Process Documentation

Department:
Customer Support
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NAME OF PROCESS

Applying non-cash Credit to Customer Account

Use Case / Objectives

There are situations where you may want to apply credit to a customer account without generating a standard credit memo or impacting revenue. For example:

- The customer provided internal services or labor in lieu of cash payment.
- The customer settled part of the balance using a non-cash arrangement.

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

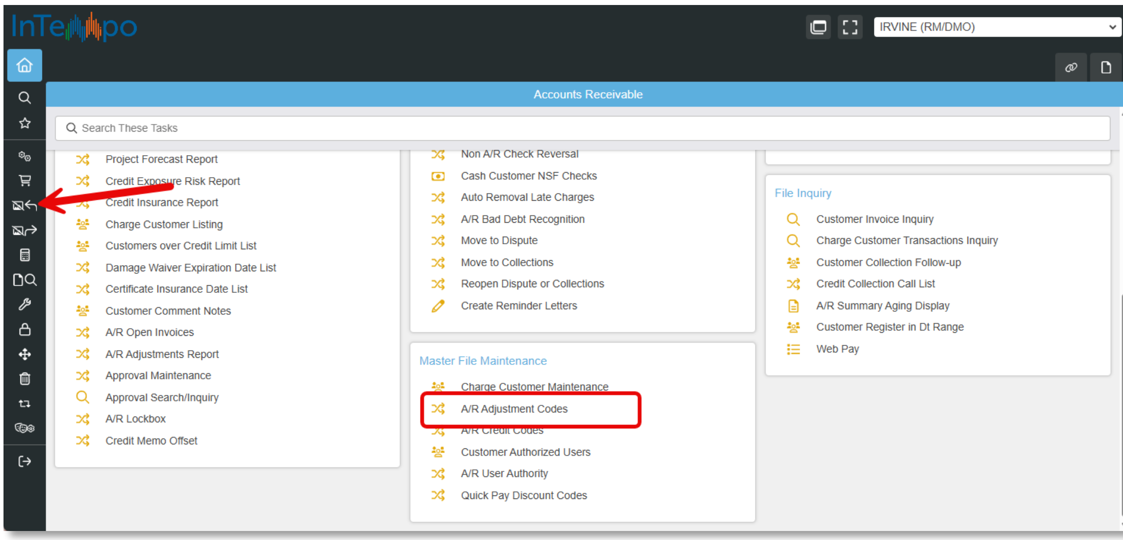
Menu options to access:

A/R options Tab (Menu 3), A/R Adjustment Code option (3-2), Create A/R Batch Cash Receipts (3-11)

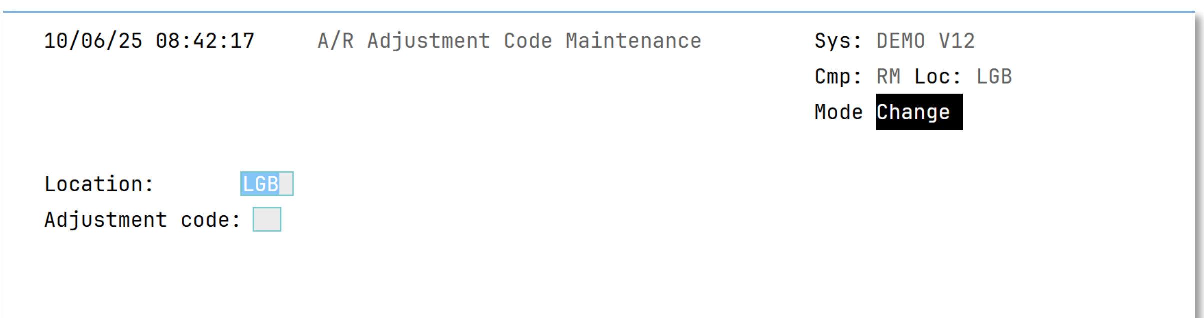
Creating the A/R Adjustment Code

Process Steps

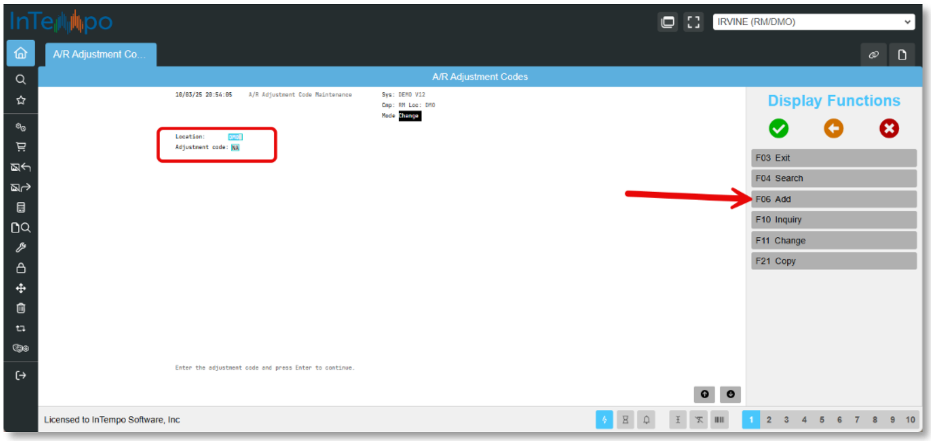
1. Log into the Roleplay Environment using your credentials.
2. Click on the **Accounts Receivable** option in the left toolbar.
3. In the **Master File Maintenance** section, click on the **A/R Adjustment Code** option.



a. The **A/R Adjustment Code Maintenance - Launch** screen opens.

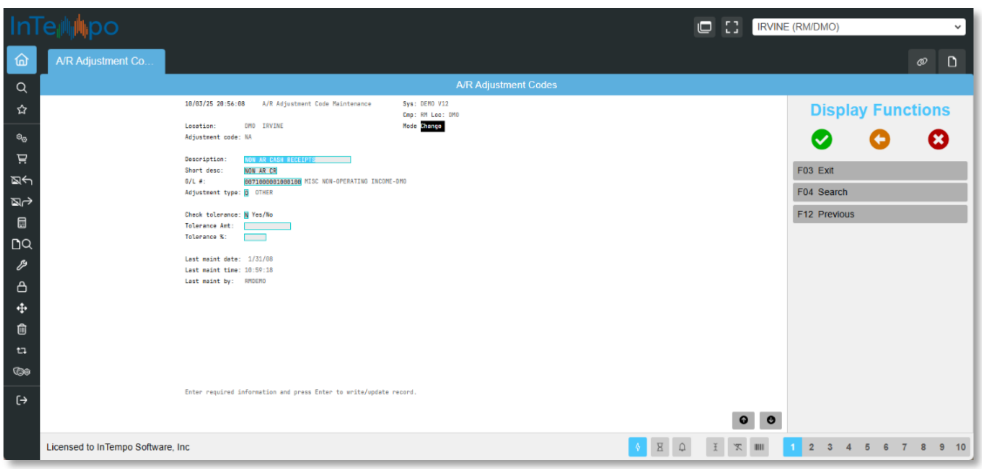


4. Type in the *Location* field or press F4 to search.
5. Type in a unique value in the *Adjustment Code* field. **NOTE:** To verify the code, you want to use does not already exist, with your cursor in the *Adjustment code* field, press F4 to open a list of codes already in the system.
6. Press F6 on your keyboard or click on *F06 Add* in the **Display Functions** menu.



7. Type in the following fields on the **A/R adjustment Code Maintenance – Details** screen:

- *Description*
- *Short Description*
- *G/L Account*
- *Adjustment type*.

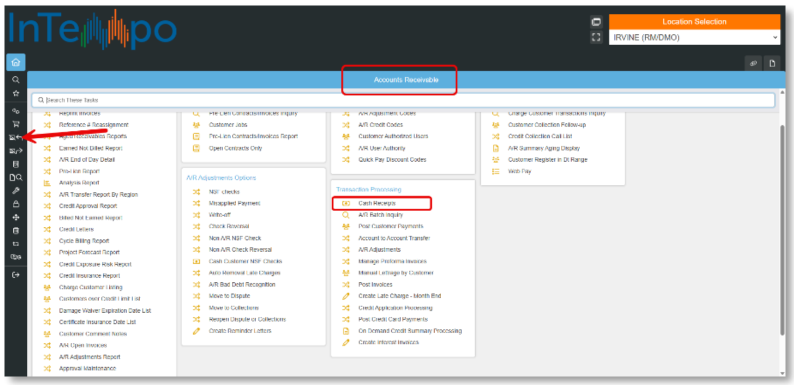


8. Press Enter to create the *Adjustment Code*. Once the Code is created you can use it when creating a non-A/R batch in Cash Receipts.

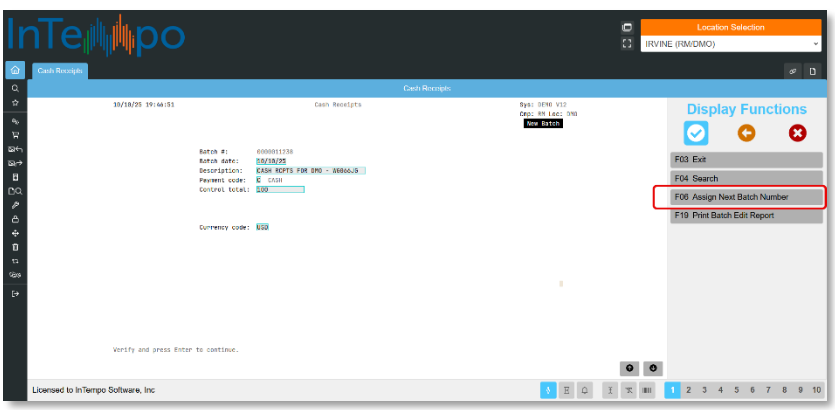
Using the A/R adjustment code to credit an invoice with the non-AR Credit

Process Steps

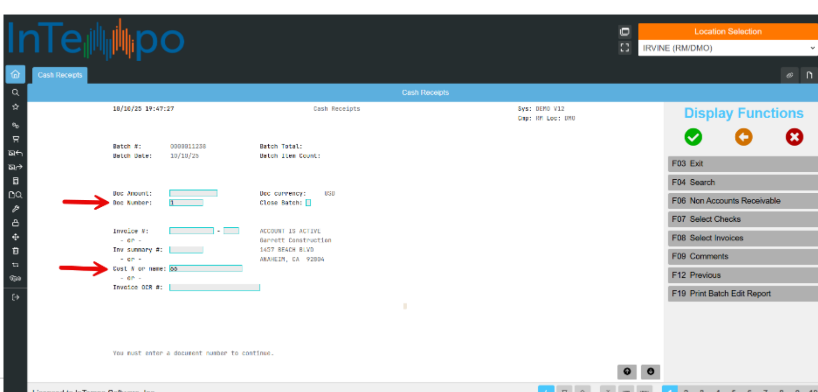
1. Start a new Cash receipts batch by navigating to the **Accounts Receivable** screen and clicking on the **Cash Receipts** option in the **Transaction Processing** section.



2. On the **Cash Receipts - Launch** screen type in the *Batch number* or click on *F6 Assign Next Batch Number* to create a new one.

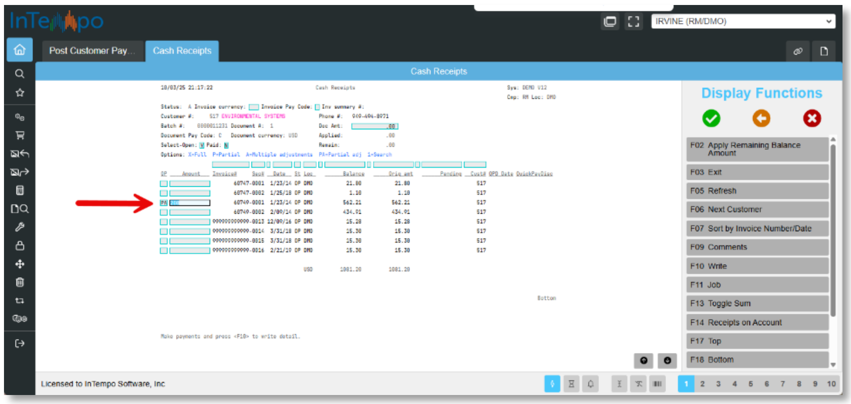


3. Type in the *Batch date*, *Payment code* and *Control total* and press Enter twice.
4. Type in a *Doc Number*, and *Cust # or name* to apply the credit and press Enter.

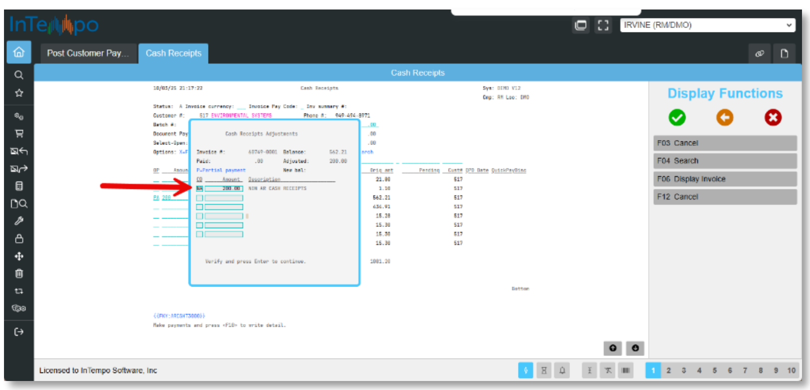


NOTE: The code created in the section above can be used as a partial adjustment when processing invoices for a customer in A/R.

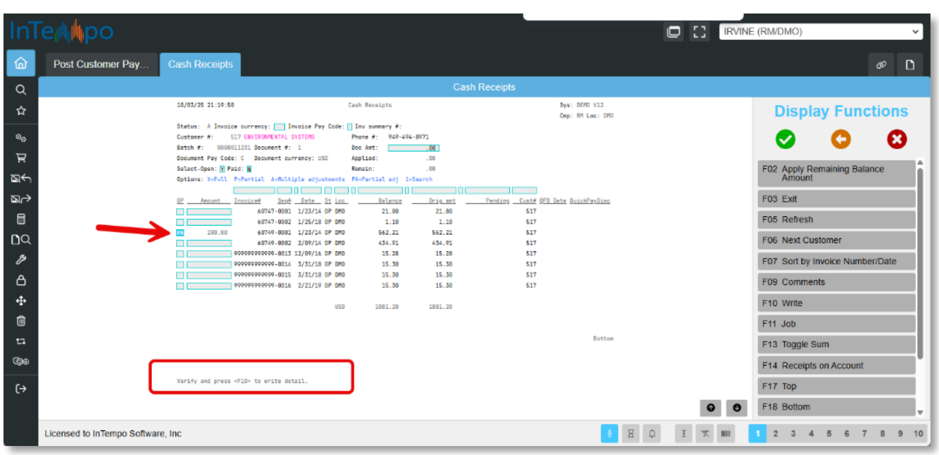
5. In the *OP* field next to the invoice you would like to apply the Non-AR credit to, type **PA**.



6. Press Enter to open the **Cash Receipts Adjustments** pop-up, type in the code created in the section above in the *CD* field, and type in the amount you want to apply to the invoice as non-A/R credit.



7. Press Enter twice to return to the **Cash Receipts - Apply Payments** screen.
   a. The adjustment amount displays next to the selected invoice.



8. Press F10 to write detail and reduce the Balance amount for the invoice.
9. You will return to the **Cash Receipts - Details** screen to enter more invoices or close the batch. You can also press F3 to exit back to the **Accounts Receivable** screen.

Reference Glossary

Field Definitions for Tasks

A/R Adjustment Code Maintenance – Launch

- *Location* - Enter or accept the location for which you want to maintain an A/R adjustment code.
- *Adjustment Code* - Enter the adjustment code to add or maintain. If you are in **CHANGE** or **INQUIRY** mode, and you do not know the code, press F4 to search for it.

A/R adjustment Code Maintenance – Details

- *Location* - Displays the location for which you are maintaining an A/R adjustment code.
- *Adjustment Code* - Displays the adjustment code you are maintaining.
- Description - Enter a full description of the adjustment code.
- *Short Description* - Enter a brief description of the code that will appear on reports and in search windows.
- *G/L Account Number* - Enter the number of the G/L account that is affected by A/R adjustments that use this code. If you do not know the number, press F4 to search for it.
- *Adjustment Type* - Enter the code that represents the type of adjustment for which this code is used. If you do not know the code, press F4 to search for it.
- *Check Tolerance* - Indicate whether to check tolerances on an adjustment amount when this adjustment code is used. If you enter Y, you must complete at least one of the Tolerance fields below.
- *Tolerance Amount* - If you entered Y in the Check Tolerance field, and if applicable, enter the maximum adjustment allowed when this adjustment code is used. If this field and the Tolerance Percentage field contain values, the lowest tolerance amount is used. For example, if this field is set to 99.00, and the Tolerance Percentage field is set to 10%, and 10% of the original invoice amount equals 100.00, an A/R adjustment using this code will not be allowed to exceed 99.00.
- *Tolerance Percentage* - If you entered Y in the Check Tolerance field, and if applicable, enter the maximum percentage of the original invoice amount allowed as an adjustment when this adjustment code is used.
- *Last Maintained Date/Time/By* - Displays the date and time when the adjustment code was last maintained. The user who last maintained the code is also displayed.

Cash Receipts – Launch

- *Batch Number* - Enter the number for the batch you want to create or maintain. Alternately, press F6 to assign the next batch number from control record **NXTARB**.
- *Currency Code* - Enter the code for the currency of the customer payments.

- *Batch Date* - Enter or accept the date of the batch of customer payments. This defaults to today's date if the Default the batch date field is set to **Y** in control record **ARCSH2**, but you can change it to an earlier date.
- *Description* - Enter or accept the batch description. This defaults with your location and username.
- *Payment Code* - Enter or accept the payment code for all of the payments in the batch. A pay code defaults if the Default A/R batch pay code field in control record **ARCSH2** contains a value.
- *Control Total* - Enter the total of all customer payments for the batch. This total must match the calculated total of the batch in order to post the batch.

Cash Receipts - Details

- *Batch Number* - Displays the number of the batch that was entered or automatically assigned.
- *Batch Date* - Displays the date of the batch.
- *Document Pay Code* - Enter the payment method code for this receipt. If you do not know the code, press F4 to search for it.
- *Document Amount* - Enter the amount of the customer's payment.
- *Document Number* - Enter the number from the customer's payment instrument such as a check or money order.
- *Invoice Number* - If the Position cursor on *INV#* field is set to **Y** in control record **ARCSH3**, the cursor starts at this field. This setting is used in situations where payment is received and only invoice information is given on the remittance document. Enter the number of the invoice for which you have received payment or to retrieve the customer number and displays all of their invoices. Press F4 to access Customer Contract Inquiry and search for the contract/invoice number. After you enter a valid invoice number, the customer associated with that invoice is populated in the Customer Number or Name field. If the *Use inv# to get cus#* field is set to **Y** in the **ARCSH3** control record, the invoice number in this field is used to retrieve the customer number and then display all invoices for that customer. If the field is set to **N**, the entered invoice is used to retrieve the customer number and then the invoices displayed are only a subset of the entered invoice.
- *Invoice Summary Number* - If the customer is paying against a summary invoice, enter the number or press F4 to access the Invoice Summary Search popup window where you can choose the invoice.
- *Customer Number or Name* - If the *Position cursor on INV#* field is set to **N** in control record **ARCSH3**, the cursor starts at this field. This setting is used in situations where you pull customer invoices before entering a cash receipts batch. Enter the number or name of the customer from whom you received payment, and press Enter to display that customer's account status and address. Press F8 to access a list of invoices for the entered customer.
- *Batch Total* - Displays the total of all payments entered for the batch.

- *Batch Item Count* - Displays the number of payments entered for the batch.
- *Document Currency* - Displays the code of the currency for the payment document. This defaults from the batch header and cannot be changed.
- *Close Batch* - Indicate whether to close the batch once all payments have been entered and the batch total equals the control total. A batch cannot be posted until it is closed.

Cash Receipts – Apply Payments

- *Status* - Displays the current status of the customer. Valid status codes include:
  - A - Active
  - B - Bad debt
  - C - Account closed by customer
  - D - Account deleted by company
  - H - Hold
  - I - Inactive
  - S - Suspended
  - F - Credit denied
- *Invoice Currency* - Enter the code for the currency of the invoice if it is different from the Document Currency.
- *Invoice Pay Code* - Enter an invoice payment method code to filter the list of invoices. If the *Dft doc PCod to inv PCod* field is set to **Y** in the **ARCSH3** control record, this pay code defaults from the pay code entered for the document, and that produces a subset of invoices for that pay code only.
- *Invoice Summary Number* - If applicable, this field displays the number of the invoice summary for which you are processing payment.
- *Customer Number* - Displays the number of the customer for whom you are processing payment.
- *Phone Number* - Displays the customer's phone number.
- *Batch Number* - Displays the number of the cash receipts batch.
- *Document Number* - Displays the number of the document/check that you entered on the Cash Receipts - Batch Detail screen.
- *Document Amount* - Displays the document amount that you entered on the Cash Receipts - Batch Detail screen. Depending on your user security settings, you might be able to change this amount here.
- *Document Pay Code* - Displays the pay code for the batch that was entered on the Cash Receipts - Launch screen.
- *Document Currency* - Displays the currency for the batch that was entered on the Cash Receipts - Launch screen.
- *Applied Amount* - Displays the amount that has been applied to invoices. This is automatically calculated as you apply the document amount to one or more invoices.
- *Open* - Indicate whether you want to list open invoices. The default is **Y**.
- *Paid* - Indicate whether you want to list paid invoices. The default is **N**.

- *Remaining Amount* - Displays the amount that has not yet been applied to invoices. This is automatically calculated as you apply the document amount to one or more invoices.

Invoices

- *Amount* - Enter the amount of a partial payment when using option **P**. When using option **X**, the amount is automatically populated and cannot be changed.
- *Invoice Number* - Displays the number of the customer invoice.
- *Date* - Displays the date that the invoice was created.
- *Status* - Displays the current status of the invoice.
- *Location* - Displays the location that initiated the invoice.
- *Currency* - Displays the currency of the invoice.
- *Balance* - Displays the amount owed on the invoice. If this is a negative number, the amount is a credit to the customer.
- *Original Amount* - Displays the original amount on the invoice.