



# Process Documentation

*Department:*

Customer Support

*Last Updated:*

10/7/2025 9:46 AM

## NAME OF PROCESS

## Creating Cash Receipt Batches and Applying Adjustments [Roleplay]

## Use Case / Objectives

This guide will walk you through [creating a cash receipts batch](#) for open invoices, [entering a partial adjustment](#), and [entering multiple adjustments](#).

## 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.**

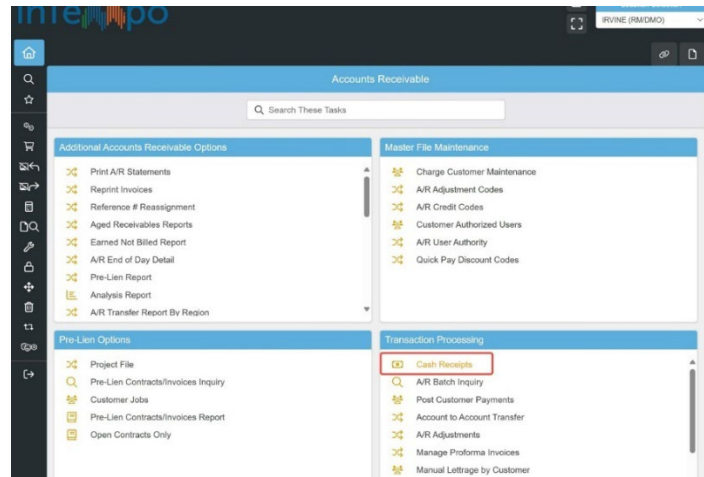
## Menu options to access:

Accounts Receivable => Cash Receipts

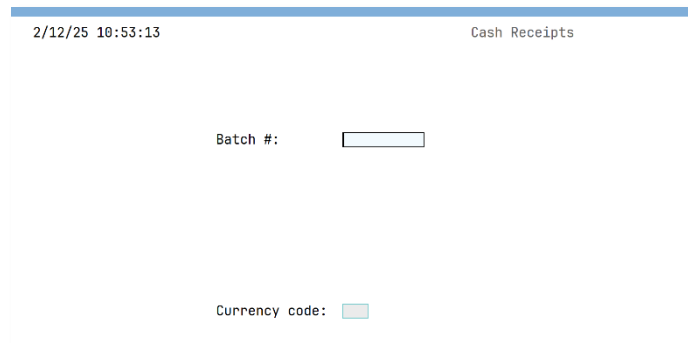
## Creating a Cash Receipts Batch

### Process Steps

1. Log into the [Roleplay Environment](#) using your credentials.
2. If the **Accounts Receivable** screen is not displayed, select **Accounts Receivable** from the left toolbar.
3. In the **Transaction Processing** section, click on the **Cash Receipts** option.



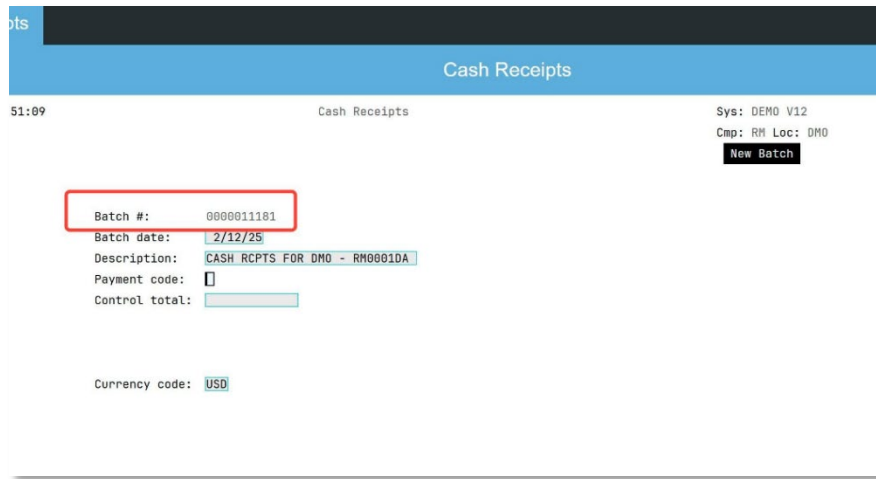
- a. The **Cash Receipts** screen opens.



4. For this section we are going to press F6 *Assign Next Batch Number* in the **Display Functions** menu.



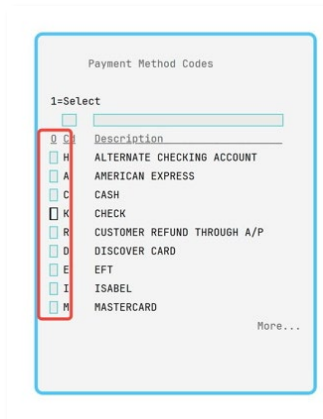
- a. The **Cash Receipts** screen refreshes to display the system-assigned *Batch Number* and additional fields.



- 5. With the cursor in the *Payment code* field, type in the value or press F04 to Search.



- a. **NOTE:** If searching, the **Payment Method Codes** pop-up window displays with the list of code options.



- i. To select, type 1 in the *O* column next to the desired options and press Enter.
  - b. The **Payment Method Codes** pop-up closes, the **Cash Receipts** screen refreshes, and the selected option appears in the *Payment code* field.

9 Cash Receipts

Batch #: 0000011181  
 Batch date: 2/12/25  
 Description: CASH RCPTS FOR DMO - RM0001DA  
 Payment code: K CHECK  
 Control total:

Currency code: USD

6. In the *Control total* field, type the total payments collected for this batch.

Cash Receipts

Batch #: 0000011181  
 Batch date: 2/12/25  
 Description: CASH RCPTS FOR DMO - RM0001DA  
 Payment code: K CHECK  
 Control total:

Currency code: USD

7. Verify the details on the screen and press Enter to continue.  
 a. The **Cash Receipts - Batch Details** screen displays.

2/12/25 09:51:41 Cash Receipts

Batch #: 0000011181 Batch Total:  
 Batch Date: 2/12/25 Batch Item Count:

Doc Amount:  Doc currency: USD  
 Doc Number:  Close Batch:

Invoice #:  -   
 - or -  
 Inv summary #:   
 - or -  
 Cust # or name:   
 - or -  
 Invoice OCR #:

8. In the *Doc Amount* field, type in the customer's payment amount.

2/12/25 09:51:41 Cash Receipts

Batch #: 0000011181 Batch Total:  
Batch Date: 2/12/25 Batch Item Count:

Doc Amount:  Doc currency: USD  
Doc Number:  Close Batch:

Invoice #:  -   
- or -  
Inv summary #:   
- or -  
Cust # or name:   
- or -  
Invoice OCR #:

9. In the *Doc Number* field, type in the number from the customer's payment instrument.

2/12/25 09:51:41 Cash Receipts

Batch #: 0000011181 Batch Total:  
Batch Date: 2/12/25 Batch Item Count:

Doc Amount:  Doc currency: USD  
Doc Number:  Close Batch:

Invoice #:  -   
- or -  
Inv summary #:   
- or -  
Cust # or name:   
- or -  
Invoice OCR #:

10. Type in the *Invoice Number*, *Invoice Summary Number*, *Customer Number or Name* or the *Invoice OCR Number* in the corresponding field. **NOTE:** for this section, we will use the *Cust # or name* field.

2/12/25 09:51:41 Cash Receipts

Batch #: 0000011181 Batch Total:  
Batch Date: 2/12/25 Batch Item Count:

Doc Amount:  Doc currency: USD  
Doc Number:  Close Batch:

Invoice #:  -   
- or -  
Inv summary #:   
- or -  
Cust # or name:  **NOTE: This field is highlighted with a red box in the original image.**  
- or -  
Invoice OCR #:

11. Press Enter.

- a. Details for the entered customer will display on the screen.

2/12/25 09:52:06 Cash Receipts

Batch #: 0000011181 Batch Total:  
 Batch Date: 2/12/25 Batch Item Count:

Doc Amount: 393.56 Doc currency: USD  
 Doc Number: 867 Close Batch:

Invoice #:  -   
 - or -  
 Inv summary #:   
 - or -  
 Cust # or name: 799  
 - or -  
 Invoice OCR #:

ACCOUNT IS ACTIVE  
 Turnkey Customer 2  
 456 MAIN ST  
 GREENWOOD, IN 46142

12. Review the data and press Enter to continue.

- a. The **Case Receipts - Apply Payment** screen opens, displaying a list of all unpaid invoices for the customer.

2/12/25 09:52:13 Cash Receipts Sys: DEMO V12  
 Cmp: RM Loc: DMG

Status: A Invoice currency:  Invoice Pay Code:  Inv summary #:  
 Customer #: 799 Turnkey Customer 2 Phone #: 317-555-1212  
 Batch #: 0000011181 Document #: 867 Doc Amt: 393.56  
 Document Pay Code: K Document currency: USD Applied: .00  
 Select-Open:  Paid:  Remain: 393.56  
 Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj 1=Search

OP	Amount	Invoice#	Seq#	Date	SI Loc	Balance	Orig_amt	Pending	Cust#	OPD Date	QuickPayDisc
<input type="checkbox"/>		69178-0001		1/18/25	OP DMG	393.56	393.56		799		
<input type="checkbox"/>		69178-0002		1/24/25	OP DMG	1789.97	1789.97		799		
<input type="checkbox"/>		69178-0003		1/27/25	OP DMG	944.28	944.28		799		
<input type="checkbox"/>		69178-0004		1/27/25	OP DMG	233.26	233.26		799		
<input type="checkbox"/>		69214-0001		1/28/25	OP DMG	196.77	196.77		799		
<input type="checkbox"/>		69217-0001		1/29/25	OP DMG	550.52	550.52		799		
						USD 4188.36	4188.36				

13. On the **Cash Receipts - Apply Payment** screen, note the following:

- a. To filter by the invoice, you would like to pay, type in the number in the filter field above the *Invoice* column and press Enter.
- b. If any entry displays “Pending” in the *Pending* column they have already been included in a Cash Receipts Batch.
- c. If you are paying an invoice in full, type X in the *Op* column next to the invoice and press Enter.
- d. The *Amount* value auto populates with the invoice total.
- e. The *Applied* and *Remain* fields update accordingly.

2/12/25 09:52:57 Cash Receipts Sys: DEMO V12  
 Cmp: RM Loc: DMO

Status: A Invoice currency:  Invoice Pay Code:  Inv summary #:  
 Customer #: 799 Turnkey Customer 2 Phone #: 317-555-1212  
 Batch #: 0000011181 Document #: 867 Doc Amt: 393.56 **e**  
 Document Pay Code: K Document currency: USD Applied: 393.56  
 Select-Open:  Paid:  Remain: .00  
 Options: X=Full **a** Partial **c** A=Multiple adjustments PA=Partial adj 1=Search

OP	Amount	Invoice#	Seq#	Date	St	Loc	Balance	Orig amt	Pending	Cust#	QPD Date	QuickPavDisc
<input checked="" type="checkbox"/>	393.56	69170	0001	1/10/25	OP	DMO	393.56	393.56		799		
<input type="checkbox"/>		69170-0002		1/24/25	OP	DMO	1789.97	1789.97		799		
<input type="checkbox"/>		69170-0003		1/27/25	OP	DMO	944.28	944.28		799		
<input type="checkbox"/>		69170-0004		1/27/25	OP	DMO	233.26	233.26		799		
<input type="checkbox"/>		69214-0001		1/28/25	OP	DMO	196.77	196.77		799		
<input type="checkbox"/>		69217-0001		1/29/25	OP	DMO	550.52	550.52		799		
							USD	4108.36	4108.36			

f. **NOTE:** If you only want to apply a partial payment, type P in the *Op* column next to the desired invoice type in the partial payment amount in the *Amount* field and press Enter to apply the partial payment.

14. Verify the information on the screen and press F10 Write.

- a. The **Case Receipts -Apply Payment** screen closes and the **Cash Receipts - Batch Details** screen displays.
- b. The *Batch Total* field displays the amount entered as your control total.

2/12/25 09:53:04 Cash Receipts

Batch #: 0000011181 Batch Total: 393.56  
 Batch Date: 2/12/25 Batch Item Count: 1

Doc Amount:  Doc currency: USD  
 Doc Number:  Close Batch:

Invoice #:  -   
 - or -  
 Inv summary #:   
 - or -  
 Cust # or name:   
 - or -  
 Invoice OCR #:

15. Type Y in the *Close Batch* field and press Enter.

2/12/25 09:53:04 Cash Receipts

Batch #: 0000011181 Batch Total: 393.56  
 Batch Date: 2/12/25 Batch Item Count: 1

Doc Amount:  Doc currency: USD  
 Doc Number:  Close Batch:

16. Verify the information; press Enter to close the batch.

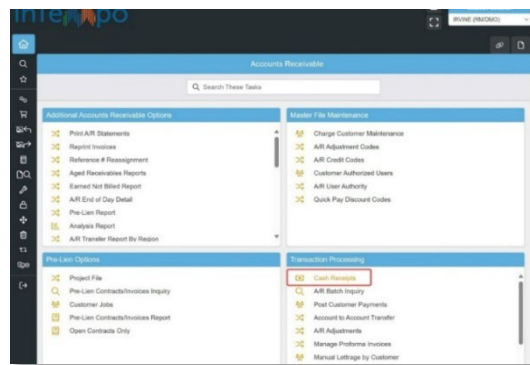
**NOTE:** the steps above are for when you have Auto Posting = Y, causing the batch to post automatically. If Auto Posting = N, you will need to post the batch manually. For the steps to perform this task, see the **Posting Customer Payments [Roleplay]** document.

## Entering a Partial Adjustment on a Cash Receipts Batch

The following steps will walk you through how to enter a **partial adjustment** on an invoice for your customer **without receiving a payment**. For example, a customer calls and tells you a piece of equipment is not working as it should and you want apply a discount to their invoice in good faith.

### Process Steps

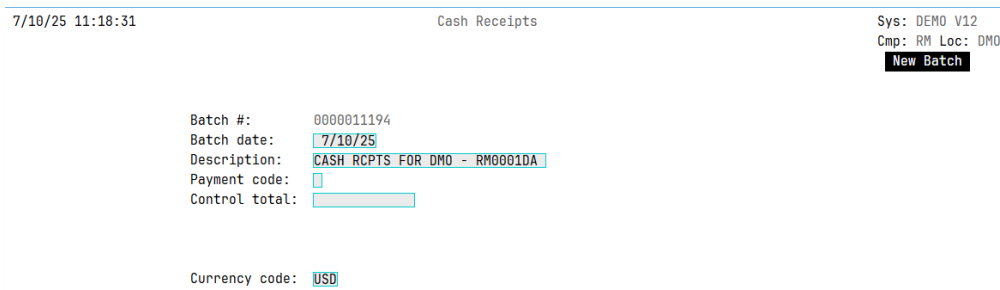
1. Log into the [Roleplay Environment](#) using your credentials.
2. If the **Accounts Receivable** screen is not displayed, select **Accounts Receivable** from the left toolbar.
3. In the **Transaction Processing** section, click on the **Cash Receipts** option.



- a. The **Cash Receipts** screen opens.

A screenshot of the 'Cash Receipts' screen. At the top, it shows the date and time '7/10/25 11:17:10' and the title 'Cash Receipts'. Below this, there are two input fields: 'Batch #' with a text box and 'Currency code:' with a dropdown menu.

4. Type in the desired **Batch #** and press Enter.
  - a. The **Cash Receipts** screen refreshes to display the details for the batch entered.

A screenshot of the 'Cash Receipts' screen showing detailed information for a batch. The top bar shows '7/10/25 11:18:31' and 'Cash Receipts'. On the right, system information is displayed: 'Sys: DEMO V12', 'Cmp: RM Loc: DM0', and a 'New Batch' button. The main area shows the following details:  
Batch #: 0000011194  
Batch date: 7/10/25  
Description: CASH RCPTS FOR DM0 - RM0001DA  
Payment code:   
Control total:   
Currency code: USD

5. Type in the *Payment code* field.
6. Leave the *Control total* field blank.
7. Verify the details on the screen and press Enter to continue.
  - a. The **Cash Receipts - Batch Details** screen displays. **NOTE:** The *Document Amount* will be zero since there is no new cash on this transaction.
8. Type in a unique *Document Number*.
9. Type in the *Invoice #, Inv summary #, Cust # or Name, or Invoice OCR #* and press Enter. **NOTE:** For this example, we will use *Cust # or Name*.
  - a. The **Cash Receipts - Batch Details** screen refreshes to display the customer's information.

7/10/25 11:28:29 Cash Receipts

Batch #: 0000011194 Batch Total:  
 Batch Date: 7/10/25 Batch Item Count:

Doc Amount:  Doc currency: USD  
 Doc Number: 8675 Close Batch:

Invoice #:  -  ACCOUNT IS ACTIVE  
 - or - Turnkey Customer 2  
 Inv summary #:  456 MAIN ST  
 - or - GREENWOOD, IN 46142  
 Cust # or name: 799 - or -  
 Invoice OCR #:

10. Press Enter.
  - a. The **Cash Receipts - Apply Payment** screen opens displaying invoices in the system for the batch entered.

7/10/25 11:30:41 Cash Receipts Sys: DEMO V12  
Cmp: RM Loc: DMO

Status: A Invoice currency:  Invoice Pay Code:  Inv summary #:   
 Customer #: 799 Turnkey Customer 2 Phone #: 317-555-1212  
 Batch #: 0000011194 Document #: 8675 Doc Amt: .00  
 Document Pay Code: K Document currency: USD Applied: .00  
 Select-Open:  Paid:  Remain: .00  
 Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj 1=Search

QP	Amount	Invoice#	Seq#	Date	St Loc	Balance	Orig amt	Pending	Cust#	OPD Date	QuickPayDisc
<input type="checkbox"/>		3471-0001		3/21/25	OP DMO	1200.00	1200.00		799		
<input type="checkbox"/>		69170-0001		1/10/25	OP DMO	393.56	393.56		799		
<input type="checkbox"/>		69170-0003		1/27/25	OP DMO	944.28	944.28		799		
<input type="checkbox"/>		69170-0004		1/27/25	OP DMO	233.26	233.26		799		
<input type="checkbox"/>		69204-0001		2/17/25	OP DMO	12245.08	12245.08		799		
<input type="checkbox"/>		69204-0002		2/19/25	OP DMO	7.44	7.44		799		
<input type="checkbox"/>		69204-0003		3/05/25	OP DMO	5279.27	5279.27		799		
<input type="checkbox"/>		69204-0004		3/24/25	OP DMO	148.22-	148.22-		799		
<input type="checkbox"/>		69204-0005		3/24/25	OP DMO	56.00-	56.00-		799		
<input type="checkbox"/>		69214-0001		1/28/25	OP DMO	196.77	196.77		799		
<input type="checkbox"/>		69257-0001		2/17/25	OP DMO	76.28	76.28		799		
<input type="checkbox"/>		69264-0001		2/18/25	OP DMO	808.13	808.13		799		

More...

11. Type **PA** in the **Op** column next to the invoice you are adjusting. **NOTE:** When you enter a partial adjustment (**PA**), you are writing off the specified amount, leaving the remainder of the balance as unpaid.

7/10/25 11:30:41 Cash Receipts Sys: DEMO V12  
Cmp: RM Loc: DMO

Status: A Invoice currency: Invoice Pay Code: Inv summary #:  
Customer #: 799 Turnkey Customer 2 Phone #: 317-555-1212  
Batch #: 0000011194 Document #: 8675 Doc Amt: .00  
Document Pay Code: K Document currency: USD Applied: .00  
Select-Open: Y Paid: N Remain: .00  
Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj 1=Search

OP	Amount	Invoice#	Seq#	Date	St	Loc	Balance	Orig amt	Pending	Cust#	QPD Date	QuickPayDisc
		3471-0001		3/21/25	OP	DMO	1200.00	1200.00		799		
		69170-0001		1/10/25	OP	DMO	393.56	393.56		799		
PA		69170-0003		1/27/25	OP	DMO	944.28	944.28		799		
		69170-0004		1/27/25	OP	DMO	233.26	233.26		799		

12. Press **Enter**.

a. The **Cash Receipts Adjustments** pop-up window opens.

Cash Receipts Adjustments

Invoice #: 69170-0003 Balance: 944.28  
Paid: .00 Adjusted: .00  
P=Partial payment New bal:

CD	Amount	Description

13. If you know the A/R Adjustment code you would like to use, type in the **CD** column, or press **F4** to open the **A/R Adjustment Code Look-up** window and type **1** in the **O** column next to the desired option and press **Enter** to select.

A/R Adjustment Code Look-up

Opt: 1=Select  
Position to code:

O	CD	Adjustment description
	BD	BAD DEBT WRITE OFF
	DC	DISCOUNT GIVEN
	DW	DAMAGE WAIVER WRITE OFF
	LC	LATE CHARGE ADJUSTMENT
	NA	NON AR CASH RECEIPTS
1	RF	REFUND TO CLIENT
	TD	TERM DISCOUNT
	TX	TAX WRITE OFF

- a. The **A/R Adjustment Code Look-up** window closes, the A/R Adjustment code entered or selected displays and the *Description* populates.

Cash Receipts Adjustments

Invoice #: 69170-0003 Balance: 944.28  
 Paid: .00 Adjusted: .00  
 P=Partial payment New bal:

CD	Amount	Description
RF		REFUND TO CLIENT

- 14. Type in the adjustment amount in the *Amount* field and press Enter.
  - a. The *Adjusted* value populates.

Cash Receipts Adjustments

Invoice #: 69170-0003 Balance: 944.28  
 Paid: .00 **Adjusted: 45.00**  
 P=Partial payment New bal:

CD	Amount	Description
RF	45.00	REFUND TO CLIENT

- 15. Verify and press Enter.
  - a. The **Cash Receipts Adjustments** pop-up window closes, the amount entered displays in the *Amount* field next to the selected *Invoice*, and the *Doc Amt*, *Applied* and *Remain* fields continue to show a zero value because there was no new cash on this transaction.

7/10/25 11:54:01 Cash Receipts Sys: DEMO V12  
 Cmp: RM Loc: DMO

Status: A Invoice currency: Invoice Pay Code: Inv summary #:  
 Customer #: 799 Turnkey Customer 2 Phone #: 317-555-1212  
 Batch #: 0000011194 Document #: 8675 Doc Amt: .00  
 Document Pay Code: K Document currency: USD Applied: .00  
 Select-Open: Y Paid: N Remain: .00  
 Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj 1=Search

QP	Amount	Invoice#	Seq#	Date	St	Loc	Balance	Orig_amt	Pending	Cust#	QPD Date	QuickPayDisc
			3471-0001	3/21/25	OP	DMO	1200.00	1200.00		799		
			69170-0001	1/10/25	OP	DMO	393.56	393.56		799		
	45.00		69170-0003	1/27/25	OP	DMO	944.28	944.28		799		
			69170-0004	1/27/25	OP	DMO	233.26	233.26		799		
			69204-0001	2/17/25	OP	DMO	12245.08	12245.08		799		

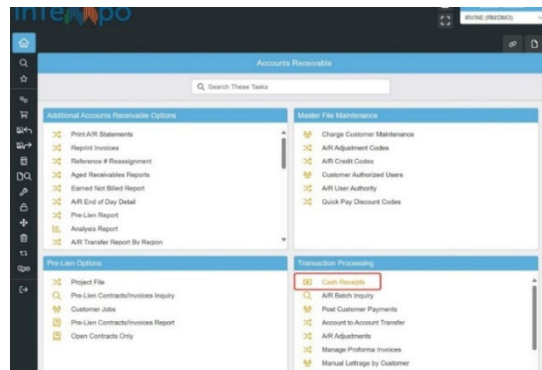
- 16. Confirm the information and press F10 to write the detail.

## Entering a Multiple Adjustments on a Cash Receipts Batch

To apply a customer payment to one or more invoices while adjusting off a portion and paying the remaining balance, you can follow these general steps. An example of when to use this option is a customer sends you a payment for \$1000, but the total balance on their invoice is \$1200. Instead of requesting additional payment, you might write off the difference of \$200.

### Process Steps

1. Log into the [Roleplay Environment](#) using your credentials.
2. If the **Accounts Receivable** screen is not displayed, select **Accounts Receivable** from the left toolbar.
3. In the **Transaction Processing** section, click on the **Cash Receipts** option.



- a. The **Cash Receipts** screen opens.

7/10/25 11:17:10 Cash Receipts

Batch #:

Currency code:

4. Type in the desired **Batch #** and press Enter.

  - a. The **Cash Receipts** screen refreshes to display the details for the batch entered.

7/10/25 11:18:31 Cash Receipts Sys: DEMO V12  
Cmp: RM Loc: DMO  
**New Batch**

Batch #: 0000011194  
Batch date: 7/10/25  
Description: CASH RCPTS FOR DMO - RM0001DA  
Payment code:   
Control total:

Currency code: USD

5. Type in the *Payment code* field.
6. Type in the total payment amount in the *Control total* field.
7. Verify the details on the screen and press Enter to continue.
  - a. The **Cash Receipts - Batch Details** screen displays.

10/02/25 09:29:00 Cash Receipts

Batch #: 0000011226 Batch Total:  
Batch Date: 10/02/25 Batch Item Count:

Doc Amount:  Doc currency: USD  
Doc Number:  Close Batch:

Invoice #:  -   
- or -  
Inv summary #:   
- or -  
Cust # or name:   
- or -  
Invoice OCR #:

8. Type in the *Doc Amount* field. **NOTE:** This value will be the same as the value entered in the *Control total* field on the previous screen.
9. Type in a unique *Document Number*.
10. Type in the *Invoice #*, *Inv summary #*, *Cust # or Name*, or *Invoice OCR #* and press Enter. **NOTE:** For this example, we will use *Cust # or Name*.
  - a. The **Cash Receipts - Batch Details** screen refreshes to display the customer's information.

10/06/25 09:18:50 Cash Receipts

Batch #: 100620251 Batch Total:  
Batch Date: 10/06/25 Batch Item Count:

Doc Amount:  Doc currency: USD  
Doc Number:  Close Batch:

Invoice #:  -   
- or -  
Inv summary #:   
- or -  
Cust # or name:   
- or -  
Invoice OCR #:

ACCOUNT IS ACTIVE  
Turnkey Customer 2  
456 MAIN ST  
GREENWOOD, IN 46142

11. Press Enter.
  - a. The **Cash Receipts - Apply Payment** screen opens displaying invoices in the system for the batch entered.

7/11/25 09:02:02 Cash Receipts Sys: DEMO V12  
Cmp: RH Loc: DMO

Status: A Invoice currency:  Invoice Pay Code:  Inv summary #:  
Customer #: 799 Turnkey Customer 2 Phone #: 317-555-1212  
Batch #: 000011190 Document #: 8676 Doc Amt:   
Document Pay Code: K Document currency: USD Applied:   
Select-Open:  Paid:  Remain:   
Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj I=Search

OP	Amount	Invoice#	Seq#	Date	St	Loc	Balance	Orig Amt	Pending	Cust#	OPD Date	QuickPayDisc
<input type="checkbox"/>		3471-0001		3/21/25	OP	DMO	1200.00	1200.00		799		
<input type="checkbox"/>		69170-0001		1/10/25	OP	DMO	393.56	393.56		799		
<input type="checkbox"/>		69170-0003		1/27/25	OP	DMO	899.28	944.28	45.00	799		
<input type="checkbox"/>		69170-0004		1/27/25	OP	DMO	233.26	233.26		799		
<input type="checkbox"/>		69204-0001		2/17/25	OP	DMO	12245.08	12245.08		799		
<input type="checkbox"/>		69204-0002		2/19/25	OP	DMO	7.44	7.44		799		
<input type="checkbox"/>		69204-0003		3/05/25	OP	DMO	5279.27	5279.27		799		
<input type="checkbox"/>		69204-0004		3/24/25	OP	DMO	148.22-	148.22-		799		
<input type="checkbox"/>		69204-0005		3/24/25	OP	DMO	56.00-	56.00-		799		
<input type="checkbox"/>		69214-0001		1/28/25	OP	DMO	196.77	196.77		799		
<input type="checkbox"/>		69257-0001		2/17/25	OP	DMO	76.28	76.28		799		
<input type="checkbox"/>		69264-0001		2/18/25	OP	DMO	808.13	808.13		799		

More...

11. Type **A** in the **Op** column next to the invoices you are adjusting.

**NOTE:** When you enter adjustment (**A**), during the payment application process, you are telling the system to **write off** that portion of the invoice. The system then assumes that the **customer is paying the remaining balance of the invoice**. **NOTE 2:** You will enter the adjustment **Amount** in the next steps.

10/06/25 09:20:09 Cash Receipts Sys: DEMO V12  
Cmp: RM Loc: LGB

Status: A Invoice currency: Invoice Pay Code: Inv summary #:  
Customer #: 799 Turnkey Customer 2 Phone #: 317-555-1212  
Batch #: 100620251 Document #: 10061 Doc Amt: 4,500.00  
Document Pay Code: K Document currency: USD Applied: .00  
Select-Open: Y Paid: N Remain: 4,500.00  
Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj 1=Search

OP	Amount	Invoice#	Seq#	Date	St	Loc	Balance	Orig_amt	Pending	Cust#	OPD Date	QuickPayDisc
		69364-0004		7/16/25	OP	DMD	4494.00	4494.00		799		
		69364-0005		8/13/25	OP	DMD	4494.00	4494.00		799		
		69364-0006		9/10/25	OP	DMD		4494.00	4494.00	799		
		69365-0001		5/28/25	OP	DMD		7.44	7.44	799		
<b>A</b>		69365-0002		6/07/25	OP	DMD	2322.92	2322.92		799		
<b>A</b>		69365-0003		7/05/25	OP	DMD	2234.16	2234.16		799		
		69365-0004		7/16/25	OP	DMD		348.34	348.34	799		

12. Press **Enter**.

- a. The **Cash Receipts Adjustments** pop-up window opens, displaying details of the first selected invoice.

Cash Receipts Adjustments

Invoice #: 69365-0002 Balance: 2322.92  
Paid: 2322.92 Adjusted: .00

CD	Amount	Description

13. If you know the A/R Adjustment code you would like to use, type in the **CD** column, or press F4 to open the **A/R Adjustment Code Look-up** window and type 1 in the **O** column next to the desired option and press Enter to select.

A/R Adjustment Code Look-up

Opt: 1=Select  
Position to code:

O	CD	Adjustment description
<input type="checkbox"/>	BD	BAD DEBT WRITE OFF
<input type="checkbox"/>	DC	DISCOUNT GIVEN
<input type="checkbox"/>	DW	DAMAGE WAIVER WRITE OFF
<input type="checkbox"/>	LC	LATE CHARGE ADJUSTMENT
<input type="checkbox"/>	NA	NON AR CASH RECEIPTS
<b>1</b>	RF	REFUND TO CLIENT
<input type="checkbox"/>	TD	TERM DISCOUNT
<input type="checkbox"/>	TX	TAX WRITE OFF

- a. The **A/R Adjustment Code Look-up** window closes, the A/R Adjustment code entered or selected displays and the *Description* populates.

CD	Amount	Description
RF		REFUND TO CLIENT

- 14. Type in the adjustment amount in the *Amount* field and press Enter.
  - a. The *Adjusted* value populates.

CD	Amount	Description
RF	22.92	REFUND TO CLIENT

- 15. Verify and press Enter.
  - a. The **Cash Receipts Adjustments** pop-up window refreshes to display details of the next selected invoice.

CD	Amount	Description
RF		REFUND TO CLIENT

- 16. Repeat the steps above for *each* invoice selected and press Enter when complete.
  - a. The **Cash Receipts Adjustments** window closes. The entered amount appears in the *Amount* field next to the selected invoices. The *Doc Amt* reflects the *Control Total/Doc Amount* entered, while the *Applied* field reflects the total payment applied, and the *Remain* field shows the outstanding balance, if one exists.

10/06/25 09:25:23 Cash Receipts

Status: A Invoice currency:  Invoice Pay Code:  Inv summary #:  
 Customer #: 799 Turnkey Customer 2 Phone #: 317-555-1212  
 Batch #: 100620251 Document #: 10061 Doc Amt: 4,500.00  
 Document Pay Code: K Document currency: USD Applied: 4,500.00  
 Select-Open:  Paid:  Remain: .00  
 Options: X=Full P=Partial A=Multiple adjustments PA=Partial adj 1=Search

OP	Amount	Invoice#	Seq#	Date	St	Loc	Balance	Orig amt	Pending	Cust#
<input type="checkbox"/>		69364-0004		7/16/25	OP	DMO	4494.00	4494.00		799
<input type="checkbox"/>		69364-0005		8/13/25	OP	DMO	4494.00	4494.00		799
<input type="checkbox"/>		69364-0006		9/10/25	OP	DMO		4494.00	4494.00	799
<input type="checkbox"/>		69365-0001		5/28/25	OP	DMO		7.44	7.44	799
A	22.92	69365-0002		6/07/25	OP	DMO	2322.92	2322.92		799
A	34.16	69365-0003		7/05/25	OP	DMO	2234.16	2234.16		799
<input type="checkbox"/>		69365-0004		7/16/25	OP	DMO		348.34	348.34	799
<input type="checkbox"/>		69372-0001		5/22/25	OP	DMO		581.85	581.85	799
<input type="checkbox"/>		69374-0001		5/23/25	OP	DMO	684.80	684.80		799

17. Confirm the information and press F10 to write the detail.

## Reference Glossary

### Field Definitions for Tasks

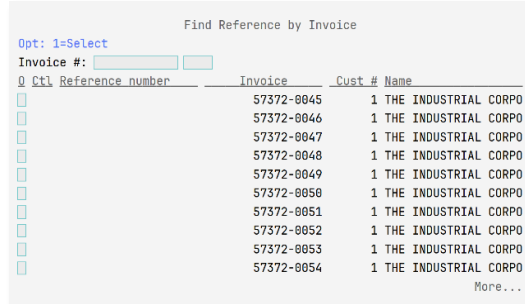
#### Cash Receipts - Launch

- **Batch Number** - Enter the number for the batch you want to create or maintain. Alternately, press F6 to assign the next batch number from the 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 the current 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 if desired.
- **Description** - Enter or accept the batch description. This defaults with your location and username.
- **Payment Code** - Enter or accept the payment code for all 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. **NOTE:** if you do not know the payment code, press F04 to search.
- **Control Total** - Enter the total of all customer payments for the batch. This total must match the calculated total of the batch to post the batch.

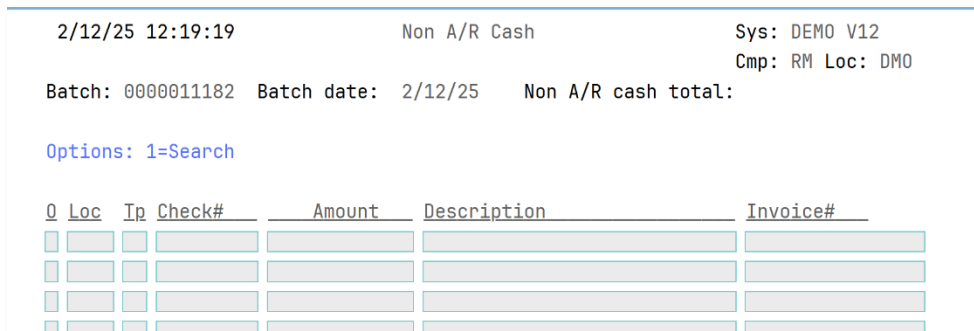
#### Cash Receipts - Batch Details

- **Batch Number** - Displays the number of the batch that was entered or automatically assigned.
- **Batch Date** - Displays the date of the batch.
- **Document Amount** - Enter the amount of the customer's payment.
- **Document Number** - Enter the number from the customer's method of payment, such as a check number or money order number.
- **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. **Press F4** to search for the contract/invoice number. After you enter a valid invoice number, the customer associated with that invoice appears 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 display all related invoices. If the field is set to **N**, the invoice entered is used to retrieve the customer number and then the invoices displayed are only a subset of the invoice entered.
- **Invoice Summary Number** - If the customer is paying against a summary invoice, type in 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 in 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 the **Find Reference by Invoice** pop-up window which displays 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.
- **NOTE:** to enter payments from customers that are not currently associated with any A/R invoices, press F6 **Non Accounts Receivable** to open the **Non A/R Cash** screen.



- **Batch** - Displays the number of the batch that was entered or automatically assigned.
- **Batch Date** - Displays the date of the batch.
- **Non A/R Cash Total** - Displays the calculated total of all non A/R cash entries.
- **Location** - Enter the location that received the non A/R cash payment.
- **Type** - Enter the non A/R adjustments code for the receipt. If you do not know the code, first enter a **Location**, and then type 1 in the **O (Option)** field to access the **A/R Adjustment Code Look-up** popup window and select a code.

## A/R Adjustment Code Look-up

Opt: 1=Select

Position to code: 0 CD Adjustment description

- BD BAD DEBT WRITE OFF
- DC DISCOUNT GIVEN
- DW DAMAGE WAIVER WRITE OFF
- LC LATE CHARGE ADJUSTMENT
- NA NON AR CASH RECEIPTS
- RF REFUND TO CLIENT
- TD TERM DISCOUNT
- TX TAX WRITE OFF

- *Check Number* - Enter the number from the customer's check/payment document.
- *Amount* - Enter the amount of the payment.
- *Description* - Enter a brief description of the non A/R payment such as Conference Fee.
- *Invoice Number* - Enter the number of the invoice or other reference for the non A/R payment. This number is NOT validated against the customer's A/R invoices.

### Cash Receipts - Apply Payment

- *Status* - Displays the 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 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, producing 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** screen.
- **Document Currency** - Displays the currency for the batch that was entered on the **Cash Receipts** 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.

### Cash Receipts Adjustments

- **Invoice Number** - Displays the number of the invoice for which you are processing an adjustment.
- **Balance Amount** - Displays the balance of the invoice.
- **Paid Amount** - For option PA (Partial Adjustment), this field displays the partial payment entered in the window. When adjustments are entered for option PA, this field displays as .00. For option A (Multiple Adjustments), this field displays the calculated amount of the Balance Amount minus the Adjustment Amount.
- **Adjusted Amount** - Displays the total of all adjustments entered in the window.
- **New Balance** - This field displays only when using option **PA** (Partial Adjustment). It is the calculated amount of the Balance Amount plus or minus the Adjustment Amount.
- **Code** - Enter the adjustment code for each adjustment. For option **PA** (Partial Adjustment), enter **P** in this field.
- **Amount** - Enter the amount of the adjustment. For negative adjustments, enter the negative sign after the amount.
- **Description** - Displays the description of the adjustment code.