



Process

Documentation

Department:

Customer Support

Last Updated:

8/12/2025 10:36 AM

NAME OF PROCESS

Creating and Resolving A/R Disputes [RolePlay]

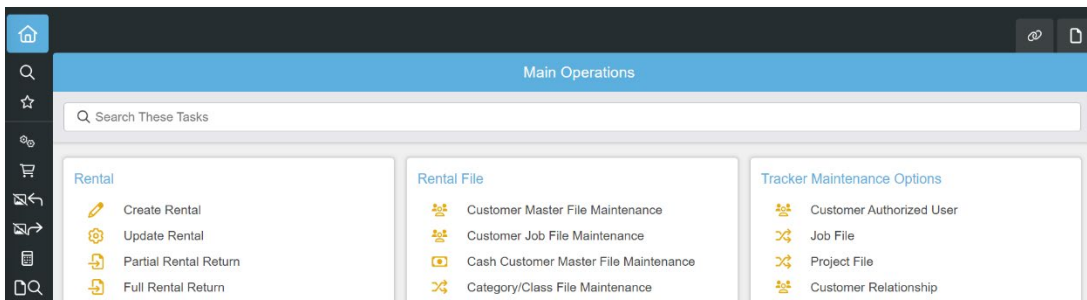
Use Case / Objectives

A/R Disputes can arise from billing errors, disagreements over charges, or customer concerns. This process ensures that disputes are properly recorded, managed, and resolved in a timely manner.

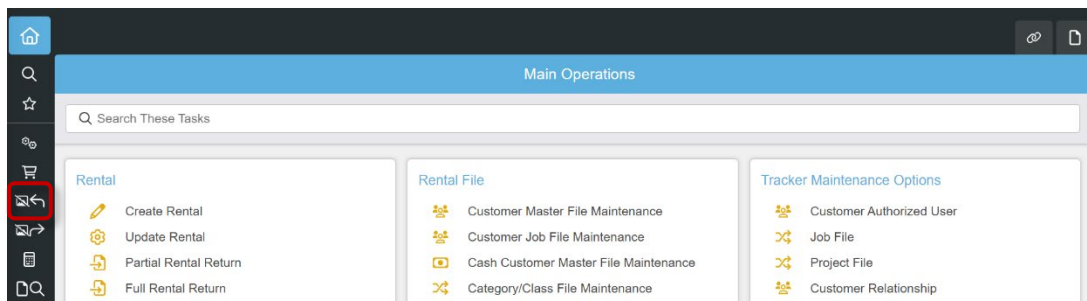
Creating and Resolving A/R Disputes [RolePlay]

Putting Invoices in Dispute

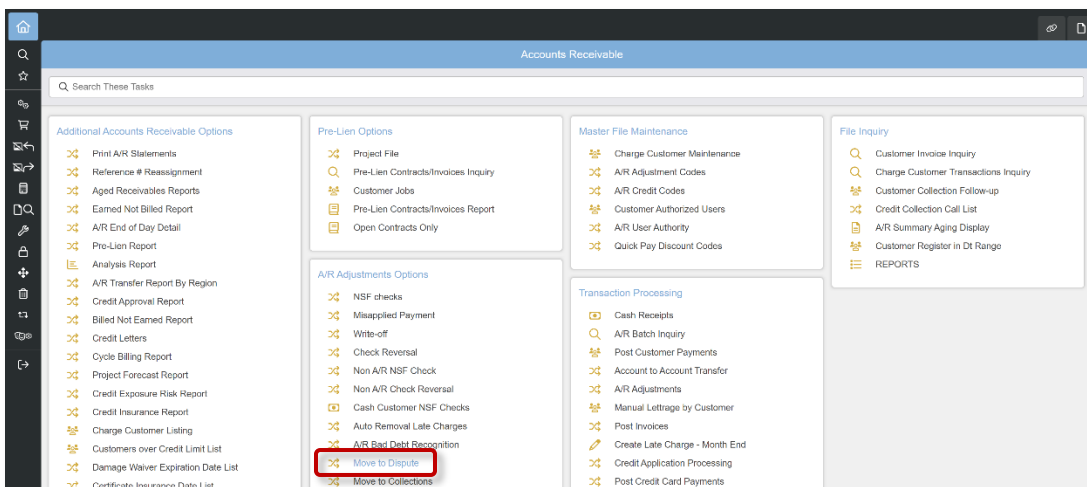
1. Log into the [Roleplay Environment](#) using your credentials.
2. The **Main Operations** menu will populate upon log in.



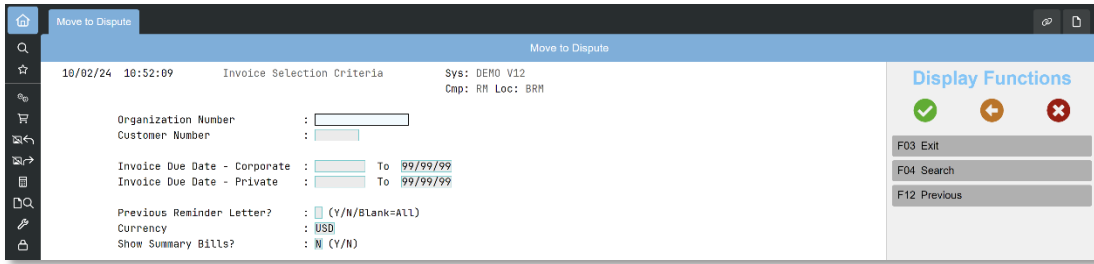
3. Click on the **Accounts Receivable** menu .



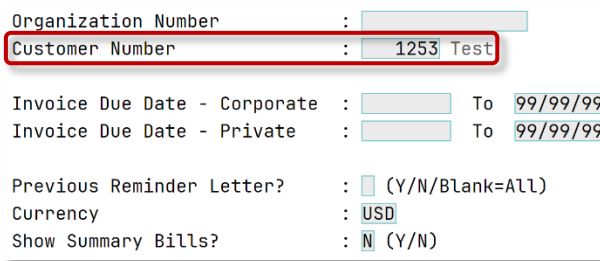
- a. In the **A/R Adjustments Options** section, click on **Move to Disputes**.



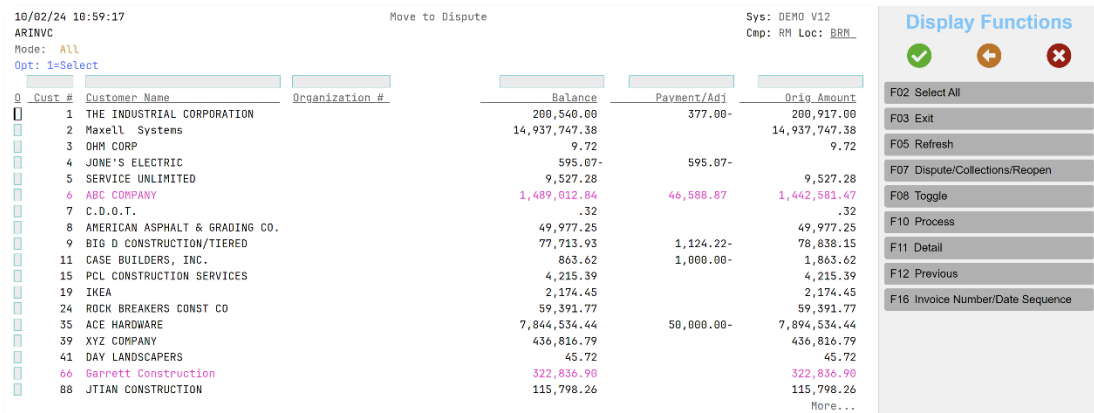
4. The Invoice Selection Criteria screen will open.



- a. If you know the *Customer Number* offhand, you can type it in the *Customer Number* field. Otherwise press enter and locate the customer in the next screen.



5. The next screen, **Move to Dispute**, is where all customers, balances, payments, and original amounts will display.



- a. Search for the Customer Name in the *Customer Name* column, or press page down on your keyboard or scroll up/down with your mouse. To select the customer and invoices to place in dispute, in the *O* (options) column, type 1. Press enter to select.

10/02/24 10:59:17 Move to Dispute Sys: DEMO V12
 ARINVC Cmp: RM Loc: BRM_

Mode: All
 Opt: 1=Select

Cust #	Customer Name	Organization #	Balance	Payment/Adj	Orig Amount
1	THE INDUSTRIAL CORPORATION		200,540.00	377.00-	200,917.00
2	Maxell Systems		14,937,747.38		14,937,747.38
3	OHM CORP		9.72		9.72
4	JONE'S ELECTRIC		595.07-	595.07-	
5	SERVICE UNLIMITED		9,527.28		9,527.28
6	ABC COMPANY		1,489,012.84	46,588.87	1,442,581.47
7	C.D.O.T.		.32		.32
8	AMERICAN ASPHALT & GRADING CO.		49,977.25		49,977.25
9	BIG D CONSTRUCTION/TIERED		77,713.93	1,124.22-	78,838.15
11	CASE BUILDERS, INC.		863.62	1,000.00-	1,863.62
15	PCL CONSTRUCTION SERVICES		4,215.39		4,215.39
19	IKEA		2,174.45		2,174.45
24	ROCK BREAKERS CONST CO		59,391.77		59,391.77
35	ACE HARDWARE		7,844,534.44	50,000.00-	7,894,534.44
39	XYZ COMPANY		436,816.79		436,816.79
41	DAY LANDSCAPERS		45.72		45.72
66	Garrett Construction		322,836.90		322,836.90
88	JTIAN CONSTRUCTION		115,798.26		115,798.26

More...

10/02/24 11:15:02 Move to Dispute Sys: DEMO V12
 ARINVC Cmp: RM Loc: BRM_

Mode: All
 Opt: 1=Select

Cust #	Customer Name	Organization #	Balance	Payment/Adj	Orig Amount
5221	BLAKE WORKOVER AND DRILLING CO		468.43		468.43
5555	Ace Construction		442,898.99	1,050.00-	443,948.99
7777	HUUSMAN CONTRACTORS		2,105.39-	5,263.69-	3,158.30
8888	TRICIA ENGINEERING		1,930.36		1,930.36
1	9999 TESTING CUSTOMER		161,331.55	25.00-	161,356.55
31406	STEVE & GINNI'S CONSTRUCTION		1,860,288.32		1,860,288.32
52460	UNION PACIFIC RESOURCES		313.63		313.63
55555	TEST CC		2.20-	2.20-	
62000	APPLIED DRILLING TECHNOLOGY		40,540.78		40,540.78
888888	ESSAVI CONSTRUCTION		23,665.71	1,098.51-	24,764.22
9900001	CASH CUSTOMER-UNCOLLECTED DMO		96,247.38	36,153.82-	132,401.20
Total:			49,543,055.77	137,990.74-	49,681,593.46

Bottom

10/02/24 11:11:32 Move to Dispute Sys: DEMO V12
 ARINVC Cmp: RM Loc: BRM_

Mode: All
 Opt: 1=Select

Cust #	Customer Name	Organization #	Balance	Payment/Adj	Orig Amount
100	INTERMAT TEST CUSTOMER		60.00-	60.00-	
686	TEST		344.74		344.74
745	SHORING TEST COMPANY		295,548.91		295,548.91
888	ABLE EQUIPMENT TEST		1,784,807.48	2,019.40-	1,786,826.88
1	9999 TESTING CUSTOMER		161,331.55	25.00-	161,356.55
55555	TEST CC		2.20-	2.20-	
Total:			2,241,970.48	2,106.60-	2,244,077.08

b. The customer's invoices will display.

10/02/24 11:27:05 Move to Dispute Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER Ph: Cur: USD PO #:
 Opt: 1=Select 2=Dsp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=G/L Journal 9=Print Labels

Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
0-0002	3/11/24	3/11/24	TEST	DMO	OP		25.00-	25.00-	
65807-0001	10/21/20	10/21/20	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	2,249.82		2,249.82
65808-0001	10/21/20	11/30/20	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	246.75		246.75
65809-0001	10/21/20	10/21/20	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	249.98		249.98
65810-0001	10/21/20	11/30/20	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	249.98		249.98
65811-0001	10/21/20	12/30/20	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	249.98		249.98
65812-0001	10/21/20	11/30/20	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	249.98		249.98
66208-0001	5/11/21	6/30/21	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	3,432.39		3,432.39
66208-0002	5/12/21	6/30/21	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	8,007.46		8,007.46
66738-0001	12/09/21	1/31/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	584.44		584.44
66738-0002	1/06/22	2/28/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	584.44		584.44
66738-0003	2/03/22	3/31/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	584.44		584.44
66738-0004	3/03/22	4/30/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	584.44		584.44
66738-0005	3/31/22	4/30/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	584.44		584.44
66738-0007	5/26/22	7/05/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	584.44		584.44
66738-0009	7/21/22	9/05/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	584.44		584.44
66738-0010	8/18/22	10/05/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	584.44		584.44
66738-0011	8/24/22	10/05/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	584.44		584.44

More...

c. If you know the invoice number, type it (with the sequence number ex: 00000-0001) in the **Invoice #** column. You can also press page down on your keyboard or scroll up/down with your mouse to locate the invoice. Type 1 in the **O** (options) column to select the invoices you want to place in dispute. (You can select multiple invoices at one time if needed.) Press enter once selected.

10/02/24 11:46:42 Move to Dispute Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER Ph: Cur: USD PO #:
 Opt: 1=Select 2=Dsp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=G/L Journal 9=Print Labels

Scroll down until the invoice(s) are located. And type a 1 in the O column to select.

Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
67631-0025	7/24/24	9/05/24	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	568.92		568.92
67631-0026	8/21/24	10/05/24	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	568.92		568.92
67631-0027	9/18/24	11/05/24	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	568.92		568.92
67632-0001	9/21/22	11/05/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	579.72		579.72
1 67632-0002	10/19/22	12/05/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	579.72		579.72
67632-0003	11/16/22	1/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	579.72		579.72
67632-0004	12/14/22	2/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	579.72		579.72
1 67632-0005	1/11/23	3/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	579.72		579.72
67632-0006	2/08/23	4/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	579.72		579.72
67632-0007	3/08/23	5/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	579.72		579.72
67632-0008	4/05/23	5/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	579.72		579.72
67632-0009	5/03/23	6/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	579.72		579.72
67632-0010	5/31/23	7/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	587.22		587.22
67632-0011	6/28/23	8/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	573.72		573.72
67632-0012	7/26/23	9/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	573.72		573.72
67632-0013	8/23/23	10/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	573.72		573.72
67632-0014	9/20/23	11/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	573.72		573.72
67632-0015	10/18/23	12/05/23	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	573.72		573.72

More...

10/02/24 11:34:36 Move to Dispute Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER Ph: Cur: USD PO #:
 Opt: 1=Select 2=Dsp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=G/L Journal 9=Print Labels

Type in the Invoice Number column and press enter to locate the customer. Type a 1 in the O column to select.

Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
1 67632-0002	10/19/22	12/05/22	TESTING CUSTOMER;123 TEST STR	DMO	OP	0	579.72		579.72

Total: 579.72 579.72

- After pressing enter, the selected invoice text will turn red to indicate that they have been selected.

10/02/24 12:03:22 Move to Dispute Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER Ph: Cur: USD PD #:
 Opt: 1=Select 2=Disp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=6/L Journal 9=Print Labels

Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
67631-0025	7/24/24	9/05/24	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	568.92		568.92
67631-0026	8/21/24	10/05/24	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	568.92		568.92
67631-0027	9/18/24	11/05/24	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	568.92		568.92
67632-0001	9/21/22	11/05/22	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0002	10/19/22	12/05/22	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0003	11/16/22	1/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0004	12/14/22	2/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0005	1/11/23	3/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0006	2/08/23	4/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0007	3/08/23	5/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0008	4/05/23	5/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0009	5/03/23	6/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0010	5/31/23	7/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	587.22		587.22
67632-0011	6/28/23	8/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	573.72		573.72
67632-0012	7/26/23	9/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	573.72		573.72
67632-0013	8/23/23	10/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	573.72		573.72
67632-0014	9/20/23	11/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	573.72		573.72
67632-0015	10/18/23	12/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	573.72		573.72

More...

- A message will appear at the bottom of the screen. Press F10 on your keyboard or click on F10 in the Display Functions menu to process the invoices.

10/02/24 12:14:24 Move to Dispute Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER Ph: Cur: USD PD #:
 Opt: 1=Select 2=Disp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=6/L Journal 9=Print Labels

Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
67631-0025	7/24/24	9/05/24	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	568.92		568.92
67631-0026	8/21/24	10/05/24	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	568.92		568.92
67631-0027	9/18/24	11/05/24	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	568.92		568.92
67632-0001	9/21/22	11/05/22	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0002	10/19/22	12/05/22	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0003	11/16/22	1/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0004	12/14/22	2/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0005	1/11/23	3/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0006	2/08/23	4/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0007	3/08/23	5/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0008	4/05/23	5/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0009	5/03/23	6/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	579.72		579.72
67632-0010	5/31/23	7/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	587.22		587.22
67632-0011	6/28/23	8/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	573.72		573.72
67632-0012	7/26/23	9/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	573.72		573.72
67632-0013	8/23/23	10/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	573.72		573.72
67632-0014	9/20/23	11/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	573.72		573.72
67632-0015	10/18/23	12/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0	0	573.72		573.72

More...

Press F10 to continue.

Display Functions

- F02 Select All
- F03 Exit
- F05 Refresh
- F07 Dispute/Collections/Reopen
- F10 Process**
- F11 Detail
- F12 Previous
- F16 Invoice Number/Date Sequence

b. The message will prompt you to press F10 again to confirm.

10/02/24 12:17:21 Move to Dispute Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER Ph: Cur: USD PO #:
 Opt: 1=Select 2=Dsp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=G/L Journal 9=Print Labels

Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
67631-0025	7/24/24	9/05/24	TESTING CUSTOMER;123 TEST STR DMO	OP	0		568.92		568.92
67631-0026	8/21/24	10/05/24	TESTING CUSTOMER;123 TEST STR DMO	OP	0		568.92		568.92
67631-0027	9/18/24	11/05/24	TESTING CUSTOMER;123 TEST STR DMO	OP	0		568.92		568.92
67632-0001	9/21/22	11/05/22	TESTING CUSTOMER;123 TEST STR DMO	OP	0		579.72		579.72
67632-0002	10/19/22	12/05/22	TESTING CUSTOMER;123 TEST STR DMO	OP	0		579.72		579.72
67632-0003	11/16/22	1/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		579.72		579.72
67632-0004	12/14/22	2/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		579.72		579.72
67632-0005	1/11/23	3/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		579.72		579.72
67632-0006	2/08/23	4/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		579.72		579.72
67632-0007	3/08/23	5/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		579.72		579.72
67632-0008	4/05/23	5/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		579.72		579.72
67632-0009	5/03/23	6/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		579.72		579.72
67632-0010	5/31/23	7/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		587.22		587.22
67632-0011	6/28/23	8/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		573.72		573.72
67632-0012	7/26/23	9/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		573.72		573.72
67632-0013	8/23/23	10/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		573.72		573.72
67632-0014	9/20/23	11/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		573.72		573.72
67632-0015	10/18/23	12/05/23	TESTING CUSTOMER;123 TEST STR DMO	OP	0		573.72		573.72

Press F10 to confirm.

Display Functions

- F02 Select All
- F03 Exit
- F05 Refresh
- F07 Dispute/Collections/Reopen
- F10 Process**
- F11 Detail
- F12 Previous
- F16 Invoice Number/Date Sequence

c. The customer list will populate on the screen again. The invoices have been processed and moved to dispute.

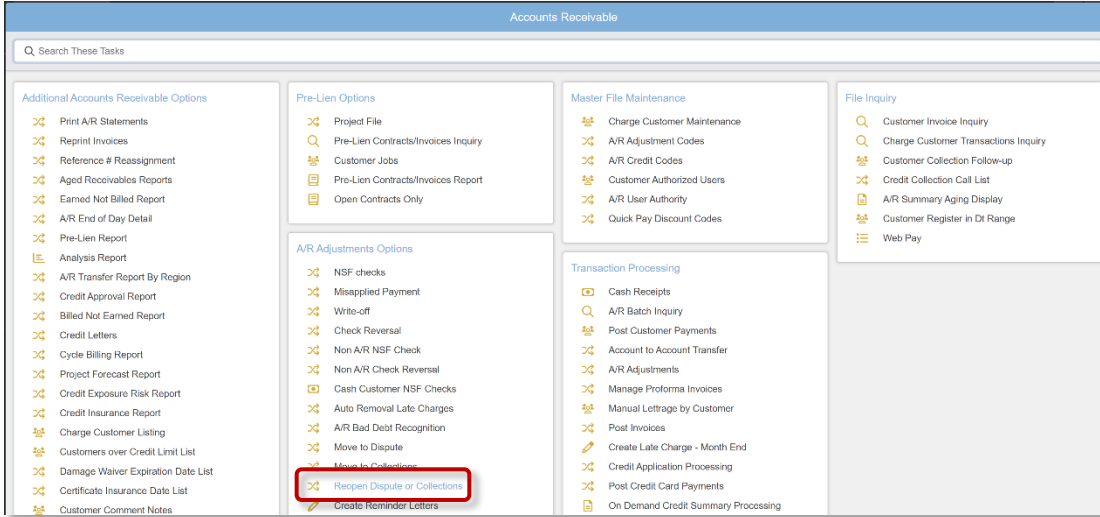
10/02/24 12:19:40 Move to Dispute Sys: DEMO V12
 ARINVC Cmp: RM Loc: BRM
 Mode: All
 Opt: 1=Select

Cust #	Customer Name	Organization #	Balance	Payment/Adj	Orig Amount
5221	BLAKE WORKOVER AND DRILLING CO		468.43		468.43
5555	Ace Construction		442,898.99	1,050.00-	443,948.99
7777	HUUSMAN CONTRACTORS		2,105.39-	5,263.69-	3,158.30
8888	TRICIA ENGINEERING		1,930.36		1,930.36
9999	TESTING CUSTOMER		161,331.55	25.00-	161,356.55
31406	STEVE & GINNI'S CONSTRUCTION		1,860,288.32		1,860,288.32
52460	UNION PACIFIC RESOURCES		313.63		313.63
55555	TEST CC		2.20-	2.20-	
62000	APPLIED DRILLING TECHNOLOGY		40,540.78		40,540.78
888888	ESSAVI CONSTRUCTION		23,665.71	1,098.51-	24,764.22
9900001	CASH CUSTOMER-UNCOLLECTED DMO		96,247.38	36,153.82-	132,401.20
Total:			49,543,055.77	137,990.74-	49,681,593.46

Bottom

Taking Invoices Out Of Dispute

1. In the **Accounts Receivable** menu, under the **A/R Adjustments** section, click on Reopen Dispute or Collections.



- a. In the Reopen Dispute or Collections screen, type the Customer Number in the **Customer Number** field and press enter. Otherwise you can continue past this screen by pressing enter and locating the customer on the next screen.

Organization Number :

Customer Number :

Invoice Due Date - Corporate : To

Invoice Due Date - Private : To

Previous Reminder Letter? : (Y/N/Blank=ALL)

Currency :

Show Summary Bills? : (Y/N)

2. A list of customers that have invoices in dispute or collections will display.

10/02/24 14:10:45 Reopen Dispute or Collection Sys: DEMO V12
ARINVC Cmp: RM Loc: BRM
Mode: ALL
Opt: 1=Select

Cust #	Customer Name	Organization #	Balance	Payment/Adj	Orig Amount
1	THE INDUSTRIAL CORPORATION		8,610.00	4,350.00-	12,960.00
699	ACME RENTALS		1,458.90	200.00-	1,658.90
2373	Jefferson Contracting		2,693.95	200.00-	2,893.95
9999	TESTING CUSTOMER		1,159.44		1,159.44
Total:			13,922.29	4,750.00-	18,672.29

- a. To select the customer with invoices in dispute, type 1 in the **O** (options) column and press enter.

10/02/24 14:10:45 Reopen Dispute or Collection Sys: DEMO V12
 ARINVC Cmp: RM Loc: BRM
 Mode: All
 Opt: 1=Select

O	Cust #	Customer Name	Organization #	Balance	Payment/Adj	Orig Amount
	1	THE INDUSTRIAL CORPORATION		8,610.00	4,350.00-	12,960.00
	699	ACME RENTALS		1,458.90	200.00-	1,658.90
	2373	Jefferson Contracting		2,693.95	200.00-	2,893.95
1	9999	TESTING CUSTOMER		1,159.44		1,159.44
Total:				13,922.29	4,750.00-	18,672.29

3. The invoices placed in dispute in the previous process will now be displayed.

10/02/24 14:30:42 Reopen Dispute or Collection Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER
 Opt: 1=Select 2=Dsp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=G/L Journal 9=Print Labels

O	Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
	67632-0002	10/19/22	12/05/22	TESTING CUSTOMER;123 TEST STR DMO	ID	0		579.72		579.72
	67632-0005	1/11/23	3/05/23	TESTING CUSTOMER;123 TEST STR DMO	ID	0		579.72		579.72
Total:								1,159.44		1,159.44

Display Functions

F02 Select All

F03 Exit

F05 Refresh

F07 Dispute/Collections/Reopen

F10 Process

F11 Detail

F12 Previous

F16 Invoice Number/Date Sequence

- a. To take the invoices out of dispute, type 1 in the **O** (options) column and press enter.

10/02/24 14:30:42 Reopen Dispute or Collection Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER
 Opt: 1=Select 2=Dsp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=G/L Journal 9=Print Labels

O	Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
1	67632-0002	10/19/22	12/05/22	TESTING CUSTOMER;123 TEST STR DMO	ID	0		579.72		579.72
1	67632-0005	1/11/23	3/05/23	TESTING CUSTOMER;123 TEST STR DMO	ID	0		579.72		579.72
Total:								1,159.44		1,159.44

Display Functions

F02 Select All

F03 Exit

F05 Refresh

F07 Dispute/Collections/Reopen

F10 Process

F11 Detail

F12 Previous

F16 Invoice Number/Date Sequence

- b. After pressing enter, the text on the selected invoice(s) will turn red to indicate that they have been selected.

10/02/24 14:42:26 Reopen Dispute or Collection Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER
 Opt: 1=Select 2=Dsp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=G/L Journal 9=Print Labels

O	Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
	67632-0002	10/19/22	12/05/22	TESTING CUSTOMER;123 TEST STR DMO	ID	0		579.72		579.72
	67632-0005	1/11/23	3/05/23	TESTING CUSTOMER;123 TEST STR DMO	ID	0		579.72		579.72
Total:								1,159.44		1,159.44

Display Functions

F02 Select All

F03 Exit

F05 Refresh

F07 Dispute/Collections/Reopen

F10 Process

F11 Detail

F12 Previous

F16 Invoice Number/Date Sequence

- c. Press F10 on your keyboard or click on F10 under the **Display Functions** menu to process.

10/02/24 14:42:26 Reopen Dispute or Collection Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER Ph: Cur: USD PO #:
 Opt: 1=Select 2=Dsp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=G/L Journal 9=Print Labels

Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
67632-0002	10/19/22	12/05/22	TESTING CUSTOMER;123 TEST STR	DMO	ID	0	579.72		579.72
67632-0005	1/11/23	3/05/23	TESTING CUSTOMER;123 TEST STR	DMO	ID	0	579.72		579.72
Total:							1,159.44		1,159.44

Display Functions

✓ ← ✕

F02 Select All

F03 Exit

F05 Refresh

F07 Dispute/Collections/Reopen

F10 Process

F11 Detail

F12 Previous

F16 Invoice Number/Date Sequence

- d. Press F10 again to confirm.

10/02/24 14:53:03 Reopen Dispute or Collection Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER Ph: Cur: USD PO #:
 Opt: 1=Select 2=Dsp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=G/L Journal 9=Print Labels

Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
67632-0002	10/19/22	12/05/22	TESTING CUSTOMER;123 TEST STR	DMO	ID	0	579.72		579.72
67632-0005	1/11/23	3/05/23	TESTING CUSTOMER;123 TEST STR	DMO	ID	0	579.72		579.72
Total:							1,159.44		1,159.44

Display Functions

✓ ← ✕

F02 Select All

F03 Exit

F05 Refresh

F07 Dispute/Collections/Reopen

F10 Process

F11 Detail

F12 Previous

F16 Invoice Number/Date Sequence

Bottom

Press F10 to confirm.

- 4. The screen will take you back to the customer list.

10/02/24 15:05:33 Reopen Dispute or Collection Sys: DEMO V12
 ARINVC Cmp: RM Loc: BRM
 Mode: All
 Opt: 1=Select

Cust #	Customer Name	Organization #	Balance	Payment/Adj	Orig Amount
1	THE INDUSTRIAL CORPORATION		8,610.00	4,350.00-	12,960.00
699	ACME RENTALS		1,458.90	200.00-	1,658.90
2373	Jefferson Contracting		2,693.95	200.00-	2,893.95
9999	TESTING CUSTOMER		1,159.44		1,159.44
Total:			13,922.29	4,750.00-	18,672.29

- a. To verify that the invoices have been removed from dispute, *type 1* in the *0* (options) column and press enter.

10/02/24 16:01:12 Reopen Dispute or Collection Sys: DEMO V12
 ARINVC Cmp: RM Loc: BRM
 Mode: All
 Opt: 1=Select

0	Cust #	Customer Name	Organization #	Balance	Payment/Adj	Orig Amount
	1	THE INDUSTRIAL CORPORATION		8,610.00	4,350.00-	12,960.00
	699	ACME RENTALS		1,458.90	200.00-	1,658.90
	2373	Jefferson Contracting		2,693.95	200.00-	2,893.95
1	9999	TESTING CUSTOMER		1,159.44		1,159.44
Total:				13,922.29	4,750.00-	18,672.29

- b. The invoices that were removed will no longer be displayed.

10/02/24 16:10:06 Reopen Dispute or Collection Sys: DEMO V12
 Status: A Total \$: 161,331.55 Cmp: RM Loc: BRM
 Cus#: 9999 TESTING CUSTOMER Ph: Cur: USD PO #:
 Opt: 1=Select 2=Dsp Cus Case 5=Display 6=Reprint 7=Fax/Email 8=G/L Journal 9=Print Labels

0	Invoice #	Inv Date	Due date	Job location	Loc	St	I	Balance	Payment/Adj	Orig amount
(No records found on file.)										