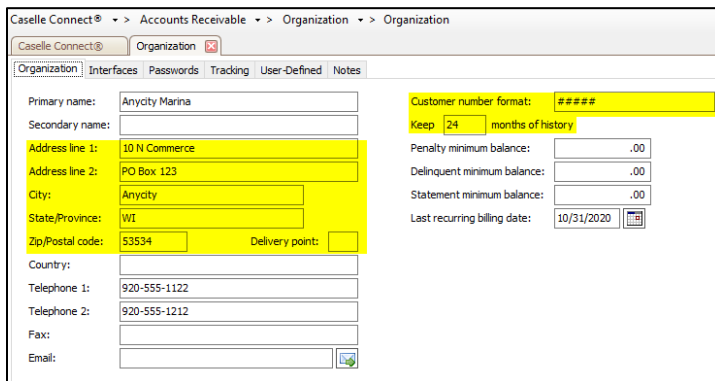


Accounts Receivable – New User

Topics will encompass basic setup for customers, categories and billing codes, processing invoicing and receiving payments. We will also take the time to understand customer term setup. Once those concepts are reviewed, reporting and how to balance will be reviewed. 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 or helpdesk@civicsystems.com.

Organization setup options



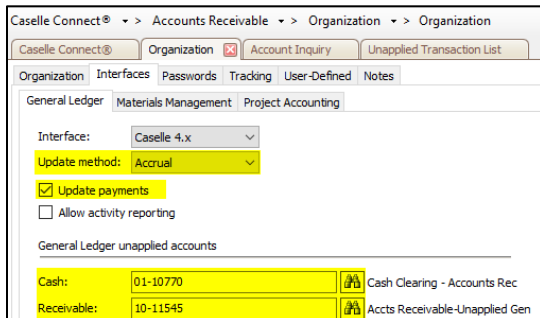
Caselle Connect® > Accounts Receivable > Organization > Organization

Organization Interfaces Passwords Tracking User-Defined Notes

Primary name: Anycity Marina
Secondary name:
Address line 1: 10 N Commerce
Address line 2: PO Box 123
City: Anycity
State/Province: WI
Zip/Postal code: 53534
Country:
Telephone 1: 920-555-1122
Telephone 2: 920-555-1212
Fax:
Email:

Customer number format: #####
Keep 24 months of history
Penalty minimum balance: .00
Delinquent minimum balance: .00
Statement minimum balance: .00
Last recurring billing date: 10/31/2020

1. Change the address if necessary.
2. Customer format: Please do not change.
3. Number of years of history.



Caselle Connect® > Accounts Receivable > Organization > Organization

Caselle Connect® Organization Account Inquiry Unapplied Transaction List

Organization Interfaces Passwords Tracking User-Defined Notes

General Ledger Materials Management Project Accounting

Interface: Caselle 4.x
Update method: Accrual
☒ Update payments
☐ Allow activity reporting

General Ledger unapplied accounts

Cash:	01-10770	Cash Clearing - Accounts Rec
Receivable:	10-11545	Accts Receivable-Unapplied Gen

1. Update method: Do NOT change.
 2. Make sure that 'Update payments' is checked.
- Unapplied Accounts
3. Cash: Same on categories and billing codes.
 4. Used to balance to Unapplied Invoice Report.

Understanding customers

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 AR0 database. Once a customer merge is completed, recovery will only happen with restoration of the database.

Categories and Billing Codes

1. Categories are the primary set for billing. In other words, 'categories' help to, define what is billed, organize the general ledger accounts for billing and aid in balance to the general ledger. When billing customers, a category is necessary, whereas billing codes are not. Some good examples for categories are: Hanger rental; Boat slip rental; Swimming pool.
2. Billing Codes are utilized to create a breakdown of 'category' codes. The primary note to remember is that billing codes and category codes MUST be setup utilizing the same general ledger fund number.
3. Below are some good example of the breakdown for categories and billing codes.

Hanger rental

- Small
- Medium
- Large

Boat Slips

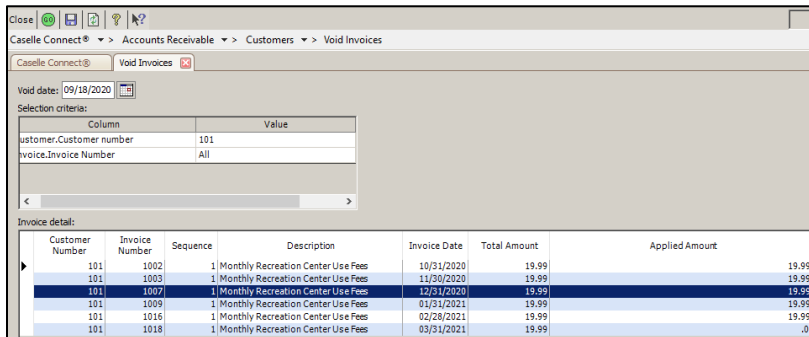
- Temporary
- Permanent
- Electrical

Swimming pool

- Swim lessons
- Life saving
- Concessions

Void vs. Credit Memo vs. Write-off

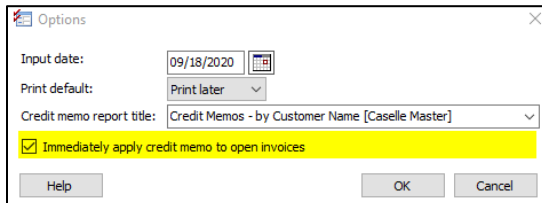
1. Void Invoice creates a reversing transaction and association with the original invoice. This process relates directly to the original invoice because the invoices must be selected by highlighting the entire line and selecting the 'GO' button. Utilize the 'Selection Criteria' to filter to the desired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



Column	Value
customer.Customer number	101
invoice.Invoice Number	All

Customer Number	Invoice Number	Sequence	Description	Invoice Date	Total Amount	Applied Amount
101	1002	1	Monthly Recreation Center Use Fees	10/21/2020	19.99	19.99
101	1003	1	Monthly Recreation Center Use Fees	11/20/2020	19.99	19.99
101	1007	1	Monthly Recreation Center Use Fees	12/21/2020	19.99	19.99
101	1009	1	Monthly Recreation Center Use Fees	01/21/2021	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	03/21/2021	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.



Options

Input date: 09/18/2020

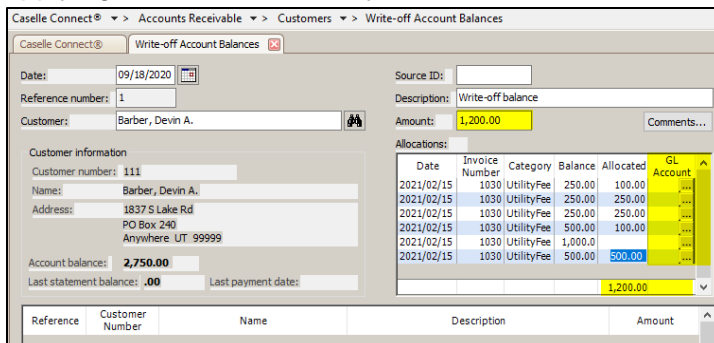
Print default: Print later

Credit memo report title: Credit Memos - by Customer Name [Caselle Master]

☒ Immediately apply credit memo to open invoices

Help OK Cancel

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.



Write-off Account Balances

Date: 09/18/2020

Reference number: 1

Customer: Barber, Devin A.

Source ID:

Description: Write-off balance

Amount: 1,200.00

Comments...

Customer information

Customer number: 111

Name: Barber, Devin A.

Address: 1837 S Lake Rd
PO Box 240
Anywhere UT 99999

Account balance: 2,750.00

Last statement balance: .00

Last payment date:

Allocations:

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	1,000.00	500.00	
2021/02/15	1030	UtilityFee	500.00	500.00	

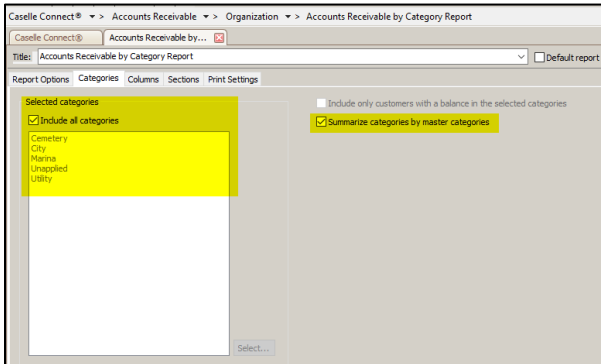
1,200.00

Reference	Customer Number	Name	Description	Amount

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.



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:

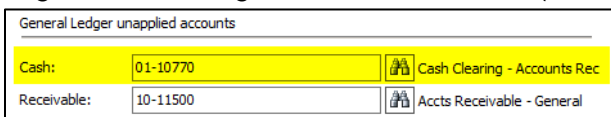
Column	Value	Test
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field
Customer Type.Customer type	"Marina"	Entire field

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

Report order:

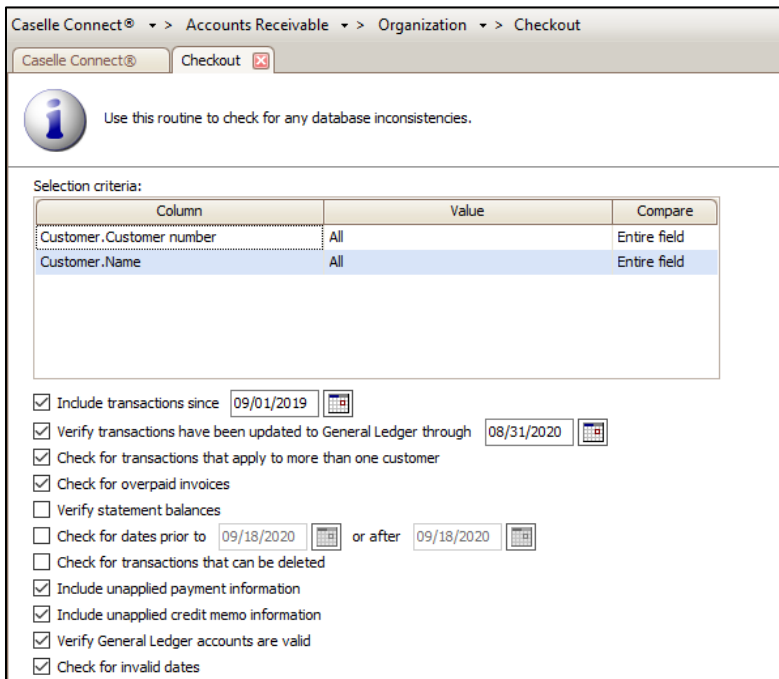
Column	Sort	Title	Total	Page	Test
[Report].Category	Ascending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Entire field
Customer.Name	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field

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.



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:

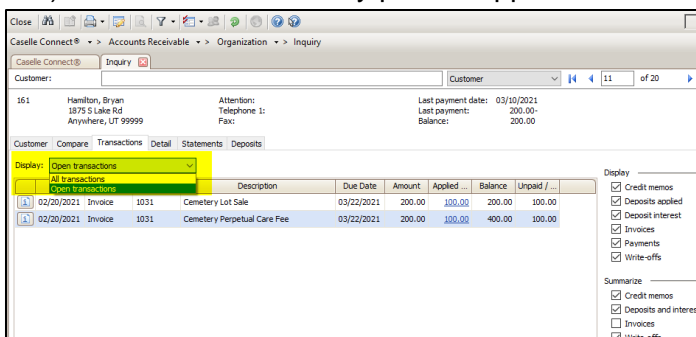
Column	Value	Compare
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field

☒ 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

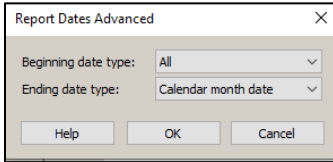
Summarize:

- ☒ 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.



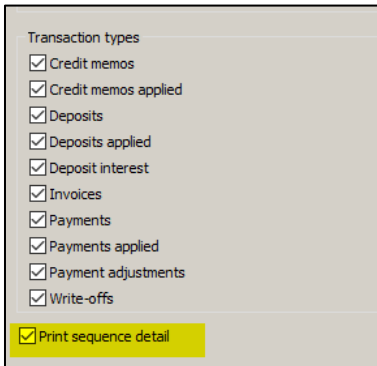
Report Dates Advanced

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

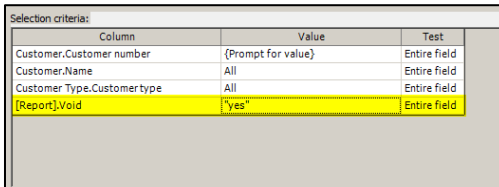
☒ Payments applied

☒ Payment adjustments

☒ Write-offs

☒ Print sequence detail

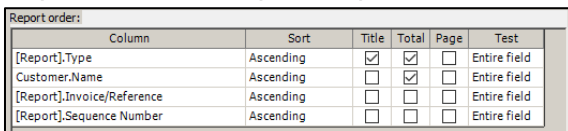
- c. Selection Criteria.



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

- i. To the Customer Number or Name, add 'Prompt for Value'. It is easiest to focus on one customer at a time when troubleshooting.
- ii. 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.