder after Invoicing**: Select this checkbox if you want the system to automatically delete backorders affected by invoicing.

When you have finished setting your preferences, click on the **Save** button to save the preferences and return to the **Select Customer & Start Transaction** screen.

To return to the **Select Customer & Start Transactions** screen without saving these changes, click on the **Cancel** button.

Select Customer and Start Transaction

- **Transaction Type**: Select one of the following transaction types:
  - o **Invoice**: Select this transaction type if the transaction is a standard invoice.
  - o **Credit Memo**: Select this transaction type if the transaction is to reduce the total payment owed by the customer.

    > **NOTE**: If you select this transaction type, do not enter quantity amounts or dollar amounts as negative amounts. The system will automatically record all entries as a negative amount.

  - o **Debit Memo**: Select this transaction type if the transaction is to increase the total payment owed by the customer and is not a standard invoice.
  - o **Adjustment**: Select this transaction type if the transaction is to adjust the customer's balance and does not meet the other transaction type descriptions.
  - o **Cash Invoice**: Select this transaction type if the transaction is a point-of-sale, cash transaction.

    If you select this transaction type, the system will not track an open item for the sale. Normally, when you record an invoice, the system will record a debit to the accounts receivable and a credit to the sale's sales codes. When you record a cash sale, the system will record a debit to cash, or undeposited cash, if you are using the Deposit System, and a credit to the sales codes used.

  - o **Quote**: Select this transaction type if the transaction is a quote to a customer. If you select this transaction type, the system will not track an open item on the customer nor will the system make a journal entry. The system will print QUOTE on the invoice form. This option allows you to print an invoice-looking form to present to a customer as a quote.

- **Customer**: Enter the customer by access key and click on the **Start** button to enter the **Record Invoices** screen. Alternately, you may access the **Record Invoices** screen by double-clicking on the corresponding record in the customer listing.

The very top of the main **Record Invoices** screen shows the type of transaction you selected, the selected customer, and the following auxiliary buttons:

- **Customer Ship to Key List** : If multiple shipping addresses are defined for this customer, click this button to have the system display a list of available shipping address. Select the shipping addresses to use for this transaction, then click on the **Ok** button.

- **Customer Contact List** : If multiple contacts are defined for this customer, click this button to have the system display a list of available contacts. It will list all the contacts that were added in the **Contact List** section of **Maintain Customers**. Select the contact you wish to use for this invoice, then click on the **Ok** button.

- **Copy Bill To Information to Ship To** : Click this button to copy the customer's billing address information to the shipping address information fields.

- **Transaction Attachment [F8]** : Select this option if you wish to add an attachment to this invoice. For more information on how to add advanced objects like video or sound to an attachment, please refer to your *CertiflexDimension System Manager Guide*. Attachments do not print on invoices, but may be displayed later by accessing the **Customer Account Detail** in **Review Customers**.

The detail data entry screen will automatically scroll through the sections of the invoice as you enter data. You may optionally toggle between the Transaction Header section and Transaction Detail section by pressing the **[F9]** key.

Transaction Contact and Addresses

- **Contact**: The customer's contact information will appear in the **Contact** field. To change the customer contact information, click on the **Customer Contact List** button.

  > **NOTE**: You may optionally use the contact field for any addition information you wish to save with each invoice (maximum 256 characters). By default, the contact field does not print on invoices, but may be added using the Rave Forms Generator.

- **Bill To**: The system will display the customer's billing address information as defined on the customer's main record. To edit the billing address information, you must exit this program and change the information in the **Maintain Customers** section.

  > **NOTE**: If the customer has the class field set to 98 or 99, you can edit the billing address information on this screen.

- **Ship To**: If the customer has a shipping address defined on their main record, that information is displayed here. The system will allow you to make adjustments, if necessary.

Transaction Header

- **Order Date**: Enter the order date for this sale. The system will default to the current processing date.
- **Purchase Order Number**: If applicable, enter the customer's purchase order number. If you enter a purchase order number, the system will save the purchase order number to the customer's history file. The system will automatically check to insure that the purchase order number has not already been used for this customer.
- **Terms**: The system will default to the customer's defined terms on the customer's main record (Type 0). If you want to select a term other than the customer's default, select from the following:
  - **Type 1 - Select Number of Days from Invoice Date**: Select this option if this transaction is due a set number of days after the transaction date. If you select this option, the system will prompt you for the following:
    - **Number of Days Until Due**: Enter the number of days after the transaction date that the transaction is due.
    - **Discount Percent**: If a discount percentage is allowed for this customer for early payment, enter the allowed discount percentage.
    - **Number of Discount Days**: If you entered a discount percentage above, enter the maximum number of days from the transaction date that the customer must pay the transaction by in order to receive the discount.
  - **Type 2 - Select Number of Days from End of Month**: Select this option if this transaction is due a set number of days after the end of the month. If you select this option, the system will prompt you for the following:

- ▪ **Number of Days from End of Month**: Enter the number of days after the end of the month that the transaction is due.
      - ▪ **Discount Percent**: If a discount percentage is allowed for this customer for early payment, enter the allowed discount percentage.
      - ▪ **Number of Discount Days**: If you entered a discount percentage above, enter the maximum number of days from the end of the month that the customer must pay the transaction in order to receive the discount.
    - o **Type 3 - Select Specified Due Date**: Select this option if you want to define this transaction due on a specific date. If you select this option, the system will prompt you for the due date.
    - o **Type 4 – Reset To Customer Terms**: Select this option if you have changed the terms and decide to revert back to the terms set up on the customer record.
- • **Print Terms**: Enter or select the payment terms you want the system to print on the invoice. The system will first default to the print terms defined for the Master Data field **Print Terms**. If there are no print terms defined in the Master Data, the system will default to the terms used in **Transaction Terms** above.

  You can use this field to have the system print terms that are different than the customer's true terms for the invoice. For example, if the selected customer's payment term is defined as Net 30, in an effort to cause the customer to pay more quickly, you may wish to have the invoice print terms of Net 10. The system will still save and age the invoice as Net 30. The terms printed on the invoice are the only place the Net 10 will display.

- • **Invoice Number**: If the Master Data field **Ask Invoice Number** is selected, the system will prompt you for the transaction number instead of sequentially assigning the transaction number.

  > **NOTE:** If the **Output Mode** is set to **Manual Invoice** on the previous screen, you will be prompted for a transaction number, even if **Ask Invoice Number** is not selected in the Master Data.

- • **Special Instructions**: Enter or select any kind of message that you would like to print as special instructions on the invoice.
- • **Transaction Description**: Enter or select the description for this transaction. The description entered here is saved to the customer's open item and history files and to the transaction files. The system will default with a description of the transaction type you selected (Invoice, Credit Memo, Debit Memo, etc.).
- • **Salesperson**: Select the salesperson for this transaction. The system will default to the salesperson defined on the customer's main record.

  The system will only allow you to select one salesperson per transaction. If you need to distribute this transaction to multiple salespersons, you must either generate multiple transactions to separate the sales amounts, use the commissions override feature or manually update the salesperson's commission amounts.

- **Commission Percentage**: If the Master Data field **Display Commissions** is selected and the salesperson selected has a commission percentage defined, the system will default to that commission percentage for this transaction. Select or edit this commission percentage.

  If the salesperson's commission percentage defined is a negative percent, the system will prompt you for the commission rate for this transaction.

- **Job Number, Job Name**: If you are operating the CertiflexDimension Job Cost program, the system will prompt you for the job number this transaction should be posted to. Select the correct job number.

  > **NOTE**: Before the system will allow you to record a transaction for a customer to a job, the customer MUST have retainage activated on their main record. The normal setting for retainage for customers is turned off. You will need to either set the retainage to a percentage or to a percentage of 0.000%. If the **Retainage Percent** field for the customer is set to -1.000% open **Maintain Customers**, click > the additional tab, and set the percentage to 0.000% or higher. Setting the retainage percentage to a -1.000% will deactivate the retainage field.

When the **Heading** fields are completed, you will be moved to the **Transaction Detail** section to enter the transaction detail lines.

Transaction Detail

There are five types of transaction detail line items you can enter from this screen: **Description Only Lines (Type 0)**, **Regular (Type 1)**, **Quick Inventory Lines (Type 2)**, **Inventory Lines (Type 3)**, and **Inventory Kit Lines (Type 4)**. There are also special transaction functions you can perform from this screen: changing the discount percentage, changing the tax information, and changing the freight amount.

Regular Detail Lines (Type 1)

Regular detail lines include all detail line types except for those lines involving specific inventory items maintained in the CertiflexDimension Inventory program and description only lines.

To enter a regular detail line, enter a "1" for the **Line Type**. The system will allow you to enter the following information:

- **Sales Code**: Select the desired sales code to use. Press F6 for a listing of your sales codes.

  As described in the **Maintain Sales Codes** section, the CertiflexDimension Accounts Receivable program allows you to develop sales and cash receipt totals for posting into the General Ledger.

  The system maintains the totals to post to the General Ledger through the use of sales codes. You are required to enter a sales code for each detail line of every transaction that you record in the system. It is important that you be consistent in the use of the sales codes to allow the system to most efficiently summarize all sales entries in preparation for posting to the General Ledger.

  There is a detailed discussion of the system's use of sales codes in the **Maintain Sales Codes** section. We recommend that you read and understand this section before continuing with this option.

- **Unit of Measure**: Enter the detail line's unit of measure. If the sales code used is defined with a default unit of measure, the system will display that default unit of measure.
- **Taxable**: The system will show you if this sales code is taxable.
- **Discount Percentage**: Enter this detail line's discount percentage. The system will let you enter a percentage in this prompt only if the Master Data field **Discounts** is set to **Discounts Per Line**.
- **Commission Percentage**: Enter the correct commission percentage for this detail line for the selected salesperson. The system will display this prompt only if the field **Ask Commission** on the selected sales code and the Master Data field **Display Commissions** are selected.
- **Description**: Enter the description for this detail line. The system will default to the invoice description of the sales code you used for this detail line. Descriptions for detail lines are limited to 254 characters.

> **HINT**: Since all invoices forms support word wrap on descriptions, you may optionally use multiple carriage returns within a single description. If you have configured Dimension to use Enter key as Tab, you may still add carriage returns to a description by pressing Ctrl + Enter.

- **Quantity Ordered**: Enter the quantity ordered for this detail line. The system will default to the quantity on the sales code you used for the detail line. This field will be available only if the master data field **Ask Quantity Shipped** is selected.
- **Quantity/Quantity Shipped**:

  If the master data field **Ask Quantity Shipped** is selected, the system will prompt you for the **Quantity Shipped.**   The system will default to the Quantity Ordered. Zero quantity shipped will handle cost and prices as extended values.

  If the Master Data field **Ask Quantity Shipped** is **not** selected the system will change the above prompt to **Quantity** and default to the quantity on the sales code you used for the detail line. Zero quantity zero will handle cost and prices as extended values.

- **Cost**: Enter the individual unit cost for this detail line item. This prompt is available only if the Master Data field **Ask Unit Cost** is selected.

  This field allows the system to track the total cost of sales in the transaction files, which generate the sales reports and which you can post to the General Ledger.

- **Price**: Enter the individual unit price for this detail line item. If the sales code used for this detail line item is defined with a default unit price, the system will display that default unit price.

  When the detail line item information is entered, click > **Accept** or **F2** to validate the detailed line item.

Description Only Lines (Type 0)

The system allows you to enter description only lines to the transaction. You can use description only lines to add further information on the invoice about a line item entered or to print pre-defined description only lines.

To enter a description only detail line, enter a "0" for the **Line Type**.

The system will allow you to enter the following information:

- **Code (1-9999)**: To select a pre-defined description only sales code, enter a valid description only sales code number from 1 to 9999. To manually enter a description only detail line, enter a Code of 0.

- **Description**: If you selected a pre-defined sales code, the system will display the description for that sales code and allow you to edit or add to the description. If you selected Sales Code 0000, the system will prompt you for the description to add to the invoice. You can enter up to a 254 character description.

- **Description Only Type**: Offers enhanced flexibility for writing special descriptions on your invoices.

- **Print All**: Always print the description line.

- **Print Shipping Only**: Print the description line on packing lists only.

- **Print House Only**: Print the description line on in-house reports only.

- **Use As Subtotal Line**: To add subtotals to the middle of an invoice, use a zero description line set to Use as Subtotal Line. All the amounts between this subtotal line and the subtotal line above it, or the beginning of the invoice, will be added together and printed on this line with the description given.

  When the description only detail line item information is entered, click > **Accept or F2** to validate the detail line item.

Quick Inventory Lines (Type 2)

If you are using the CertiflexDimension Inventory package in conjunction with Accounts Receivable, you have the option to enter Quick Inventory lines in the transaction detail. The Quick Inventory line will use the default sales code and location from the Inventory item and automatically fill in the transaction detail.

To enter a Quick Inventory line, enter a "2" for the **Line Type**.

The system will prompt you for the following:

- **Quick Inventory Item:** Enter the inventory item number that you wish to use in the transaction. To bring up a list, press the **F6** key or you may scroll through a listing by using the up and down arrow keys. To toggle the index for the inventory items, press your **F5** key.

    If the selected item is marked as a **Master Item**, the system will prompt you for the individual serial/lot number being sold. For more information regarding Master Items, please refer to **Maintain Inventory Items** in your *CertiflexDimension Inventory Operations Guide*.

- **U/M:** The default unit of measure for the inventory item is automatically entered for you in this field. If the inventory item contains a unit of measure which includes a conversion table with active alternatives, the system will allow you to select the desired unit of measure.

- **Taxable:** The system will show you if this sales code is taxable.

- **Discount Percentage:** Enter this detail line's discount percentage. The system will let you enter a percentage in this prompt only if the Master Data field Discounts is set to **Discounts Per Line.**

- **Commission Percentage:** Enter the correct commission percentage for this detail line for the selected salesperson. The system will display this prompt only if the field Ask Commission on the selected sales code and the Master Data field **Display Commissions** are selected.

- **Quantity**: Enter the quantity of items for the invoice. The default quantity will be automatically entered in this field for you, but you may change it as necessary. The quantity may not be zero for an inventory item.

- **Cost**: The system will only prompt you for this if the inventory item is a **Drop Shipment Item** (Class 90-99).

- **Price**: Enter the price of the item. The default price listed on the inventory item, based on the customer **Price Level** (1-11) will be automatically entered in this field for you, but you may change it as necessary. If the customer has a price level of 11, the system will calculate the desired selling price based on the quantity break available on the selected item. You may optionally add a contract price to a specific Item/Customer combination.

    You may press **F4** to display inventory prices for the item, or press **F5** to retrieve the last price for which this item was sold to this customer.

    Also, you may choose to set up a custom inventory price matrix which will apply to this customer. This can be set up in the **CustItem.txt** file, located in the **\CFX9\XConnect** subdirectory. This is a tab-delimited file with each line using the following format:

Customer #	Item #	Price	Expiration Date

When the detail line item information is entered, click **Accept** or **F2** to validate the detailed line item.

Inventory Lines (Type 3)

If you are using the CertiflexDimension Inventory package in conjunction with Accounts Receivable, you have the option to enter Inventory lines in the transaction detail. The Inventory line differs from the Quick Inventory line in that you will have the option to modify more of the detail line.

To enter an Inventory line, enter a "3" for the **Line Type**.

The system will prompt you for the following:

- **Inventory Item**: Enter the inventory item number that you wish to use in the transaction. To bring up a list, press the **F6** key or you may scroll through a listing by using the up and down arrow keys. To toggle the index for the inventory items, press your **F5** key.

If the selected item is marked as a **Master Item**, the system will prompt you for the individual serial/lot number being sold. For more information regarding Master Items, please refer to **Maintain Inventory Items** in your *CertiflexDimension Inventory Operations Guide*.

- **Location**: Select the location of the Inventory items. The default location will automatically be entered in this field, but it may be changed by using the up and down arrow keys.

- **Sales Code**: Enter the sales code that you wish to use for this transaction detail line. The default sales code for the item will be entered for you automatically, but you may change this by either typing in the code, pressing **F6** for a listing or using the up and down arrow keys to scroll through the list.

- **U/M:** The default unit of measure for the inventory item is automatically entered for you in this field. If the inventory item contains a unit of measure which includes a conversion table with active alternatives, the system will allow you to select the desired unit of measure.

- **Taxable:** The system will show you if this sales code is taxable.

- **Discount Percentage:** Enter this detail line's discount percentage. The system will let you enter a percentage in this prompt only if the Master Data field Discounts is set to **Discounts Per Line.**

- **Commission Percentage:** Enter the correct commission percentage for this detail line for the selected salesperson. The system will display this prompt only if the field Ask Commission on the selected sales code and the Master Data field **Display Commissions** are selected.

- **Quantity**: Enter the quantity of items for the invoice. The default quantity will be automatically entered in this field for you, but you may change it as necessary. You may not enter a quantity of zero for an inventory item.

- **Cost**: The system will only prompt you for this if the inventory item is a **Drop Shipment Item** (Class 90-99).

- **Price**: Enter the price of the item. The default price listed on the inventory item, based on the customer **Price Level** (1-11) will be automatically entered in this field for you, but you may change it as necessary. If the customer has a price level of 11, the system will calculate the desired selling price based on the quantity break available

on the selected item. You may optionally add a contract price to a specific Item/Customer combination.

You may press **F4** to display inventory prices for the item, or press **F5** to retrieve the last price for which this item was sold to this customer.

You may also choose to set up a custom inventory price matrix which will apply to this customer. For more information on setting up customer/item matrix pricing, please refer to your CertiflexDimension Inventory reference manual.

When the detail line item information is entered, click **>Accept** or **F2** to validate the detailed line item.

Inventory Kit Lines (Type 4)

If you are using the CertiflexDimension Inventory package in conjunction with Accounts Receivable, you have the option to enter Inventory Kit lines in the transaction detail as long as you have Inventory Kits set up in the program. Inventory Kits allow you to group together items which are typically sold together, such as sale items sold in packages, and allows you to enter all detail lines in one step rather than entering each detail line on its own. More information on setting up Inventory Kits can be found in the *CertiflexDimension Inventory Operations Guide*.

To enter an Inventory Kit line, enter a "4" for the **Line Type**.

The system will prompt you for the following:

> **Select Inventory Sales Kit**: When you are on this field, a dialog box will pop up that lists your available inventory kits. Enter the number of the kit you wish to use, and select the **Price Level** you wish to use for the kit.

You will be able to then remove items from the kit if you wish by unchecking the box next to the inventory item you wish to leave out of the kit. Click the **Ok** button to accept the item.

Detail Listing and Transaction Totals

The Detail Listing and Transaction Totals will allow you to change existing detail lines and add or change invoice items such as freight and discounts.

Editing Detail Lines

To change, delete or move an existing detail line, click on the **Edit Detail Options** button or press **F4**. An **Edit Detail Line Options** screen with a listing with all of your detail lines will appear.

- **Move Line**: To change the order the detail lines, highlight a detail line and click on the up or down arrow keys on the right side of the screen.

- **Delete Line**: To delete a detail line, highlight the line or move to it with the arrow keys and click **Delete Line** or press **Alt+D**.

- **Edit Line**: To edit a field, double-click on the field you want to edit or highlight the field and click **Edit Line**.

> **NOTE**: Not all information entered on the detail line can be edited. If you wish to edit a field that does not allow editing, you must delete the complete line and add it again.

Remaining Credit

The system will display the customer's current credit balance. The system calculates this amount by taking the difference between the total credit limit defined on the customer's main record and the current outstanding balance for the customer. If the customer's remaining credit is negative, the number will display in red. You can also see the customer's account status. If the customer is current, the background will be gray. If their oldest invoice is in column two as described in the Master Data, the background will be green. Aging in column three will be yellow and column four will be red.

Changing the Discount Percentage

If the Master Data field **Discounts** is set to **Discounts on Subtotal**, the system will display the calculated discount amount in the transaction's subtotal information. The system will calculate a discount amount based on the discount percentage defined for the selected customer on the customer's main record. If you want to change the discount percentage for the transaction subtotal for this transaction only, click on the **Discount** button. The system will prompt you for a new discount percentage and then recalculate the discount amount and the transaction total.

Please note that this discount amount is not related to the early pay discount. If you defined early pay discount terms, the system will allow the early pay discount in addition to the discount amount defined here. The discount amount calculated on the invoice subtotal is used for quantity buying, sale items, preferred customers, etc.

If the Master Data field **Discounts** is set to **Discounts Per Line**, the system will not display a discount amount in the invoice's subtotal information section and not allow you to select this option. The system will calculate a discount amount on each line item entered and adjust the extended price and unit price for the discounted amount. To change the discount amount on each line item, you would adjust the discount percentage in the **Discount %** field located between **Taxable** and **Comm. %**.

Changing the Retainage Information

If you are interactive with CertiflexDimension Job Cost program and the retainage percent for the customer is not –1, the system will calculate the retainage amount based on the retainage percent on the customer. If you need to change the retainage percent on a customer, click on the **Retainage** button to the left of the retainage amount. The system will prompt you for the following:

- **Always Ask After Job**: This option will prompt the user for a retainage percentage after a job is entered. Once this option is selected, it will remain checked for all invoices. If this option is not enabled, the retainage percentage can be changed by clicking on the **Retainage** button to the left of the retainage amount.

- **Retainage Percentage**: Enter the new retainage percent for this invoice. This change is only for this invoice. To change the retainage for a customer, go to **Maintain Customers**.

- **Retainage Reference Number**: If a retainage percentage was entered above, enter the reference number to use for the retainage.

- **Retainage Due Date**: If a retainage percentage was entered above, enter the due date for the retainage amount.

Changing the Tax Information

The system will calculate a tax amount based on the tax status and tax rate defined for the customer on the customer's main record and on the taxable status of the sales codes used for this transaction. The tax amount is displayed in the transaction's subtotal information. If you need to change the tax status, tax rate, or to add additional tax amounts to the calculated tax, either click on the **Tax** button to the left of the tax amount or press **Alt+T**. The system will prompt you for the following:

- **Taxable Status**: Select **Taxable** if the entire transaction is to be taxed. If the entire transaction is tax exempt, select **Non-Taxable**.

> **NOTE**: If the transaction needs to have a mix of taxable and non-taxable detail line items, the tax status for each detail line item is controlled by the sales code used.

- **Tax Rate**: Select the correct tax rate for this transaction.
- **Additional Tax**: If you want any additional tax amounts added to this transaction, enter that tax amount here.

    When the tax information is saved, the system will recalculate the tax amount and the transaction total.

Changing the Freight Amount

The system will allow you to enter a freight amount for this transaction. The freight amount is displayed in the transaction's subtotal information. If you need to add or change the freight amount, click on the **Freight** button to the left of the freight amount or press **Alt+F**. The system will prompt you for the freight amount. The system will recalculate the freight amount and the transaction total. If all transactions to be written during this session have the same freight amount, check the **Save As Default** box. The next transaction will have the same freight amount as the previous transaction. Default freight amounts are saved per session and will be reset to zero at the start of a new session.

Changing the Payment Amount

If the customer is a cash customer, or you are entering a cash invoice, the system assumes that payment was made in full and that it was made by the selected default payment type. If you need to change the payment amount, click on the **Payment** button to the left of the payment amount or press **Alt+P**. The system will prompt you for the following:

- **Payment Type**: Select how the payment was made. You can choose from one of seven defaults: American Express, Master Card, VISA, other credit card, EFT, cash, or check.
- **Check/CC Number**: Enter the check or credit card number used for the payment if applicable.
- **Payment Amount**: The payment amount will always show as payment in full. If the customer is making a partial payment or overpayment, check the box labeled **Allow Partial and/or Overpayment**. Then enter the payment amount.
- **Payment Description**: This field will default to the word "Payment – " and the Payment Type. You may key in any payment description.
- **Authorization Code**: If this is a credit card payment, enter the authorization code if you choose.

- **Overpayment Description**: Enter the description you want to see in the customer's history for any overpayment. You can only have an overpayment if you checked the **Allow Partial and/or Overpayments**.
- **Print Terms**: Enter the print terms you want to print on the invoice. The system will default to "Prepaid – " with either the check number or the last four digits of the credit card number if entered.

Preview the Invoice

The system will allow you to preview the invoice you are currently writing prior to updating and printing. If you would like to preview the current invoice, either click on the **Print Preview** button at the bottom left of the screen or press **F3**. It will show you a preview of what the invoice will look like when it is saved and printed.

When all detail line items are entered, click the **Save** button to print the invoice to the selected printer and save the transaction.

When you exit this program, the system will print the **Invoice Posting Report**.

Record Manual Invoices

Recording Manual Invoices allows you to enter invoice information for customers without generating an actual invoice.

Record Manual Invoices

To record manual invoices, click **>Transactions >Accounts Receivable >Record Manual Invoices**.

Recording a manual invoice is almost identical to recording a regular invoice. The only difference is that **Manual Invoice** output mode is checked for you by default. This means you will not print an actual invoice at the time of invoicing, but will be able to reprint the invoice at any time. For specific information on how to record manual invoices, please read the Record Invoices section above.

When you exit this program, the system will print the **Invoice Posting Report**.

Apply Payments

This option allows you to record the payment of a receivable to the customer's files. When you apply a payment, the system will reduce the customer's amount owed. If the customer is a **Balance Forward** customer, the payment amount will normally be applied to the oldest balance. If the customer is an **Open Item** customer, you will normally select one or more transactions to apply the payment to. The system will then remove the transactions from the customer's open item listing.

After finishing the apply payment session, the system will print a **Cash Applications** report and a **Deposit Summary** report.

> **NOTE**: The **Apply Payment** system prints a **Deposit Summary** report only. To have the system print actual deposit tickets for payments and all other cash transactions, you must activate the **Deposit System**. The **Deposit System** can be activated from the Accounts Receivable Master Data option **Use Deposit System**.

Applying a Payment

To apply payments, click **>Transactions >Accounts Receivable >Apply Payments**.

- **Customer**: Select the customer to apply payments for.

> **NOTE**: When a valid customer is selected, click the **Start** button to continue. Alternately, you may double-click on the customer's record in the listing.
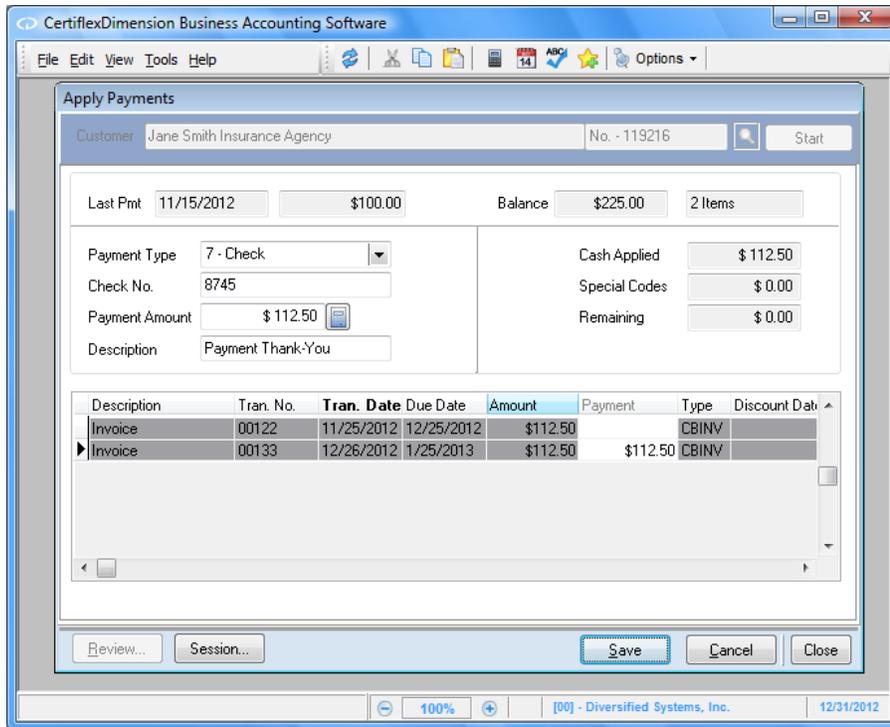
- **Payment Type**: Enter the type of payment made. The available types are American Express, Master Card, VISA, Discover/other credit card, EFT, cash or check.

- **Check Number/Credit Card Number**: Depending on which payment type you choose, the system will prompt you for either the check or credit card number.

- **Payment Amount**: Enter the amount of the payment.

- **Description**: Enter the description of the payment. If this is a normal payment, the system will default to the description of Payment Thank-You. If you are applying a payment and the customer does not have an outstanding balance, the system will default to the description of Unapplied Cash.

  You could use this field to enter the check number for the tracking of COD orders, etc.

If the customer is a Balance Forward customer or if the customer does not have an outstanding balance, the **Save** button will become active.

If the customer is an Open Item customer with outstanding open items, the system will display the outstanding items on the lower half of the screen. Select the open item to apply the payment or a portion of the payment to and press **Enter** or double-click on the open item's payment box. The system will default with the transaction total. If the customer is paying the transaction in full, press **Enter**. If the customer is not paying the transaction in full, in other words, they are making a partial payment on the transaction, enter the partial payment amount and press **Enter**. If a partial payment amount is entered, the system will adjust the amount due to the remaining balance and leave the adjusted transaction on the open item listing.

As you apply payments, the system will update the **Cash Applied** field and the **Remaining** field. When the total check amount is applied to transactions and the **Remaining** field is $0.00, the **Save** button will become active.

> **NOTE**: If you apply a payment to a transaction for a customer whom you allow an early pay discount, the system will prompt you to apply the difference between the invoice amount and the check amount to the early pay discount sales code, if the check amount is less the exact discount amount offered.

Options

During the apply payment session, there are several features you can use to aid you in applying the payments. These features are located under **Options**.

- **Invoice Number Search**: At times, you may receive a payment that references an invoice number, however the customer name on the check does not match any customer name in the system. If this is the case, you can cause the system to search for a specific invoice number and load the customer associated with that invoice number.

  To do this, when the system is prompting you for the customer to apply payments to, click **>Options >Invoice Number Search**.

  - o **Field Value**: Enter the value by which you want to do the search. For example, this would be the invoice number.
  - o **Case Sensitive**: Select this check box if the system should filter the search to include the entry in **Field Value** by an exact case match.
  - o **Exact Match**: Select this check box if the search should filter by an exact match of your input in **Field Value**.
  - o **Partial Match at Beginning**: Select this check box if the search should filter by a partial match of your input in **Field Value** at the beginning of the selected field.
  - o **Partial Match Anywhere**: Select this option if the search should filter by a partial match of your input in **Field Value** anywhere in the selected field.
  - o **Fields**: The system will list each field available for the search. Select the field you want to search. The system will default to Invoice Number.

  The system will allow you to perform a search for a customer based on any field listed here.

- **Auto Select Items to Pay**: During the selection of outstanding items to pay, you can click **>Option >Auto Select Items to Pay** to cause the system to automatically apply the check amount to the customer's transactions.

  If you select this feature, the system will first prompt you to include credit amounts. The system will then begin applying the check amount to the first transaction on file. If the check amount is more than the first transaction on file, the system will then apply the remaining amount to the next transaction on file. The system will continue in this manner until the entire check amount is applied.

- **Transaction Number Search**: During the selection of outstanding items to pay, you can click **>Options >Transaction Number Search** to cause the system to search for a specific transaction number.

  - o **Field Value**: Enter the value by which you want to do the search. For example, this would be the transaction number.
  - o **Case Sensitive**: Select this check box if the system should filter the search to include the entry in **Field Value** by an exact case match.

- **Exact Match**: Select this check box if the search should filter by an exact match of your input in **Field Value**.

- **Partial Match at Beginning**: Select this check box if the search should filter by a partial match of your input in **Field Value** at the beginning of the selected field.

- **Partial Match Anywhere**: Check this option if the search should be a partial match of your input in **Field Value** anywhere in the selected field.

- **Fields**: The system will list each field available for the search. Select on the field you want to search on. The system will default to Transaction Number.

The system will allow you to perform a search for a transaction based on any field listed here.

- **Special Sales Code Amounts**: During the selection of outstanding items to pay, you can click **>Options >Special Sales Code Amounts** to post an amount to a special sales code.

This feature is useful for recording a portion of the **Remaining** amount to a sales code other than cash. For example, suppose you invoiced a customer for $110.00 with $10.00 of that invoice amount representing freight. When the customer paid the invoice, the customer only paid $100.00. The customer refused to pay the freight amount. You decide that it is not feasible to try to collect the $10.00 from the customer so you want to write the $10.00 off.

When you post this payment, you enter the **Check Amount** as $100.00. You then select the $110.00 transaction and apply payment for the entire amount, $110.00. This leaves a **Remaining** amount of $10.00. Click **>Options >Special Sales Code Amounts** and now apply $10.00 to the Freight Billed System Sales Code 04-1.

This will remove the entire open item from the customer's account and reduce the Freight Billed sales code to the correct amount, since you did not collect freight from the customer.

Another use of the special sales code amount feature would be when you offer early pay discounts. Suppose the customer took the early pay discount and the amount they deducted was not an exact amount calculated by the system. Since the early pay discount taken was not an exact match, the system will not automatically apply the early pay discount amount to the early pay discount sales code. Therefore, you would use this feature to apply the early pay discount amount to the early pay discount sales code.

> **NOTE**: The system will allow you to enter up to 15 special sales codes per check.

When you select this option, the system will display the **Special Sales Code** screen.
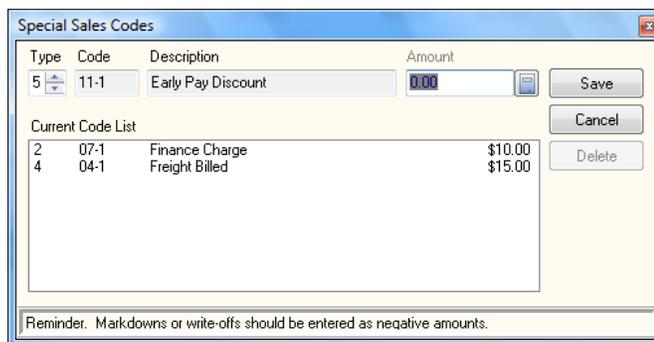
o **Type**: Enter the type of special sales code you wish to use. For your convenience, we have added a type for each of the most common uses. You can see a list of the types at the bottom of the screen. Entering a type "1" will let you choose which regular sales code you want to use. Common System Sales Codes are available using types 2-5.

o **Code**: If you are using Type "1", enter the Special Sales Code you want to use. For all other types, this information is already filled in for you and cannot be changed.

o **Description**: This field shows you the description of the sales code. If you chose a Type "3", this label will change to **Sales Tax-Select Rate**. You will need to choose the correct tax rate to use.

o **Amount**: Enter the amount of the special sales code. If you are reducing a customer account, the Amount will be negative.

> **NOTE**: If you wish to use the remaining amount to be applied, press **[F2]** at the amount prompt.

Click the **Save** button to save your special sales code and exit the screen.

> **NOTE**: If you have multiple special sales codes to enter, you may optionally press **[F4]** from the Save prompt and the system will save your existing line but not exit.

- **Unapplied Cash for Remaining**: During the selection of outstanding items to pay, you can click **>Options >Unapplied Cash for Remaining** to cause the system to apply the **Remaining** amount to unapplied cash. If you are going to use this feature, the system requires you to make the unapplied cash entry after all other postings are entered. When you select this feature, the system will apply the total in **Remaining** to unapplied cash and prompt you for a description for the transaction.

When you are applying an amount to unapplied cash, this means that you are entering a payment amount and not applying it to a specific transaction. The unapplied cash amount will still update the customer's balance. You would use this option when a customer is making an advance payment or deposit prior to a transaction being applied to the customer's account or if the customer is overpaying an invoice.

At a later time, you would go through **Apply Payments** or **Remove Offsetting Transactions** to actually apply the unapplied cash amount to an invoice or set of invoices.

- **Change The Display Order**: During the selection of outstanding items to pay, you can change the display order of the outstanding items. You can cause the system to display the items in Transaction Number order, Transaction Date order, or Due Date order. To change the display order, simply click the **Transaction Number**, **Transaction Date**, or **Due Date** column title.

Review

After a payment has been applied, you can click on the **Review…** button to have the system display a listing of each payment transaction applied during the current processing session.

Session

After a payment has been applied, you can click on the **Session…** button to have the system display the total number of payments processed this session, the total dollar amount of payments processed this session, and the last customer a payment was posted for during the current session.

Apply Payments can make deposits directly to the CertiflexDimension Bank Reconciliation program if you are **NOT** using the Accounts Receivable Deposit System. If you are using Bank Reconciliation, when you click > on the session button, you will see a list of your bank accounts. To turn this feature on, check the box to update the bank account at the end of the session. Then choose the bank account you wish to update. The system will remember your settings per workstation per company. The deposit number is automatically assigned by finding the last deposit number in your bank account and incrementing by one. The **Deposit Summary** will show the Bank Number, the Account Number and the Deposit Number assigned.

> **NOTE**: If you are not using the Accounts Receivable Deposit System but wish to use the direct update of payments to Bank Reconciliation you may want to divide the sessions so that the deposit amounts match the manual deposit slips submitted to the bank. For example, you may want to do credit card payments in a separate session than checks which show on your bank statement separately.

When you exit the apply payment, the system will prepare to print the **Cash Application** report and the **Deposit Summary** report.

Open Item Maintenance

This feature allows you to reschedule invoices and remove offsetting transactions. To perform either function, click **>Transactions >Accounts Receivable >Open Item Maintenance**.
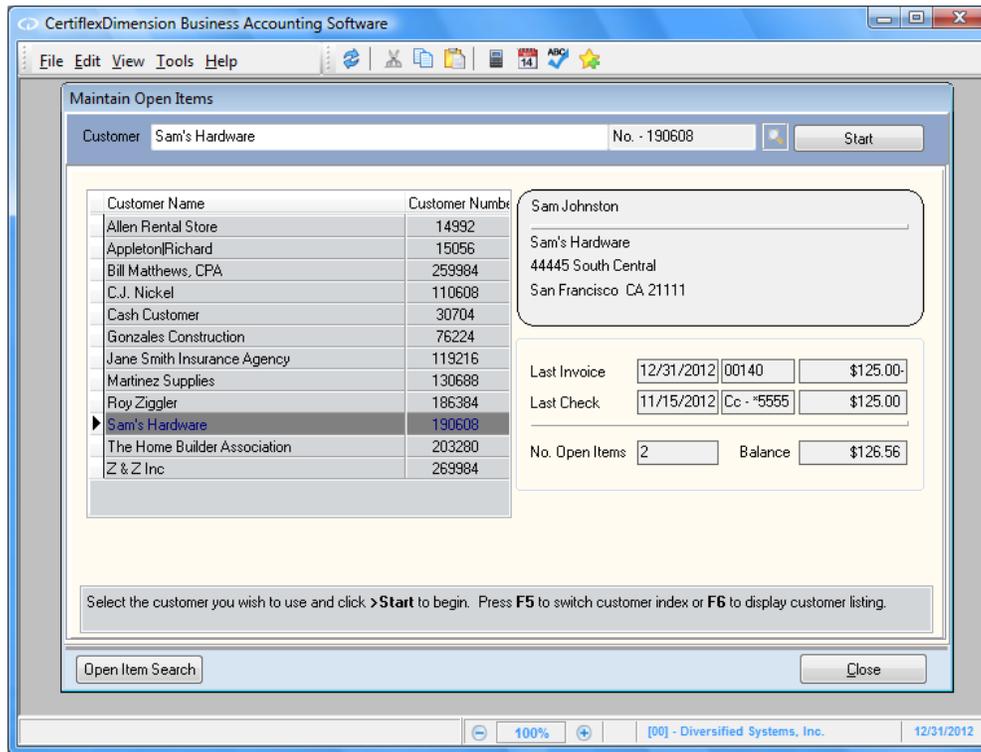
To maintain a customer's open items, select the desired customer account and click the **>Start** button, or simply double-click on the customer's name in the account listing.
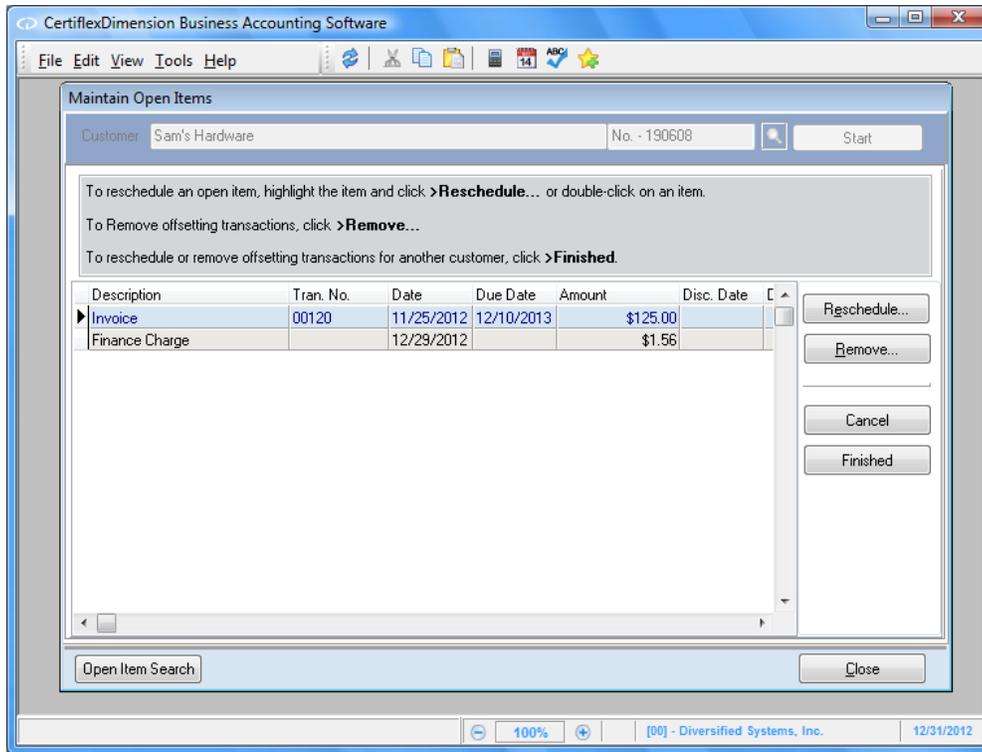
Open Item Search

To locate open items using standard CertiflexDimension **Sort By**, **Locate** and **Filter** options, click on the **Open Item Search** button.

Rescheduling an Invoice

Rescheduling invoices allows you to change the due date of a customer's invoice. You would use this option if you have agreed to extend the due date of a customer's invoice to a later date or if incorrect terms were used when you recorded the invoice. You can also use this option if you need to change an invoice's discount date or discount amount.

Select the open item to reschedule and click the **>Reschedule…** button.

- **Due Date**: Enter the new due date for the invoice.
- **Early Pay Discount Date**: If this invoice still has a valid early pay discount date, enter the date in this field.
- **Discount Amount**: If you entered an early pay discount date, enter the discount amount allowed for this invoice, if it is paid early.

Click **>Ok** to save the changes. If you have more invoices to reschedule, continue in the same manner. When you exit this option, the system will print the **Reschedule Transaction** report. This report gives you a hard copy of the invoices that you rescheduled.

Removing an Offsetting Transaction

Removing offsetting transactions allows you to remove two or more transactions from a customer's open item file that net to zero. For example, suppose you entered an invoice transaction for a customer by mistake. To correct the error, you entered a credit memo for the invoice. This corrected the customer's account balance. However, you now have two transactions on the customer's account. The two transactions are the invoice transaction and the credit memo transaction. You do not want the customer to receive a statement with these two transactions printed. To remove the transactions, you would use this option.

To remove offsetting transactions, click the **>Remove…** button.
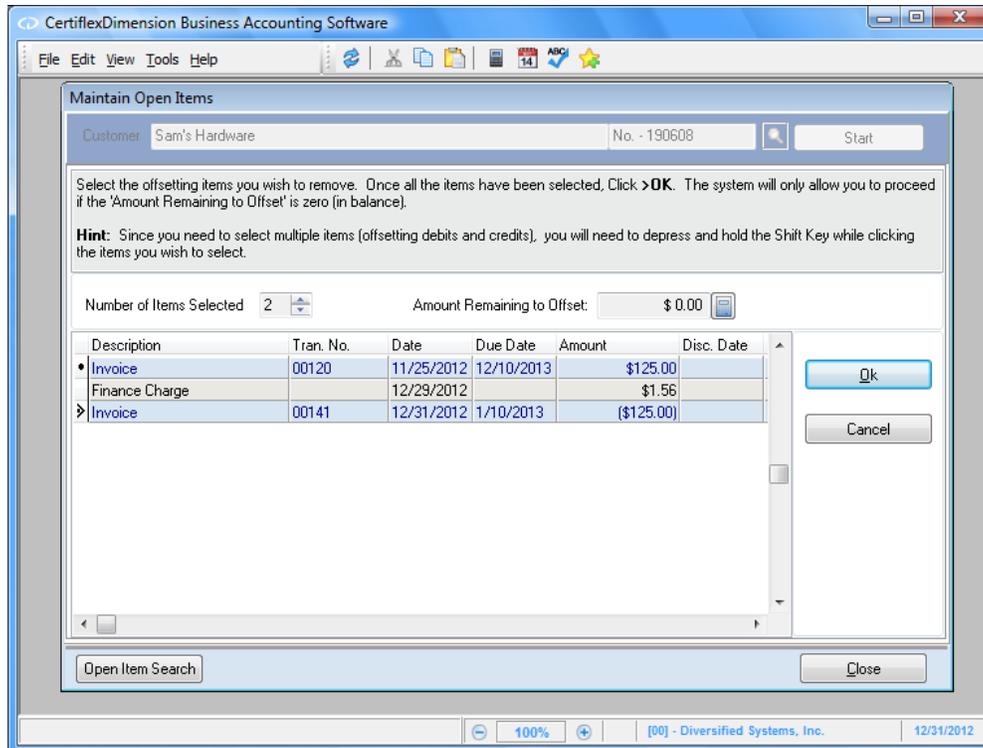
The system will display all open item transactions for the selected customer. To remove transactions, double-click on each transaction you wish to remove. As you double-click on a transaction, the system will place a ● in the far left column. Since you need to select multiple items (offsetting debits and credits), you will need to depress and hold the **[Shift]** key while clicking the items you wish to select.

As you select items to remove, notice the **Amount Remaining to Offset** field. As you mark individual transactions for removing, this field will adjust to the cumulative total. The system will not allow you to validate the selections until this total equals $0.00.

When you have selected all transactions to remove, click **>Ok** to validate the changes. When you exit this option, the system will print the **Remove Offsetting Transactions** report. This report gives you a hard copy of the transactions that were removed.

Consolidate Invoices

Consolidating invoices allows you to combine a Balance Forward type customer's outstanding transactions into one balance forward amount. When you execute this option, the system will take each customer's outstanding information and combine them into one amount to be carried forward into the next processing period. The system will consolidate transactions only for the customers defined as Balance Forward type customers. The system will skip this process for any customers defined as Open Item type customers.

The system will allow you to perform this option at any time you wish and as many times during a processing period that you wish. However, we recommend that you perform this option only once per processing period immediately after the printing of the customer statements.

If you perform this option immediately after the printing of the customer statements, the statements will always reflect the correct balance forward amount from the prior statement and show all transactions entered on the account since the last statement was printed. If you printed statements on the 25th of a month but did not consolidate transactions until the 1st of the next month, any transactions entered between the 25th and the 1st would also consolidate into the balance forward amount and the customer's statement would never list those individual transactions.

To consolidate invoices, click **>Transactions >Accounts Receivable >Consolidate Invoices**.
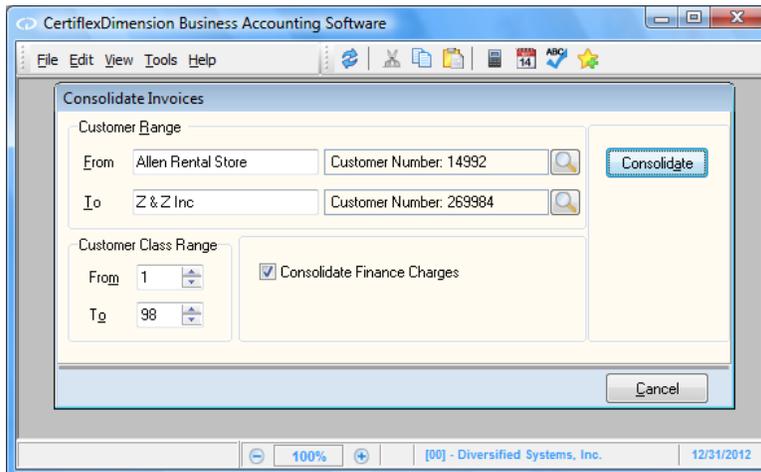
- **Customer Range**: Enter the beginning and ending customers to consolidate for.
- **Customer Class Range**: Enter the beginning and ending classes to consolidate for.
- **Consolidate Finance Charges**: Select this check box if you want the system to also consolidate any finance charge transactions into the balance forward amount. If you want the system to consolidate all transactions except for the finance charge transactions into a balance forward amount and leave the finance charge transactions as individual transactions, do not select this check box.

To perform the consolidation, click on the **Consolidate** button.

Apply Finance Charges

Applying finance charges allows the system to automatically calculate and apply finance charges to customers with past due amounts in their balance. When you added customers to the system, you defined whether or not finance charges could be calculated for the customer. If a customer is defined not to have a finance charge amount calculated, the system will skip this customer. The system will only calculate a finance charge amount on customers who are defined to allow a finance charge calculation and those that have past due balances. For more information on defining a customer's account, refer to the **Adding a Customer** section.

The system determines a balance, as past due if the customer has any open items that have a due date that is older than the current processing date. The system will use several different Master Data fields in applying the finance charge.

- **Monthly Charge One**, **Monthly Charge Two**, **Charge Two Lower Limit**: These fields allow you to define what percentage rate the system should use when calculating the finance charge.

- **Charge Description**: The contents of this field will print on each customer's statement and open item listing as the description for the finance charge.

- **Compound Finance Charge**: This field allows you to specify to the system what amounts should be included for the calculation of the finance charge; only past due amounts or past due amounts and any unpaid finance charges.

- **Days After Which to Apply**: This field allows you to specify how far past the due date you allow before you begin to calculate a finance charge. In other words, this field allows you to define the number of grace days you allow.

For more information on these Master Data fields, refer to the **Defining the Master Data** section.

The system will allow you to perform this option at any time you wish and as many times during a processing period that you wish. However, we recommend that you perform this option only once per processing period immediately before or after the printing of the customer statements.

Applying a Finance Charge

To apply finance charges, click **>Transactions >Accounts Receivable >Finance Charges**.
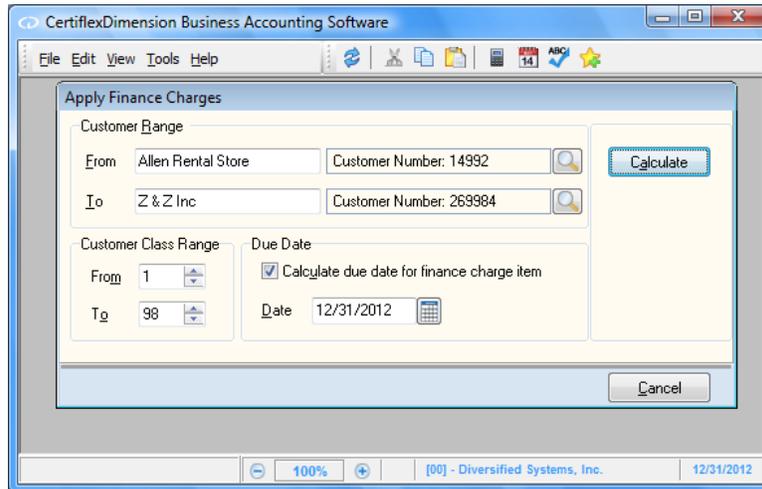
- **Customer Range**: Enter the beginning and ending customers to apply finance charges for.

- **Customer Class Range**: Enter the beginning and ending classes to apply finance charges for.

- **Calculate Due Date for Finance Charge Item**: Select this check box if you want the system to assign a due date for the finance charge open item. This will allow the finance charge amount to age with the customer's regular open items. If you do not select this check box, the system will age the finance charge amount in the OTHER column on the aging reports.

- **Date**: If you selected **Calculate Due Date for Finance Charge Item**, enter the due date for the finance charge open item in this field.

To perform the calculation, click on the **Calculate** button.

A list of all customers to which the system will apply a finance charge, the dollar amount the finance charge is applied to and the total dollar amount of all the finance charges will appear.   Uncheck any customers you do not want to have finance charges applied to and click **>Ok**.

The system will then apply the finance charge to all the customers that were checked and print out a listing of the finance charges applied.

Post Accounts Receivable to General Ledger

Updating Accounts Receivable to the Ledger allows you to automatically update the sales and cash receipts journal entries to the company's CertiflexDimension General Ledger files. If you do not use the CertiflexDimension General Ledger program or if you do not use the Accounts Receivable program interactively with the General Ledger program, you will never need to open this option.

The system will allow you to update the balances to the General Ledger program as many times during a processing period as you wish. You may wish to perform this option on a daily basis, a weekly basis, or a monthly basis. At a minimum, you should update at least once during a processing period.

For this option to work properly, each sales code must have a valid General Ledger account number defined on its record. When you attempt to update, if at least one sales code used does not have a valid General Ledger account number assigned to it, the system will not update to the General Ledger. Instead, the system will print an **Unmatched Account Listing** error report identifying any problem sales codes.

When you update, the system will print a **Transaction Posting Register**. This report provides you with an audit trail of the system's update to the General Ledger files.

NOTE: You may optionally allow COGS Expenses for Invoices to update to Job Cost. Each regular sales code supports an additional setting "Job Code – Cost of Sales". If you set a Job Cost Code for a sales code and you have invoices that contain a 'Job Number', the system may optionally post the Cost associated with each sales code by issuing a Credit to Main Company 'G/L Cost of Sales Account' and issuing a Debit to the Jobs Cost Code – Cost of Sales' code. To activate this feature in the posting system, use the option 'Transfer COGS to Jobs'. If you are utilizing this option, the system will post all the regular entries to Ledger as normal to the main company. As the normal entry is being posted, the system will build the additional Job Cost entry that will be used to move categorized COGS expenses to Jobs. This entry will be posted at the end of all the normal updating and automatically include a J/E attachment that details each transaction used to calculate the JC entry.

Post A/R to Ledger

To post Accounts Receivable to the Ledger, click **>Transactions >Account Receivables >Post A/R to Ledger**.
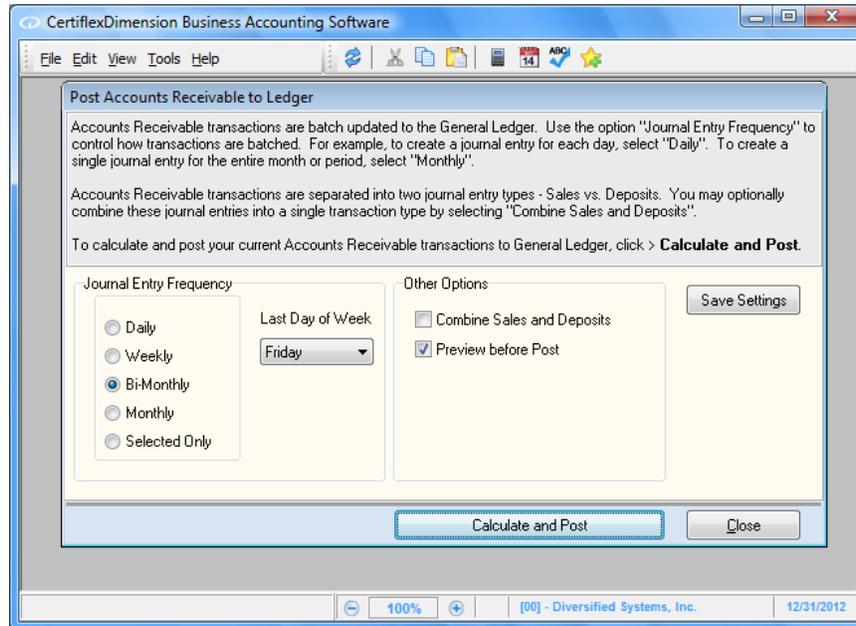
Journal Entry Frequency

Accounts Receivable transactions are updated to the General Ledger in batches. You may have the transactions batched **Daily**, **Weekly**, **Bi-Monthly**, or **Monthly** by selecting the corresponding **Journal Entry Frequency** here. If you are posting on a weekly basis, the system will determine the actual day to post based on the day assigned here as **Last Day of Week**.

Alternately, you may opt to manually select which transactions will update by choosing a frequency of **Selected Only**. In this case, the system will then display the **Post Selected Only** screen when you click **Calculate and Post**.

> **NOTE**: Since the system normally batches transaction to the General Ledger, if you receive a special refund or may be a special deposit that you wish to see as a separate entry within G/L, you could select the option **Post Selected Only** and then select only your desired transaction. The system will then batch all other transaction as normal since your default setting for this option are not changed unless you select **Save Setting**.

Post Selected Only

Transaction Type: Select the transaction type you used for the Sales entries.
If you used the system's suggested transaction type, this will be
transaction type 2.

> **NOTE**: You may want to define a special transaction type for
> Accounts Receivable transaction postings. Then in the
> General Ledger program, you can print a Transaction
> Register for that special transaction type. This will allow you
> to categorize and print transactions to individual sales
> transaction types. For more information on defining a special
> transaction type, refer to the **Adding a Sales Code** section.

- **Description One**, **Description Two**: Enter the journal entry description
  line one and, optionally, description line two for this update.
- **Reference Number**: Enter a reference number or description for this
  General Ledger journal entry update.

To select a transaction to update, either click on the transaction and then
click on the **Select** button, or click on the transaction while holding down the
[Shift] key. You may optionally select groups of transactions to update.

Once all the transactions you wish to update have been selected, click on the
Continue button to proceed.

Other Options

- **Combine Sales and Deposits**: Select this checkbox to combine both
  sales and deposits into a single batch update.
- **Preview before Post**: Select this checkbox if you want the system to
  display a preview listing of all transactions being updated to ledger.

To save the settings as you have defined them, click on the **Save Settings**
button.

To return to the **System Manager** screen without updating Accounts Receivable transactions to the General Ledger, click on the **Cancel** button.

To begin the update, click on the **Calculate and Post** button. The system will first check each sales code for a valid General Ledger account number. If missing or invalid accounts are located, the system will print an **Unmatched Account Listing** error report identifying any problem sales codes.

If all applicable sales codes are associated with valid ledger accounts, the system will perform the update and then prompt you to print the **Ledger Transaction Listing** report, which details each entry the system made to the General Ledger during the update.

Record Collection

The system includes a full collection system to assist you in your collection efforts for unpaid open items. This option will allow you to make detailed collection notes on unpaid items along with emailing collection notices to past due customers.

> **NOTE**: Collection notes for unpaid items are displayed in the detailed review on a customer's 'Open Items'. You may also print a 'Past Due Collection Report'. If you are processing a large number of collection notes each year, you may wish to periodically have the system remove all collection notes on items that have been paid. You can remove these types of records at any time by clicking **>Compress Notes**.

To use the Collection Note System, click **>Transactions >Accounts Receivable >Record Collection Notes**.

To record a collection note on a customer's open items, select the desired customer account and click the **>Start** button, or simply double-click on the customer's name in the account listing.

The system will display a list of all unpaid items for the selected customer.

New Note

To record collection notes to one or more unpaid open items, first check the 'Note' checkbox for all the items you wish to associate this new note for and then click > **New Note**. For example, if you have talked to your customer and they have promised to send a check payment for all invoices over 30 days past due, you would first double-click on all items 30 days past due. This will check the 'Note' column for each one of these items. Then when you enter the new collection note, the note will appear on each of the checked items. You may use additional keys to quickly mark and unmark records for new notes. Please refer to the > **Help Keys** for more details on these options.

Each New Note may have a Contact Name and up to 220 characters of detail collection notes. Once you have recorded your collection note information, click >**Ok**.

> **NOTE**: New notes automatically include the user ID and collection date. If an unpaid item already has a collection note attached, you may still enter a New Note to this item. The system will append the new note to the existing information.

Edit Note

If an unpaid item has an existing collection note, you may make changes to the note by highlighting the item and then clicking > **Edit Note**.

Reprint Invoice

If you wish to reprint an invoice to quickly see the exact transaction detail, highlight the item and then click > **Reprint Invoice**.

Copy to Clipboard

The Collection System includes an Email Collection Notice feature that optionally can attach a Customer Statement to each notice. If however you sometimes want to attach your own past due report instead of a Customer Statement, you may use this option to copy the unpaid listing including the collection note details to the Window's clipboard that can then be pasted to a spreadsheet application so you can create your own style of past due listing.

Email Collection Notice

This option will create a dunning letter style collection notice to be emailed to the past due customer.

Edit Content: The Email Collection Notice includes 3 different dunning letters that can be used. To change the collection notice wording or number of action collection days, click > **Edit Content**. You will see all three severity levels into a standard **RTF** editor. Once you have made all your desired changes to the content, click > **File** and then >**Save and Exit** to save your changes. The following keywords and action date settings are used in each severity level:

Settings

[**LEVELx_START**]	– Begins Level [x]
[**LEVELx_END**]	– Ends Level [x]
Subject=	– Email Subject Text
ActionDays=	– # Days for Action Date

110

Keywords
        {Date}
        {Customer_Name}
        {Customer_AddressLine1}
        {Customer_AddressLine2}
        {Customer_City_State_Zip}
        {Past_Due_Balance}
        {ActionDate}
        {UserName}
        {YourCompanyName}

- **Severity Level (1-3)**: You may select the severity level for the content of this notice. Select from 1 - Past Due, 2 – Really Past Due and 3 – Extremely Past Due.

- **Contact**: Enter the contact name for the email collection notice.

- **Email Address**: Enter the email address for the collection notice.

- **Attach Statement**: Check this option if you want a full customer statement to be attached to this collection notice.

- To send your collection email, click >**Create Email**. The system will load your workstation email system with the above criteria.

Finish and Exit

To close a customer collection notice window and return to the custom selection screen of this application, click >**Finish**. To close this application, click > send your collection email, click > **Exit.**

Checks/Deposits – Accounts Receivable

Deposit System

The Accounts Receivable Deposit System allows you to enter invoices without immediately affecting the cash account when interactive with General Ledger.   More accurate accounting can result since the date an invoice is entered is usually not the date the receipt is deposited. You can track what is in your bank account currently as well as keep accurate information in Bank Reconciliation.

To use the Deposit System, click **>Checks/Deposits >Accounts Receivable >Deposit System**.

> **NOTE**: You must have **Use Deposit System** turned on in the Master Data before you can use this option.
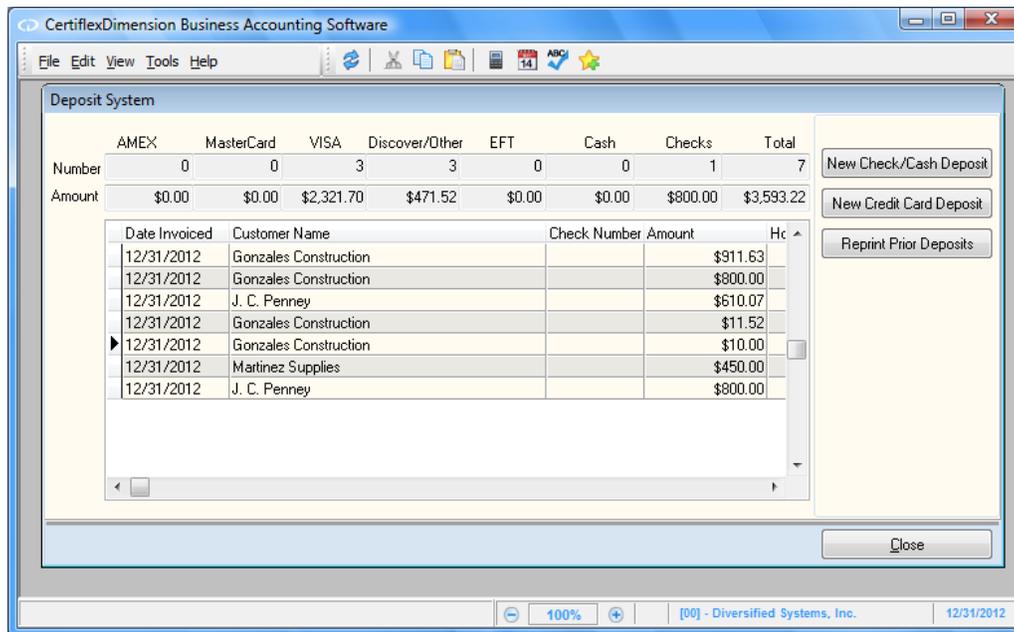
The **Deposit System** keeps track of all of payment types in **Record Invoices** and **Apply Payments**. The number of payments made and the amount are readily available. The **Deposit System** will create new cash, check, or credit card deposits, as well as reprint any prior deposit.

New Check/Cash Deposit

Click the **New Check/Cash Deposit** button to display all check and cash payments currently in the Deposit System.

- **Cash Account Number**: Choose one of the five cash account sales codes defined in **Maintain Sales Codes**.

- **Bank Account**: If you have CertiflexDimension Bank Reconciliation with a valid bank account using the same cash account as the cash sales code you chose that bank account will be selected automatically.

> **NOTE**: You cannot change the bank account. The bank account must use the same cash account as the sales code you are using.

A list of all check/cash deposits will be presented. All deposits available for posting will be checked. To remove a receipt you do not wish to deposit at this time, uncheck **Post**. If there is a receipt in the list that you are withholding from deposit and you do not want to have to uncheck it every time, check the **Hold** box. Any deposits with the **Hold** box checked will not be posted.

- **Memo**: Add any memo for the deposit.
- **Subtotal**: The subtotal of all items marked to Post.
- **Cash Back**: Input the amount of cash back you wish to receive when making the deposit.
- **Total**: The total amount of your deposit.

To select deposits to post, double-click on their listing or click on the listing and then click the **Post** button. To select all deposits to post click on the **Select All** button.

When finished setting up the deposit, click on the **Save** button. To cancel processing of the deposit, click on the **Cancel** button.

New Credit Card Deposit

Click the **New Credit Card Deposit** button to display all credit card payments currently in the Deposit System.

- **Cash Account Number**: Choose one of the five cash account sales codes defined in **Maintain Sales Codes**.

- **Bank Account**: If you have CertiflexDimension Bank Reconciliation with a valid bank account using the same cash account as the cash sales code you chose, that bank account will be selected automatically.

> **NOTE**: You cannot change the bank account. The bank account must use the same cash account as the sales code you are using.

A list of all payments made by credit card will be presented. All payment available for posting will be checked. To remove a receipt you do not wish to deposit at this time, uncheck **Post**. If there is a receipt in the list that you are withholding from deposit and you do not want to have to uncheck it every time, check the **Hold** box. Any payment with the **Hold** box checked will not be posted.

- **Memo**: Add any memo for the deposit.
- **Subtotal**: The subtotal of all items marked to Post.
- **Cash Back**: Input the amount of cash back you wish to receive when making the deposit.
- **Total**: The total amount of your deposit.

To select deposits to post, double-click on their listing or click on the listing and then click the **Post** button. To select all deposits to post click on the **Select All** button.

When finished setting up the deposit, click on the **Save** button. To cancel processing of the deposit, click on the **Cancel** button.

Reprint Prior Deposits

Click the **Reprint Prior Deposits** button to reprint prior deposits. A list of all prior deposits will appear. Highlight the deposit you wish to reprint and click the **Print** button.

Printing the Deposit Slip

After saving or reprinting you are you are ready to print the actual deposit slip. Check/Cash deposits will print a deposit slip acceptable to the bank if you have preprinted deposit slip forms from Certiflex Forms. A deposit recap will be printed below the slip. Credit Card deposits and any reprinted deposits will only print the deposit slip recap.
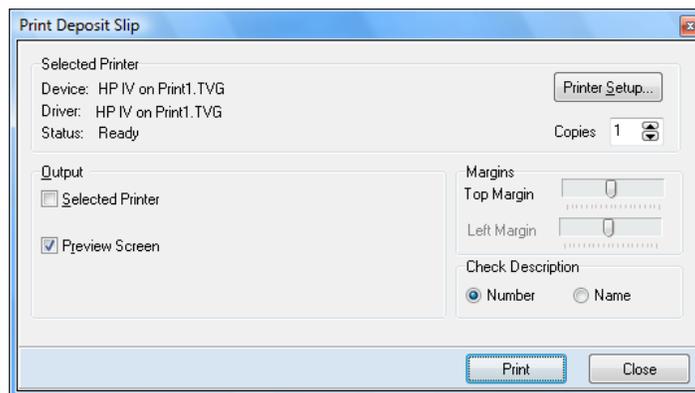
- **Selected Printer**: The currently selected printer is displayed. To change printers, click the **Printer Setup** button.

- **Printer Setup**: Click this button to select which printer to print to. The system will default to your Windows default printer. If you want to change the printer, select the desired printer from your Windows printer selection list.

- **Copies**: Enter the number of copies you want printed.

- **Output**: Select the check box you would prefer for the output of the information.

- **Margins**: The top and left margins can be moved to align the check/cash deposit information on the preprinted deposit slip form.

- **Check Description**: Choose whether you wish to print check numbers or the first few characters of the customer name on the check/cash deposit slip.

Reviews – Accounts Receivable

Review Customer Accounts

Reviewing customers allows you the ability to look up and review information about a customer without accessing the customer through the **Maintain** screens. When you need to verify information for a customer, you should use the **Review** options instead of **Maintain** options. **Maintain** will lock the customer, not allowing other users access to the customer while you are in **Maintain**. When reviewing a customer, other users will still have access to the customer for transaction entry.

Reviewing a Customer

To review a customer, click **>Reviews >Accounts Receivable >Review Customers**.
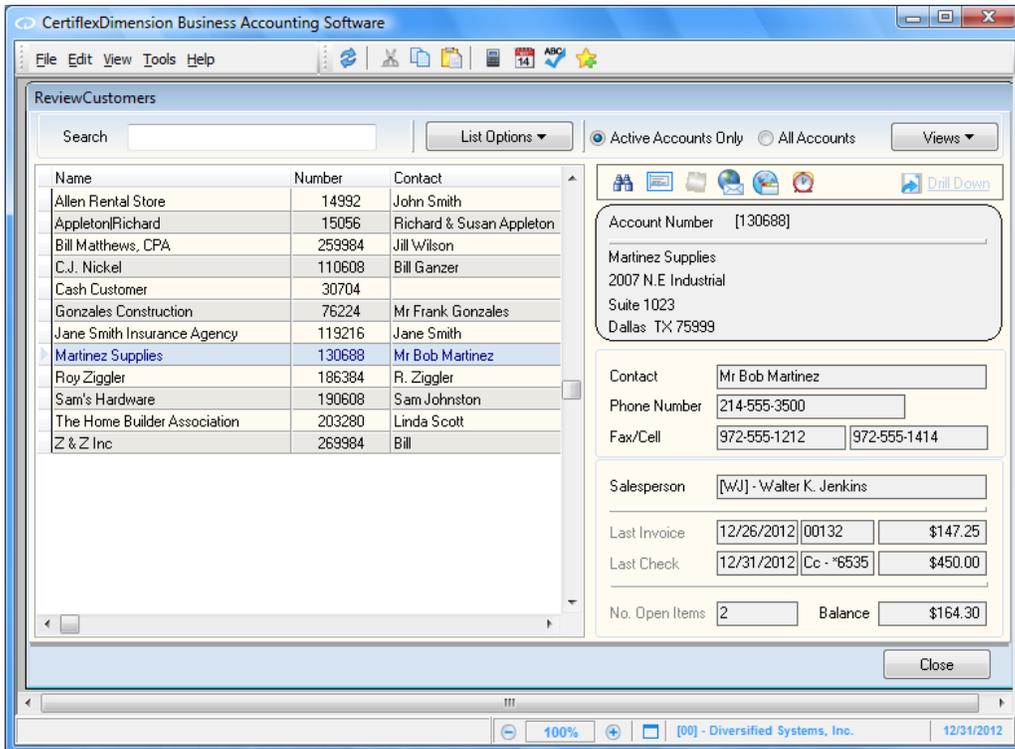
When the **Review Customers** screen is displayed, enter the customer to review in the **Search** field. When a valid customer is entered, the system will display account, contact, and salesperson information, as well as the date, reference number, and amount of the customer's **Last Invoice** and **Last Check**, and the quantity and balance of any open items.

Review Options

- **Search:** Enter a character string for the customer record you are searching for. The character search string you enter depends on how you have the **Sort By** list option defined.

- **List Options** – [icon] **Sort By:** Select the column you wish to sort your customer listing by.

- **List Options** – [icon] **Locate:** To refine your customer record search, you can locate matches by using the standard CertiflexDimension Locate dialog. For more information on this feature, please refer to the section labeled "Using the CertiflexDimension Locate Dialog."

- **List Options** – [icon] **Filter:** Using the standard CertiflexDimension Filter dialog, you can filter any listing so that only matching records appear (i.e. Show only vendors that contain the word "Acme" in their account name). For more information on this feature, please refer to the section labeled "Using the CertiflexDimension Filter Dialog."

- **Active Accounts Only:** Select this option to include only active customers in the account list.

- **All Accounts:** Select this option to include all customers in the account list.

- **Views:** This dropdown menu provides an assortment of customers overviews. Each **View** screen will have a **Search** field located in the upper left corner and an **Options** button located in the upper right corner that allows you to apply the standard **Sort By**, **Locate**, **Filter**, and **Details (Drill Down)** functions to the current data.

- **Gross Sales – Year-to-**Date: A customer listing that displays total Year-to-Date gross sales.

- **Gross Sales – Comparative Quarter**: A customer listing that displays gross sales for each applicable quarter and total gross sales for all quarters.

- **Gross Sales – Comparative Year**: A customer listing that displays number and amount of gross sales for both the prior and current year.

- **Net Sales – Year-to-Date**: A customer listing that displays total Year-to-Date net sales.

- **Net Sales – Comparative Quarter**: A customer listing that displays net sales for each applicable quarter and total net sales for all quarters.

- **Net Sales – Comparative Year**: A customer listing that displays number and amount of net sales for both the prior and current year.

- **Last Used**: Displays a customer listing sorted by the date they were last used.

- **Aged Receivables**: Displays a customer listing with balance and current amounts, aged amounts for 30 days, 60 days, 90 days, and Other (more than 90 days).

> **NOTE**: Since "Alternate Account Views" contain report totals, these options are only available to user having security access to both the "Review" and "Report" options per accounting system.

- [icon] **EZ-Finder:** Select this option to search the **Customer List, Open Items, and Customer History** by a variety of criteria; including but not limited to customer name, address, contact name, and phone number.

- **Quick Print Label** [icon] : Allows you to print a user defined context label for the current account to a specific label printer. For more detail information on configuring and/or changing Quick Labels for Vendors, Customer, Items and Orders, please refer to your *CertiflexDimension System Manager Guide – Quick Print Labels*.

- **Create New MyNote** : Select this option to record and attach a **MyNote** that will be associated with the selected account. All of your **MyNotes** can be accessed from the main **CertiflexDimension System Manager** window. For more information on maintaining your **MyNotes** system, please refer to the **MyNotes** overview in your *CertiflexDimension System Manager Guide*.

- **Email Customer**: Select this option to send an email to the selected customer.

- **Access Customer Site**: Select this option to go to the selected customer's website.

- **Alert Memo:** If the selected customer account contains alert memos, you can select this option to review the memos.

Customer Account Detail

To display **Customer Account Detail**, double-click on the customer's account in the listing or click and highlight the customer account and then click **>Drill Down**.

For detailed information for each field displayed, refer to the **Adding a Customer** section.

> **NOTE:** Do not forget to review the **Memos**, **Quick Notes**, and **Links** for any additional information recorded for the customer. Refer to the *CertiflexDimension System Manager Guide* for a detailed explanation on adding **Memos**, **Quick Notes,** and **Links**.

Additional Options: Open Items and History Detail

Click **>Open Items** or **>History Detail** to display the current transactions and open items for the customer.

Open Items

History Detail

- **Customer Transaction Detail**: For more detailed information of a transaction or open item, double-click on any transaction or open item and the system will display the **Customer Transaction Detail** screen.

If you would like to print a copy of this invoice, click the **Reprint Invoice** button in the upper right corner of the **Customer Transaction Detail** screen. The system will then display the **Transaction Output Selection** screen from the **Reprint Transactions** program. For more information on how to use this screen, refer to the **Reprint Invoice** section of this manual.

- **Customer History Detail**: Double-clicking on a payment in the **History Detail** will display the **Customer History Detail** screen, showing you a check with the check number or credit card name and number.

To print a payment recap for the displayed payment transaction, click on the **Print Payment Recap** button.

You will also see all the invoices that were paid with that check as well as any unapplied cash or special sales codes that were on that check. To see a list of all the sales codes and their dollar amounts that were updated for this check, click on the button beside the **Special Sales Codes** field.

Sales Orders: Selecting this option will give you a summary of open and closed sales orders for this customer. To see the detail of any types of orders, click the summarized option. You may optionally drill down to the review the actual order detail by highlighting a specific order and then clicking **> Review Order**.

Reports – Accounts Receivable

Accounts Receivable Reports

Printing reports in CertiflexDimension is an easy, yet powerful portion of the program. You can define the system to print almost any report based on almost any criteria you desire.

To print a report in Accounts Receivable, click **>Reports >Accounts Receivable >Standard Receivables Reports**. Click on the **Options** button to define criteria for a selected report.
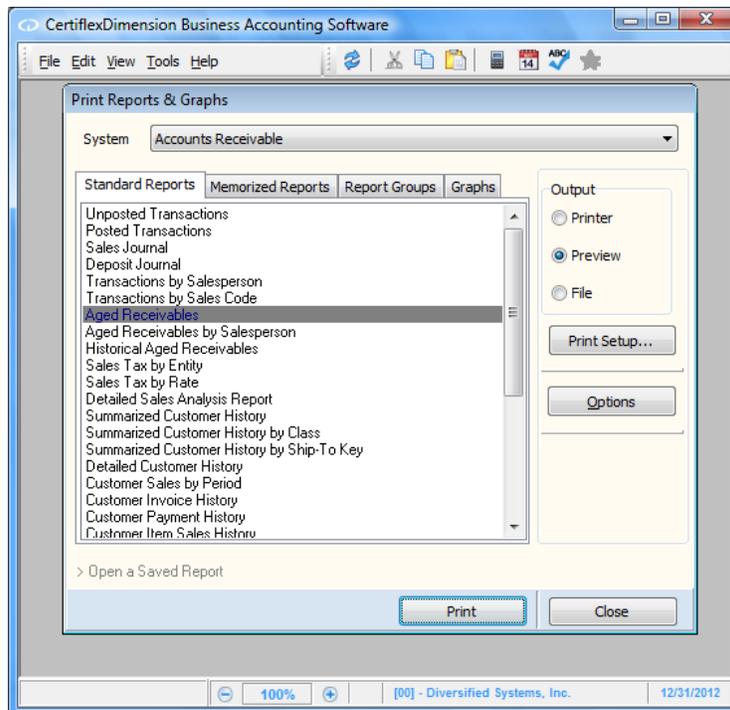
Refer to your *CertiflexDimension System Manager Guide* for an explanation of each field on the Print Reports & Graphs screen and how to use the **Sort/Selects** feature.

Below is a list of Accounts Receivable reports and the printing options available for each report.

> **NOTE**: The Customer Statements are not covered in this section. Refer to the **Print Customer Statements** section.

Unposted Transactions & Posted Transactions

When you print the **Unposted Transactions** report, the system will print all transactions that have been entered since the last time the report was printed. When you print this report, the system will remove the transactions from this report and move them to the **Posted Transactions** report. We recommend that you print this report at least once a day at the close of the day. If your system should go down and your current backup is damaged, the **Unposted Transactions** report will detail the transactions that were recently entered into the system. This report will make it easier for you to reenter those transactions, if necessary.

NOTE: Many transactional reports in Accounts Receivable will only include posted transactions. For example, your sales tax reports will NOT include unposted transactions.

When you print either the **Unposted Transactions** report or the **Posted Transactions** report, the system will print three different sections: the **Accounts Receivable Transactions Report**, **Accounts Receivable Transactions Summary Report**, and the **Net Sales by Salesperson**.

Accounts Receivable Transactions

The **Accounts Receivable Transactions** portion of the report lists each transaction posted to the system in transaction entry order. For each transaction, the system will print the transaction number, customer number, customer name, the amount affecting the accounts receivable, the amount affecting cash, the sales code for the transaction that includes the largest dollar amount, the transaction amount, and the salesperson number. The system will also allow you to print the transaction description instead of the transaction type, the cost/profit information for each transaction, and the transactions listed in a detailed or a summarized format.

Accounts Receivable Transactions Summary Report

The **Accounts Receivable Transactions Summary Report** portion of the report lists a summarized listing of the transactions printed in journal entry format. Both debits and credits are totaled at the end of the journal entry. The date of the last transaction included is printed below the journal entry for your reference.

The **Accounts Receivable Transactions Summary Report** portion also includes one or more of the following recap totals:

- **Total Gross Charge Sales**: The amount shown for this recap is the total net affect to accounts receivable (excluding cash sales) from all billing transactions included on the current report.

- **Total Gross Cash Sales**: The amount shown for this recap reflects the net affect to cash resulting from billing transactions for cash customers. This amount does not include any cash amounts resulting from payment transactions.

- **Less Discounts**: The amount shown for this recap reflects the total of all customer discounts given on billing transactions on the current report.

- **Less Tax**: The amount shown for this recap reflects the total of all sales tax charged on billing transactions included on the current report.

- **Less Freight**: The amount shown for this recap reflects the total of all amounts charged through special sales code F (freight) on the current report.

- **Less Special Sales**: The amount shown for this recap is the total of all sales on the current report for sales codes that you have defined to not be included in the net sales amounts.

- **Less Finance Charges**: The amount shown for this recap is the total of all finance charges calculated and charged for the current report.

- **Total Net Sales**: The amount shown for this recap is the combined totals for gross charge sales and gross cash sales, less any discounts, sales tax, freight, special sales, and finance charges.

- **Less Cost of Sales**: The amount shown for this recap reflects the total cost of sales calculated for sales included on the current report.

- **Total Net Profit**: The amount shown for this recap represents the different in total net sales and cost of sales. A positive amount indicates a profit; a negative amount indicates a loss.

There will be a breakdown by credit card if you had any payments made by credit card.

> **NOTE**: If there is an amount for a sales code on the **Sales Summary** and that sales code does not exist on the **Sales Code Listing**, the system will place the dollar amount listed on the **Sales Summary** for the sales code on the default sales code [0001]. This situation will occur if you entered a transaction for a sales code and then deleted the sales code from the **Sales Code Listing** before you printed the **Unposted Transactions** report.

Net Sales by Salesperson

The **Net Sales by Salesperson** potion of the report lists the net sales for each salesperson since the last time General Ledger has been updated. The system calculates the net sales for a salesperson by taking the combined totals of gross charge sales and gross cash sales less any discounts, sales tax, freight, special sales, and finance charges. The total for all salespersons should always agree to the total net sales figures on the **Sales Summary** portion.

Unposted Transactions Options

- **Print Cost/Gross Profit Information**: Select this check box if you want the system to include the transaction's cost and gross profit information. If you select this check box and you do not have the Master Data field **Ask Unit Cost** selected or if the unit cost information was not entered when the transaction was recorded, the system will not be able to generate correct information on this report. If an inventory item was entered on a detail line, the inventory item's cost will display regardless of how the **Ask Unit Cost** field is defined.

- **Print Transaction Description**: Select this check box if you want the system to print the description entered for each transaction. If you do not select this check box, the system will print the transaction type instead of the description.

- **Detailed Transactions**: Select this check box if you want the system to print the detailed entry of each transaction, listing each sales code. If you do not select this check box, the system will print a summarized entry showing the net effect to the accounts receivable and cash.

If you do not select this check box and you have a transaction with multiple sales codes, the system will only print one sales code for the transaction for this report. The sales code printed represents the sales code with the largest dollar amount for the transaction.

We recommend that you print this report with this check box selected when you first begin using the system. This will allow you to familiarize yourself with the sales codes and how they are used.

Posted Transactions Options

- **Print Cost/Gross Profit Information**: Select this check box if you want the system to include the transaction's cost and gross profit information. If you select this check box and you do not have the Master Data field **Ask Unit Cost** selected or if the unit cost information was not entered when the transaction was recorded, the system will not be able to generate correct information on this report. If an inventory item was entered on a detail line, the inventory item's cost will display regardless of how the **Ask Unit Cost** field is defined.

- **Print Transaction Description**: Select this check box if you want the system to print the description entered for each transaction. If you do not select this check box, the system will print the transaction type instead of the description.

- **Detailed Transactions**: Select this check box if you want the system to print the detailed entry of each transaction, listing each sales code. If you do not select this check box, the system will print a summarized entry showing the net effect to the accounts receivable and cash.

    If you do not select this check box and you have a transaction with multiple sales codes, the system will only print one sales code for the transaction for this report. The sales code printed represents the sales code with the largest dollar amount for the transaction.

    We recommend that you print this report with this check box selected when you first begin using the system. This will allow you to familiarize yourself with the sales codes and how they are used.

- **Deposits Only**: Select this check box if you want the system to only include deposits.

- **Reporting Period**: Select the period to report for. If you choose **Date Range**, the system will prompt you for the beginning and ending dates to report for.

Sales Journal

This report prints a listing of sales detailing each sale's date, type, reference, customer number, salesperson, amount, tax and freight and cost of goods sold (COGS).

- **Print by Type**: Select this check box to arrange the sales journal by order of transaction type.
- **Print Transaction Description**: Select this check box to include each transaction descriptions in the sales journal.
- **Reporting Period**: Select the period to report for. If you choose **Date Range**, the system will prompt you for the beginning and ending dates to report for.

Deposit Journal

This report prints a listing of deposits, detailing each deposit's date, type, reference, description, customer number, and amount.

- **Print by Type**: Select this check box to arrange the deposit journal by order of transaction type.
- **Reporting Period**: Select the period to report for. If you choose **Date Range**, the system will prompt you for the beginning and ending dates to report for.

Transactions by Salesperson

This report is identical to the **Posted Transactions** report, except, this report will print the transactional information by salesperson.

Options

- **Print Cost/Gross Profit Information**: Select this check box if you want the system to include the transaction's cost and gross profit information. If you select this check box and you do not have the Master Data field **Ask Unit Cost** selected or if the unit cost information was not entered when the transaction was recorded, the system will not be able to generate correct information on this report. If an inventory item was entered on a detail line, the inventory item's cost will display regardless of how the **Ask Unit Cost** field is defined.
- **Print Transaction Description**: Select this check box if you want the system to print the description entered for each transaction. If you do not select this check box, the system will print the transaction type instead of the description.
- **Detailed Transactions**: Select this check box if you want the system to print the detailed entry of each transaction, listing each sales code. If you do not select this check box, the system will print a summarized entry showing the net effect to the accounts receivable and cash.

  If you do not select this check box and you have a transaction with multiple sales codes, the system will only print one sales code for the transaction for this report. The sales code printed represents the sales code with the largest dollar amount for the transaction.

  We recommend that you print this report with this check box selected when you first begin using the system. This will allow you to familiarize yourself with the sales codes and how they are used.

- **Reporting Period**: Select the period to report for. If you choose **Date Range**, the system will prompt you for the beginning and ending dates to report for.

Transactions by Sales Code

This report prints all invoice transactions in their sales code order. The report lists each transaction's date, customer, salesperson, reference number, description, quantity, and amount.

Options

- **Date Range**: Enter the beginning and ending dates to report for.

Aging Reports

This section discusses **the Aged Receivables, Aged Receivables by Salesperson**, and **Historical Aged Receivables**. Before we describe these three reports, we first need to discuss how the system will age the accounts receivables.

There are three factors the system considers when determining the age of each customer's account when printing any of these three aging reports.

- **Aging Criteria**: In the Master Data, you defined the aging criteria the system should use when calculating the age of the accounts receivables. For more information on defining the aging criteria, refer to the **Defining the Master Data** section.

- **Transaction Due Date**: When you enter a transaction into the system, in most cases the system will request the terms. The terms used for a transaction are used by the system to calculate the due date.

Transaction Number	Transaction Date	Transaction Amount	Due Date
20411	09/01/12	$364.71	10/01/12
23874	11/20/12	$89.44	12/19/12
25008	12/10/12	$45.88	01/09/13
25221	12/15/12	$252.98	01/14/13

> **NOTE**: Some transactions, such as finance charges, balance forward amounts, unapplied cash, etc., may not have a due date. The system will not age transactions with no due date. Instead, the system will place these transactions in the last column of the report, titled OTHER.

- **Current Processing Date**: The system will compare the current processing date with the transaction due date to determine the age of the transaction.

For example, suppose we defined the aging criteria as follows:

Heading Column Two	1 to 30
Heading Column Three	31 to 60
Heading Column Four	OVER 60
Oldest Invoice Column Two	30
Oldest Invoice Column Three	60

And the current open item information for a customer is as follows:

And the current system date is 12/31/12. Invoice numbers 25008 and 25221 would age in the **Current** column because their due dates are in January 2013. Since the system date is 12/31/12, these two invoices are not past due. Invoice number 23874 would age in the **1 to 30** column because it has been 12 days since its due date. Therefore it falls between 1 and 30. Invoice number 20411 would age in the **OVER 60** column because it has been three months (91 days) since this transaction's due date.

Basically, the system ages as follows: If the current processing date is less than the transaction's due date, the transaction is a Current transaction. If the current processing date is older than the due date, the system counts the number of days between the due date and the current processing date then places the transaction in the appropriate aging column as defined in the aging criteria.

Aged Receivables

The **Aged Receivables** will print the customer aging aged as of the current processing date in the current processing period. This report will include all current open items; even those items entered into the system dated after the current system date. Do not use this report if you need an aging report as of a prior period's date. If you need an aging report as of a prior date, excluding any transactions dated after that date, use the **Historical Aged Receivables** report.

We strongly recommend that you print and retain the **Aged Receivables** report at the end of each processing period.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.
- **Print Detailed Report**: Select this check box if you want the system to print each customer's outstanding transactions. If you want the report to print only the customer's aging totals, do not select this check box.
- **Print Past Due Only**: Select this check box if you want the system to print only for customers with past due amounts. If you want the system to print for all customers, do not select this check box.
- **Include Zero Balances**: Select this check box if you want the system to include customers with a zero balance. If you want the system to print for only customers with an outstanding balance, do not select this check box.
- **Print Transaction Description**: Select this check box if you want the system to print the description entered for each transaction. If you do not select this check box, the system will print the transaction type instead of the description.
- **Include Expected Cash**: Select this check box if you want the system to print the expected cash receipts for each week of the next four weeks.
- **Age by Invoice Date**: Select this check box if you want to age by invoice date instead of due date.
- **Print Collection Notes**: Select this check box to print collection notes.
- **Print Index Page**: Select this check box to include an index page in the aged receivables report.
- **Customer Class**: Enter the beginning and ending customer class to report for.

NOTE: When you print this report, if a customer has any unapplied cash amounts with a blank due date, the system will apply the unapplied cash amounts to the outstanding transactions. For example, if a customer has an unapplied cash amount of $250.00 and has three outstanding transactions of $150.00 due 12/01/12, $200.00 due 12/10/12 and $100.00 due 12/20/12, the system will apply $150.00 to the invoice due 12/01/12 and $100.00 to the invoice due 12/10/12.If there are any unapplied cash amounts or payments to balance forward customers and you print the report by salesperson, the totals printed will equal the total aging but the aging columns may be different than this report when printed in a standard order. This is due to the way unapplied cash payments are assigned to the default salesperson.

If an unapplied cash transaction has been rescheduled and assigned a due date, the system will print the unapplied cash transaction in a column based on the due date assigned.
We recommend that you always print a detailed Aged Receivables report before starting files for a new period. The system may not be able to accurately recreate this report at a later date.

Aged Receivables by Salesperson

This report is identical to the **Aged Receivables** report, except that this report will group the transactional information by salesperson. This report is useful to give to salespeople to aid in the collections of past due accounts for their customers.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

- **Print Detailed Report**: Select this check box if you want the system to print each customer's outstanding transactions. If you want the report to print only the customer's aging totals, do not select this check box.

- **Print Past Due Only**: Select this check box if you want the system to print only for customers with past due amounts. If you want the system to print for all customers, do not select this check box.

- **Include Zero Balances**: Select this check box if you want the system to include customers with a zero balance. If you want the system to print for only customers with an outstanding balance, do not select this check box.

- **Print Transaction Description**: Select this check box if you want the system to print the description entered for each transaction. If you do not select this check box, the system will print the transaction type instead of the description.

- **Include Expected Cash**: Select this check box if you want the system to print the expected cash receipts for each week of the next four weeks.

- **Age by Invoice Date**: Select this check box if you want to age by invoice date instead of due date.

- **Print Collection Notes**: Select this check box to print collection notes.

- **Customer Class**: Enter the beginning and ending customer class to report for.

> **NOTE**: When you print this report, if a customer has any unapplied cash amounts with a blank due date, the system will apply the unapplied cash amounts to the outstanding transactions. For example, if a customer has an unapplied cash amount of $250.00 and has three outstanding transactions of $150.00 due 12/01/12, $200.00 due 12/10/12 and $100.00 due 12/20/12, the system will apply $150.00 to the invoice due 12/01/12 and $100.00 to the invoice due 12/10/12.
>
> If there are any unapplied cash amounts or payments to balance forward customers and you print the report by salesperson, the totals printed will equal the total aging but the aging columns may be different than this report when printed in a standard order. This is due to the way unapplied cash payments are assigned to the default salesperson.
>
> If an unapplied cash transaction has been rescheduled and assigned a due date, the system will print the unapplied cash transaction in a column based on the due date assigned.
>
> We recommend that you always print a detailed **Aged Receivables** report before starting files for a new period. The system may not be able to accurately recreate this report at a later date.

Historical Aged Receivables

This report allows you to print an aged report as of a specific prior date. For example, suppose today is 12/31/12 and your accountant or banker just notified you that they have misplaced the aging report of 10/31/12 and they would like another copy. If you did not have an extra copy of the report to give them, you could print this report as of 10/31/12. This report will only print outstanding items as of the date you specify.

This report will print for any prior date in the current fiscal year. If you attempt to print a **Historical Aged Receivables** report for any date in a prior fiscal year, the report will print the aging as of the last day of the fiscal year, regardless of the prior fiscal year date you select.

> **NOTE**: This report generates its information from the archived transaction information of the open items file, not the regular transaction file. The system automatically compresses this file at the end of each fiscal year. Because of this, the system will not generate a historical aging report for a prior fiscal year date.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

- **Print Detailed Report**: Select this check box if you want the system to print each customer's outstanding transactions. If you want the report to print only the customer's aging totals, do not select this check box.

- **Print Transaction Description**: Select this check box if you want the system to print the description entered for each transaction. If you do not select this check box, the system will print the transaction type instead of the description.

- **Print Collection Notes**: Select this check box to print collection notes.
- **As of Date**: Enter the past prior date you want the report to print for. The date entered must be within the current fiscal year. If you enter a prior fiscal year date, the system will print the aging as of the last day of the prior fiscal year, regardless of the prior fiscal year date entered.
- **Customer Class**: Enter the beginning and ending customer class to report for.

> **NOTE**: If there are any unapplied cash amounts or payments to balance forward customers, the system will place these amounts in the OTHER column.

Past Due Collection Report

This report prints a Past Due Detailed report by customer and includes all collection notes for each unpaid item recorded from the collection system.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

Sales Tax by Entity

This report prints the total sales tax amounts by each entity and can also include the individual entity amounts for each tax rate used for that entity.

Options

- **Include Inactive Tax Entities**: Select this check box to include inactive tax entities in the report.
- **Print Detailed Report**: For the **Sales Tax by Entity** report, select this check box if you want the system to print the total sales tax amounts for each entity as well as the individual entity amounts for each tax rate used for that entity. If you do not select this check box, the system will only print the total sales tax amounts for each entity.

  For the **Sales Tax by Rate** report, select this check box if you want the system to print the total sales tax amounts for each tax rate as well as the individual amounts for each entity defined for that rate. If you do not select this check box, the system will only print the total sales tax amounts for each tax rate.
- **Based On Paid Invoices**: Select this check box if you want the system to generate its totals based on invoices that have been paid. This is used for taxing entities that require you to report only amounts for taxes collected. If you want the system to generate its totals based on all invoices entered, select this check box. This is used for taxing entities that require you to report tax amounts for all sales, collected or not.

  If you do not select this check box, the system will generate the report from information in the history file. If the history file has been compressed through the dates included in the date range for this report, the system will not print the correct information.

  If there are customers defined as balance forward customers, you should NOT check this box.

- **Reporting Period**: Select the period to report for. If you choose **Date Range**, the system will prompt you for the beginning and ending dates to report for.

> **NOTE**: If a tax rate changes, you should print the sales tax report up to the date of the rate change. You should then make the necessary tax rate changes. From that date forward, you should only print the sales tax reports beginning with the date of the tax rate change. The system calculates the information printed on the sales tax reports at the time of printing the reports. If you make a tax rate change and then print the sales tax reports for a date range that includes dates before and after the tax rate change, the report will not print correct sales tax totals.
>
> Since this report is a calculated report at the time of printing, the amounts on this report may be slightly different than hand calculated amounts because of rounding.

Sales Tax by Rate

This report prints the total sales tax amounts for each tax rate and can also include the individual amounts for each entity defined for that rate.

Options

- **Include Inactive Tax Rates**: Select this check box to include inactive tax rates in the report.
- **Print Detailed Report**: For the **Sales Tax by Entity** report, select this check box if you want the system to print the total sales tax amounts for each entity as well as the individual entity amounts for each tax rate used for that entity. If you do not select this check box, the system will only print the total sales tax amounts for each entity.

  For the **Sales Tax by Rate** report, select this check box if you want the system to print the total sales tax amounts for each tax rate as well as the individual amounts for each entity defined for that rate. If you do not select this check box, the system will only print the total sales tax amounts for each tax rate.
- **Based On Paid Invoices**: Select this check box if you want the system to generate its totals based on invoices that have been paid. This is used for taxing entities that require you to report only amounts for taxes collected. If you want the system to generate its totals based on all invoices entered, select this check box. This is used for taxing entities that require you to report tax amounts for all sales, collected or not.

  If you do not select this check box, the system will generate the report from information in the history file. If the history file has been compressed through the dates included in the date range for this report, the system will not print the correct information.

  If there are customers defined as balance forward customers, you should NOT check this box.
- **Include Audit Detail**: Select the check box if you want to see how the final tax calculations are made. Each transaction used in the tax report calculations will print a detail line including the transaction invoice date, customer number, reference number, tax amount, transaction amount (net of tax), taxable sales amount, and non-taxable sales amount.

- **Reporting Period**: Select the period to report for. If you choose **Date Range**, the system will prompt you for the beginning and ending dates to report for.

> **NOTE**: If a tax rate changes, you should print the sales tax report up to the date of the rate change. You should then make the necessary tax rate changes. From that date forward, you should only print the sales tax reports beginning with the date of the tax rate change. The system calculates the information printed on the sales tax reports at the time of printing the reports. If you make a tax rate change and then print the sales tax reports for a date range that includes dates before and after the tax rate change, the report will not print correct sales tax totals.
>
> Since this report is a calculated report at the time of printing, the amounts on this report may be slightly different than hand calculated amounts because of rounding.

History Reports

The system will allow you to print a variety of reports based on the customer's sales history.

Each of the history reports generates their information from the history file, not the transaction file. Since these reports are generated from the history file, history information must exist for the date you are attempting to print for.

For example, if you were to attempt to print a history report as of 11/30/18, but last month you compressed the history file for all of 2018, the system will not be able to generate a history report as of 11/30/18 because that information no longer exists.

Detailed Sales Analysis Report

This report will include a two year analysis and comparative sales analysis by customer with user selected sorting criteria.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.
- **Include Sales Tax**: Select this check box if you want the system to include sales tax amounts in the customer's invoice totals.
- **Include Freight**: Select this check box if you want the system to include freight amounts in the customer's invoice totals.
- **Include Average $ Per Sale**: Select this check box if you want the system to include the average dollar per sale for each customer.
- **Include Average $ Per Period**: Select this check box if you want the system to include the average dollar per period for each customer.
- **Include Comparative Period**: Select this check box if you want the system to include comparative period totals for each customer.
- **Include Comparative QTD**: Select this check box if you want the system to include comparative quarter to date totals for each customer.
- **Include Comparative YTD**: Select this check box if you want the system to include comparative year to date totals for each customer.

- **Minimum Sales Amount**: Enter the lowest sales amount balance to consider for printing.
- **Sort Selection**: Select the method you want to sort the salespersons by.
- **Customer Class**: Enter the beginning and ending customer class to report for.

Summarized Customer History

This report will print, for each customer included, the customer's last invoice and last check date, amount and number, the year-to-date and last year invoice number and amount, and the average days to pay.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.
- **Customer Class**: Enter the beginning and ending customer class to report for.

Summarized Customer History by Class

This report will print, for each customer included, the customer's last invoice and last check date, amount and number, the year-to-date and last year invoice number and amount, and the average days to pay. Customers will be grouped by class with each class printing on a separate page.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.
- **Customer Class**: Enter the beginning and ending customer class to report for.

Summarized Customer History by Ship-To Key

This report will print, for each customer included per ship-to-key, the customer's last invoice and last check date, amount and number, the year-to-date and last year invoice number and amount.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.
- **Customer Class**: Enter the beginning and ending customer class to report for.

Detailed Customer History

This report will print, for each customer included, each transaction posted to the customer. The system will print each transaction's transaction number, transaction type, transaction date, due date, transaction description, total amount, purchase order number, salesperson, and the user who entered the transaction.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.
- **Include Invoices**: Select this check box if you want the system to include invoice transactions on the report.
- **Include Payments**: Select this check box if you want the system to include payment transactions on the report.

- **Reporting Period**: Select the period to report for. If you choose **Date Range**, the system will prompt you for the beginning and ending dates to report for.
- **Customer Class**: Enter the beginning and ending customer class to report for.

Customer Sales by Period

This report will print, for each customer included, each customer's total dollar amount of invoices for each period of the year. This report will help you quickly identify purchasing trends of the customers throughout the year.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.
- **Include Prior Year**: Select this check box if you want the system to include the total of the prior year's invoices per customer in addition to the breakdown of each period of the current year.
- **Include Customer Totals**: Select this check box if you want the system to include a grand total of all periods per customer on the report.
- **Include Sales Tax**: Select this check box if you want the system to include sales tax amounts in the customer's invoice totals.
- **Include Freight**: Select this check box if you want the system to include freight amounts in the customer's invoice totals.
- **Customer Class**: Enter the beginning and ending customer class to report for.

Customer Invoice History

This report will print, for each customer included, each invoice transaction posted to the customer. The system will print each invoice transaction's invoice number, transaction type, transaction date, amount, check number, check date and amount applied. This report will help you track how each customer's invoice was paid.

This report, unlike the **Detailed Customer History** report printed for invoices only, will print invoices and will include payment information, if any, applied to that invoice.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.
- **Date Range**: Enter the beginning and ending dates to report for.
- **Customer Class**: Enter the beginning and ending customer class to report for.

Customer Payment History

This report will print, for each customer included, each payment transaction posted to the customer. The system will include each payment transaction's check number, check type, check date, check amount, invoice number, invoice date, applied amount, and transaction type. This report will help you track how you applied a customer's check.

This report, unlike the **Detailed Customer History** report printed for payments only, will print payments and will include the invoice information for the payment.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

- **Print Offsetting Transactions Only**: Select this check box if you want the report to only print offsetting transaction.

- **Date Range**: Enter the beginning and ending dates to report for.

- **Customer Class**: Enter the beginning and ending customer class to report for.

Customer Item Sales History

This report will print, for each customer included, each customer's transactions that included an inventory item. This report will allow you to review which inventory items the customers are buying. The system will print by inventory item for each customer showing the stock number, description, transaction date, transaction type, transaction number, quantity, unit price, extended price, and location.

> **NOTE**: This report is available only if you are operating the CertiflexDimension Accounts Receivable program interactively with the CertiflexDimension Inventory program.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

- **Print Detailed Report**: Select this check box if you want the system to print the detail of every purchase of the included inventory items. If you want the system to only print each inventory item's stock number, description, total quantity purchased and total extended price, do not select this check box.

- **Date Range**: Enter the beginning and ending dates to report for.

- **Customer Class**: Enter the beginning and ending customer class to report for.

- **Item Class**: Enter the beginning and ending inventory item class to report for.

To specify the beginning and ending inventory items to report for click > **Sorts/Select** and define the range of inventory items.

Customer Performance History

This report will print, for each customer included, each customer's total invoices for the current and prior year. The system will sort the report by the customer with the highest amount of current year invoices listed first to the customer with the lowest amount of current year invoices listed last. This report will help you quickly identify the customers who purchase frequently from you.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

- **Customer Class**: Enter the beginning and ending customer class to report for.

Commissions

This report details the commission amounts received by the salespeople.

When you print this report, the system will update the current sales, cost of sales, and commission amount and override amount fields on each salesperson. The system first zeros the fields and then calculates and updates the field amounts.

The first time you print a particular transaction on these reports in a printing session, the year-to-date sales, cost of sales, commission amount, and override amount fields are updated. The system will allow you to print the reports multiple times without re-updating the fields. The system will only update these fields the first time you print a transaction in the current printing session.

Options

- **Print Detailed Report**: Select this check box if you want the system to print each commission transaction individually for each salesperson included on this report. If you want the system to print only the commission totals for each salesperson included on this report, do not select this check box.

- **Include Override Information**: Select this check box if you want the system to include any override amounts for the salespersons included on this report.

  If you choose to include the override information, you should print the report for all salespersons. If you do not print for all salespersons, the current amounts will not be updated correctly.

- **Reporting Period**: Select the period to report for. If you choose **Date Range**, the system will prompt you for the beginning and ending dates to report for.

Customer Labels

This report allows you to print mailing labels for the customers.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

- **Print Shipping Address**: Select this check box if you want the system to print the customer's shipping address defined on the customer's record. If you want the system to print the billing address instead of the shipping address, do not select this check box.

- **Avery Label Brand**: Select the label type.

- **Customer Class**: Enter the beginning and ending customer class to report for.

> **NOTE**: You may optionally set the number of copies for labels to be greater than one. This will force the system to print each customer label consecutively

Customer Listing

This report prints a list of all customers for the company.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

Customer Maintenance

This report prints each customer's complete record information as seen in the **Adding a Customer** section.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

Contact Listing by Customer

This report prints each customer's additional contact information entered in **Maintain Customers**.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive status.
- **Customer Class**: Enter the beginning and ending customer class to report for.

Ship-To Key Listing

This report prints each customer's ship-to keys as defined in the **Adding a Customer** section.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

Sales Code Listing

This report prints each sales code's entire sales code information as defined in the **Adding a Sales Code** section.

Options

- **Include Inactive Sales Codes**: Select this check box if you want the report to include the sales codes set to inactive.

Tax Entity Listing

This report prints each tax entity's entity number and entity description.

Tax Rate Listing

This report prints each tax rate's number, description, and percent and can also include the entity breakdown.

- **Include Detail**: Select this check box if you want the system to include each tax rate's number, description, percent and entity breakdown. If you do not select this check box, the system will include only the tax rate's number, description and percent.

Salesperson Listing

This report prints each salesperson's number, name, commission percent, employee number, and commission basis and can also include the override information and the current and year-to-date information for sales, cost of sales, commissions, and override commissions.

Options

- **Include Detail**: Select this check box if you want the system to include each salesperson's number, name, commission percent, employee number, commission basis, override information and the current and year-to-date information for sales, cost of sales, commissions, and override commissions. If you do not select this check box, the system will include only the salesperson's number, name, commission percent, employee number, and commission basis.

Customer Detail Notes

This report prints a listing of detail notes, displaying customer number and name and each note's type and description.

Options

- **Include Inactive Customers**: Select this check box if you want the report to include the customers set to inactive.

Print Customer Statements

Printing statements is a flexible, optional feature of the CertiflexDimension Accounts Receivable program. You may want to print statements for all customers at the end of each processing period or for a group of customers at the end of each week. If you decide to follow a statement printing schedule, there can be up to three steps in the statement printing procedures:

- First, if you charge finance charges on past due amounts, you will need to calculate the finance charges.

- Next, you will print the statements.

- And finally, if you have Balance Forward type customers, you will need to consolidate the balance forward amounts.

This report prints the actual statements for each customer. The exact format of the statement printing is determined by several customer and Master Data fields:

- **Customer Type**: The system allowed you to specify the customer as either an Open Item customer or a Balance Forward customer. Statements for Open Item type customers include only the customer's current unpaid transactions. If you have a transaction that was both recorded and paid in the current processing period, that transaction and payment is not included on the statement.

  Statements for Balance Forward type customers normally include any previous period unpaid amounts as a summarized balance forward amount as well as the current processing period's activity in a detailed format. The current period activity will include both invoice transactions and payment transactions.

- **Statement Cycle**: The system allows you to define up to 256 different statement cycles. Since you can print statements for selected cycles, this feature allows you to be selective in the statement printing. The system will not print statements for customers whose statement cycle is defined as 0.

- **Customer Class**: The system allows you to define up to 97 different customer classes. Since you can print statements for selected classes, this feature allows you to be selective in the statement printing.

- **Statement Message**: If you have a statement message defined, the system will print the message toward the bottom of the statement on all statements included in the statement run.

- **Past Due Message**: If you have a past due message defined, the system will print the message toward the bottom of the statement on all statements included in the statement run that include any past due amounts.

  When you print statements, the system calculates the aging of the transactions based on the system date used when the statements are printed. For example, suppose today is 12/26/12 and you are going on vacation for the remainder of the year. Before you leave, you want to go ahead and print and mail the 12/31/12 statements. If you change the system date to 12/31/12, the system will calculate the age of the transactions based on 12/31/12, not the calendar date of 12/26/12.

Printing a Customer Statement

To print customer statements, click **>Reports >Accounts Receivable > Customer Statements**.
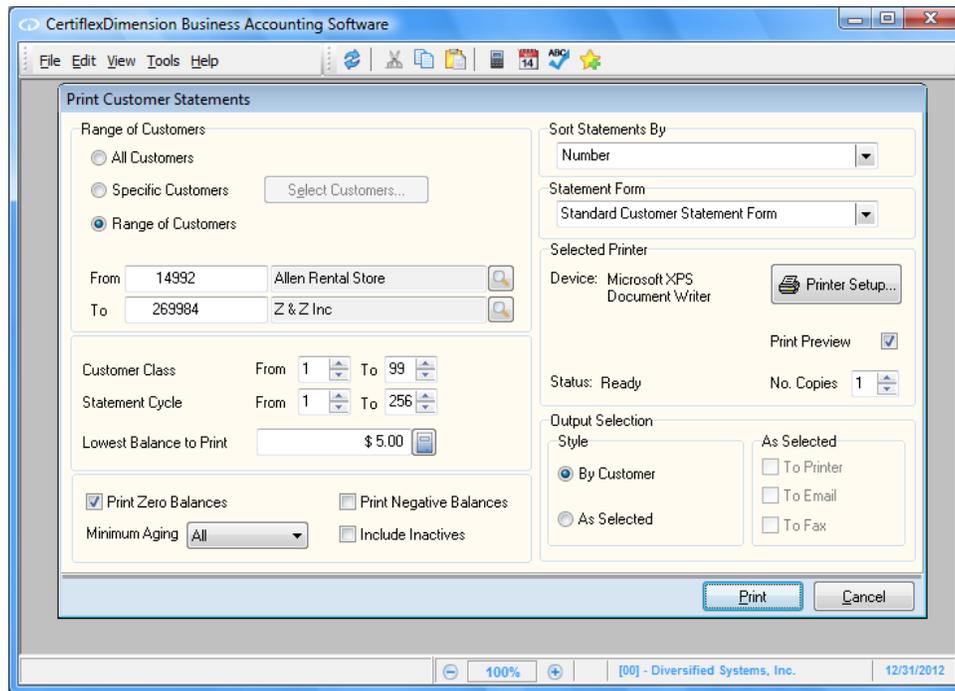
- **All Customers**: If you select this option, the system will include all customers on the statement run.

- **Specific Customers**: If you select this option, the system will allow you to select specific customers to include on the statement run. If you select this option, click > **Select Customers** and the system will display a listing screen. Click > the records you want to include in the statement run.

- **Range of Customers**: Select the customers to include on the statement run.

- **Customer Class**: Select the beginning and ending customer classes to print statements for.

- **Statement Cycle**: Select the beginning and ending statement cycles to print statements for.

- **Lowest Balance to Print**: Enter the lowest customer balance to consider for printing of statements. For example, if you want the statements to only print for customers with an outstanding balance of $50.00 or more, set this field to $50.00. If you want the statements to consider all customers, set this field to $0.00.

- **Print Zero Balances**: Select this check box if you want the statements to include customers with a zero balance.

- **Minimum Aging**: Select a minimum aging parameter of **All**, **Past Due**, **Over 30** or **Over 60** days.

- **Print Negative Balances**: Select this check box if you want the statements to include customers with a negative balance.

- **Include Inactives**: Select this check box if you want the system to include customers set to inactive.

- **Sort Statements By**: This option allows you to specify the order the statements should be printed. That is, in alphabetical order, numerical order, etc.

- **Statement Form**: This selection displays the form currently selected to print. To print a different form, use the dropdown list to select your desired form.

> **NOTE**: To use the default form output as defined in the customer's Statement form setting's, select **Calculate (By Customer/Output)**.

- **Preview Screen**: Select this check box if you want the system to print the statements to the screen.

- **Copies**: Enter the number of copies that you want printed.

- **Output Selection – By Customer**: Select this option to use an output style as defined on the customer. For example some customer may be marked as "Email" and "Printer" while other customers may have no output marked which means no statement will be printed for that customer.

- **Output Selection – As Selected:** Use this option if you wish to manually select the output mode. If for example you wanted to print all statements to your digital report catalog but also emailed each customer a copy, you would select both **To Printer** and **To Email**. The system would first print all customer statements and then the system would then email each individual statement as an attached PDF statement to every customer. The **Fax** option will print individual statements (multiple print jobs) to your fax printer.

To print the statements, click on the **Print** button. The system will allow you to print the customer statements as many times as you wish. If you have customers defined as balance forward customers, the system will not consolidate the customer's balances when you print statements. The system will only consolidate balance forward customer balances when you execute the option to **Consolidate Invoices**.

Reprint Invoices

This feature allows you to reprint any previously printed invoice and remove previously printed invoices by compressing the transaction data file. Both features are fully explained in this section.

Reprinting an Invoice

To reprint an invoice, click **>Transactions >Accounts Receivable >Reprint Invoices**.

If the invoice was printed in a prior version of Dimension, you must have had the Master Data switch to reprint invoices turned on when the invoice was created.
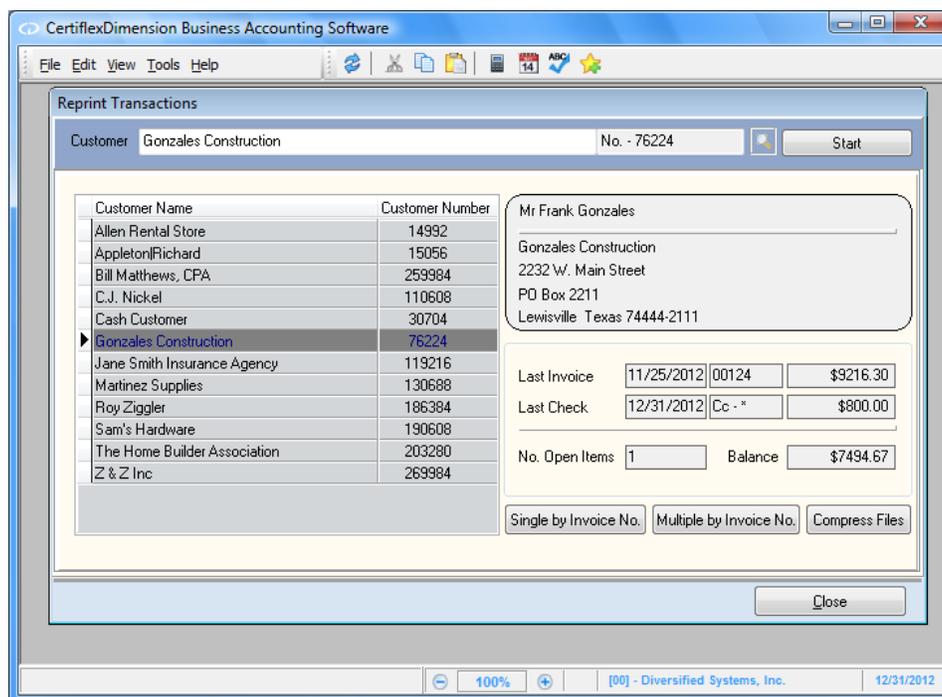

To search for an invoice to reprint by customer, select the desired customer from the **Customer** field.

> **NOTE**: When a valid customer is selected, you must click on the **Start** button, or simply double-click on the customer's account in the listing, to access the list of transactions available for reprinting.

Reprinting Transactions by Customer

When a valid customer is selected, the system will display each of the selected customer's transactions.
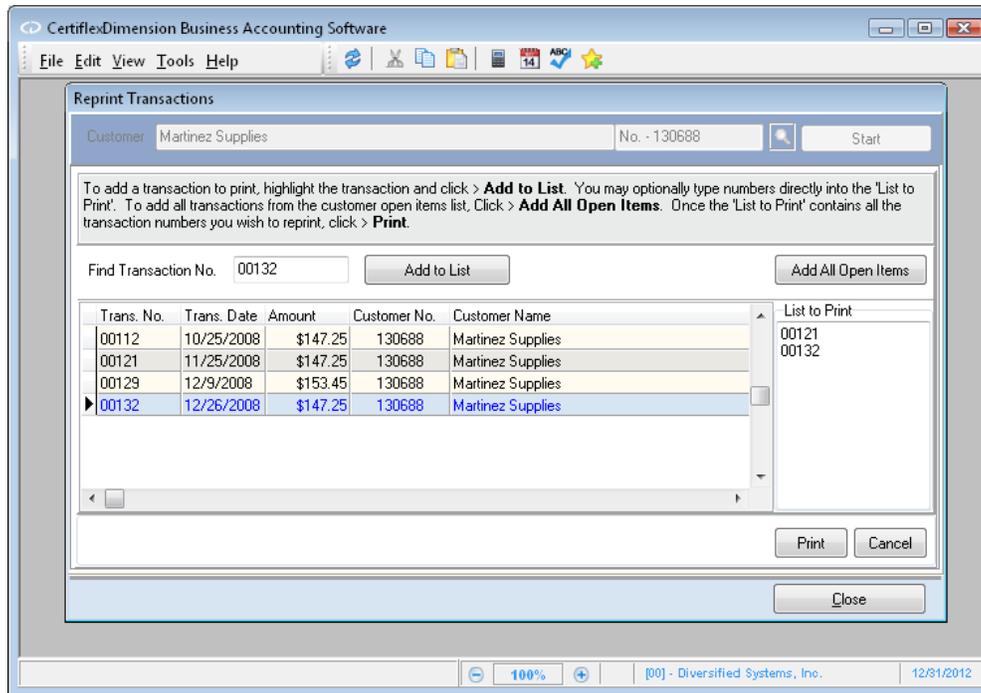
To add a transaction to print, click to highlight the transaction and then click **>Add to List**. You may optionally type numbers directly into the **List to Print** field. To add all transactions from the customer open items list, Click **>Add All Open Items**.

To search for the invoice to reprint by its transaction number, begin typing the number into the **Find Transaction No.** field. If the system locates the transaction number, it will display the selected transaction.

Once the **List to Print** contains all the transaction numbers you wish to reprint, click **>Print**.

Reprinting Single Transaction by Invoice Number

To reprint a single invoice located by transaction number, click **>Single by Invoice No**.

To search for the invoice to reprint by its transaction number, begin typing the number into the **Find Transaction No.** field. If the system locates the transaction number, it will display the selected transaction.

You may also scroll through the list of transactions and click to highlight the invoice you wish to reprint.

When the desired invoice is highlighted, click **>Print**.

Reprinting Multiple Transaction by Invoice Number

To reprint multiple invoices located by transaction number, click **>Multiple by Invoice No**.

To add a transaction to print, highlight the transaction and click **>Add to List**. You may optionally type numbers directly into the **List to Print**.

Once the **List to Print** contains all the transaction numbers you wish to reprint, click **>Print**.

> **NOTE**: If you are reprinting multiple invoices in a batch mode (**List to Print**), the system will locate and print all customer invoices marked as **Printer**. Next, the system would then look for each individual invoice marked as **Email** and create an email message with an attached PDF invoice to each individual customer. Multiple invoices for a single customer would be consolidated into a single PDF. The **Fax** option will print individual invoices (multiple print jobs) to your fax printer. The **Other** option is currently reserved for future use. The system will only use these form outputs if the **Selection Style** is set to **By Customer**.

Reprint Deposit Summaries

This feature allows you to reprint any previously printed deposit summaries (**Cash Application Report**).

To reprint a deposit summary, click **>Transactions >Accounts Receivable >Reprint Deposit Summaries**.
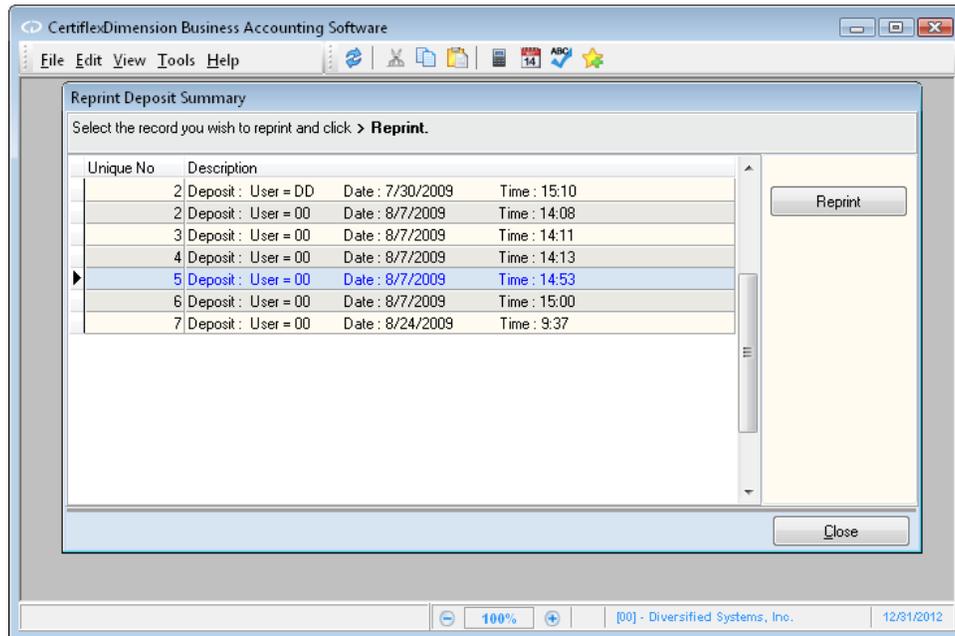
Click to highlight the summary you wish to reprint then click on the **Reprint** button.

Compressing a Transaction File

Occasionally, you may need to remove re-printable transaction information from the main reprint transaction data file. You would periodically select this option to compress transaction information to remove old transaction information that you no longer want in the reprint data file.

To compress the reprint transaction file, click **Compress Files**. The system will prompt you to select the earliest date to keep. Enter the oldest date you want retained in the reprint transaction data file. For example, if you wish to keep all transaction dated from January 1, 2010 through the current and future dates; you would enter an earliest date to keep of 01/01/10.

> **NOTE**: Make sure that you have at least two good backups of the data files before you begin this option. Once the compression option begins, you must allow the system to complete the process. If you experience a power failure or if something interrupts the compression process, the system will require you to restore a backup.
>
> If you are operating on a network, make sure that all users have logged off of the system. The compression program will not operate properly if there are users, except for you, logged on to the system.

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Once the compression program is complete, the system will have deleted all transaction information through the date you specified in the reprint transaction data file only. The system will not remove the transaction information from the customer history file.

The amount of time the compression program takes is dependent upon the number of transactions currently in the reprint transactions data file and the speed of the machine. We recommend that you do not perform this option during the busy part of your day.

Print WorkSheet Reports

Using WorkSheet Reports in CertiflexDimension is an easy, yet powerful portion of the program. You can use this system to create almost any interactive WorkSheet you desire.

To use an Accounts Receivable WorkSheet Report, click **>Reports >Accounts Receivable >WorkSheet Reports**.

The system will display a WorkSheet Listing for your selected module. Select the WorkSheet you wish to use and click > Create.

> **NOTE**: Each WorkSheet can be saved in three different styles. The system will always start with the "Default" style saved for this WorkSheet.

The options for formatting and printing WorkSheets are the same in all systems. For detailed information about each of these specific functions, please refer to your *CertiflexDimension System Manager Guide* – WorkSheet Reports.

WorkSheets
Below is a list of WorkSheet Reports available for this module.

- **Invoice Totals**
- **Last Used**
- **Aged Receivables**
- **Transaction History - MTD**
- **Transaction History - QTD**
- **Transaction History - YTD**
- **Sales Code Detail - MTD**
- **Sales Code Detail - QTD**
- **Sales Code Detail - YTD**

Month-End Procedures

Start New Period Files

Starting new period files at the end of each processing period zeros out the current period totals (and year-to-date totals at year-end) for all customers.

The Accounts Receivable data files are not monthly dated files. When you execute the option to start new period files at the end of each processing period, the system will not actually create a brand new file for the new period, but will instead zero out the total fields on the same Accounts Receivable file. For these reasons, prior to executing the option to start files for a new period, be sure that you have performed all maintenance options and printed all reports that you need for accounting management and control purposes. At a minimum, you should perform the following procedures:

- Print the **Unposted Transactions** report.
- Update balances to the General Ledger (if you are operating interactively with the General Ledger program).
- Print the **Posted Transactions** report.
- Print the **Aged Receivables** report.
- Apply finance charges (if applicable).
- Print the customer **Statements** (if applicable).
- Consolidate balance forward transactions (if applicable).

For the sake of simplicity and conformity to normal accounting procedures, we recommend that you execute this option at the end of each processing period to clear out that period's totals.

To start new period files, first make sure that you have a current backup of your system. It is very important that a backup is performed prior to starting new period files. In case an error occurs during the new period creation process, a backup may be required. When yo

ur backup is complete, click **>File >Start New Period Files [F3].** Click **>Next**.
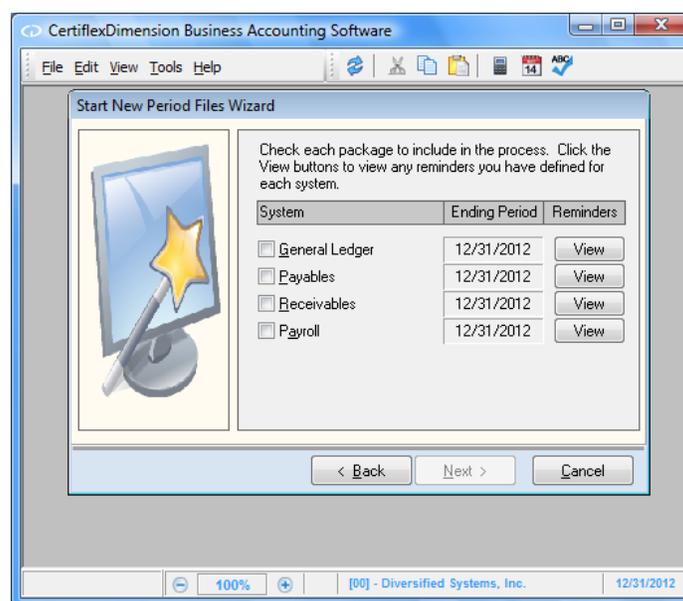
The system will display the individual programs to start the new periods for. The **Ending Period** column will display the old period ending date. This is the period you just completed. The 'Active Period Ending Date' should be set to match the date shown for the Current Period Ending of the Receivables. When you check Accounts Receivable, the system will then display the new period ending date in the **Ending Period** column. This is the period the system will create. Click **>View** to display any reminders you have defined for the program.

When you click **>Next**, the system will begin the new period creation process for the programs you selected. The system will display a status bar as the process is completed. If the system encounters any errors during the process, an error message screen will be displayed.

Compressing Data Files

Compress Customer History

Compressing the customer history and deposit files allows you to have the system remove old customer history transactions from the system's data files. You would periodically select this option to remove old transaction information that you no longer need or want in the data files.

We recommend that you perform this option as part of the year-end processing procedure. For example, if the company needs to have the last two years of transaction information on file, at the beginning of each year, you would compress the unneeded year.

To compress the customer history information, click **>File >Data File Maintenance >Compress Data Files**.
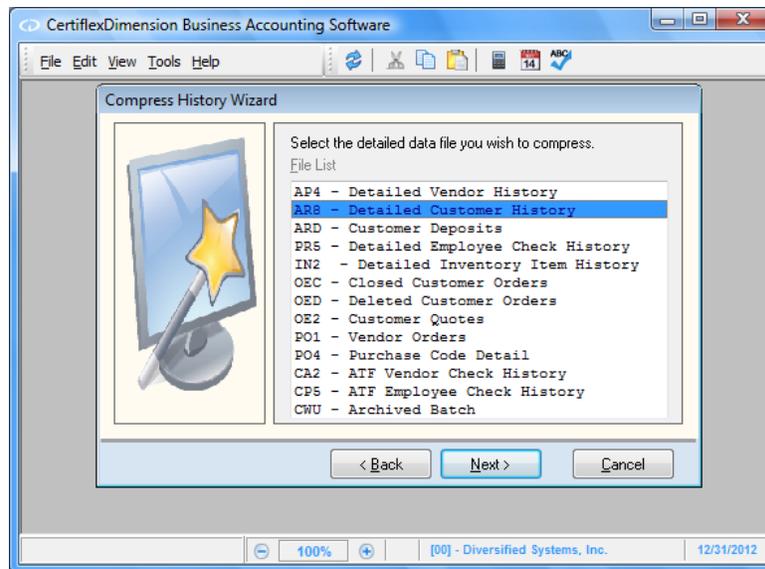
- **File List**: Select the data file to compress. For the customer history information, select **AR8 - Detailed Customer History**. For the deposits, select **ARD – Customer Deposits.** Click > **Next**.
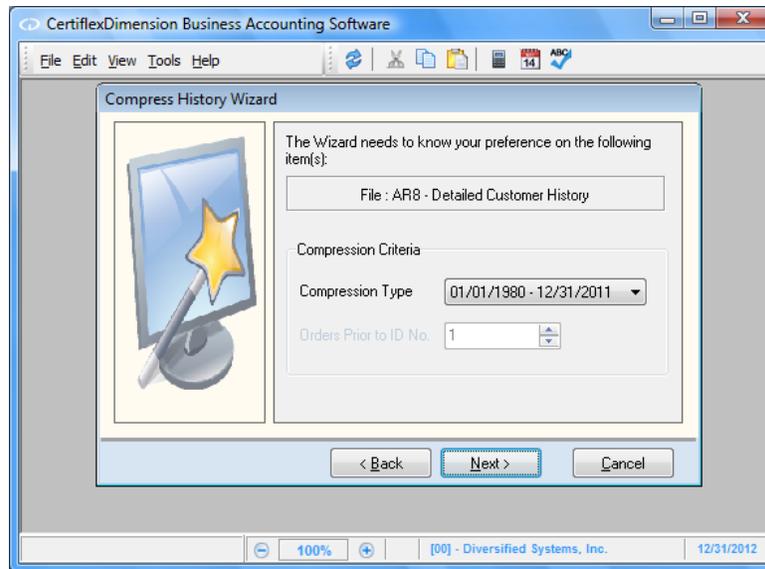
- **Compression Type**: This selection allows you to define how many years of history transactions to remove from the customer's files.

> **NOTE**: Many CertiflexDimension reports generate their information from the history files. Be careful of the selection here for the compress to date. If you compress history transactions and then later attempt to print a report that generates its information from the history files for a date that has been compressed, the system will not be able to retrieve the information without restoring a backup.

Click **>Next**. The system will display a screen detailing the information selected to compress. To begin the compression, click **>Compress**.

> **NOTE**: Make sure you have at least two good backups of the data files before you begin the compression. Once the compression option begins, you must allow the system to complete the process. If you experience a power failure or if something interrupts the compression process, the system will require you to restore a backup.
>
> If you are operating on a network, make sure that all users have logged off of CertiflexDimension. The compression program will not operate properly if there are users, except for you, logged on to the CertiflexDimension program.

The amount of time the compression program takes is dependent upon the number of transactions currently in the history file and the speed of your machine. We recommend that you do not perform this option during the busy part of your day because once you start the compression process you cannot stop for any reason without restoring a backup.

Once the compression program is complete, the system will have deleted all history transactions for the selected program through the selected date. The system will not be able to access any transactions prior to the compress through date without restoring a backup.