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## Advanced Accounts Receivable

Topics will encompass recurring billings vs. invoices, void vs write-off vs credit memo invoicing, utilizing deposits, understanding customer and term setup, merge customers, and some advanced reporting options. It will also look to getting the most out of reporting and balancing to the general ledger. This document gives a brief overview of the training class. It also brushes on basic troubleshooting for issues encountered. If questions arise, please contact support at call technical support at 888-241-1517 or email [support@civicsystems.com](mailto:support@civicsystems.com).

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### *Understanding customers*

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1. Customer setup: Customers are setup in 'Setup New Customer'. The customer number will always start at the highest number plus one. Remember this when setting up a business with customer numbers.
2. Customers do not always have to be a person. A customer may be a location with changing bill-to 'customers' and addresses.
3. Customer Types: There are two type of for customers that affect the display of the statements.
  - a. Balance Forward: Displays the previous statement balance and anything new within the current period.
  - b. Open Item: Displays any open invoices and current period payments or credits. This is the recommended method.
4. Merge customers: Provides the ability to combine two customers together if they are the same customer, just different numbers. Always print a customer history for both customers prior to merging. Also, have a recent backup of the ARO database. Once a customer merge is completed, recovery will only happen with restoration of the database.

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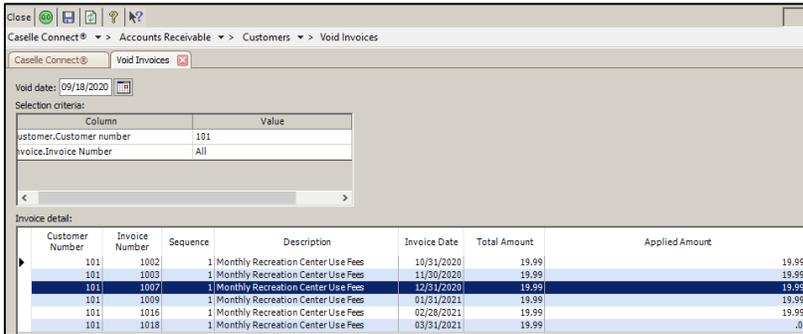
### *Recurring Billing vs. Invoice*

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1. Recurring Billing: Recurring billing(s) occur at regular intervals for assigned billing amount as determined by the billing code assigned to each Recurring Billing Detail. Each billing amount is static based on the billing code setup. Amounts for recurring billings are modified at the billing code. Recurring billings utilizes a base rate where the quantity or number of units/shares vary at the customer level.
2. Recurring Invoice: Recurring invoice provides more flexibility in creating detailed for a category on an invoice. Note that once a billing code is introduced, the option to change quantity or unit price is no longer available. Always verify that all of the General Ledger account numbers are filled in on a category if the intent is to utilize it for billing.

## Void vs. Credit Memo vs. Write-off

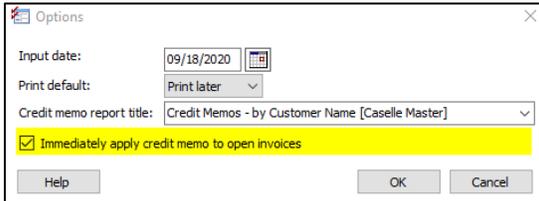
1. Void Invoice creates a reversing transaction and association with the original invoice. This process relates directly to the original invoice because the invoices must be selected by highlighting the entire line and selecting the 'GO' button. Utilize the 'Selection Criteria' to filter to the desired customer or invoice. Additional fields are available for selection criteria.



The screenshot shows the 'Void Invoices' window in Caselle Connect. It includes a 'Void date' field set to 09/18/2020 and a 'Selection criteria' table. Below is the 'Invoice detail' table:

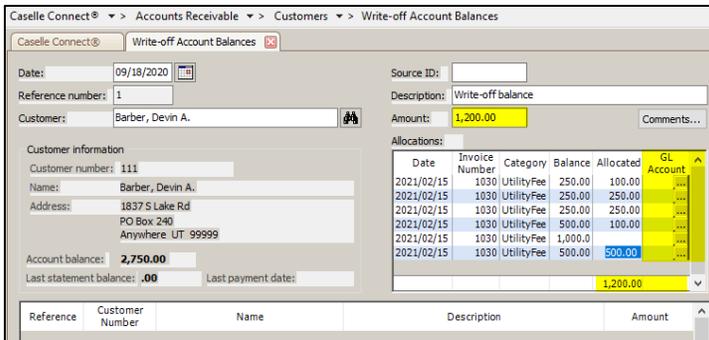
Customer Number	Invoice Number	Sequence	Description	Invoice Date	Total Amount	Applied Amount
101	1002	1	Monthly Recreation Center Use Fees	10/31/2020	19.99	19.99
101	1003	1	Monthly Recreation Center Use Fees	11/30/2020	19.99	19.99
101	1007	1	Monthly Recreation Center Use Fees	12/31/2020	19.99	19.99
101	1009	1	Monthly Recreation Center Use Fees	01/31/2021	19.99	19.99
101	1016	1	Monthly Recreation Center Use Fees	02/28/2021	19.99	19.99
101	1018	1	Monthly Recreation Center Use Fees	03/31/2021	19.99	.00

2. Credit Memo adds a linked line item to illustrate an invoice reduction. Credit memos may apply a specific amount across multiple invoices with the same category and/or billing code. Please remember to always check the box to 'Immediately apply credit memo to open invoices', provided the customer has enough in charges to cover the credit.



The screenshot shows the 'Options' dialog box. It includes an 'Input date' field set to 09/18/2020, a 'Print default' dropdown set to 'Print later', and a 'Credit memo report title' dropdown set to 'Credit Memos - by Customer Name [Caselle Master]'. A checkbox labeled 'Immediately apply credit memo to open invoices' is checked and highlighted in yellow. Buttons for 'Help', 'OK', and 'Cancel' are at the bottom.

3. Write-off helps to track lost revenue. They provide the ability to write-off a large amount of money across multiple invoices at one time. Write-offs will read the general ledger account number from the Category code only when applied to an invoice. However, note that there is an option to change the general ledger account number when applying the amounts to each invoice. When applying write-offs, ultimately, the amount written-off must equal the applied amount.

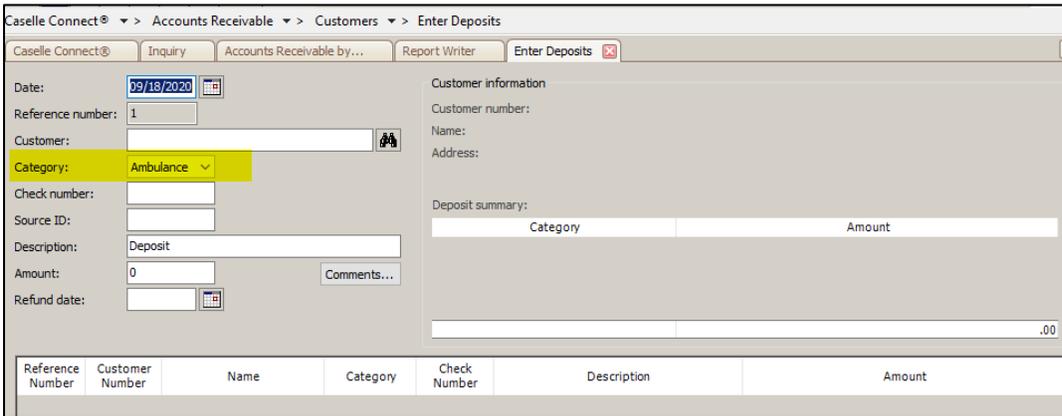


The screenshot shows the 'Write-off Account Balances' window in Caselle Connect. It includes a 'Date' field set to 09/18/2020, a 'Reference number' field set to 1, and a 'Customer' field set to Barber, Devin A. The 'Amount' is set to 1,200.00. Below is the 'Allocations' table:

Date	Invoice Number	Category	Balance	Allocated	GL Account
2021/02/15	1030	UtilityFee	250.00	100.00	...
2021/02/15	1030	UtilityFee	250.00	250.00	...
2021/02/15	1030	UtilityFee	250.00	250.00	...
2021/02/15	1030	UtilityFee	500.00	100.00	...
2021/02/15	1030	UtilityFee	1,000.0	...	...
2021/02/15	1030	UtilityFee	500.00	500.00	...
				1,200.00	

## Utilizing Deposits

1. Deposits are an easy way to hold customer advances as an assurance for payment of future invoices. Deposit do not flow directly to the general ledger until they apply to invoices. Deposits are entered directly to a liability account. Ensure the deposit liability account is filled in at the category level. Applied entries will read from the category code.



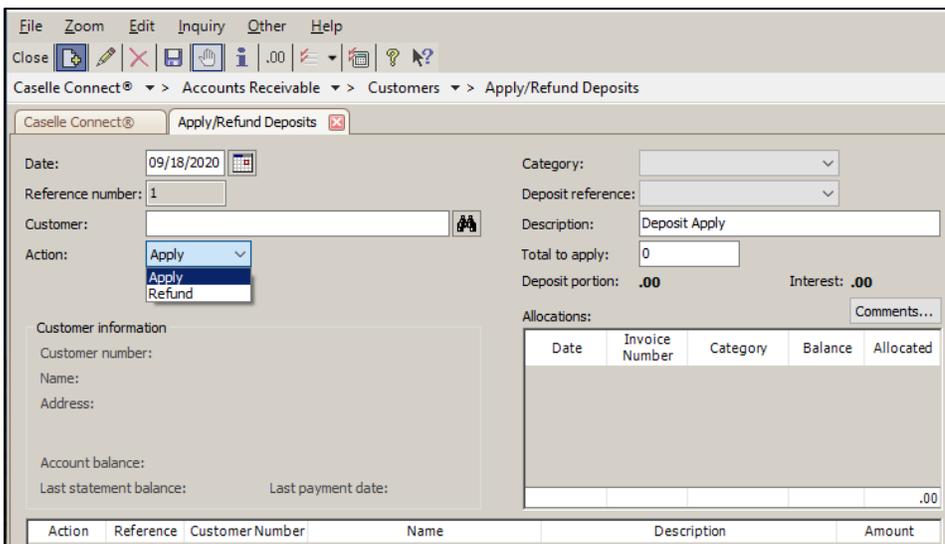
The screenshot shows the 'Enter Deposits' window in Caselle Connect. The window title is 'Caselle Connect® > Accounts Receivable > Customers > Enter Deposits'. The main form contains the following fields:

- Date: 09/18/2020
- Reference number: 1
- Customer: (empty)
- Category: Ambulance (highlighted)
- Check number: (empty)
- Source ID: (empty)
- Description: Deposit
- Amount: 0
- Refund date: (empty)

Customer information fields include Customer number, Name, and Address. A 'Deposit summary' table is visible with columns for Category and Amount. A table at the bottom of the window shows the following structure:

Reference Number	Customer Number	Name	Category	Check Number	Description	Amount
						.00

2. Deposit may be refunded or applied to an invoice.
  - a. Applying an invoice will create an entry to reduce the deposit liability account and offset revenue.
  - b. Deposit refund will not flow to the general ledger. The check will need to be coded to the deposit liability account.



The screenshot shows the 'Apply/Refund Deposits' window in Caselle Connect. The window title is 'Caselle Connect® > Accounts Receivable > Customers > Apply/Refund Deposits'. The main form contains the following fields:

- Date: 09/18/2020
- Reference number: 1
- Customer: (empty)
- Action: Apply (selected)
- Category: (empty)
- Deposit reference: (empty)
- Description: Deposit Apply
- Total to apply: 0
- Deposit portion: .00
- Interest: .00

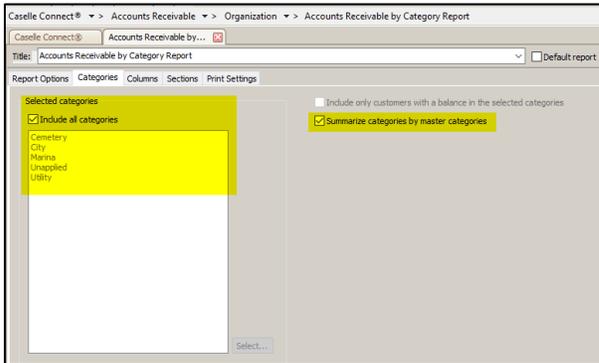
Customer information fields include Customer number, Name, and Address. An 'Allocations' table is visible with columns for Date, Invoice Number, Category, Balance, and Allocated. A table at the bottom of the window shows the following structure:

Action	Reference	Customer Number	Name	Description	Amount
					.00

## Balancing to the General Ledger

There are basically five reports that assist with balancing to the general ledger.

1. Accounts Receivable by Category. This report should be setup utilizing the Master Category feature in order to combine like receivable accounts together. This will make it easier to rapidly review month end balancing.



Caselle Connect® > Accounts Receivable > Organization > Accounts Receivable by Category Report

Title: Accounts Receivable by Category Report

Report Options | Categories | Columns | Sections | Print Settings

Selected categories

Include all categories

Include only customers with a balance in the selected categories

Summarize categories by master categories

Cemetery  
City  
Marine  
Unapplied  
Utility

Select...

2. Deposits. The 'Open Deposit List' or 'Deposit Register' can be utilized for balancing deposits. The deposit register will provide more detail than necessary for balancing to the liability accounts. However, it is nice to see what makes up the changes.
  - a. Use the 'Selection Criteria' section to filter for specific deposit accounts.

Selection criteria:

Column	Value	Test
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field
Customer Type.Customer type	"Marina"	Entire field

- b. Utilize the 'Report Order' section to total by the Category deposits are applied.

Report order:

Column	Sort	Title	Total	Page	Test
[Report].Category	Ascending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Entire field
Customer.Name	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field

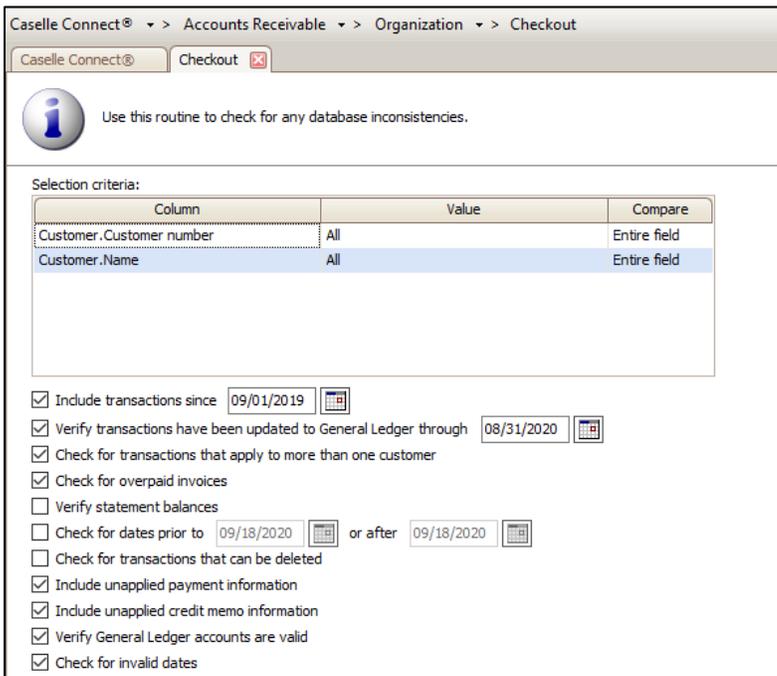
3. GL Reconciliation. This report provides a breakdown, by general ledger account number, of the posting to the general ledger. It provides a way to review the detail that should be in the general ledger if discrepancies are found during month-end balancing.
4. Unapplied Transaction List. This report aids in balancing transactions that have not been fully applied or applied incorrectly. It will show any amounts for pre-paid customers or unapplied balances on payments or credit memos. The account is should balance to is found under Organization – Organization – Interfaces (sub tab) – General Ledger.

General Ledger unapplied accounts

Cash:	01-10770	Cash Clearing - Accounts Rec
Receivable:	10-11500	Accts Receivable - General

## Advanced Troubleshooting

1. Checkout. Checkout is the first indicator that something may not have been completed or processed correctly. Below are the recommended setting for checkout. If Accounts Receivable has been in use for a considerable amount of time, start utilizing the 'Check for Dates prior to...' and 'Check for transactions...' options to clean up un-necessary history retention.



Caselle Connect® > Accounts Receivable > Organization > Checkout

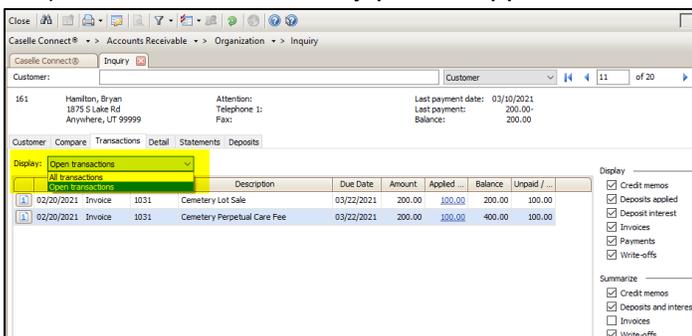
Use this routine to check for any database inconsistencies.

Selection criteria:

Column	Value	Compare
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field

Include transactions since 09/01/2019  
 Verify transactions have been updated to General Ledger through 08/31/2020  
 Check for transactions that apply to more than one customer  
 Check for overpaid invoices  
 Verify statement balances  
 Check for dates prior to 09/18/2020 or after 09/18/2020  
 Check for transactions that can be deleted  
 Include unapplied payment information  
 Include unapplied credit memo information  
 Verify General Ledger accounts are valid  
 Check for invalid dates

2. Follow the Checklist. Always follow the checklist for Accounts Receivable. This should help prevent issues. If you do not have a checklist, or wish to review the processes, call technical support.
3. Inquiry.
  - a. Open transactions. This option show only the transactions (invoices, payment, credit memos, etc.) that have not been fully paid or applied.



Caselle Connect® > Accounts Receivable > Organization > Inquiry

Customer: 161 Hamilton, Bryan  
1875 S Lake Rd  
Anywhere, UT 99999

Attention: Telephone 1:  
Fax:

Last payment date: 03/10/2021  
Last payment: 200.00  
Balance: 200.00

Customer Compare Transactions Detail Statements Deposits

Display: Open transactions

	Description	Due Date	Amount	Applied	Balance	Unpaid / ...
02/20/2021 Invoice 1031	Cemetery Lot Sale	03/22/2021	200.00	100.00	200.00	100.00
02/20/2021 Invoice 1031	Cemetery Perpetual Care Fee	03/22/2021	200.00	100.00	400.00	100.00

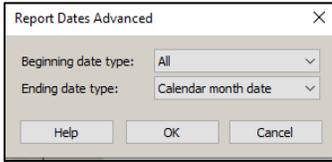
Display:
  Credit memos  
 Deposits applied  
 Deposit interest  
 Invoices  
 Payments  
 Write-offs

Summarize:
  Credit memos  
 Deposits and interest  
 Invoices  
 Write-offs

- b. The first thing to address are unapplied payments and/or credit memos. If this does not resolve the issue, continue to step 4.

4. Void Report. Create a void report to validate that each transaction type and customer voids are balancing to zero. If a customer does not balance to zero, call support to review the issue.

a. Dates: Set the date range to all history up to the desired month.



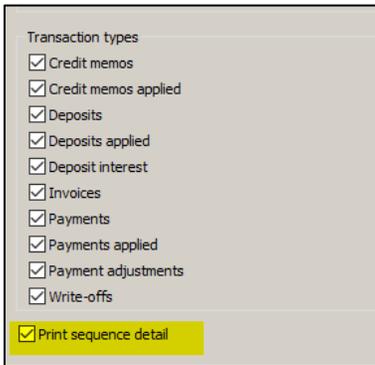
Report Dates Advanced

Beginning date type: All

Ending date type: Calendar month date

Help OK Cancel

b. Transaction Types: Select all transactions. Initially review sequence detail. If an issue has had multiple attempts for repair, sequence detail may not be desired. Deselect the option and rerun the report.



Transaction types

Credit memos

Credit memos applied

Deposits

Deposits applied

Deposit interest

Invoices

Payments

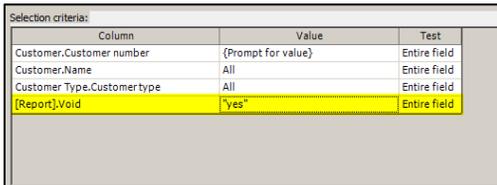
Payments applied

Payment adjustments

Write-offs

Print sequence detail

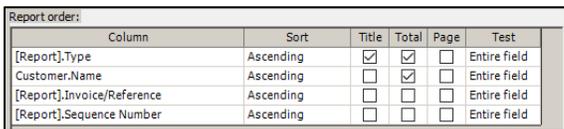
c. Selection Criteria.



Column	Value	Test
Customer.Customer number	{Prompt for value}	Entire field
Customer.Name	All	Entire field
Customer.Type.Customer type	All	Entire field
[Report].Void	"yes"	Entire field

- To the Customer Number or Name, add 'Prompt for Value'. It is easiest to focus on one customer at a time when troubleshooting.
- Add '[Report].Void' to the selection criteria with a value of 'Yes'.

d. Report Order. Setup the report order as shown below.



Column	Sort	Title	Total	Page	Test
[Report].Type	Ascending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Entire field
Customer.Name	Ascending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Entire field
[Report].Invoice/Reference	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field
[Report].Sequence Number	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field

e. Run the report for one customer at a time. This will reduce confusion on each issue on the checkout report.

5. Rerun Checkout. If checkout is not clear, or the void report does not balance to zero for a single customer, please contact support at call technical support at 888-241-1517 or email [support@civicsystems.com](mailto:support@civicsystems.com).