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Accounts Receivable

Accounts receivable is the process of billing customers who owe you money and recording the resulting payments received.

To begin the process, you generate invoices to send customers. You can set up [terms for payment](#), [create discounts for early payment](#), and [charge additional fees for late payment](#). Most terms, fees, and discounts are established when you [set up Accounts Receivable](#), and you can use them when creating invoices.

Once you have [entered invoices](#), you can [print them](#) as statements and send them to customers. You can even print the mailing labels you need. You can also use the Accounts Receivable program to record incoming payments, generate customer receipts, and mail the resulting statements.

If you use [accrual accounting](#), your ACS Accounts Receivable program [interfaces with the ACS General Ledger \(GL\) program](#), posting invoices and payments to the appropriate accounts automatically to maintain your organization's ledger. The Accounts Receivable program also interfaces with [General Ledger](#) to support cash accounting, posting payments to the ledger.

Many [additional reports](#) let you list and analyze customer records, invoices, and payments. Pre-existing reports can help you perform a variety of tasks, from creating a list of birthdays to a list of total receipts for the month. You can customize the content and appearance of reports to suit your needs and save those settings for future use.

To begin setting up Accounts Receivable, see the [Accounts Receivable Startup Outline](#).

Accounts Receivable Startup Outline

To set up your ACS Accounts Receivable system, follow the steps below. To learn more about a process, click on the links within the text to view comprehensive procedures for that task.

Accounts Receivable Setup Checklist

- ✓ If you have not done so, enter your [site information](#). On the menu bar, click **Utilities**, then **Site Information**.
- ✓ Establish your [Accounts Receivable Setup](#) options.
- ✓ If you plan to use a [check scanner](#), you can configure it now.
- ✓ Establish the [preferences to use when entering invoice and payment transactions](#).
- ✓ Establish your [General Ledger interface options](#).
- ✓ If you use Headmaster (sold separately) and want to use it with ACS Accounts Receivable, configure the [Headmaster interface options](#).
- ✓ Establish your [Bank Account Maintenance](#) options.
- ✓ Define your [grade levels](#), [fees](#), any [discounts](#) you plan to use, [mass billing codes](#), [payment codes](#), and [individual lists](#).
- ✓ [Add](#) or [import](#) the customers who will be part of your AR system.
- ✓ You can now [create invoices](#), [record payments](#), [create receipts](#), and [print reports](#) as needed.

Cash vs. Accrual Accounting

The cash method and the accrual method of accounting are the principal ways of tracking income and expenses. The only difference between the two is when transactions are recorded, and you can choose either method in ACS.

Cash-basis accounting records financial events based on cash flows and cash position. You record revenue when you receive cash, and you record expenses only when cash is paid. In cash-basis accounting, revenues and expenses are also called receipts and payments. In this method of accounting, you do not use payables (future payments) or receivables (future receipts).

Accrual-basis accounting records financial events based on when they occur. Under accrual accounting, you record revenue when it is earned and realized, regardless of when the actual payment is received. Similarly, you record expenses at the time goods are received, regardless of when they are actually paid.

Once you determine whether you will use cash or accrual accounting, select the appropriate setting on the [GL Interface Tab](#).

Here's a comparison of cash and accrual accounting:

Accounting Method	Revenue	Expense	Advantages/Disadvantages
Cash-basis	Recorded when money is received.	Recorded when money is paid.	Easier to use. Fewer transactions and less time spent. Does not provide a true picture of income and expenses because revenues and expenses are not matched in the period they occur.
Accrual-basis	Recorded when earned, even though money is not received.	Recorded when goods or services are received, even though not paid for.	Displays a true picture of income and expenses because revenues and expenses are matched in the period they occur. More transactions and more time spent. Requires understanding of payables and receivables.

Setting up Accounts Receivable

In Setup, you can configure the Accounts Receivable module to meet your church or organization's needs. On the AR Setup Tab, you can select to Track Family Records and set the current AR month and year. In Transaction Setup, you can set up the next invoice number, next receipt number, and options for discount calculation.

You can also configure General Ledger and HeadMaster interface options in Setup, and you can add bank accounts and check scanners.

Configuring the AR Setup Tab

On the AR Setup tab, you can set up aging periods, terms, calendars, and other options. You should set up these options before entering AR records.

To configure the AR Setup tab

1. Under Advanced Tools, click the **Settings** tab.
2. In the drop-down list, select **Accounts Receivable** and click **Go** .
3. Click the **AR Setup** tab if it is not already open.
4. Make your selections, then click **OK**.
5. Click **Close**.

Additional Field Information

[Use Terms](#)

If selected, invoices and customer records include a Term field. Terms are used for early payments and to automatically set the due date for invoices. Terms apply to an entire invoice and are set up in the Define Lists window for General Ledger.

Track Family Records

If selected, you can associate customer records with family records for grouping on reports and statements as well as splitting invoice fees among multiple families for payment. Tracking a family record helps share common information between the family members and helps to group them together for performing lookups, printing statements, and reports.

Customers assigned to a family use the family's contact and comment information, and any information entered in the family record will be shared among all its members, saving data entry time for information such as addresses and phone numbers. If not selected, the **Record Type** drop-down list and Family tab do not display when adding a customer.

Once you have added families, however, you cannot clear **Track Family Records** unless those records are deleted. If you only track receivables for individuals, you probably do not need to track family records. If, on the other hand, you track charges for individuals but bill by family, you might. A typical example of the latter is a school who tracks charges for students, but bills the students' parents.

Family

To open the Change Family References dialog box, click here. When you select **Track Family Records**, new customer records require a **Record Type**. By default, choices include Parent, Student, and Other. You can, however, use this dialog box to change the terms used for record types and the label that displays on the Family tab.

Next Customer Code

Choose a starting number for your customer codes by typing it in **Next Customer Code**. This number automatically assigns a number to the next customer if **Auto Assign Next Customer Code** is selected or if you click **Next** when adding or editing a customer record.

Auto Assign Next Customer Code

If selected, the program automatically generates the next available customer number for new customers.

Track Discount Account

Select **On each discount type** if you track separate discount accounts for each discount type. Select **On each fee** if you track discounts based on fees. This choice depends on the accounts you have set up in the General Ledger for tracking discounts. Discounts tracked by discount types can apply to most fees. Some examples of discounts that are usually tracked by discount types include member discounts, employee discounts, and multiple child discounts. Discounts tracked by fees can only apply to the fee they are referencing. Some examples of fee-based discounts are tuition discounts and supply discounts.

Current AR Month/Year

Enter the posting month/year for current accounts receivable.

Aging Periods

Enter the increments, in days, you use for determining late fees.

Check Scanner

If you use a check scanner purchased from ACS, select it from the drop-down list. To select a COM port and test the connection, click **Configure**. For more on configuring or purchasing a check scanner, see [Configuring the Check Scanner](#).

[Setup Calendar Exceptions](#)

To indicate which days you want to avoid using as billing dates, click here. When adding/editing exceptions, fields include:

- **Action** — You can either **Set to the next valid date** following the date or range of dates you selected, or **Set to the previous valid date** prior to your selection.
- **Date/range-of-date selections** — Examples include *1 January* for New Year's Day, the *Fourth Thursday of Every November* for Thanksgiving, and *04/13/2009 Through 04/17/2009* for spring break.

Configuring the Check Scanner for Accounts Receivable

When you purchase a new check scanner from ACS Technologies, you must first set it up in ACS. ACS works with any of the following check scanners (purchased separately):

- Mini MICR (keyboard wedge and USB)
- Mini MICR (USB)
- MICRImage (RS-232 and USB)

To purchase a check scanner from ACS, click **Need Check Reader?**  .

Before you set up the scanner in ACS, use the instructions included with the check scanner to connect the scanner to your PC. If you purchased the Mini MICR (keyboard wedge) check scanner, once you select it from the check scanner drop-down list, you do not need to do anything else in Setup.

If you purchased the Mini MICR (USB) or the MICRImage (RS-232 & USB) check scanner, when you select one of these scanners from the drop-down list, the **Configure** button displays. You must select the correct COM port that your scanner is plugged into on your PC (for an explanation of COM port, see the instructions included with your check scanner).

Once you select a COM port connection, you can test the connection to verify it is the correct one. If it is, either a verification message or a check image displays, depending on the scanner that you purchased. If the COM port connection is not correct, you can select a different one and test it again until you select the correct one.

To find the COM Port for the MICR Scanner

1. On the Windows Taskbar, click **Start**, then select **Control Panel**.
2. Double-click **System**.
3. Select the **Hardware** tab, then click **Device Manager**.
4. Expand **(Ports COM & LPT)**.
5. Note the COM port for the MICR device. (Ex: COM3)
6. Close the **Device Manager**, **System Properties**, and the **Control Panel**.

To configure a check scanner

1. Under **Advanced Tools**, click the **Settings** tab.
2. In the drop-down list, select **Accounts Receivable** and click **Go**  .
3. On the **AR Setup** tab, select the appropriate scanner from the list.
4. If you selected Mini MICR (USB) or MICRImage (RS-232 & USB), click **Configure**. The MiniMICR (keyboard wedge & USB) should "plug and play" without configuration.
5. Click in the **Select COM Port** list, and select the COM port you want to test.
6. Click **TestPort Connection**.
7. Feed a check through the scanner. If you did not select the correct COM port, an error message displays. Change the port number and try again.

8. If you selected the correct COM port, a verification message displays for the Mini MICR (USB) scanner. A check image displays for the MICRImage (RS-232 & USB) scanner. Click **OK**.



Useful Information

If you do not scan the check in a reasonable amount of time, an error displays. Click **OK**, then **Test Port Connection** and try again.

Working with Calendar Exceptions

Calendar exceptions let you make certain exceptions in billing dates. You can customize your calendar settings to automatically change billing dates if they fall on pre-set holidays or weekends.

For example, this feature is helpful if invoices are due on the twenty-fifth of the month. In December, the twenty-fifth is Christmas. Using Calendar Exceptions, you can automatically change the invoice date to the day immediately before or after the holiday.

To Add a Calendar Exception

1. Under Advanced Tools, click the **Settings** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click the **AR Setup** tab if it is not already open.
4. Click on **Setup Calendar Exceptions**, then click **Add**.
5. Enter a holiday name or description of the date being excluded from the billing schedule in the **Description** field.
6. In the **Action** drop-down list, decide when you want the invoice billed.
7. Select the date you want to be excluded from the billing calendar by choosing one of the following options: day, range, or day of the week and filling in the required fields.
8. If you are finished adding calendar exceptions, click **Ok**. To add multiple calendar exceptions, select **Add Another** and click **Ok**.

To Edit a Calendar Exception

1. Under Advanced Tools, click the **Settings** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click the **AR Setup** tab if it is not already open.
4. Click on **Setup Calendar Exceptions**.
5. Select the calendar exception you want to edit from the list.
6. Click **Edit**.
7. Change the desired fields.
8. Click **Ok**.

To Delete a Calendar Exception

1. Under Advanced Tools, click the **Settings** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click the **AR Setup** tab if it is not already open.
4. Click on **Setup Calendar Exceptions**.
5. Select the calendar exception you want to delete from the list.
6. To confirm, click **Yes**.

Additional Field Information

Action to take for invoice scheduled for a weekend

Use this drop-down list to select the date you would like invoices falling on a Saturday or Sunday to be processed. You can choose to take no action and proceed with billing on the weekend, or you can set the scheduled billing to the date immediately before or after the weekend.

Configuring the Transaction Setup Tab

Use the **Transaction Setup** tab to set your preferences for entering invoices and payments. You should make the selections before processing AR transactions.

To set preferences on the Transaction Setup tab

1. Under Advanced Tools, click the **Settings** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click on the **Transaction Setup** tab.
4. Select **Warn on Duplicate Invoice Number** if you want the program to warn you if you enter an invoice number already in use.
5. Select **Auto Assign Next Invoice Number** to automatically display the next available number when entering invoices. If you edit the invoice number on the invoice, the program uses the number you entered rather than the next available number. If you click **Cancel** while adding an invoice, the "next" number is reset. If this option is not selected, click **Next** to assign the next available number.
6. Select **Auto Assign Next Receipt Number** to automatically assign the next available receipt number when entering a payment. This speeds up data entry. If you click **Cancel** while adding a payment, the "next" number is reset. If this option is not selected, click **Next** to assign the next available number.
7. Enter the **Next Invoice Number** and **Next Receipt Number**. These fields display the next available invoice and receipt numbers, respectively, but they can be overwritten.
8. In the **Multiple Discount Calculation** drop-down list, select a method for calculating multiple discounts.
 - **From Original Fee** — If, for example, the fee line item equals \$100, the first 10% discount will equal \$10, the second 10% discount will also equal \$10, and so on.
 - **Include Discounts** — If, for example, the fee line item equals \$100, the first 10% discount will equal \$10, the second discount will equal \$9 (\$100-\$10), and so on. If **Include Discounts** is selected, the **Set Calculation Order** button displays. Click **Set Calculation Order** to define which discount is taken first, second, etc., when generating billing codes.
9. In the **Unapplied Payments Fee** drop-down list, select a fee overpayments should post to.
10. Beside **Setup Default Deposit Accounts**, click **Select** to display a grid that lists all payment types so you can select a checking account for each. If you do not select a checking account, **Use Fee Accounts** displays as the deposit account for payments with the selected payment type.
11. Click **OK**.

Configuring the GL Interface Tab

Use this tab to determine how transactions entered in the Accounts Receivable module post to the general ledger.

To configure the GL Interface tab

1. Under Advanced Tools, click the **Settings** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click the **GL Interface** tab.
4. Make your selections. Use the field descriptions in this topic for reference.
5. Click **Close**.

Additional Field Information

Accounts Receivable Mode

Select the method of accounting you will use. For an explanation of the different types, see [Cash vs. Accrual Accounting](#).

Accrual Source/Adjustment Source

Select the source to assign invoice transactions. When using an accrual method, this field is called **Accrual Source**, and when using a cash basis, this field is called **Adjustment Source**.

Deposit Source

Select the source that payments posted to the general ledger contain.

Unapplied Payment Source

Select a source to use for posting unapplied payments to the general ledger.

ACH Source

Select a source which ACH payment types posted to the general ledger should contain. You should set up a separate deposit source in General Ledger Define Lists.

Write Off Fee

Select a fee for writing off an unpaid invoice, according to your organization's procedures.

Select Multiple Fees

Select if you are tracking multiple general ledger funds in one set of accounts receivable data.

Late Fee

Select a default late fee. This speeds up adding individual late fee invoices or mass generating late fees.

NSF Fee and Amount

Select a default fee and amount. When entering a return check fee invoice, the default fee and amounts are completed.

Configuring the HeadMaster Interface Tab

Use this tab to interface with your HeadMaster program, select a connection type, and enter connection parameters.

To configure the HeadMaster interface tab

1. Under Advanced Tools, click the **Settings** tab.
2. Select **General Ledger** or **Accounts Receivable** from the drop-down list and click **Go** .
3. Click the **HeadMaster Interface** tab if it is not already open.
4. Make your selections.
5. Click **Close**.

Additional Field Information

Enable HeadMaster Interface

Select to display the HeadMaster Interface in Accounts Receivable.

Connect to remote server

To connect to a remote server if HeadMaster is located on a remote server, click here.

Connect to database server

To connect to a database directory if HeadMaster is located on your local hard drive, click here. If selected, click **Browse** to select the **Database Directory**.

Configuring the Bank Account Maintenance Tab

Use this tab to associate individuals or families (if you track families) with checking accounts. You can add accounts manually or using a check scanner.

To manually associate existing customers with bank accounts

1. Under Advanced Tools, click the **Settings** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click the **Bank Account Maint.** tab.
4. Click **Add New**. A window opens, and you can select an existing record. If you track families, both a **Customer** tab and a **Family** tab display; otherwise, all records display in a single window.
5. Double-click the individual or family with whom you want to associate a checking account.
6. Enter the bank **Account Number** and **Bank Transit Number**, the nine-digit number also known as the routing number.
7. Click **OK**.

To use a check scanner to associate customers with bank accounts

1. Under Advanced Tools, click the **Settings** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click the **Bank Account Maint.** tab.
4. Click **Scan New**. The check scanning window opens.
5. Scan the check. The account number and bank transit number display, and you can associate the data with an individual or family.

Additional Field Information

Find Check

To scan a check or determine if it has been scanned previously, click here.

Edit

To edit the selected record, click here.

Reassign

To scan a new check for a family or individual with existing check information but who has new checking account or bank information, click here.

Delete

To delete the record highlighted in the grid, click here. A confirmation message displays.

Defining Lists in Accounts Receivable

Use the Define Lists window to set up grade levels, fees, discounts, mass billing codes, payment codes, and individual lists before entering individual and family records.

These lists are used when running processes and [generating reports](#), and many items in the lists become selections in drop-down fields in other windows. The values you establish here are used throughout the AR module.

Defining Grade Levels in Accounts Receivable

Use the Define Lists window to create the grade levels (Kindergarten, 1, 2, etc.) you will assign to students.

The grades you set up here are available in a drop-down list when assigning grade levels to individual students in the Customer window, or when using the [Mass Assign Assistant](#) to edit multiple customer records.

You can delete grades that you do not want to use or change the order in which the grades appear in AR lists.

To define grade levels

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Expand **Accounts Receivable**.
4. Click **Grades**, then **Add**.
5. Enter a **Grade Description** such as "Kindergarten" or "5."
6. Select **Active** to make the grade active.
7. To continue adding grade levels, select **Add Another**.
8. Click **OK**, then **Close**.

To delete grade levels

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Expand **Accounts Receivable**.
4. Click **Grades**, then select the grade you want to delete.
5. Click **Delete**, and confirm the action. If students are assigned to the grade, you are notified.
6. Click **Close**.

To reorder grade levels

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Expand **Accounts Receivable**.
4. Click **Grades**, then **Define List Order**.
5. To display inactive grade levels in the list, select **Show Inactive**.
6. Click the grade you want to move up or down in the list, and use the red arrows to change its position.
7. Click **Ok**.

To print a list of grade levels

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Expand **Accounts Receivable**.

4. Click **Grades**, then **Print**.
5. To include a list of the individuals assigned to each grade, click **Include Detail?**
6. To include inactive grade levels, click **Include Inactive Lists?**
7. Click **Preview** to view the report on screen, or **Print** to send the report to your printer.

Defining Fees in Accounts Receivable

Use the Define Lists window to create the fees charged to customers.

You can also determine which general ledger accounts are affected by those charges, and you can also delete fees that you do not want to use in AR lists

To define fees

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click **Fees**, then **Add**.
4. Enter the information for the new fee in the fields provided. Use the field descriptions in this topic for reference.
5. To define additional fees, select **Add Another**.
6. Click **OK**.

To delete fees

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click **Fees**, then select the fee you want to delete.
4. Click **Delete**, and confirm the action. If the fee is in use (assigned to a payment code or transaction, for instance) you cannot delete it.
5. Click **Close**.

To print a list of fees

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list, then click **Go** .
3. Click **Fees**, then **Print**.
4. To include inactive fees, click **Include Inactive Lists?**
5. Click **Preview** to view the report.
6. Click **Print** to send the report to your printer.

Additional Field Information

Fee Code

Enter a fee code in accordance with your organization's standard operating procedures.

Tax Deductible

If selected, allows this fee to be identified later as one the customer can claim for tax purposes (for example, day care expenses). A tax statement listing these payments can be printed at the end of the year.

Offset Account

Select the revenue account to be credited when you receive payments

Checking Account

Select the checking account to be debited when you receive payments.

Accrual Account

If using accrual accounting, select the receivables account to be debited when invoices are posted. The offset account (revenue) is also credited when the invoice is posted. When the payment is received, checking is then debited and the accrual account credited to clear the receivables amount.

Discount Account

Select the account to be debited by the amount of the discount associated with an invoice. To show discounts as part of the net revenue on the Revenue and Expense report, use a revenue account.

Prepayment Account

Select the account used to track payments made in advance for the next accounting period (year). Payments identified as "prepayments" (typically, a liability account) credit this account, and checking is debited. When invoices are applied to prepayments, the offset account (revenue) is credited and recorded in the period of the invoice, and the prepayment account is washed out with a debit.

Enter Unit Cost

If tracking units for the fee, you can select this option and enter the default unit cost desired. The quantity will be specified when entering an associated invoice. You could, for instance, have unit costs associated with lunch, milk, and after school hours.

Defining Discounts in Accounts Receivable

Use the Define Lists window to create discounts that you can assign to customer records. You can define the discount as a percentage or in dollars and cents. If you update this amount, the change is applied automatically in all affected customer records.

If you [track family records](#), mass billing code invoices and manual invoices are charged to record types of "Student" or "Other" when they qualify. Therefore, if you assign discounts to records with one of those types, the discounts are applied automatically to applicable mass billing codes as they are assigned to the records. You can also reorder discounts in the drop down lists.

To define discounts

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click **Discounts**, then click **Add**.
4. Enter a **Discount Description** such as "Member Discount."
5. Select whether the discount is a dollar amount or percentage and enter the corresponding value. If it is a percentage, select **Round to the nearest dollar** to round the amount.
6. To add additional discounts, select **Add Another**.
7. Click **OK**.

Defining Mass Billing Codes in Accounts Receivable

Use the Define Lists window to set up mass billing codes for items that you bill routinely to a large percentage of your customers. Typical examples include tuition, equipment rental, and textbooks.

By assigning billing codes to customers' records, you can generate invoices for that group of customers all at once, saving time and simplifying your work flow.

Note

If **Track Family Records** is selected on the [AR Setup Tab](#), billing codes should be assigned to records with type "Student" or "Other." In cases where the charge pertains to a family and not a particular student, registration or parent/teacher fees, for example, billing codes can also be assigned to a family record.

To define mass billing codes

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click **Mass Billing Codes**, then **Add**.
4. Enter the information for the new code. Use the field descriptions in this topic as reference.
5. To define other mass billing codes, select **Add Another**.
6. Click **OK**, then **Close**.

Note

If you click **Cancel** while adding a billing code, the billing code, as well as any discounts you have assigned to it, will be canceled.

To delete mass billing codes

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click **Mass Billing Codes**, then select the code you want to delete.
4. Click *Delete* and confirm the action. If customers are currently assigned to the code, you are notified.
5. Click **Close**.

To print a list of mass billing codes

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .

3. Click **Mass Billing Codes**, then **Print**.
4. To include a list of the individuals assigned to each code, click **Include Detail?**
5. To include inactive codes, click **Include Inactive Lists?**
6. Click **Preview** to view the report on screen or **Print** to send the report to your printer.

Additional Field Information

Billing Code

Enter the code you want to use. This can be up to six alphanumeric characters long. You may want to consider a descriptive code: DAYCAR for a day care tuition fee, for example. If you use numbers of fewer than six characters, leading zeros will be inserted.

Billing Description

Enter a phrase that sums up the purpose of the billing code: "Registration fee for toddlers' class," for example.

Fee Description

Select a fee to associate with this billing code. The list of fees are set up in the Fees section of the Define Lists window.

Default Frequency/Amount

Enter the frequency and amount to use when assigning this code to customers. These are only defaults, and you can change them for individual customers after they are assigned. For school or daycare, typically, a billing code is created for each grade for tracking purposes, and the parents' payment frequency is set when being assigned to the student record.

Accept Discounts

If selected, any discount associated with the customer's record apply to the billing code. This option defaults to selected. However, if the billing code should only apply specific discounts, these should be defined on the **Discounts** tab.

Discounts Tab

By default, a billing code accepts all discounts assigned to a customer record; however, you can use this tab to select a specific discount for a billing code if needed. If entered, only those discounts are used from a customer's record when generating mass billing code invoices. However, if your billing code has a discount amount equal to the invoice amount, an error displays, and you must edit the billing code to remove the discount.

The **Billing** tab of the Customer window displays the billing code, original amount, total discount amount for the billing code (based on accepted discounts), and the net total.

Defining Payment Codes in Accounts Receivable

Payment codes let you set up recurring payments for customers who you receive regular funding from. Examples include financial aid, scholarships, and automated clearinghouse (ACH) withdrawals.

If you are [tracking families](#), payment codes are associated with a family record. Once attached to a family, you can generate payments from the codes.

To define payment codes

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click **Payment Codes**, then **Add**.
4. Enter the information for the new code. Use the field descriptions in this topic for reference.
5. Click **OK**, then **Close**.

To delete payment codes

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click **Payment Codes**, then select the code you want to delete.
4. Click **Delete**, and confirm the action. If customers are currently assigned the code, the program notifies you.
5. Click **Close**.

To print a list of payment codes

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list, then click **Go** .
3. Click **Payment Codes**, then **Print**.
4. To include a list of the individuals assigned to each code, click **Include Detail?**
5. To include inactive codes, click **Include Inactive Lists?**
6. Click **Preview** to view the report on screen or **Print** to send the report to your printer.
7. Click **Close**.

Additional Field Information

Payment code

Enter the next available code. This can be up to six alphanumeric characters long. If you use numbers of fewer than six characters, leading zeros are inserted.

Pay Type

In the **Pay Type** drop-down list, select the payment code's pay type.

Payment Description

Enter a phrase that sums up the purpose of the payment code: "Financial Aid," for example. This description displays on transactions, inquiries, statements, etc.

Fee Description

Select a fee to associate with this payment code for general ledger posting. You can set up fees in the Define Lists window.

Default Frequency/Amount

Enter the frequency and amount to use when assigning this code to customers. These are only defaults, and you can change them on a customer-by-customer basis after they are assigned.

Transfer from scholarship account

If setting up a payment credit for a scholarship, you can post a scholarship transfer when posting the credit. You could use this if the scholarship money is currently held in a liability or restricted account in the general ledger and you would like to move it to the revenue account of the invoice to which the credit will be applied. Whether cash or accrual, the transfer debits the scholarship account and credits the invoice's income account.

Defining Individual Lists in Accounts Receivable

Individual lists can track a variety of information about individuals. Once defined here, you can use the lists on the [Additional Fields](#) tab of the Customer window.

You can set up four different kinds of lists:

- **Dates** lets you create fields for recording important dates: "Spring Registration Date," for example. Once created, only calendar dates are accepted as values.
- You can use **Fields** to record any noteworthy alphanumeric data you choose: "Primary Physician," for example.
- You can use **Numbers** lists for numerical data such as classrooms. Once created, these fields only accept numbers as values.
- Definitions for **Lists** should be fields for which you to want offer a finite list of choices: "Immunizations Current?" "Yes, No, Unknown" for example.

To define dates, fields, and numbers

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Expand **Individual**, then click **Dates**, **Fields**, or **Numbers**.
4. Click **Add**.
5. Enter a description. This is the word or phrase that displays on the **Additional Fields** tab. An empty field displays next to it for a user-entered value.
6. To define additional dates, fields, or numbers, select **Add Another**.
7. Click **OK.**, then **Close**.

To define lists

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list, then click **Go** .
3. Expand **Individual**, then click **Lists**.
4. Enter a description. This word or phrase displays on the **Additional Fields** tab, and the user cannot change it: "Meal choices," for example.
5. Click **Add**.
6. Enter a **List Item Description**. This is the first item that displays in the user's drop-down list of choices.
7. Click **OK**.
8. Repeat the previous three steps for each item you want in the list of choices: "Standard," "Vegetarian," "Kosher," for example.
9. When finished, click **OK**, then **Close**.

To delete dates, fields, lists, or numbers

1. Under Advanced Tools, click the **Define Lists** tab.

2. Select **Accounts Receivable** from the drop-down list and click **Go**  .
3. Expand **Individual**, then click **Dates, Fields, Lists, or Numbers**.
4. In the grid, select the item you want to delete.
5. Click **Delete** and confirm. If the item is currently assigned to customers, the program notifies you.
6. Click **Close**.

Using the Mass Assign Assistant

The Mass Assign Assistant is a time saving feature that lets you add and remove customers' grades, discounts, billing codes, and payment codes in mass. For example, you can use it for such things as mass changing grades at promotion time and to remove billing and payment codes easily from customers.

You can also print a list of updated records within the Mass Assign Assistant.

Assigning Grades with the Mass Assign Assistant

You can use the Mass Assign Assistant in Define Lists to

- [Add grade levels to multiple customers](#)
- [Change customer grades](#)
- [Remove grades from customer records.](#)

This time-saving feature prevents you from entering information into multiple records. It can also keep your database clean and up-to-date. You can also [print a mass assignment report](#) that lists your entries, use the list to verify changes, and file the report as a record of your entries.

Before adding, changing, or removing grades with the Mass Assign Assistant, you must set grade levels up in Define Lists. To learn more about setting up grade levels, see [Defining Grade Levels in Accounts Receivable](#).

In addition, customers must have a record in the database prior to assigning a grade. To learn about adding customers and families to the database, see [Adding Family Records in Accounts Receivable](#), [Adding and Editing Customer Records in Accounts Receivable](#), or [Importing Customers](#).



Caution

As a precautionary measure, ACS Technologies recommends that you make a backup of your financial records before using the Mass Assign Assistant

Adding Grades for Multiple Customers

The Mass Assign Assistant lets you add grade levels for multiple customers without having to update each customer's record individually.

For example, you can use the Mass Assign Assistant during registration because you can assign grades to customers after adding them in the database.

To Add Grades to Multiple Customers' Records

1. Under Advanced Tools, click the **Define Lists** tab.
2. In the drop-down list, select **Accounts Receivable** and click **Go** .
3. Click **Grades**, then **Mass Assign Assistant**.
4. In the Mass Assign Assistant window, select **Grades** and click **Next**.
5. Under **Option**, select **Add a grade to multiple customers** and click **Next**.
6. Select the grade that you want to add to the customers to and click **Next**.
7. Select the affected customers and use the arrows to move them to the column on the right. When you have selected the customers who you are adding grades for, click **Next**.
8. In the **Accept** column, ensure that all affected customers are selected. To remove any customers from this list, clear the **Accept** check box.
9. To print the list of customers whose grade is being added, click **Print**. Otherwise, continue to the next step.
10. Click **Finish**, then **OK**.

Changing Multiple Customers' Grades Using the Mass Assign Assistant

The Mass Assign Assistant lets you change multiple customers' grades at once. This is useful when doing end-of-year promotions for students, as you can use the assistant to change the grade levels at this time.

If you want to track alumni, you could add a grade level of Graduated for those students who graduate from your school. After graduation, change their grade level to Graduated, then print a list of all students with this grade level to compile a list of alumni.

When you select the current grade that you want to change, ACS automatically selects the students with the assigned grade level for you, and you can clear the **Accept** check box for any student whose grade level you do not want to change.

To Change Multiple Customers' Grades

1. Under Advanced Tools, click the **Define Lists** tab.
2. In the drop-down list, select **Accounts Receivable** and click **Go** .
3. Click **Grades**, then **Mass Assign Assistant**.
4. In the Mass Assign Assistant window, select **Grades** and click **Next**.
5. Under **Option**, select **Change Customer Grades** and click **Next**.
6. Select the customers' new grade in the **Change To** drop-down list and click **Next**.
7. A list of affected customers displays. In the **Accept** column, ensure that all customers whose grade is changing are selected. If you want to remove any customers from this list, clear the **Accept** check box. Those customers' grades will not change.
8. To print the list of customers whose grade you are changing, click **Print**.
9. Click **Finish**, then **OK**.

Removing Grades from Multiple Customers' Records

You may need to remove a grade level from multiple students' records at one time. For example, if you do not keep track of graduated students, you can use the Mass Assign Assistant to remove the grade level from the alumni records. Or, if you added an incorrect grade level to a group of students, you may want to remove the grade and add it again.

If you are changing grades at the end of the school year, you can remove multiple grade levels at the same time. Select the first grade you want to remove, press CTRL, then select the other grades you want to remove. When you select the grades that you want to remove, ACS automatically selects the customers with the assigned grade levels for you, and you can clear the **Accept** check box for any customer whose grade level you do not want to remove.

To Remove Grades from Multiple Customers' Records

1. Under Advanced Tools, click the **Define Lists** tab.
2. In the drop-down list, select **Accounts Receivable** and click **Go** .
3. Click **Grades**, then **Mass Assign Assistant**.
4. In the Mass Assign Assistant window, select **Grades** and click **Next**.
5. Under **Option**, select **Remove grades from customer records** and click **Next**.
6. Select the grade from which you are removing customers. To select multiple grades, press CTRL and click each grade.
7. After selecting the grades you are removing customers from, click **Next**.
8. A list of affected customers displays. In the **Accept** column, ensure that all customers whose grade is being removed are selected. Clear the **Accept** check box for customers whose grade you do not want to remove.
9. To print the list of customers whose grade you are removing, click **Print**.
10. Click **Finish**, then **OK**.

Assigning Discounts with the Mass Assign Assistant

Use the Mass Assign Assistant to [assign](#) or [remove](#) discounts to/from multiple customers in your database.

You can also print a mass assignment report that lists your entries and use the list to verify your changes and file the report as a record of your entries.

Before adding or removing discounts with the Mass Assign Assistant, you must set up discounts in Define Lists. To learn more about setting up discounts, see [Defining Discounts](#).

In addition, customers must have a record in the database before you can assign discounts. To learn about adding customers and families to the database, see [Adding Family Records in Accounts Receivable](#), [Adding and Editing Customer Records in Accounts Receivable](#), or [Importing Customers](#).



Caution

As a precautionary measure, ACS Technologies recommends that you make a backup of your financial records before using the Mass Assign Assistant.

Adding Discounts to Multiple Customers' Records

Using the Mass Assign Assistant, you can add discounts to multiple customers' records. When you add a discount to a customer's record, an amount or percentage is deducted from that invoice.

For example, your school may give a discount to students whose parent is a teacher at the school. If a number of students have parents who are teachers, using the Mass Assign assistant allows you to add the discount to all of those students' records at once rather than having to add the discount on each individual record.

To Add a Discount to Multiple Customers' Records

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list, then click **Go** .
3. Click **Discounts**, then **Mass Assign Assistant**.
4. In the Mass Assign Assistant window, select **Discounts** and click **Next**.
5. Under **Option**, select **Add a discount to multiple customers** and click **Next**.
6. Select the discount that you want to add to the applicable customers' records and click **Next**.
7. Select the affected customers and use the arrows to move them to the column on the right. When you have selected the affected customers, click **Next**.
8. A list of affected customers displays. In the **Accept** column, ensure that all customers whose discount you are adding are selected. If you want to remove any customers from this list, clear the **Accept** check box. Discounts are not added for customers who are not selected in this list.
9. To print the list of customers whose discount is being added, click **Print**.
10. Click **Finish**, then **OK**.

Removing Discounts from Multiple Customers' Records

Just as you can add discounts to multiple customers' records using the Mass Assign Assistant, you can also remove discounts from customers' records. For example, if your organization decides to stop offering a particular discount, you can remove that discount from all affected students' records.

When you select a discount to remove, ACS automatically selects the customers with the discount assigned to their record. If you would like to leave the discount on a customer's record, you can clear the **Accept** checkbox, and the discount is not removed from the customer's record.

To Remove Multiple Customers' Discounts

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go**.

3. Click **Discounts**, then **Mass Assign Assistant**.
4. In the Mass Assign Assistant window, select **Discounts** and click **Next**.
5. Under **Option**, select **Remove customer discounts** and click **Next**.
6. Select the discount that you are removing from customers' records. To select multiple discounts, press CTRL and click each discount. When you have selected the discounts you are removing from your records, click **Next**.
7. A list of affected customers will display. In the **Accept** column, ensure that all customers whose discount you are removing are selected. If you want to remove any customers from this list, clear the **Accept** check box. Discounts for customers not selected are not removed.
8. To print the list of customers whose discount you are removing, click **Print**.
9. Click **Finish**, then click **OK**.

Assigning Billing Codes with the Mass Assign Assistant

Before you begin generating invoices for your customers, you must add the billing codes to each customer's record. With the Mass Assign Assistant, you can

- [Add billing codes to multiple customers' records](#)
- [Remove billing codes from multiple customers' records](#) without having to re-enter information for each customer.

You can also [print a mass assignment report](#) that lists your entries, and you can use the list to verify your changes and file the report as a record of your entries.

Before adding or removing discounts with the Mass Assign Assistant, you must set up mass billing codes Define Lists. To learn more about setting up billing codes, see [Defining Mass Billing Codes](#).

In addition, customers must have a record in the database prior to having a billing code assigned. To learn about adding customers and families to the database, see [Adding Family Records in Accounts Receivable](#), [Adding and Editing Customer Records in Accounts Receivable](#), or [Importing Customers](#).



Caution

As a precautionary measure, ACS Technologies recommends that you make a backup of your financial records before using the Mass Assign Assistant.

Adding Billing Codes to Multiple Customers' Records

Using the Mass Assign Assistant, you can add billing codes to multiple customers' records.

For example, you could use this during school registrations. After you have added new students to your database, you can add one billing code to the new students' records at once, rather than separately adding the same billing code to each student's records.

When adding billing codes for multiple customers, you can also schedule invoices for those customers by setting the frequency and amount for the billing code. This billing schedule is applied to all customers for whom you add the billing code. You can also select a start date, and you can end invoices after a number of occurrences or by a specific date. You can also view a calendar showing the dates when invoices will be due. For more information about scheduling customer invoices, see [Scheduling Invoices](#).

To Add a Billing Code to Multiple Customers' Records

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list, then click **Go** .
3. Click **Mass Billing Codes**, then **Mass Assign Assistant**.
4. In the Mass Assign Assistant window, select **Billing Codes** and click **Next**.
5. Under **Option**, select **Add a billing code to multiple customers** and click **Next**.
6. Select the billing code that you want to add to the applicable customers' records and click **Next**.
7. In the **Frequency** drop-down list, select the frequency of the billing code.
8. In the **Amount** field, enter the amount you want to bill the customer.
9. Select **Schedule Invoice** to create an invoice schedule for the affected customers, then click **Next**.
10. Select the affected customers and use the arrows to move them to the column on the right. When you have selected the customers whose billing code you are adding, click **Next**.
11. A list of affected customers displays. In the **Accept** column, ensure that all customers who you are assigning to the billing code are selected. If you want to remove any customers from this list, clear the **Accept** check box.
12. To print the list of customers whose billing code is being added, click **Print**.
13. Click **Finish**, then **OK**.

Removing Billing Codes from Multiple Customers' Records

With the Mass Assign Assistant, you can remove billing codes from multiple customers' records without having to edit each record individually.

For example, if you use different billing codes for tuition based on a student's grade level, you'll need to change the billing code for returning students each school year. You could also use the Mass Assign Assistant to remove billing codes from the records of graduating students.

If you change billing codes at the end of the school year, you can remove multiple billing codes at the same time. Select the first billing code you want to remove, press CTRL, then select the other billing codes you want to remove.

When you select the billing code that you want to remove from customer records, ACS automatically selects records with the assigned billing code. You only need to verify that you want to remove the code from all selected customers. If you want to remove any customers from the list, clear the **Accept** check box. ACS does not remove the billing code from those customer records.

To Remove Billing Codes from Multiple Customers' Records

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list, then click **Go** .
3. Click **Mass Billing Codes**, then **Mass Assign Assistant**.
4. In the Mass Assign Assistant window, select **Billing Codes** and click **Next**.
5. Under **Option**, select **Remove billing codes from customer records** and click **Next**.
6. Select the billing code that you are removing from customers' records. To select multiple billing codes, press CTRL and click each billing code.
7. When you have selected the billing codes you want to remove, click **Next**.
8. A list of affected customers displays. In the **Accept** column, ensure that all customers whose billing code you want to remove are selected. If you want to remove any customers from this list, clear the **Accept** check box.
9. To print the list of customers whose billing code you are removing, click **Print**.
10. Click **Finish**, then **OK**.

Assigning Payment Codes with the Mass Assign Assistant

Using the Mass Assign Assistant, you can [add](#) or [remove](#) payment codes to/from multiple customers' records. This is helpful if you have several students who receive scholarships or financial aid, as you can add those payment codes to all of their records without having to re-enter data.

You can also [schedule payments](#) for the payment codes that you setup in Mass Assign Assistant, allowing you to keep track of when your customers will make payments.

In addition, you can print a mass assignment report that lists your entries, and you can use the list to verify your changes and file the report as a record of your entries.

Before adding or removing payment codes with the Mass Assign Assistant, you must set up the payment code in Define Lists. To learn more about setting up payment codes, see [Defining Payment Codes](#).

In addition, customers must have a record in the database before you can assign a payment code. To learn about adding customers and families to the database, see [Adding Family Records in Accounts Receivable](#), [Adding and Editing Customer Records in Accounts Receivable](#), or [Importing Customers](#).



Caution

As a precautionary measure, ACS Technologies recommends that you make a backup of your financial records before using the Mass Assign Assistant.

Adding Payment Codes to Multiple Customers' Records

The Mass Assign Assistant allows you to add a payment code to multiple customers' records. This can be especially useful if you want to add third-party payments such as financial aid or scholarships to numerous student records rather than having to add the payments to each student record individually.

When adding payment codes for multiple customers, you can also schedule payments for those customers by setting the frequency and amount for the payment code. This payment schedule is applied to all customers for whom you add the payment code. You can also select a start date for payments, and you can end payments after a number of occurrences or by a specific date. You can also view a calendar showing the dates when payments will be made.

For more information about scheduling payments, see [Scheduling Payments](#).

To Add a Payment Code to Multiple Customers' Records

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click **Payment Codes**, then **Mass Assign Assistant**.
4. In the Mass Assign Assistant window, select **Payment Codes** and click **Next**.
5. Under **Option**, select **Add a payment code to multiple customers** and click **Next**.
6. Select the payment code that you want to add to the applicable customers' records and click **Next**.
7. In the **Frequency** drop-down list, select the frequency of the payments.
8. In the **Amount** field, enter the amount of the payments.
9. Select **Schedule Payment** to create a payment schedule for the affected customers, then click **Next**.
10. Select the affected customers and use the arrows to move them to the column on the right. When you have selected the customers whose payment code you are adding, click **Next**.
11. A list of customers displays. In the **Accept** column, ensure that all customers who you are assigning the payment code to are selected. If you want to remove any customers from this list, clear the **Accept** check box.
12. To print the list of customers, click **Print**. Otherwise, click **Finish**, then **OK**.

Removing Payment Codes from Multiple Customers' Records

Using the Mass Assign Assistant, you can remove payment codes from multiple customers' records. For example, if scholarship or financial aid amounts change, you can remove those payment codes from the affected students and add the payment codes back to the students' records to ensure that the amount is correct on each student's record.

Removing payment codes from multiple customers is also useful as a part of an end-of-school routine, especially if your organization uses ACH payments.

If you are changing payment codes at the end of the school year, you can remove multiple payment codes at the same time. Select the first payment code you want to remove, press CTRL, then select the other payment codes you want to remove. When you select the payment codes that you want to remove, ACS automatically selects the affected customers for you, and you can clear the **Accept** check box for any customer whose payment codes you do not want to remove.

To Remove Payment Codes from Multiple Customers' Records

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click **Payment Codes**, then **Mass Assign Assistant**.
4. In the Mass Assign Assistant window, select **Payment Codes** and click **Next**.
5. Under **Option**, select **Remove payment codes from customer records** and click **Next**.
6. Select the payment code that you are removing from customers' records. To select multiple payment codes, press CTRL and click each payment code.
7. When you have selected the payment codes to remove, click **Next**.
8. A list of affected customers displays. In the **Accept** column, ensure that all affected customers are selected. If you want to remove any customers from this list, clear the **Accept** check box.
9. To print the list of customers whose payment code you are removing, click **Print**.
10. Click **Finish**, then **OK**.

Printing Records from the Mass Assign Assistant

When you assign grades, discounts, billing codes, and payment codes with the Mass Assign Assistant, you can print a report of the selected customers or families whose records are being updated. You can keep this report as a record of the entries you made in the Mass Assign Assistant.

Caution

As a precautionary measure, ACS Technologies recommends that you make a backup of your financial records before you use the Mass Assign Assistant.

To Print Records in the Mass Assign Assistant

1. Under Advanced Tools, click the **Define Lists** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click **Mass Assign Assistant**.
4. Select the option you want to add, change, or remove and click **Next**.
5. Continue making your selections in each window until you reach the confirmation window.
6. If a record you do not want to change is included in the list, clear the **Accept** check box.
7. Click **Print**.
8. When the report displays, click **Print**  to print it.
9. Click **Close** to return to the Mass Assign Assistant.
10. Click **Finish** to continue mass assigning grades, discounts, billing codes, or payment codes to the selected customers.

Working with Customer and Family Records

In Add/Edit Customers, you can add and edit customer records, and, if **Track Family Records** is selected on the [AR Setup Tab](#), family records.

Once you add a record, you can track information such as mailing addresses, billing information, e-mail addresses, phone numbers, payment codes, and comments. You can also use the Inquiry option to view and print a listing of customer and family invoices and payments.

If you own ACS People, Organizations, or HeadMaster, you can import customer records from those products, saving you valuable time.

Working with Families in Accounts Receivable

Adding Family Records in Accounts Receivable

In the Add/Edit Customers window, you can easily access and manage information for your customers and their families.

You can add new customers or families, [edit existing customers' information](#), [delete customers](#), [print a customer listing](#), and [import individual information](#) from People, Organizations, or HeadMaster if you have purchased these modules.

The **Customer** and **Family** tabs in this window let you view your customer listing by individual customers or by family name. Select **Show Inactive** to view all customers.

Note

The Family tab only displays if **Track Family Records** is selected on the [AR Setup Tab](#).

To Add a New Family

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, click **Add**.
4. Enter the family's **Name Information** in the **Name** field. The customer's **Mail Name** automatically populates when you click in that field, but you can edit it.
5. Select the appropriate options in the **Receive Statement**, **Charge Late Fees**, and **Active** check boxes.
6. On the **Members** tab, click **Add**. You must add each family member to the family.
7. In the **Code** field, enter the customer's code. To use the next available code, click **Next**.
8. If the customer exists in the database, click **Lookup**  to select the customer's record and skip to the last step. Make sure to select the **Show Inactive** check box. If the customer does not have a record in the database, enter the appropriate information in the **Name Information** fields.

Note

If the Name Information that you enter already exists in the database, the system prompts you to continue adding the record, select the existing record, or cancel adding the record. This prevents you from entering duplicate records into the database.

- Enter the necessary information on the remaining tabs to complete the customer's record.
- After adding the first family member, repeat the process to add each additional family member. After adding all family members, click **OK**. Each family member is added to the Global Name List automatically when you add them to a family record.

Additional Field Information

Receive Statement

Select if the family will receive statements.

Charge Late Fees

Select if you will charge late fees to the family.

Active

Select if the customer is an active customer. Clearing this option deactivates the customer.

Date of Last Activity

When payments are posted, the check date displays in this field. You cannot delete customers if they have a balance or activity within the last 12 posting periods.

Editing Family Records in Accounts Receivable

In the Add/Edit Customers window, you can edit a family's information. The **Customer** and **Family** tabs in this window let you view your customer listing by individual customers or by family name.

Sometimes, a family's structure changes. Keeping adequate records of these changes ensures that the correct customers receive billing notices, invoices, and receipts. In addition, keeping adequate records of a customer's family helps you know more about your customers and better serve them.

You can add new customers to a family when a family has a new addition, select existing customers and place them in an existing family when family structures change, and remove customers from a family while leaving them in your database.

Note

The Family tab only displays if **Track Family Records** is selected on the [AR Setup Tab](#).

To Edit an Existing Family's Information

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. On the **Family** tab, select the family whose information you wish to edit. Click **Edit**.
4. Click on the tab that you wish to edit and enter the revised information in the appropriate fields.

To Add New Customers to a Family

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family to which you are adding a customer. Click **Edit**.
4. On the **Members** tab, click **Add**.
5. In the **Code** field, enter the customer's code. To use the next available code, click **Next**.
6. Enter the appropriate information in the **Name Information** fields.

Note

If the Name Information that you enter already exists in the database, the system prompts you to continue adding the record or cancel adding the record. This prevents you from entering duplicate records into the database.

7. Enter the necessary information on the remaining tabs to complete the customer's record.

To Place Existing Customers in a Family

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family to which you are placing the customer. Click **Edit**.
4. On the **Members** tab, click **Select**.
5. In the **Global Name List**, select the customer you want to place in this family and click **OK**

To Remove Customers from a Family

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family to which you are deleting a customer. Click **Edit**.
4. On the **Members** tab, select the customer you are removing and click **Remove**.
5. Click **Yes**, then **OK**.

Additional Field Information

Receive Statement

Select if the family will receive statements. You should clear this option for every member of a family if you want to deactivate the family. If this option is selected for a child in the family, a statement may print, even if the parent record is deactivated.

Charge Late Fees

Select if you will charge late fees to the family.

Active

Select if the customer is an active customer. Clearing this option deactivates the customer.

Date of Last Activity

When payments are posted, the check date displays in this field. You cannot delete customers if they have a balance or activity within the last 12 posting periods.

Adding or Editing Family Addresses in Accounts Receivable

To ensure your customers and their families receive billing notices, invoices, statements, and receipts promptly, your family addresses should be up-to-date and complete.

You can add or edit address information, delete an address, and print a family's address report from the **Add/Edit Customers** window.

Note

When you add, update, or delete a family's address, those changes apply to each individual in the family. To add, edit, or delete individual addresses, see [Entering Customer Addresses in Accounts Receivable](#).

To add a family's address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family to which you are adding an address. Click **Edit**.
4. On the **Addresses** tab, click **Add**.
5. In the **Address Type** drop-down list, select the **Address Type**.
6. Enter the address information and click **OK**.

To edit a family's address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family whose address you are editing. Click **Edit**.
4. On the **Addresses** tab, click **Edit**.
5. In the **Address Type** drop-down list, select the new **Address Type**, if applicable.
6. Make any changes to the address information and click **OK**.

To delete an address from a family record

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family whose address you are deleting. Click **Edit**.
4. On the **Addresses** tab, select the address to be deleted and click **Delete**.
5. Click **Yes**, then **OK**.

To print a family address report

1. Under Manage Records, click the **Records** tab.

2. In the drop-down list, select **Add/Edit Customers** and click **Go**  .
3. On the **Family** tab, select the family whose address you want to print. Click **Edit**.
4. On the **Address** tab, click **Print**.
5. An Address Report for this family displays. Click **Print**  to print this report.
6. Close the report and click **OK** to return to the Add/Edit Customers window.

Adding or Editing Family Billing Information

The Billing tab on the Family record contains mass billing codes for reoccurring charges that apply to a family as a whole. Examples of these fees include parent-teacher organization dues and registration fees.

In addition, discounts such as scholarships only apply to tuition and display on the student or parent records rather than the family's record.

You can add, edit, and delete mass billing codes for your families. [Mass billing codes](#) describe the services your families are paying for, the frequency and amount of their payments, the invoice amount, and the start date of the payments.

You can also create and edit a family's billing schedule on the **Billing Information** tab.

To add a billing code

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Billing** tab, click **Add**.
5. In the **Billing Code** drop-down list, select the billing code you want to add for that family. The **Billing Description** and **Fee Description** fields will then display the billing and fee descriptions associated with that billing code.
6. In the **Frequency** drop-down list, select the billing frequency.
7. In the **Amount** field, enter the amount due.
8. In **Schedule Information**, select **Schedule Invoice** to schedule a specific time when the invoice will be created. See [Scheduling Invoices](#) to learn more about scheduling invoices.

To edit billing codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Billing** tab, under **Mass Billing Codes**, select the Mass Billing Code you want to edit and click **Edit**.
5. In the **Billing Code** drop-down list, select the revised billing code you want to edit. The **Billing Description** and **Fee Description** fields display the billing and fee descriptions associated with that billing code.
6. In the **Frequency** drop-down list, select the billing frequency.
7. In the **Amount** field, enter or change the amount due.
8. In **Schedule Information**, select **Schedule Invoice** to edit the time when the invoice will be created. See [Scheduling Invoices](#) to learn more about scheduling invoices.
9. When you have finished editing the customer's billing codes, click **OK** to return to the customer's record.

To delete billing codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Billing** tab, select the Mass Billing Code you want to delete and click **Delete**.
5. Click **Yes** to confirm the billing code's deletion.

Additional Field Information

Charge Late Fee

Select to charge a late fee to a customer.

Receive Statement

Select if the family will receive statements.

Billing Code

Select the billing code you want to use from the drop-down list.

Billing Description

Enter a phrase that sums up the purpose of the billing code. This displays when you select the billing code.

Fee Description

Select a fee to associate with this billing code. The list of fees are set up in the Fees section of the Define Lists window.

Frequency/Amount

Enter the frequency and amount to use when assigning this code to customers. These are only defaults, and you can change them for individual customers after assigning them. For school or daycare, typically, you should create a billing code for each grade for tracking purposes, and the parents' payment frequency is set when assigned to the student record.

Schedule Invoice

Select to schedule when and how often to send an invoice to a customer or family.

Start Date

Select the invoice's start date from the drop-down list.

End After Occurrences

Select to end the invoice after a number of occurrences.

End By

Select to end the invoice by a specific date.

Adding or Editing Family E-mail Addresses in Accounts Receivable

To ensure that your customers and their families receive e-mail communication, your families' e-mail addresses should be up-to-date and complete. You can add or edit address information, delete an address, and print a family's e-mail address report on the **Add/Edit Customers** window.

Note

When you add, update, or delete a family's e-mail address, those changes apply to each individual in the family. To add, edit, or delete individual e-mail addresses, see [Entering a Customer's Phone Number or E-mail Address](#).

To add a family's e-mail address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family whose e-mail address you are adding. Click **Edit**.
4. On the **E-mail** tab, click **Add**.
5. In the **E-Mail Type** drop-down list, select the **E-mail Type**.
6. Select the **Unlisted** option if the e-mail address is unlisted. If not selected, the e-mail address defaults to **Listed**.
7. Enter the e-mail address in the **E-mail Address** field and click **OK**.

To edit a family's e-mail address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family whose e-mail address you are editing. Click **Edit**.
4. On the **E-mail** tab, select the e-mail address you want to edit and click **Edit**.
5. In the **E-Mail Type** drop-down list, select the new **E-mail Type**, if applicable.
6. Select the **Unlisted** option if the e-mail address is unlisted. If not selected, the e-mail address defaults to **Listed**.
7. Enter the new e-mail address in the **E-mail Address** field.
8. When finished, click **OK**.

To delete an e-mail address from a family's record

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family whose e-mail address you are deleting. Click **Edit**.
4. On the **E-mail** tab, select the e-mail address to be deleted. Click **Delete**.
5. Click **Yes**.

To print a family e-mail address report

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family whose address you are printing. Click **Edit**.
4. On the **E-mail** tab, click **Print**.
5. An E-mail Report for this family displays. Click **Print**  to print this report.

Adding or Editing Family Phones in Accounts Receivable

You can add, edit, delete, or print family phone numbers in the Add/Edit customers window.

Note

All changes to family phone numbers display on each family member's individual record. To add, edit, or delete an individual customer's phone number, see [Entering a Customer's Phone Number or E-mail Address](#).

To add family phone numbers

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family whose phone number you are adding. Click **Edit**.
4. On the **Phones** tab, click **Add**.
5. In the **Phone Type** drop-down list, select the type of phone number you are adding (Home, Business, Mobile, etc.).
6. Enter the phone number and/or extension in the **Phone** and **Extension** fields.
7. Select the **Unlisted** option if the phone number is unlisted. If not selected, the phone number defaults to **Listed**.
8. Click **OK**.

To edit family phone numbers

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family whose phone number you are editing. Click **Edit**.
4. On the **Phones** tab, select the phone number you want to edit. Click **Edit**.
5. In the **Phone Type** drop-down list, select the new **Phone Type**, if applicable.
6. Enter the phone number and extension.
7. Select the **Unlisted** option if the phone number is unlisted. If not selected, the phone number defaults to **Listed**.
8. When you are finished editing, click **OK**.

To delete family phone numbers

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family whose phone number you are deleting. Click **Edit**.
4. On the **Phones** tab, select the phone number you want to delete. Click **Delete**.
5. Click **Yes**, then **OK**.

To print a family's phone report

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family whose phone number you want to print. Click **Edit**.
4. On the **Phones** tab, click **Print**.
5. A Phone Report for this family displays. Click **Print**  to print this report.
6. Close the report and click **OK** to return to the Add/Edit Customers window.

Adding or Editing Family Payment Codes in Accounts Receivable

You can use payment codes for reoccurring payments such as scholarships or automatic withdrawals.

If you [track families](#), payment codes are assigned to the family. If you do not track families or if a customer does not have a family, payment codes are associated with the customer.

You can add, edit, or delete a family's payment codes, and you can also schedule payments.

To add a family's payment codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Payment Codes** tab, click **Add**.
5. In the **Payment Code** drop-down list, select the payment code. A description of the payment code displays in the **Payment Description** field.
6. In the **Fee Description** drop-down list, select a fee to which the payment code applies.
7. In the **Select Customer** drop-down list, select the customer to which the payment code applies.
8. In the **Frequency** drop-down list, select the payment's frequency.
9. In the **Amount** field, enter the amount of the payment if needed.
10. Under **Schedule Information**, select **Schedule Payment** to schedule occurrences for this payment. See [Scheduling Payments](#) to learn more about scheduling payments.
11. Click **OK** to return to the family's record.

To edit a family's payment codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Payment Codes** tab, select the payment code you want to edit and click **Edit**.
5. In the **Payment Code** drop-down list, change the payment code, if necessary. A description of the payment code displays in the **Payment Description** field.
6. In the **Fee Description** drop-down list, select a fee to which the payment code applies.
7. In the **Select Customer** drop-down list, select the customer to which the payment code applies.
8. In the **Frequency** drop-down list, change the payment's frequency, if necessary.
9. In the **Amount** field, edit the amount of the payment if needed.
10. Under **Schedule Information**, select **Schedule Payment** to schedule occurrences for this payment.
11. When you are finished editing, click **OK** to return to the customer's record.

To delete a family's payment codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.

4. On the **Payment Codes** tab, select the payment code you want to delete and click **Delete**.
5. When the confirmation message displays, click **Yes**.

Additional Field Information

Payment Code

Select the code you want to use from the drop-down list.

Payment Description

Enter a phrase that sums up the purpose of the payment code. This description displays when you select a payment code.

Fee Description

Select a fee to associate with the payment code. You can set up [fees](#) in the Define Lists window.

Frequency/Amount

Enter the frequency and amount to use when assigning this code to customers. These are only defaults, and you can change them for individual customers after they are assigned. For school or daycare, typically, you would create a billing code for each grade for tracking purposes, and you would set the parents' payment frequency when assigned to the student record.

Schedule Payment

Select to schedule when and how often a customer makes a payment.

Start Date

Select the payment's start date.

End After Occurrences

Select to end the payments after a number of occurrences.

End By

Select to end the payments by a specific date.

Pay Type

Select the appropriate option:

- **Payment** — Select if you are adding or editing a payment to the customer's record.
- **Credit** — Select if you are adding or editing a credit to the customer's record.
- **ACH** — Select if you are adding an Automated Clearing House (ACH) credit or debit transaction to the customer's record. To learn more about this, see [Adding an ACH Payment](#).

Adding or Editing Family Comments in Accounts Receivable

You can use family comments to track important information about a customer or a customer's family. Accounts Receivable lets you track both Individual and Primary Family comments. In addition, comments have security features so that you can restrict sensitive comments.

Primary Family Comments display on each family member's individual record but you can only add them from the family's record. You can use Primary Family Comments to track information such as the date a family moves to your city or if you only accept cash payments from a family.

Note

Individual Comments are specific to the customer record and do not display on the family's record. For example, you can use Individual Comments to track information such as a student's allergies or fears. To learn more about entering Individual Comments, see [Entering Customer Comments in Accounts Receivable](#).

To add family comments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Comments** tab, click **Add**.
5. In the **Comment Date** drop-down list, select or enter the comment date.
6. Select **Key Comment** if you want to flag the comment as a key comment.
7. In the **Comment Type** drop-down list, select the comment type.
8. In the **Comment** field, enter the comment and click **OK**.

To edit a family's comments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Comments** tab, select the comment you want to edit and click **Edit**.
5. In the **Comment Date** drop-down list, edit or enter the comment date.
6. Select **Key Comment** if you want to flag the comment as a key comment.
7. In the **Comment Type** drop-down list, select the comment type.
8. In the **Comment** field, enter or edit the comment. Click **OK**.

To delete comments from a family's record

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .

3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Comments** tab, select the comment you want to delete and click **Delete**.
5. Click **Yes**.

To print a record of family comments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Comments** tab, click **Print**.
5. A Comment Report for the family displays. Click **Print**  to print the report. Click **Close** to exit the report.

Additional Field Information

Key Comment

Select to flag the comment as a key comment. Selecting this option places the image of a key beside the comment in Primary Family Comments on the customer's record.

Adding or Editing a Family's Third Party Information

If you use a 3rd Party vendor, such as SMART Tuition Management or FACTS Tuition Management, to import customer payments, you must assign a 3rd party ID and a default fee to each parent record that you will import payments for.

If you are not tracking families, see [Entering a Customer's Profile Information](#) to learn about adding 3rd party information to a customer's record

To add a family's third party information

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**, then click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **3rd Party** tab, enter the parent's 3rd Party ID in the **3rd Party ID** field.
5. In the **Default 3rd Party Fee** drop-down list, select the family's default 3rd party fee.
6. Click **OK** to return to the Add/Edit Customers window.

Additional Field Information

3rd Party ID

If you use a 3rd party vendor to collect and deposit payments, enter the customer's 3rd Party ID. Your third party vendor usually provides this ID, and this number must match the identification number in the import file exactly, or it will not import.

Default 3rd Party Fee

Select the customer's default third party revenue fee used for importing payments. If you do not select a Default 3rd Party Fee, ACS uses the payment revenue center selected in the [Import Payments](#) window to import payments.

Working with Customers in Accounts Receivable

In Add/Edit Customers, on the **Customer** tab, you can enter and edit customers' records. On customer records, you can track billing information, discounts, and payments, as well as basic profile information.

Adding and Editing Customer Records in Accounts Receivable

In the Add/Edit Customers window, you can easily access and manage your customers' information. In this window, you can add new customers, edit existing customers' information, delete customers, print a customer listing, and import individual information from People, Organizations, or HeadMaster if you own these modules.

The **Customer** and **Family** tabs in this window let you view your customer listing by individual customers or by family name. Select **Show Inactive** to view all customers.

To add a new customer

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. Click **Add**.
4. In the **Code** field, enter the customer's code. To use the next available code, click **Next**.
5. In the **Last Name** field, click **Lookup**  to verify if the individual is in your Global Name List. If the customer was entered into the database as an individual, his or her record is accessible through the Global Name List. Make sure to select the **Show Inactive** check box.
6. If the individual is in your Global Name List, select the record and skip to the last step. Otherwise, enter the appropriate information in the **Name Information** fields.

Note

If the Name Information that you enter already exists in the database, you are prompted to continue adding the record, select the existing record, or cancel adding the record. This prevents you from entering duplicate records.

7. Enter the necessary information on the remaining tabs to complete the customer's record.

You can also view and edit a customer's information.

To edit an existing customer's information

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. On the **Customer** tab, select the customer whose information you want to edit. Click **Edit**.
4. Click on the tab that you want to edit and enter the revised information in the appropriate fields.

Entering Customer Profile Information in Accounts Receivable

The **Profile** tab lists a customer's important information, such as Record Type, Date of Birth, and Marital Status.

To enter a customer's profile information

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. Select the **Profile** tab.
5. Make any additions, corrections, or deletions, and click **OK**.

Additional Field Information

Record Type

In the drop-down list, select the customer's record type (Parent, Student, or other). You must select a record type when adding a new customer.

3rd Party ID

If you use a 3rd party vendor to collect and deposit payments, enter the customer's 3rd Party ID. For files to import properly, this ID must match the customer code when importing payments from programs such as Microsoft® Excel.

Default 3rd Party Fee

In the drop-down list, select the customer's default third party fee used for importing payments. If you don't select a Default 3rd Party Fee, ACS uses the fee selected in the Import Payments window to import payments.

Date of Last Activity

When payments are posted, the check date displays in this field. You cannot delete customers if there is a balance or activity on the customer's record within the last 12 posting periods.

Flag Status

In the **Flag Status** drop-down list, you can select a colored flag to highlight a customer's record. This is a user defined field, so its meaning is unique to your organization. Flagging a customer can be especially useful when grouping customers who have a common attribute, such as students who ride the bus or parents who volunteer at the school. For example, you can use Red to mean 'Do not accept checks' or Green to mean 'Registration has been paid'.

The meanings are not recorded anywhere in ACS, so it is helpful to write them down to remain consistent for each customer.

Family

Select to display the primary family's contact information.

Primary

Select to display the customer's primary contact information from the **Contacts** tab.

Assigning Grades in Accounts Receivable

Accounts Receivable features two ways of assigning or changing a student's grade level. You can assign a grade level to an individual in the Add/Edit Customers window, or you can [assign grade levels to multiple students](#).

Assigning an individual's grade level is useful when a student changes grades at a time other than year-end promotion or if someone entered a student's grade in error. This feature updates the grade level for only one student at a time, but you can repeat the procedures if you need to assign several unrelated students to different grades.

To assign a grade level to an individual

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the student's record to which you are assigning a grade level and click **Edit**.

Tip

You can easily find a student's record by sorting the grid to display only students' records. To do this, click on the **Down**  arrow beside **Record Type** at the top of the grid and select **Student**.

- On the **Profile** tab, select the student's new grade level in the **Grade** drop-down list.

Mass Assign Assistant

With the Mass Assign Assistant, you can add grade levels to multiple students at the same time. This is especially useful at registration time or during year-end promotion. After you add the students in ACS, use the assistant to assign the grade levels for a group of students in the same grade. For more information on mass assigning grades, see the topic [Assigning Grades in Mass](#).

Entering Customer Contact Information in Accounts Receivable

Having customer contact information in your database is essential in case of an emergency. On the Contacts tab, you can enter both business and emergency contact information for customers, copy contacts from a family members' record, edit existing contact information, delete contacts, or print a list of contact information.

To Add a Contact to a Customer's Record

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**, then click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Contacts** tab, click **Add**.
5. If the contact already exists in your database, click **Lookup**  to select the contact from the Global Name List and click **OK**. Otherwise, enter the contact's **Name Information**.
6. In the **Type** drop-down list, select the type of contact (Business or Emergency).
7. In the **Relation** drop-down list, select the customer's relationship to this contact, if applicable.
8. On the **Addresses** tab, click **Add**.
9. Select the **Addresses Type** in the drop-down list and enter the contact's address information in the **Individual Address** fields. Click **OK**.
10. On the **Phones** tab, click **Add**.
11. Select the **Phone Type** in the drop-down list and enter the contact's phone number in the **Phone** field. Click **OK**.
12. On the **E-mail** tab, click **Add**.
13. Select the **E-mail Type** in the drop-down list and enter the contact's e-mail address in the **E-mail Address** field. Click **OK**.
14. Click **OK**.

To Copy Contacts from a Family Member's Record

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**, then click **Go** .
3. Select the customer's record and click **Edit**.
4. On the Contacts tab, click **Copy Contacts**.
5. In the **Select Family Member** drop-down list, select the family member whose contacts you want to copy to the selected record and click **OK**.

To Edit a Customer's Contacts

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Contacts** tab, select the contact you want to edit and click **Edit**.
5. In the **Type** drop-down list, select the type of contact (Business or Emergency) to edit.
6. In the **Relation** drop-down list, change the customer's relationship to this contact, if applicable.

7. On the **Addresses** tab, select the address you want to edit and click **Edit**.
8. Select the **Address Type** in the drop-down list and enter the contact's address information in the **Individual Address** fields. Click **OK**.
9. On the **Phones** tab, click **Edit**.
10. Select the **Phone Type** in the drop-down list and enter the contact's phone number in the **Phone** field. Click **OK**.
11. On the **E-mail** tab, click **Edit**.
12. Select the **E-mail Type** in the drop-down list and enter the contact's e-mail address in the **E-mail Address** field. Click **OK**.
13. When you have finished editing, click **OK** to return to the customer's record.

To Delete a Contact

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Contacts** tab, select the contact you want to delete and click **Delete**.
5. Click **Yes**.

To Print Contact Information

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Contacts** tab, click **Print**.
5. A preview of the customer's contact information will display. Click **Print**  to print this report.
6. Click **Close** to exit the report and return to the customer's contact information.

Additional Field Information

Primary Contact

When you've entered a customer's contacts, you can select a Primary Contact from this drop-down list.

Entering Customer Addresses in Accounts Receivable

The **Addresses** tab displays both Family and Individual Addresses, and you can set a customer's **Primary** and **Mailing** addresses. You can also add individual addresses, edit family or individual addresses, delete individual addresses, and print individual address information on this tab.

To Edit a Primary Family Address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Addresses** tab, under **Primary Family Addresses**, select the primary family address you want to edit and click **Edit**.
5. The **Add/Edit Family** window will display. On the **Addresses** tab, select the address you want to edit and click **Edit**.
6. Make any additions, changes, or corrections to address and click **OK**.



Note

When you edit a customer's primary family address, the address is updated in each family member's record.

7. Click **OK**.

To Add an Individual Address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Addresses** tab, under Individual Addresses, click **Add**.
5. In the **Address Type** drop-down list, select the customer's address type.
6. Enter the customer's address information.
7. Click **OK**.

To Edit an Individual Address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Addresses** tab, under **Individual Addresses**, select the address you want to edit and click **Edit**.
5. Make any additions, changes, or corrections to the address and click **OK**.

To Delete an Individual Address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go**  .
3. Select the customer's record and click **Edit**.
4. On the **Addresses** tab, under **Individual Addresses**, select the address you want to delete and click **Delete**.
5. Click **Yes**.

To Print Individual Address Information

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go**  .
3. Select the customer's record and click **Edit**.
4. On the **Addresses** tab, under **Individual Addresses**, click **Print**.
5. The customer's address report will display. Click **Print**  to print the address report.
6. To return to the Add/Edit Customers window, close the Address Report and click **OK**.

Entering a Customer's Billing Information in Accounts Receivable

In Accounts Receivable, you can add, edit, and delete mass billing codes for your customers. Mass billing codes describe the services your customers are paying for, the frequency and amount of their payments, the invoice amount, the start date of the payments, and any discounts the customer may have.

You can also select and apply discounts to a customer's record on the **Billing** tab.

To add a customer's mass billing codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Billing** tab, click **Add**.
5. In the **Billing Code** drop-down list, select the billing code you want to add for that customer. The **Billing Description** and **Fee Description** fields display the billing and fee descriptions associated with that billing code.
6. In the **Frequency** drop-down list, select the billing frequency.
7. In the **Amount** field, enter the amount d
8. In **Schedule Information**, select **Schedule Invoice** to schedule a specific time to create the invoice. See [Scheduling Invoices](#) to learn more about scheduling invoices.
9. When you have finished adding the customer's billing information, click **OK** to return to the customer's record.

To edit a customer's mass billing codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Billing** tab, under **Mass Billing Codes**, select the **Mass Billing Code** you want to edit and click **Edit**.
5. In the **Billing Code** drop-down list, select the revised billing code you want to add for that customer. The **Billing Description** and **Fee Description** fields show the billing and fee descriptions associated with that billing code.
6. In the **Frequency** drop-down list, select the billing frequency.
7. In the **Amount** field, enter or change the amount due.
8. In **Schedule Information**, select **Schedule Invoice** to edit the time when the invoice will be created. See [Scheduling Invoices](#) to learn more about scheduling invoices.

To delete a customer's mass billing codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customers** tab, select the customer's record and click **Edit**.

4. On the **Billing** tab, select the Mass Billing Code you want to delete and click **Delete**.
5. When the confirmation message displays, click **Yes**.

Additional Field Information

Charge Late Fee

Select to charge a late fee to a customer.

Receive Statement

Select if the customer will receive a billing statement.

Assign Payer

Select to assign a family to the invoice. **Assign Payer** is only available for individuals assigned to multiple families. **Update Paid Invoice** is then selected by default. If you prefer all paid invoice history to display on all family accounts, be sure to clear this option. The option to **Update Paid Invoice History** shows if invoices have been paid, but if you are setting up a new family with no history, the option is unavailable.

If multiple people have made payments for separate items charged on the same account and you want begin using the **Assign Payer** option to send individualized statements, you can use the **Update Paid Invoice** option to also assign payers to invoice history. For example, in split-family situations, the mother is responsible for aftercare and school lunches, while the father is responsible for tuition. In this case, you can send statements to both parents representing only their payments.

Billing Code

Select the billing code you want to use.

Billing Description

When you select a billing code, a phrase that sums up the purpose of the billing code displays in this field.

Fee Description

Select a fee to associate with this billing code. The list of fees are set up in the Fees section of the Define Lists window.

Frequency/Amount

Enter the frequency and amount to use when assigning this code to customers. These are only defaults and can be changed for individual customers after they are assigned. For school or daycare, typically, a billing code is created for each grade for tracking purposes, and the parents' payment frequency is set when being assigned to the student record.

Schedule Invoice

Select to schedule when and how often to send an invoice to a customer or family.

Start Date

Select the invoice's start date.

End After Occurrences

Select to end the invoice after a number of occurrences.

End By

Select to end the invoice by a specific date.

Entering a Customer's Discounts

On the **Billing** tab, you can select and apply discounts to a customer's record or remove discounts that are no longer valid from a record.

To select a customer's discounts

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Billing** tab, under **Customer Discounts**, click **Select**.
5. Use the arrows to select the customer's discounts. The **Available Discounts** list displays available discounts for the customer, and the **Selected Discounts** displays the discounts you are adding to the customer's record.
6. When you have finished adding the customer's discounts, click **OK** to return to the customer's record.

To remove a customer's discounts

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Billing** tab, under **Customer Discounts**, select the discount you want to remove and click **Remove**.
5. Click **Yes** to confirm the discount's removal.

Entering a Customer's Payment Codes in Accounts Receivable

You can use Payment Codes for reoccurring payments such as scholarships or automatic withdrawals. If you're tracking families, payment codes are assigned to the family. If you are not tracking families or if a customer does not have a family, payment codes are associated with the customer.

You can add, edit, or delete a customer's payment codes.

To Add Payment Codes for a Customer

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Payment Codes** tab, click **Add**.
5. In the **Payment Code** drop-down list, select the payment code you want to add. A description of the payment code displays in the **Payment Description** field.
6. In the **Fee Description** drop-down list, select a fee to which the payment code applies.
7. In the **Frequency** drop-down list, select the frequency of this payment.
8. In the **Amount** field, enter the amount of the payment.
9. In the **Pay Type** drop-down list, select the method of payment you want to use.
10. Under **Schedule Information**, select **Schedule Payment** to schedule occurrences for this payment. See [Scheduling Payments](#) to learn more about scheduling payments.
11. Click **OK** to return to the customer's record.

To Edit a Customer's Payment Codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Payment Codes** tab, select the payment code you want to edit and click **Edit**.
5. In the **Payment Code** drop-down list, change the payment code, if necessary. A description of the payment code displays in the **Payment Description** field.
6. In the **Fee Description** drop-down list, select a fee to which the payment code applies.
7. In the **Frequency** drop-down list, change the frequency of this payment, if necessary.
8. In the **Amount** field, edit the amount of the payment if needed.
9. In the **Pay Type** drop-down list, select the method of payment you want to use.
10. Under **Schedule Information**, select **Schedule Payment** to schedule occurrences for this payment. See [Scheduling Payments](#) to learn more about scheduling payments.
11. When you have finished editing, click **OK** to return to the customer's record.

To Delete a Customer's Payment Codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .

3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Payment Codes** tab, select the payment code you want to delete and click **Delete**.
5. Click **Yes** to confirm the payment code's deletion.

Additional Field Information

Payment

Select if you are adding or editing a payment to the customer's record.

Credit

Select if you are adding or editing a credit to the customer's record.

ACH

Select if you are adding an Automated Clearing House (ACH) credit or debit transaction to the customer's record. To learn more about this, see [Adding an ACH Payment](#).

Entering a Customer's Phone Number or E-mail Address

The **Phones/E-mail** tab lets you view and enter both individual and family phone numbers and e-mail addresses for a customer. You only have to enter Individual phone numbers or e-mail addresses if the customer needs to be contacted directly or is not associated with a family.

You can add, edit, delete, or print a customer's individual phones and e-mail addresses, and you can edit family phone numbers. You can also select a customer's **Primary Phone** or **Primary E-mail** in the drop-down lists.

Working with Individual Phone Numbers in Accounts Receivable

You only have to enter individual phone numbers if the customer needs to be contacted directly. If you track families and the customer is associated with a family, the primary family phone/e-mail is automatically associated with the customer. You can add individual phone numbers, edit an individual's phone numbers, delete phone numbers, and print a report of an individual's phone numbers.

To add an individual's phone number

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer whose phone number you are adding. Click **Edit**.
4. On the **Phones/E-mail** tab, select **Individual**.
5. Under **Individual Phones**, click **Add**.
6. In the **Phone Type** drop-down list, select the type of phone number you are adding (Home, Business, Mobile, etc.).
7. Enter the phone number and/or extension in the **Phone** and **Extension** fields.
8. Select the **Unlisted** option if the phone number is unlisted. If not selected, the phone number defaults to **Listed**.
9. Click **OK**.

To edit an individual's phone number

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer whose phone number you are editing. Click **Edit**.
4. On the **Phones/E-mail** tab, select **Individual**.
5. Under **Individual Phones**, select the phone number you want to edit and click **Edit**.
6. In the **Phone Type** drop-down list, select the type of phone number (Home, Business, Mobile, etc.).
7. Enter the revised phone number and/or extension in the **Phone** and **Extension** fields.
8. Select the **Unlisted** option if the phone number is unlisted. If not selected, the phone number defaults to **Listed**.
9. When finished, click **OK**.

To delete an individual's phone number

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer whose phone number you are deleting. Click **Edit**.
4. On the **Phones/E-mail** tab, select **Individual**.
5. Under **Individual Phones**, select the phone number you want to delete and click **Delete**.
6. Click **Yes**.

To print an individual's phone numbers

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer whose phone number you want to print. Click **Edit**.
4. On the **Phones/E-mail** tab, select **Individual**.
5. Under **Individual Phones**, click **Print**.
6. The customer's phone report displays. Click **Print**  to print the report.

Working with an Individual's E-mail Addresses in Accounts Receivable

Individual e-mail addresses only have to be entered if the customer needs to be contacted directly. For example, in a high school or college situation, a student may be contacted directly via e-mail rather than contacting his or her parents. You can add individual e-mails, edit individual e-mails, delete individual e-mails, and printing a listing of individual e-mail addresses.

To add an individual's e-mail address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer whose e-mail address you are adding. Click **Edit**.
4. On the **Phones/E-mail** tab, click **Individual**.
5. Under **E-mail Addresses**, click **Add**.
6. In the **E-Mail Type** drop-down list, select the **E-mail Type**.
7. Select the **Unlisted** option if the e-mail address is unlisted. If not selected, the e-mail address defaults to **Listed**.
8. Enter the e-mail address in the **E-mail Address** field and click **OK**.

To edit an individual's e-mail address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer whose e-mail address you are editing. Click **Edit**.
4. On the **Phones/E-mail** tab, click **Individual**.
5. Under **E-mail Addresses**, select the e-mail address you want to edit and click **Edit**.
6. In the **E-Mail Type** drop-down list, select the **E-mail Type**.
7. Select the **Unlisted** option if the e-mail address is unlisted. If not selected, the e-mail address defaults to **Listed**.
8. Enter or edit the e-mail address in the **E-mail Address** field.
9. When you are finished editing, click **OK**.

To delete an individual's e-mail address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer whose e-mail address you are deleting. Click **Edit**.
4. On the **Phones/E-mail** tab, click **Individual**.
5. Under **E-mail Addresses**, select the e-mail address you want to delete and click **Delete**.
6. Click **Yes**, then **OK**.

To print an individual's e-mail address

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .

3. On the **Customer** tab, select the customer whose e-mail address you want to print. Click **Edit**.
4. On the **Phones/E-mail** tab, select **Individual**.
5. Under **E-mail Addresses**, click **Print**.
6. The customer's e-mail report displays. Click **Print**  to print the report.
7. Click **Close** to exit the report.

Entering Information about a Customer's Family in Accounts Receivable

The Family record is separate from an individual customer's record, and you can use it for grouping and printing reports and statements. A customer can be associated with multiple family records, and all family records the customer is associated with display on the customer's profile.

The **Family** tab lists a customer's Primary Family and Family Members. From this tab, you can create a new family (with the selected customer being a family member), add the customer to an existing family, edit information about the customer's family, and remove the customer from his or her current family.

Note

The **Family** tab only displays if Accounts Receivable is configured to [track family records](#).

To configure your settings to track families

1. Under Advanced Tools, click the **Settings** tab.
2. In the drop-down list, select Accounts Receivable. Click **Go** .
3. On the **AR Setup** tab, select **Track Family Records**.
4. Click **OK**.

To create a new family from a customer's record

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Family** tab, click **Add New**.
5. In **Name Information**, enter the customer's **Name**. The customer's **Mail Name** automatically populates when you click in that field, but you can edit it if you would like.
6. Select the appropriate options in the **Receive Statement**, **Charge Late Fees**, and **Active** check boxes.
7. On the **Members** tab, click **Add** or **Select** to add additional family members. See [Adding Family Members](#) for more information. Each family member is added to the Global Name List automatically when he or she is added to a family's record.
8. After adding all family members, click **OK**.

To add the customer to an existing family

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Family** tab, click **Select**.

5. Select the family you want to add the customer to and click **OK**. The selected family displays in the **Family** dialog box. You can view each family's members in the **Family Members** dialog box. If two or more families are present, you can toggle between the families to view each family's members.
6. In the **Primary Family** drop-down box, select the customer's primary family.

 **Note**

The **Primary Family** is the family with which a customer's record displays. If a customer is listed as a member of two or more families, you must select a primary family. For example, a customer's primary family could be the family that he or she lives with.

If the customer is only a member of one family, that family is automatically listed as the Primary Family.

To edit a customer's family

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Family** tab, select the family you want to edit and click **Edit**. The Add/Edit Family window displays.
5. Click on the tab you want to edit and make any needed changes.
6. Click **OK** to save the changes to that family and return to the family's record.

To remove a customer from a family

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select the customer's record and click **Edit**.
4. On the **Family** tab, click **Remove**.

 **Note**

If a family has unpaid invoices for a customer, you cannot remove the customer from the family until all unpaid invoices have been paid or moved to the primary family.

5. Click **Yes**.

Additional Field Information

Primary Family

Select the customer's primary family in the drop-down list. If the individual is a member of only one family, ACS automatically lists that family as the primary family.

Entering Customer Comments in Accounts Receivable

You can use comments to track important information about a customer or a customer's family. You can track both Individual and Primary Family comments. In addition, comments have security features so that you can restrict sensitive comments.

Individual Comments are specific to the customer record and do not display on the family's record. For example, you can use Individual Comments to track information such as a student's allergies or fears.

Primary Family Comments display on each family member's individual record, but you must add or edit them on the family's record. You can use Primary Family Comments to track information such as the date a family moves to your city or if you only accept cash payments for a family. To enter Primary Family Comments, see [Adding or Editing Family Comments](#).

To add individual comments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Comments** tab, under **Individual Comments**, click **Add**.
5. In the **Comment Date** drop-down list, select or enter the comment date.
6. Select **Key Comment** if you want to flag the comment as a key comment. Selecting this option places the image of a key beside the comment in **Individual Comments**.
7. In the **Comment Type** drop-down list, select the comment type.
8. In the **Comment** field, enter the comment. Click **OK**.

To edit individual comments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Comments** tab, under **Individual Comments**, select the comment you want to edit and click **Edit**.
5. In the **Comment Date** drop-down list, select or edit the comment date.
6. Select **Key Comment** if you want to flag the comment as a key comment. Selecting this option places the image of a key beside the comment in **Individual Comments**.
7. In the **Comment Type** drop-down list, select the corrected comment type, if applicable.
8. In the **Comment** field, edit the comment.
9. When you have finished editing, click **OK**.

To delete individual comments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.

4. On the **Comments** tab, under **Individual Comments**, select the comment you want to delete and click **Delete**.
5. Click **Yes**.

To print individual comments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Comments** tab, under **Individual Comments**, click **Print**.
5. When the Comment Report displays, click **Print**  to print the report.
6. Click **Close** to exit the report.

Utilizing a Customer's Additional Fields

Using the **Additional Fields** tab, you can track an unlimited amount of user-defined information for your customers.

You can set up Additional Fields in **Define Lists**, and since these fields are user-defined, you can use them to track various information that is applicable to your organization. For example, a school could define its additional fields to track a student's medical information, such as the student's doctor and whether a student's immunizations are current.

To learn more about defining a customer's Additional Fields, see [Defining Individual Lists](#).

You can also filter a report to access a list of customers who have similarities on the **Additional Fields** tab.

Locate and Search Selection Modes in Add Edit Customers

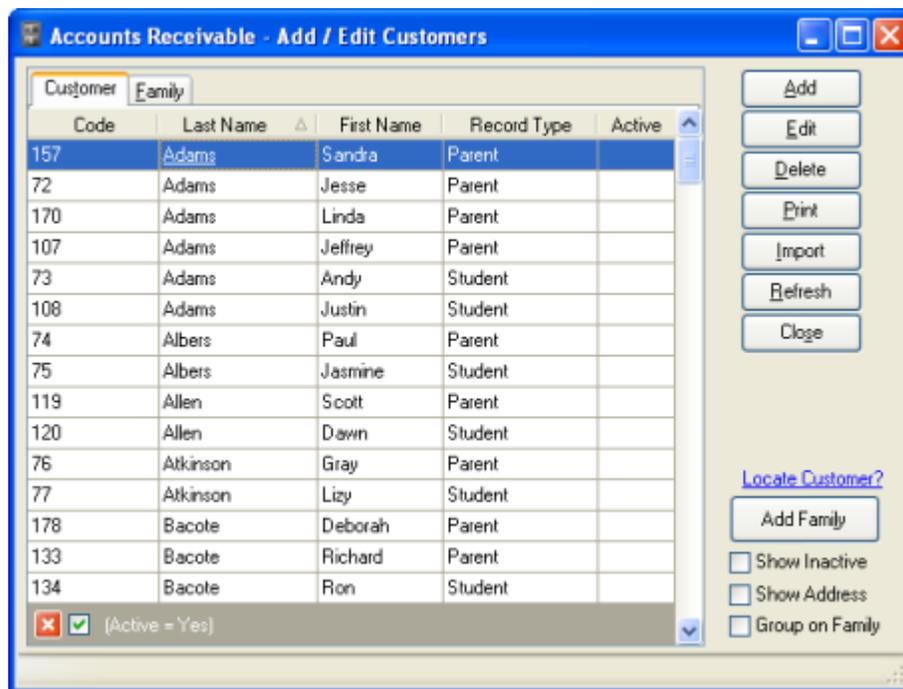
In the Add/Edit Customers window, you can customize the selection mode for the Customer and Family grids. Both **Locate** and **Search** selection modes are available.

Click on **Locate Mode** and **Search Mode** below to explore the differences between the modes.

Locate Mode

In **Locate** mode, your customer and family records automatically display in the grid in the Add/Edit Customers window. When you select a record, you can edit, delete, or print the record. By default, customer records display in alphabetical order unless you select **Group on Family**, and you can scroll through the records until you find the desired customer or family.

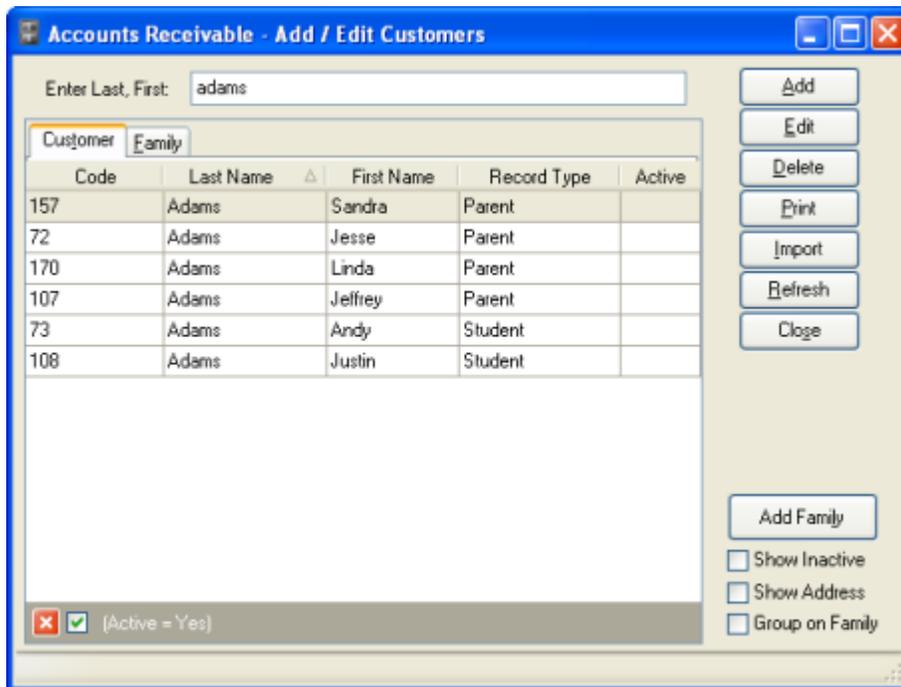
Here's how the Add/Edit Customers window looks in **Locate** mode:



Search Mode

In **Search** mode, customer and family records do not automatically display in the Add/Edit Customers window. Instead, the **Enter Last, First:** dialog box displays, allowing you to enter the customer or family's last name. When you enter a last name, only records with that last name display in the grid. This is helpful if you know the last name of the customer or family you're looking for in Add/Edit Customer.

Here's how the Add/Edit Customers window looks in **Search** mode:



To Switch Between Locate and Search Modes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. In the **Customer** or **Family** grid, right-click and select **Customize**.
4. On the **Options** tab, select **Locate** to view the grid in Locate mode or **Search** to view the grid in Search mode. To search for customers based on grade level, flag status, or record type, your grid must be in **Search** mode.
5. Click **OK**.

Searching for Customers by Grade Level, Flag Status, Record Type, or User Defined Field

When the Add/Edit Customers window is in Search Mode, you can search for customers based on their **Grade Level, Flag Status, Record Type**, or any user defined fields. You can also search for records that contain any value in the **Grade Level, Flag Status**, or user defined field. Searches are not case sensitive.

To learn more about Search mode, see [Switching Between Locate and Search Selection Modes](#). To change an individual's **Grade Level, Flag Status**, or **Record Type**, see [Entering a Customer's Profile Information](#). To learn more about user defined fields, see [Defining Individual Lists](#).

To Search for Customers Based on Grade Level

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. In the **Enter Last, First:** field, enter **Grade =** and the numerical value of the grade for which you want to search. Then, press ENTER on your keyboard.

Value Entered	Results
Grade = 5	All records for customers who are in Grade 5 display.
Grade = All	All records that have a grade assigned in Profile tab on the customer's record display.

To Search for Customers Based on Flag Status

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .

3. In the **Enter Last, First:** field, enter **Flag Status =** or **Flag =** and the flag for which you want to search. You can also use the flag shortcuts listed below if you don't want to type the entire word. Then, press ENTER on your keyboard.

Value Entered	Results
Flag Status = Red Flag Status = R Flag = Red Flag = R	All records that have a red flag selected under Flag Status display.
Flag Status = Blue Flag Status = Blu Flag = Blue Flag = Blu	All records that have a blue flag selected under Flag Status display.
Flag Status = Green Flag Status = G Flag = Green Flag = G	All records that have a green flag selected under Flag Status display.
Flag Status = Black Flag Status = Bla Flag = Black Flag = Bla	All records that have a black flag selected under Flag Status display.
Flag Status = Yellow Flag Status = Y Flag = Yellow Flag = Y	All records that have a yellow flag selected under Flag Status display.
Flag Status = Star Flag Status = S Flag = Star Flag = S	All records that have a star flag selected under Flag Status display.
Flag Status = All Flag = All	All records that have a flag selected in Flag Status display, regardless of the flag's color.

To Search for Customers Based on Record Type

- Under Manage Records, click the **Records** tab.
- In the drop-down list, select **Add/Edit Customers**. Click **Go**  .

3. In the **Enter Last, First:** field, enter **Record =** and the record type for which you want to search. You can also enter **S** (Student), **P** (Parent), or **O**(Other) if you don't want to type out the entire word. Then, press ENTER on your keyboard.

Value Entered	Results
Record = Student or Record = S	All student records display.
Record = Parent or Record =P	All parent records display.
Record = Other or Record = O	All other records display.

To Search for Customers Based on User Defined Fields

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. In the **Enter Last, First:** field, enter the name of the user defined field, followed by an equal sign (=). For example, to search based on the field Hospital, you would enter **Hospital =**
4. After the equal sign, enter the name of the user defined field you want to search for. For example, to search for all customers who use Mercy hospital, you would enter **Mercy**, and the field would read **Hospital = Mercy**. To search for all customers whose Hospital field has a value, enter **All**, and the field will read **Hospital = All**.
5. On your keyboard, press ENTER. A list of search results displays.

Assigning Mass Billing Codes in Accounts Receivable

When adding Mass Billing Codes to a customer or family's record, the default information for the added billing code displays. You can edit the frequency and amount of billing and schedule billing.

Importing Customers in Accounts Receivable

Using the **Import** option in Add/Edit Customers, you can add customer and family records from the People, Organizations, or HeadMaster products to Accounts Receivable.

This can save valuable time since you do not have to enter customers' records twice, and information such as the customer's name, date of birth, address, phone, and e-mail imports from these products.

You can also create parent records to import family records from those products if Accounts Receivable is configured to [track family records](#).

To Import Customers into Accounts Receivable

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Click **Import** to begin the import process.
4. Select the product from which you are importing records.
5. In the drop-down list, select the appropriate dataset.
6. If you are importing records from People or HeadMaster and want to create parent records, select **Create Parent Records**. This option is not available when importing from Organizations.



Note

Create Parent Records only displays if your Accounts Receivable settings are configured to [track family records](#). Do not select this option if your data already contains parent records, as duplicate records will be created in ACS.

7. Click **OK**.
8. Select the person or organization to import and click **OK**.
9. The individuals or organizations are added to the grid in the Add/Edit Customers window. If you selected **Create Parent Records**, the individual's family members also display in the window.
10. Select the imported individual or organization and click **Edit** if you want to review or edit the record. To learn more about the different fields you can edit in a customer's record, see [Editing a Customer's Record](#).



Tip

After importing a record from People, HeadMaster, or Organizations, the [Refresh link](#) displays on the Add/Edit Customers grid. This denotes that you imported the record from People, HeadMaster, or Organizations and does not display on manually added records.

Calculating Balances in Accounts Receivable

In the Add/Edit Customers window in Accounts Receivable, you can calculate a customer or family's balance. If you track families, the student and family balances display when you select a student's balance to calculate. When you calculate a family balance, only that family's balance displays.

To Calculate a Customer's Balance

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer whose account balance you want to calculate.
4. Right-click on the customer's record and click **Calculate Balance** on the drop-down menu.
5. The **Calculate Balance** window displays. The customer's balance automatically displays, and if AR is [setup to track families](#), the primary family's balance displays just below the customer's balance. The balance calculates according to the current date.
6. To recalculate the customer's balance, select the date for which to calculate the balance in the **As of** drop-down list.
7. Under **Calculate using**, select **Due Date** to calculate the customer's balance according to the date payments are due or select **Invoice Date** to calculate the customer's balance according to the date invoices were created.
8. Select **Include Open Transactions** to include transactions that have not been posted in the customer's calculated balance.
9. Select **Only Include Positive Fee Balances** to exclude any credit balances and show the actual amount owed.
10. Click **Recalculate** to recalculate the customer's balance according to the changes you made.

To Calculate a Family's Balance

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the customer whose account balance you want to calculate.
4. Right-click on the family's record and click **Calculate Balance** on the drop-down menu.
5. The **Calculate Balance** window displays the family's balance. The balance calculates according to the current date.
6. To recalculate the family's balance, select the date for which to calculate the balance in the **As of** drop-down list.
7. Under **Calculate using**, select **Due Date** to calculate the family's balance according to the date payments are due or select **Invoice Date** to calculate the family's balance according to the date invoices were created.
8. Select **Include Open Transactions** to include transactions that have not been posted in the family's calculated balance.
9. Select **Only Include Positive Fee Balances** to exclude any credit balances and show the actual amount owed.

10. Click **Recalculate** to recalculate the family's balance according to the changes you made.

Printing a List of Customers in Accounts Receivable

To keep a hard copy for your records, you can print a list of customers or print an individual customer or family's record from the Add/Edit Customers window.

You can also customize the Add/Edit Customers grid to display and print selected information from a customer or family's record. To learn more about customizing the Add/Edit Customers grid, see [Customizing the Customer List](#).

To Print a List of Customers

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. To print a list of all records, including those that are set to inactive, select **Show Inactive**.
4. Right-click on any record and clear **Print Only Selected**. If you select this option, only that particular customer or family's record prints.
5. Click **Print**.
6. When the Customer Listing displays, click **Print** .

To Print a Customer's Record

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. If **Group on Family** is selected, clear the option.
4. Right-click on the customer whose record you want to print.
5. Click **Print Only Selected**.
6. Click **Print**.
7. A Customer Listing displays. Click **Print**  to print this listing.

To Print a Family's Record

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Select **Group on Family**.
4. Right-click on any member of the family whose record you want to print.
5. Click **Print Only Selected**, then click **Print**.
6. A Customer Listing displays. Click **Print**  to print this listing.

Deactivating Customers in Accounts Receivable

You can deactivate a customer or family's record if you want to keep the record in the database but exclude it from Reports or the Add/Edit Customers list.

To Deactivate a Customer

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer you want to deactivate.
4. Click **Edit**.
5. Under **Name Information**, clear the **Active** checkbox and click **OK**.

To Deactivate a Family

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Family** tab, select the customer you want to deactivate.
4. Click **Edit**.
5. Under **Name Information**, clear the **Active** checkbox and click **OK**.

Refreshing the Customer List in Accounts Receivable

After you add customer records from ACS People or Organizations, you must refresh the customer list to display these records on the grid.

To Refresh the Customer List

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Click **Refresh** to begin refreshing the customer list.
4. Under **Current Record has been refreshed. Continue Refreshing...** select the appropriate option (Customer Records Added from People, Customer Records Added from Organizations, or Customer Records Added from HeadMaster).
5. In the drop-down list, select the appropriate dataset.
6. Under **Begin Refresh?** click **OK** to begin refreshing the customer records list.

Deleting Customers in Accounts Receivable

Deleting a customer removes the customer and all information from your database, and you cannot delete a family until all of the family members have been removed from the family.

You cannot delete a customer or family if they have a balance and/or activity over the last 12 posting periods.

Warning

You should only delete a customer or family if you are sure that you will not interact with the individual(s) again. Otherwise, you can deactivate a customer or family's record to keep the record in the database, but exclude the record from Reports or displaying on the Add/Edit Customers list. To deactivate a customer or family, see [Deactivating Customers](#).

To Delete a Customer

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. On the **Customer** tab, select the customer you want to delete.
4. Click **Delete**, then click **Yes**.

To Delete a Family

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. On the **Customer** tab, select the customer you want to delete.
4. Click **Delete**, then **Yes**.
5. When all customers associated with a family have been deleted, click on the **Family** tab.
6. Select the family you want to delete.
7. Click **Delete**, then **OK**.

To Delete Multiple Customers or Families

1. Make a backup.
2. Under Manage Records, click the **Records** tab.
3. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
4. On the **Customer** or **Family** tab, press **Ctrl** and select the customers or families you want to delete.
5. Click **Delete**.
6. When the confirmation message displays, click **Yes**.

Viewing Customer Invoices, Payments, and Totals

Using the **Inquiry** option in Accounts Receivable, you can view and print a listing a customer or family's invoices (paid and unpaid) and payments (applied and unapplied). This is helpful if a customer calls to inquire about his or her outstanding balance or if a payment is received or cleared.

In addition, you can view information such as the customer's amount billed, amount received, and amount due, and you can also view the amount of tax deductible payments the customer has made. If the customer would like a hard copy of his or her account information, you can print information from the customer's inquiry.

Check Images

For security purposes, the MICR line does not display when viewing check images in Inquiry.

To View a Customer's Invoices, Payments, and Totals

1. Under Run Inquiries, click the **Inquiry Type** tab.
2. Select **Customer Inquiry** from the drop-down list and click **Go** .
3. Under **Lookup**, select **Customer** to inquire on a customer's record or select **Family** to inquire about a family's record.
4. In the **Customer** field, enter the customer's name or click **Lookup**  to select the customer or family whose record you want to view. Click **OK**.
5. To filter a customer's account details for a specific time period, select **MTD**, **YTD**, **All**, or **Date Range** and click **Apply**.
6. Select **Comments** to view the customer's comments. If selected, the **Comments** tab displays the customer's comments.
7. If your organization tracks families, select **Family Comments** to view comments on the family record. If selected, the **Family Comments** tab displays any comments on the family's record.
8. On the **Transactions** tab, the customer's invoices and payments display.
 - To display all payments, including unposted payments, select **Include Open**.
 - To display all transactions, including those that have been voided, select **Include Voided**.
9. On the **Totals** tab, the customer's account totals, tax reporting totals, and fee summary totals display. The account totals include the amounts billed, received, and due for that customer, and the tax reporting total includes the tax deductible amount of the customer's payments. The fee summary totals include information on each fee with transactions for the date range selected.
10. To view another family member's record, select the appropriate family member in the **View Inquiry for** drop-down list.
11. To print the customer or family's inquiry, click **Print**. To print information from all of the tabs (Transactions, Totals, Comments, and Family Comments), select **Print All Tabs** and click **Print**. Otherwise, only the active tab displayed in the inquiry window prints.

Additional Field Information

Lookup Customer

Select to choose the customer whose inquiry you want to view from Add/Edit Customers.

Lookup Family

Select to choose the family whose inquiry you want to view from Add/Edit Customers.

Comments

Select to display the **Comments** tab, which shows all comments on a customer's record.

Family Comments

Select to display the **Family Comments** tab, which shows all comments on a family's record.

Date Range

Selecting **Date Range** and then selecting the appropriate dates in the drop-down lists lets you view all invoices and payments within the selected date range.

Include Open

Select to display open transactions in the grid.

Include Voided

Select to display voided transactions in the grid.

Print All Tabs

Selecting this option and clicking **Print** lets you view and print the information from all tabs on a customer's inquiry.

Customizing the Customer List in Accounts Receivable

You can customize the Add/Edit Customers grid to view selected information from the customer or family's record.

To Customize the Add/Edit Customers Grid

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Right-click anywhere in the grid and click **Customize**.
4. On the **Grid** tab, under **Settings**, select the settings you want to apply to the grid.
5. Under **Fields**, select the fields you want to display on the grid. Use the **Up**  and **Down**  arrows to customize the fields' location.
6. On the **Options** tab, select **Locate** to display an alphabetical list of customers on the grid or **Search** to display a search field at the top of the grid and allow searching for customers.
7. Click **OK**.

Additional Field Information

Wrap Text

Expands the row vertically to allow all text to display.

Auto Size Column Width

Select to automatically resize the columns to the maximum width of the Find Person grid.

Show Grid Lines

Select to display grid lines between records in the Find Person grid.

Use Column Filtering

Applies a filter to the data that displays in the grid. If selected, a down arrow displays in each column header. Click the down arrow to filter on a single value in the column, or click the Custom option to filter on multiple criteria.

Use Group By

Allows you to group the data in the grid by any column. When selected, a gray "group by" box displays above the grid. To group similar items together in a tree list view, click the column header and drag it into the group by box. To remove the grouping, click and drag the column header back into the grid.

Working with Accounts Receivable Invoices

In Enter/Post invoices, you can add and edit your customers' invoices, as well as post and print them. You can generate or enter late fees based on a number of options, and you can schedule invoices to create them on specific dates. You can even designate a payment as an invoice wash if you receive it before entering an invoice, such as for fees you cannot bill in advance.

Adding and Editing Accounts Receivable Invoices

Adding Invoices in Accounts Receivable

Once you have [completed the setup procedures](#) and [added customers to your database](#), you can create invoices.

To add an invoice

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list, then click **Go** .
3. Click **Add/Edit Invoices**, then **Add**.
4. Make the necessary changes to the invoice. Use the field descriptions in this topic for reference.
5. Click **Ok** and confirm.

To view an invoice

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list and click **Go** .
3. Click **Add/Edit Invoices**.
4. Click **View**. The invoice displays as view-only fields.
5. To make changes, click **Edit**. To memorize an invoice, click **Memorize**. For more, see [Adding Memorized Invoices](#).
6. Click **Ok**.

Additional Field Information

Customer

Click **Lookup**  to select a name from the customer list, or enter the customer's last name and first name, or a partial name. The flag status assigned to a customer displays directly next to the lookup box when adding invoices. For more about the Add/Edit Customer window, see [Adding and Editing Customer Records in Accounts Receivable](#).

Payer

Displays if you track families, the customer is assigned to multiple families and the **Assign Payer** option is selected on his or her Billing tab. Otherwise, the customer's name and mailing address display as view-only fields.

Type

Select from **Invoice** (default), **Debit Memo**, **Late Fee**, and **Return Check Fee**. You can enter late fees as separate transactions (like invoices) or associate them with existing posted invoices using the **Generate Late Fees** button on the Enter/Post Invoices window.

Select Memorized

To select a memorized invoice, click here.

Invoice #

Filled in automatically if you selected **Auto Assign Next Invoice Number** on the **Transaction Setup** tab of the Setup window. You can also manually edit the **Next Invoice Number** there.

Invoice Amount

This should equal total charges minus discounts. If you enter discounts for this invoice, tab through the **Invoice Amount** field, enter the distributions, then enter the displayed **Balance** into the **Invoice Amount** field once all distributions have been added.

Month/Year

Defaults to current AR month/year, but can be changed. If operating on an accrual basis, this should be the month you want to post to the general ledger and the period you want the transaction on AR reports.

Printed?

Select if you do not want to print this invoice at a later date. You might, instead, intend to print this invoice and others in mass from the Print Invoices window.

Autofill Text?

When you select this option and begin typing in the Description or Comment fields, text from the previous entries in the session displays in a drop-down list for selection. If you want to enter different descriptions and comments for each invoice, clear this checkbox.

Terms

Terms are set up under the General Ledger section of the Define Lists window. For more, see [Using Terms](#)

Invoice Description

Filled in automatically as you type based on descriptions entered previously in current session. Press ENTER to accept.

Field Descriptions — Distributions Grid

Description

Contains a list of active fees and discounts that are set up in the Fees and Discounts sections of the Define Lists window. This is a required field. Discounts should be listed directly beneath the item to which they apply; for this reason, you cannot use a discount as the first item in the grid. Items are saved in the order in which you enter them. To populate this field with the last description used in this session, press ENTER without selecting a value.

Rate

If you selected **Enter Unit Cost** when defining the fee used, the **Rate** and **Amount** populate automatically but can be changed. If using a discount, the predefined rate defaults, and the **Amount** is calculated. Note: each additional discount will be applied to the base amount of the item unless the **Multiple Discount Calculation** is set to **Include Discounts** on the Transaction tab in the Setup window.

Amount

This is a required field. If using a discount and you overwrite the calculated amount, the rate changes to match automatically (for the current line only).

Comment

To populate this field with the last description used in this session, press ENTER without selecting a value. You can also copy and paste text into this line.

Project

The list of projects is set up in the General Ledger section of the Define Lists window. This value defaults if using a fee with a predefined project. Project information can be associated with specific debits and credits for General Ledger reporting.

Ded

Select to denote a tax deductible item.

Editing or Adjusting Accounts Receivable Invoices

You can correct an invoice that was entered incorrectly. You can edit any information on unposted invoices; however, there are exceptions and other information to note when changing posted invoices. For example, you cannot edit an invoice that has been posted (you must adjust it by voiding).

Cash Basis Invoice Edits

If you are using cash basis accounting and an invoice has a status of unpaid (posted), you can change any information. If, however, you change the invoice **Type** from **Late Fee** or **Return Check Fee** to **Invoice**, the fee codes may no longer be applicable and you may need to change the distributions.

If the invoice is paid or partially paid, you can add distribution lines or edit the following fields:

- Payer (if used)
- Invoice #
- Invoice Amount
- Due Date
- Print Invoice
- Invoice Date
- Invoice Description
- Comment
- Project
- Deductible

If you add a discount to a paid or partially paid invoice, and the discount pays off the balance of the invoice, an entry is posted to the general ledger to debit the discount account and credit revenue.

If an invoice is void, you can change the void date of the transaction. A void date field opens beside the status.

To edit a cash basis invoice

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .
3. Click **Add/Edit Invoices**.
4. Select the invoice you want to change and click **Edit**. Remember that to see all invoices, you may need to change the drop-down filter and/or the **Posting Period**.
5. Enter the new information for the invoice. For additional help, see the field descriptions in [Adding Invoices](#).
6. Click **Ok** and confirm.

Accrual Basis Invoice Adjustments

When using the accrual method, lines added to an invoice must be posted to the general ledger so that the receivables account and income are updated accordingly.

You can add distribution lines or edit the following fields:

- Payer (if used)
- Invoice #
- Invoice Amount
- Due Date
- Printed
- Invoice Date
- Invoice Description
- Term (if the invoice is unpaid)
- Comment
- Project
- Deductible

If an invoice is void, you can change the void date of the transaction. A void date field opens beside the status.

To edit an accrual basis invoice

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .
3. Click **Add/Edit Invoices**.
4. Select the invoice you want to change and click **Enter Adjustments**. Remember that to see all invoices, you may need to change the drop-down filter and/or the **Posting Period**.
5. Enter the new information for the invoice. For additional help, see the field descriptions in [Adding Invoices](#).
6. Click **Ok** and confirm.

Viewing Invoices at a Glance

You can use the Add/Edit Invoices window to locate and open invoices, but you can also view a basic summary of each invoice in the window itself.

To view invoice summaries

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list and click **Go** .
3. Locate the invoice you want to view and click it. Details display in the lower section of the window.



Tip

You can change the fields that display in the lower part of the window. To do so, right-click in the grid and select **Customize**. Use the field descriptions in this topic for reference.

Additional Field Information

Wrap Text

If selected, long cell entries are displayed on multiple lines.

Auto Size Column Width

If selected, the program maintains column widths automatically.

Fields

Select the check box next to the columns you want to display in the grid. Select a column in the list and use the red arrows to change its location in the grid. Move the item up in the list to move it left in the grid, and vice-versa.

Deleting Invoices in Accounts Receivable

You can remove invoices that were entered mistakenly if using cash-based accounting. However, you cannot delete an invoice if payment has been applied to it.

You cannot delete posted invoices. Once an invoice has been posted, the **Void** button is substituted for the **Delete** button. For more, see [Voiding Invoices](#).



Tip

To select and delete multiple invoices, hold down the SHIFT or CTRL keys while clicking in the invoice list. You cannot delete a posted invoice if using accrual-based accounting.

To delete an invoice

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .
3. Click **Add/Edit Invoices**.
4. Select the invoice you want to delete. To see all invoices, you may need to change the drop-down filter and/or the **Posting Period**.
5. Click **Delete** and confirm.

Voiding Invoices in Accounts Receivable

If you want to remove invoices that have been partially paid, fully paid, or posted, you must void them. For invoices that meet these criteria, the **Void** button is available in the Add/Edit Invoices window.

Cash Basis

In cash basis mode, when you void an invoice to which payments have been applied, the Transfer Applied Payments to Unapplied window opens. The portion of the invoice where payments were applied debits the income account of the invoice fee and credits the income account of the unapplied payments fee. The associated amounts are also automatically updated in the Payments windows.

Accrual Basis

In accrual basis mode, when you select **Void** and confirm, the Reversing Accrual Transaction window opens. The void credits (reduces) accrual and discount accounts, if needed, and debits (reduce) the income offset for the fee associated with the selected invoice.

When voiding an invoice with partially or fully applied payments, the Transfer Applied Payments to Unapplied window opens before the Reverse Accrual Transaction window. The portion of the invoice where payments were applied debits the income of account of the invoice fee and credits the income account of the unapplied payments fee. The associated amounts are also automatically updated in the payments windows.

To void an invoice

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .
3. Click **Add/Edit Invoices**.
4. Select the invoice you want to void. To see all invoices, you may need to change the drop-down filter and/or the **Posting Period**.
5. Click **Void** and confirm.
6. Confirm the selections in the window(s) that open. Use the field descriptions in this topic for reference.
7. Click **Continue** to proceed to the next window or **Void Invoice** to complete the process.

Additional Field Information

Posting Date Month/Year (for Cash Basis)

The general ledger posting period.

Unapplied Payment Source/Unapplied Payment Fee

The posting source and fee for the unapplied payment. The default values for these fields are determined on the GL Interface tab and Transaction tab of the Account Receivable Setup window. For more information, see [Configuring the GL Interface Tab](#) and [Configuring the Transaction Setup Tab](#).

Adding Memorized Invoices in Accounts Receivable

You can memorize invoices to use as a template for invoices that you have to create over and over again, but may not lend themselves to mass billing.

Once an invoice is memorized, you can quickly create similar invoices as often as you need to.

To memorize an existing invoice

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .
3. Click **Add/Edit Invoices**.
4. Locate the invoice you want to memorize. For more information, see [Locating an Invoice](#).
5. Select the invoice in the list, click **Memorize**, and confirm.
6. Enter a name and frequency for the memorized invoice.
7. Click **Ok**.

To create a new memorized invoice

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .
3. Click **Memorized Invoices**, then **Add**.
4. Complete the invoice fields as you would for a typical invoice. For more information, see [Adding Invoices](#). If desired, you can enter an amount of \$0.00, but at least one fee distribution is required. You will have to enter the amount when creating an invoice from this memorized one.
5. Click **Ok**.

To create a new invoice from a memorized invoice

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices**, then click **Go** .
3. Click **Memorized Invoices**. If you've already begun a new invoice, you can also click **Select Memorized** in the Add Invoice window. You can also select multiple memorized invoices by pressing the CTRL key while selecting invoices.
4. To create an invoice from a single memorized invoice, select the invoice you want to use as a template, and click **Create Invoice**. Alternatively, select **Create Invoice** from the right-click menu.
5. The invoice opens in the Add Invoice window. Fields are populated automatically based on the memorized invoice with the exception of the **Invoice #**. Make any edits necessary, and click **Ok**.
6. To automatically create invoices from multiple memorized invoices, hold down the CTRL key and select the invoices you want to use from the list. Click **Create Invoice** or select **Create Invoice** from the right-click menu. A dialog box notifies you that the invoices have been created. When you use this process, ACS skips invoices with amounts of \$0.00.

Quick Adding Invoices in Accounts Receivable

The Quick Add Invoices window lets you quickly add the same invoice transaction to multiple customers at once. Examples might include a one-time tee-shirt fee for all students at summer camp or a one-time field trip fee for all students in the fifth grade.

To quick add invoices

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list and click **Go** .
3. Click **Add/Edit Invoices**.
4. Click **Quick Add Assistant**.
5. Enter the invoice details. These are similar to those described in [Adding Invoices](#).
6. Click **Select Customers** to create a list of families or individuals to whom the invoice applies. If you selected **Track Family Records** on the [AR Setup tab](#), families as well as individuals will be listed.
7. Click **Add**  to select the appropriate records from the **Customer** and/or **Family** tabs. Sort the list by column as needed to locate the records. For instance, to locate all students in the fifth grade, click the **Grade** column header and select the check box next to 5. Use **Add All**  to select all records. Click **Ok**.

Note

If you select a customer who is assigned to multiple families for quick add invoicing, the program asks you to verify which family is paying this particular fee. Click **Ok** to accept the default payer, or click in the **Payer** column to change the selection.

8. Click **Ok**, then confirm.
9. When the invoices are created, a confirmation message displays. Click **Ok**.

Locating Invoices in Accounts Receivable

Within invoice windows, you can sort or filter lists to locate a specific record. You can sort in ascending or descending order, alphabetically or numerically.

To narrow the list displayed in the Add/Edit Invoices window, click **Filter By**.

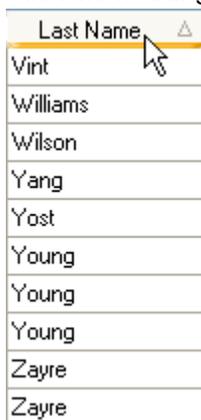
To sort by status

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list and click **Go** .
3. Click **Add/Edit Invoices**.
4. From the drop-down list at the top of the window, select the status of invoices that you want to display.



To sort by column header

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list and click **Go** .
3. Click **Add/Edit Invoices**.
4. Decide the property of the invoice by which you want to sort. If, for instance, you want to see all invoices assigned to the Young family, you should sort by last name.
5. Click the heading to sort alphabetically.



Last Name
Vint
Williams
Wilson
Yang
Yost
Young
Young
Young
Zayre
Zayre

6. Click the heading again to sort in reverse order.

Last Name ▾
Zayre
Zayre
Young
Young
Young
Yost
Yang
Wilson
Williams
Vint
Sullivan

To filter the invoice list

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list, then click **Go** .
3. Click **Add/Edit Invoices**, then **Filter By**.
4. Enter the criteria by which to filter the list. If, for instance, you select **Unpaid Invoices** as the **Transaction Status**, only those invoices display in the list.
5. Click **OK** to display the filtered list.
6. To clear the filter, click **Filter By**, **Reset**, then **OK**. In the drop-down list at the top of the window, select **All Invoices**.

To view invoices for a single posting period

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list, then click **Go** .
3. Click **Add/Edit Invoices**.
4. Clear the **All Periods** checkbox.
5. Select the month and year to display.

Customizing the Add Edit Invoices Window

You can change which columns display and edit the order of the columns in the Add/Edit Invoices window. Your customizations automatically save when you close the window.

The customization options for the upper and lower grids are different, but they function the same.

To insert or delete columns

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list, then click **Go** .
3. Click **Add/Edit Invoices**.
4. In the invoices grid, right click, and select **Customize**.
5. Select the checkbox next to each column you want to display.
6. Click **OK**.

To change column order

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list, then click **Go** .
3. Click **Add/Edit Invoices**.
4. In the invoices grid, right click, and select **Customize**.
5. Click the name of the column you want to move.
6. Click the red arrows to move the column up or down in the list. The top position corresponds to the far left of the grid.
7. Click **OK**.

Additional Field Information

Wrap Text

If selected, long cell entries display on multiple lines.

Auto Size Column Width

If selected, the program maintains column widths automatically.

Use Group By

If selected, drag a column header to the area above the grid to sort the grid into groups based on the selection. To return to the previous view, drag the displaced column back to the header section.

Using Terms in Accounts Receivable Invoices

You can use invoice terms to set due dates for invoices or to offer discounts for on-time payments. Term discounts are not the same as discounts, such as multiple student discounts or teacher discounts, assigned during invoice distribution.

Setup

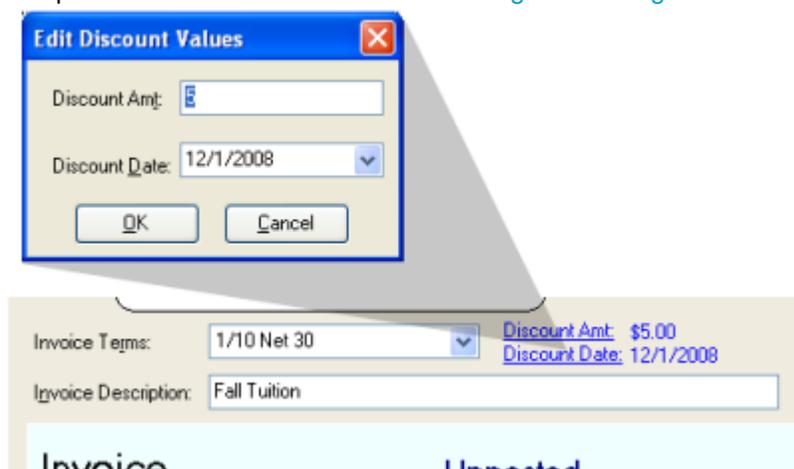
You can set up terms in the General Ledger section of the Define Lists window. This is where you set the **Invoice Terms** name, discount, and discount deadline for early payment.

Caution

If you update a term Define Lists window, the change applies to all unpaid invoices that use the term.

To add terms to an invoice

1. In the Add Invoice window, select the appropriate **Invoice Terms** in the drop-down list. The Discount Amount and Discount Date display to the right.
2. To enter an amount and date unique to this invoice, click the blue text. (Once the invoice is paid and the discount applied, a check mark displays next to the discount amount.)
3. The Edit Discount Values dialog box opens. Make your changes and click **OK**. The Invoice Terms value automatically changes to **Other**.
4. Complete the invoice as described in [Adding](#) and [Editing](#) Invoices.



Payment

When you post a payment for an invoice with terms, the following occurs:

- For cash basis accounting: The discount account is debited for the discount. The balance credits revenue and debits cash.
- For accrual basis accounting: The discount account is debited for the discount. The balance credits receivables accrual account and debits cash.

Writing off Accounts Receivable Invoices

When you do not expect to collect the balance of an unpaid invoice, you can write it off. Once an invoice is written off, the status changes from "Unpaid" or "Partially Paid" to "Written Off." You cannot write off voided or partially paid invoices.

A write-off adds a negative distribution line to the invoice, reducing the amount of the invoice once it is posted. The additional line is assigned the write-off fee specified on the **GL Interface** tab in [Accounts Receivable Setup](#) (if a fee has not been selected, you will be allowed to pick one).

The write-off transaction credits (reduces) the AR accrual account and debits the offset account of the write-off fee.

To write off an invoice

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list and click **Go** .
3. Click **Add/Edit Invoices**.
4. Select the unpaid invoice you want to write off. To filter the invoices, select **Unpaid Invoices** in the drop-down list.
5. Click **View**. (You can also select **Write Off** from the right-click menu.)
6. Click **Write Off Invoice**, and **Yes** to confirm.
7. If you did not specify a **Write Off Fee** during setup, select one from the drop-down list when prompted. If you also select **Always use this Fee**, your choice is saved in the Setup window.
8. Confirm the selections in the window(s) that open.
9. If using an accrual method, confirm the selections in the Write Off Invoice window. The explanation you enter displays as a line item description on the unpaid invoice. ACS also logs the posting date.
10. If using an accrual method, click **Post Write Off** to complete the process.

Generating Multiple Late Fees in Accounts Receivable

The Late Fees window lets you generate late fees for multiple customers, families, and invoices based on a combination of calculation options.

To generate late fees

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices**, then click **Go** .
3. Click **Generate Late Fees**.
4. Enter the calculation options and invoice filters to determine ACS assigns late fees. Use the field descriptions in this topic as reference.
5. Click **Process Late Fees**. A second Late Fees window opens, listing the records that match the criteria you entered.
6. Make any changes based on the field descriptions in this topic.
7. Click **Post Late Fees** and confirm.

Additional Field Information

Assessment Date

The date open balances are accessed for late charges. Invoices and/or balances that are open by the this date are included in the calculation.

Invoices Past Due

The number of days that the invoice is past due as of the assessment date.

Post Charge

There are four choices for posting late fee charges:

- You can post a charge for each unpaid invoice (this is the default).
- You can post a single charge to the customer account based on the total customer balance as of the assessment date.
- You can post a single charge to the family account based on the total family balance (if tracking families) as of the assessment date.
- You can post a single charge to the customer account based on the total of the unpaid invoices as of the assessment date (instead of listing each unpaid invoice).

Invoice Filters

The following invoice filters are available for selection:

- **Posting Period** — Invoices for the selected posting period display.
- **Billing Code** — Invoices posted to the billing code selected (using the mass billing code option) display.
- **Fee** — Invoices that have this fee as a distribution display.
- **Select Customer** — Only invoices for the customer selected display.

Late Fees Records List Window

Header information

Enter the Invoice #, Amount, Due Date, Fee, Description, and Invoice Date you want to assign when generating the invoice.

Accept

Selected by default for all customers in the list. Clear the check box next to the customers for whom you do not want to post late fees.

Remaining grid information

When calculating using the "for each unpaid invoice" option, the columns that display in the grid are Accept, Invoice # Last Name, First Name, Due Date, Invoice Amount, and Overdue Balance. Also, the **From Invoice** option and **Create Separate Invoice** options display.

If you select **From Invoice**, the late fee is split between fee codes of the invoice. If not, ACS adds one line using the late fee code established in your setup options. Also, **Invoice #**, **Due Date**, and **Invoice Date** are unavailable, and the **Invoice Description** is used for the line item comment added to the existing invoice. You can also double click on an invoice to view it.

When calculating based on total open balance, the columns that display in the grid are **Accept**, **Last Name**, **First Name**, and **Overdue Balance**. Also, the Inquiry icon is available above the grid to view your transactions, including those that make up the overdue balance.

Entering Individual Late Fees in Accounts Receivable

You can enter a single late fee transaction.

If you have set up a late fee code, ACS automatically adds a late fee distribution line to the invoice. (For more information, see [Configuring the GL Interface Tab.](#)) In other respects, creating this invoice is no different from creating standard invoices.

Individual late fee transactions can be entered as single, separate invoice that can be tracked. For invoice type, select **Late Fee**. For multiple late fee transactions, use Generate Late Fees on the Accounts Receivable Invoices menu.

To enter late fees

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .
3. Click **Add/Edit Invoices**, then **Add**.
4. For **Type**, select **Late Fee**.
5. Complete the invoice as described in [Adding Invoices](#).

Entering Returned Check Fees in Accounts Receivable

If a check is returned by the bank for non sufficient funds and you want to charge the customer for insufficient funds (NSF), you can enter an invoice and designate its type **Return Check Fee**.

The Invoice Amount and distribution fields display automatically based on entries made for **NSF Fee** on the **GL Interface tab** of the Setup window. For more information, see [Configuring the GL Interface Tab](#). In other respects, creating this invoice is no different from creating standard invoices.

To enter returned check fees

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .
3. Click **Add/Edit Invoices**, then **Add**.
4. Under **Type**, select **Return Check Fee**.
5. Complete the invoice as described in [Adding Invoices](#).

Scheduling Accounts Receivable Invoices

Accounts Receivable lets you schedule invoices for the customers and families in your database. When [adding a billing code](#) to a customer or family's record, you can set up a schedule for the invoice based on the assigned frequency.

This can be useful if customers have a variety of payment options, and you charge based on the frequency of payment. For example, you may offer customers or families the option to pay either a \$84 weekly fee or a \$164 biweekly fee.

Scheduling Invoices lets you set up a specific date or day of the month when an invoice is created. You can also schedule the end of the billing cycle by ending the invoice after a number of occurrences or after a specific date.

To Schedule Invoices for a Customer

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Billing** tab, click **Add**.
5. Under **Billing Information**, select and enter the customer's billing information. To learn more about setting up a customer's billing information, see [Entering a Customer's Billing Information and Discounts](#).
6. In **Schedule Information**, select **Schedule Invoice** to schedule a specific time to create the invoice.
7. In the drop-down list, select the time period when the invoice will be created.
8. To select a specific date the invoice will be created, use the up and down arrows in the **Day** list. To create the invoice on a specific day in the month (For Example: The first Monday of the month), select a date from the drop-down list.
9. In the **Start Date** drop-down list, select the start date for this customer's billing code.
10. To end the billing cycle after a specific number of occurrences, select **End After Occurrences**. Use the up and down arrows to select the number of occurrences the invoice lasts. To end the billing cycle by a specific date, select **End By**. In the **End By** drop-down-list, select the date which the billing cycle will end.
11. Click **View Dates** to view a calendar showing the dates the invoice will be created. Click **Close** to exit the calendar.
12. Click **OK** to return to the customer's record.

To Edit a Customer's Scheduled Invoices

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Billing** tab, under **Mass Billing Codes**, select the Mass Billing Code you want to schedule invoices for and click **Edit**.
5. Under **Schedule Information**, select **Schedule Invoice** to edit the time when the invoice will be created.
6. In the drop-down list, select the time period to create the invoice.

7. To select a specific date the invoice will be created, use the up and down arrows in the **Day** list. To create the invoice on a specific day in the month (For Example: The first Monday of the month), select a date from the drop-down list.
8. In the **Start Date** drop-down list, select the start date for this customer's billing code.
9. To end the billing cycle after a specific number of occurrences, select **End After Occurrences**. Use the up and down arrows to select the number of occurrences the invoice lasts. To end the billing cycle by a specific date, select **End By**. In the drop-down-list, select the date which the billing cycle ends.
10. Click **View Dates** to view a calendar showing the dates the invoice will be created. Click **Close** to exit the calendar.
11. When you have finished editing the customer's billing codes, click **OK** to return to the customer's record.
12. To return to the Add/Edit Customers window, click **OK**.

To Schedule Invoices for a Family

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go**  .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Billing** tab, click **Add**.
5. Under **Billing Information**, select and enter the family's billing information. To learn more about setting up a customer's billing information, see [Adding or Editing Family Billing Information](#).
6. In **Schedule Information**, select **Schedule Invoice** to schedule a specific time to create the invoice.
7. In the drop-down list, select the time period when the invoice will be created.
8. To select a specific date to create the invoice, use the up and down arrows in the **Day** list. To create the invoice on a specific day in the month (For Example: The first Monday of the month), select a date from the drop-down list.
9. In the **Start Date** drop-down list, select the start date for this customer's billing code.
10. To end the billing cycle after a specific number of occurrences, select **End After Occurrences**. Use the up and down arrows to select the number of occurrences the invoice lasts. To end the billing cycle by a specific date, select **End By**. In the **End By** drop-down-list, select the date which the billing cycle ends.
11. Click **View Dates** to view a calendar showing the dates the invoice will be created. Click **Close** to exit the calendar.
12. Click **OK** to return to the customer's record.

To Edit a Family's Scheduled Invoices

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**, then click **Go**  .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Billing** tab, under **Mass Billing Codes**, select the Mass Billing Code you want to schedule invoices for and click **Edit**.
5. In **Schedule Information**, select **Schedule Invoice** to edit the time to create the invoice.
6. In the drop-down lists, select the time period when the invoice will be created.
7. To select a specific date to create the invoice, use the up and down arrows in the **Day** list. To create the invoice on a specific day in the month (For Example: The first Monday of the month), select a date from the drop-down list.

8. In the **Start Date** drop-down list, select the start date for this customer's billing code.
9. To end the billing cycle after a specific number of occurrences, select **End After Occurrences**. Use the up and down arrows to select the number of occurrences the invoice lasts. To end the billing cycle by a specific date, select **End By**. In the drop-down-list, select the billing cycle's end date.
10. Click **View Dates** to view a calendar showing the dates the invoice will be created. Click **Close** to exit the calendar.
11. When you finish editing the customer's billing codes, click **OK** to return to the customer's record.

Additional Field Information

Billing Code

Select the billing code you want to use from the drop-down list.

Billing Description

A phrase that sums up the purpose of the billing code displays in this field when you select a billing code.

Fee Description

Select a fee to associate with this billing code. The list of fees are set up in the Fees section of the Define Lists window.

Frequency/Amount

Enter the frequency and amount to use when assigning this code to customers. These are only defaults and can be changed for individual customers after they are assigned. For school or daycare, typically, a billing code is created for each grade for tracking purposes, and the parents' payment frequency is set when being assigned to the student record.

Schedule Invoice

Select to schedule when and how often an invoice is sent to a customer or family.

Start Date

Select the invoice's start date from the drop-down list.

End After Occurrences

Select to end the invoice after a number of occurrences.

End By

Select to end the invoice by a specific date.

Invoice Washes in Accounts Receivable

If a payment pertains to a fee for an invoice you have not entered, you can select the Invoice Wash option to automatically generate an invoice for the payment when you post it. For example, if the payment is for involvement in a school activity for which you cannot bill in advance as you do not know who will be participating, you can use this option to bill customers as you receive payments for this activity.

To Designate a Payment as an Invoice Wash

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments**, then click **Go** .
3. To preview and print invoices after posting, click **Print Invoices** on the Invoices main menu. You can sort by name, customer code, and posting period. The matching invoices display in the grid in the lower half of the window. Select the invoices you want, and click **Preview** or **Print**.
4. Click **Add/Edit Payments**, then click **Add**.
5. In the **Payer** field, click **Lookup**  to select a payer. The payer's address displays below the **Payer** field.
6. In the **Type** drop-down list, select the payment type.
7. If the payment is a check and your organization uses check scanners, click **Scan Check** to scan the check. Otherwise, go to the next step.
8. In the **Reference #** field, enter the reference number for the payment. The reference number could be a check number if the payment is a check or a confirmation number if the payment is being made by a credit card.
9. In the **Payment Amount** field, enter the amount of the payment.
10. In the **Receipt #** field, enter the receipt number or click **Next** to assign the next available receipt number. If you have Accounts Receivable set up to auto assign receipt numbers, the receipt number automatically displays.
11. In the **Payment Description** field, enter the payment description.
12. Select **Unapplied Amount/Invoice Wash**.
13. In the Unapplied Amount/Invoice Wash drop-down list, select **Invoice Wash**.
14. Under **Unapplied Amount**, select a description for this payment and click **OK**.

Posting Accounts Receivable Invoices

You can post invoices in mass or individually. You can also preview and print a list of unposted invoices before posting.

To preview and print invoices after posting, click **Print Invoices** on the Invoices main menu. You can sort by name, customer code, and posting period. The matching invoices display in the grid in the lower half of the window. Select the invoices you want, and click **Preview** or **Print**.

Note

If you specified auto apply payments for a particular customer/fee, those apply only for that customer/fee. If you apply the invoice to a prepayment, the program credits revenue and debits the prepayment account for the amount of the prepayment.

To print or preview unposted invoices

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .
3. Click **Post Invoices**. A list of unposted invoices for the selected posting period displays in the Post Invoices window.
4. If you want to include each invoice's distribution in the preview/print list, select **Print Distribution**. To show only a summary list, clear that option.
5. To preview the list, click **Preview**, then **Close** to return to the Post Invoices window.
6. To print the list, click **Print**, confirm the printer selection, then click **OK**.

To post individual invoices

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .
3. Click **Post Invoices**. A list of unposted invoices for the selected posting period displays in the Post Invoices window.
4. Select **Use Selection**.
5. Click to select the invoice you want to post. To select multiple invoices, hold down the CTRL key while selecting.
6. Click **Post Invoices** and confirm.

To post all invoices

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** and click **Go** .

3. Click **Post Invoices**. A list of unposted invoices for the selected posting period displays in the Post Invoices window.
4. Make sure the **Use Selection** check box is cleared.
5. Click **Post Invoices** and confirm.

Additional Field Information

Auto Apply

Select if you want unapplied payments automatically applied to invoices.

Print Detail Headers

Select to print the distribution information with headers and a border. **Print Detail Headers** is only available when **Print Distribution** is selected.

Printing Invoices in Accounts Receivable

You can produce printed copies of charges due for customers.

To print multiple invoices

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices**, then click **Go** .
3. Click **Print Invoices**.
4. In the list, locate the invoices you want to print.
5. Select adjoining invoices using the SHIFT key and clicking the first and last records to include. Use CTRL to select various records.
6. Click **Preview** and/or **Print**.

To print a single invoice

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Invoices** *and click *Go .
3. Click **Print Invoices**.
4. In the list, locate and click the invoice you want to print.
5. Select **Use Selection**.
6. Click **Preview** and/or **Print**.

Additional Field Information

Sort By

Select how you want the printed invoices grouped.

Print Invoices Separately

If selected, a separate invoice prints for each customer charge. If, for example, a customer has several invoices for the period being printed, each invoice prints on a separate page even though the charges are for a single customer. If cleared, all the customer's charges are combined on a single invoice.

One Per Family

Only available if you selected **Track Family Records** on the AR Setup tab. If selected, each customer's invoice is grouped with his or her family's; the **Sort By** and **Print Invoices Separately** options are disabled. If an individual is assigned to more than one family for payment purposes, that individual's invoices are grouped with the paying family's.

Template

Select a template to determine the appearance of the printed copy. Several pre-defined templates are provided, and you can edit and save them under a new name. The new template displays as a selection in the list.

Print Quantity Rate

Available for the standard detail template. If selected, quantity-times-rate value prints for distributions greater than one. Discount distributions also print and display discount rates.

Use Selection

If selected, only invoices selected in the list grid print. To select multiple invoices, hold down the CTRL key while clicking.

Unprinted/Printed/All

Select whether to include already-printed invoices in the list. If you select **All**, the **Printed** column indicates whether each invoice printed.

Comment

If desired, you can enter a message that prints on all invoices.

Print Date

Select the date that you want to print on your invoices. This date defaults to the current date.

Closing the Month in Accounts Receivable

After you post all invoices and payments, apply any unapplied payments, and generate and post adjustments, you can close the month in Accounts Receivable. Closing the month advances the default posting period, but be sure to [back up your data](#) first.

If you use batches to post transactions in the General Ledger module, you must close the current batch in Accounts Receivables before closing the month. Closing the current batch is important for recordkeeping and providing an accurate audit trail.

To close the current batch

1. Under **Manage Records**, click the **Transactions** tab.
2. Select **General Ledger Transactions** in the drop-down list and click **Go** .
3. Click **Posting Journal**.
4. In the **Module** field, select **Accounts Receivable** in the drop-down list.
5. Click **Close Batch**.

To close the current month

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Invoices** from the drop-down list and click **Go** .
3. Click **Close Current Month**.
4. When the confirmation message displays, click **Yes** to advance the posting period or **No** to cancel.

Working with Accounts Receivable Payments

In Enter/Post Payments, you can add and edit payments. You can also view payment details, print recipes, or void or delete payments if you need to.

If you routinely receive payments, such as scholarship money or financial aid, you can use Mass Payment Codes to generate them. You can also import payments from third-party vendors, and you can use the payment filter to search for a specific payment.

Applying Payments- Cash vs. Accrual Environments

Unapplied payments are payments that you entered but did not apply to an invoice. These payments were applied to the Unapplied account when you entered them, so your cash receipts balance should be correct. The revenue of the unapplied payment is posted according to your cash or accrual setting.

Payments are applied to unpaid invoices with matching fees, starting with the oldest invoice. If the payment was made to an unapplied fee, the payment is applied to the oldest invoice, regardless of the invoice's fee distributions. After adding and posting an invoice, you can apply posted prepayments and unapplied payments to the invoice. If you did not select **Auto Apply Payment** when adding the payment, you can use the **Apply to Invoices** tab to match unpaid invoices with the appropriate unapplied payments.

In a **Cash Environment**, when you post a payment to the unapplied fee, the revenue is posted to the unapplied revenue account in the general ledger. After you post invoices and apply the payment to an invoice, the revenue moves from the unapplied account to the revenue account of the invoice. For example, a payment of \$250.00 can apply to the unapplied fee. Later, when you apply the payment to an invoice, the \$250.00 is deducted from the unapplied account in the general ledger and added to the receivables account of the fee on the invoice.

In an **Accrual Environment**, when you post a payment to the unapplied fee, the revenue is posted to the unapplied receivables account in the general ledger. After you post invoices and apply the payment to an invoice, the revenue is deducted from the unapplied account and moved to the revenue account of the invoice. For example, a payment of \$250.00 can apply to the unapplied fee. Later, when you apply the payment to an invoice, the \$250.00 is deducted from the unapplied account in the general ledger and added to the receivables account of the fee on the invoice.

To Apply Unapplied Payments

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Payments** from the drop-down list and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment to which you want to apply to an invoice and click **Edit**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**.
5. On the **Unapplied Amount** tab, select the payment you want to apply to an invoice and click **Re-Apply Payment**.
6. On the **Apply to Invoices** tab, select the invoice you are applying the payment toward.
7. Click on **Applied Amount** for the selected invoice and enter the amount of the payment that you want to apply to the invoice.
8. Select **Pay?**.
9. Repeat the last step until the remaining amount has been applied.
10. Click **OK**, then **Yes**.
11. When the Transfer Revenue window displays, review the information and make any necessary changes.
12. Click **Transfer Payment**. This posts a journal entry to transfer the money from the unapplied fee account to the applied invoice fee accounts.

Adding Payments in Accounts Receivable

When you receive payments from your customers, the first step is to add the payments to Accounts Receivable.

Once you add payments, you can apply them to existing invoices or set aside if a payment is a prepayment, overpayment, or if the customer has no outstanding invoices. In addition, you can also create an invoice and apply the payment to that invoice in the Add Payment window.

Additional Field Information

Payer

This field represents the customer making the payment. If tracking families, the payer lookup is by family, as all money funnels through the family's record. Click **Lookup**  to select a name from the customer list, or enter the customer's last name and first name, or a partial name. The customer's flag status displays directly next to the lookup box when adding payments.

Type

Select the type of payment, such as cash, check or a specific credit card, from this drop-down list.

Scan Check

If your organization uses a check scanner that interfaces with ACS, click **Scan Check** to scan the check.

Reference #

In this field, you can enter the check number if the payment is by check or the confirmation number if the payment is made by credit card.

Payment Amount

In this field, enter the payment's amount.

Receipt #

Each payment is assigned a sequential receipt number to match the payment's physical receipt. Use this to keep an audit trail and ensure that all payments are accounted for. To assign the next receipt number, click **Next**.

Auto Apply Payment

This option lets you automatically apply payments to invoices. If selected, the payment amount will automatically distribute to the invoices in the grid according to the grid's sort order. If not selected, you can manually enter the amounts to distribute to each invoice.

Month and Year

The month and year defaults to the current month and year for Accounts Receivable. You can select a different month and year, but the month and year selected posts to the General Ledger and displays on all Accounts Receivable reports.

Printed?

To print receipts using the Print Receipts option on the Enter/Post Payments Window, select this option.

Autofill Text?

When you select this option and begin typing in the Description field, text from the previous entries in the session displays in a drop-down list for selection.

Payment Description

Enter the payment's description.

Payment Date

The payment date defaults to the current date; however, you can change the date, and Accounts Receivable uses the new date until you change it again.

Unapplied Amount/Invoice Wash

If the payment is an overpayment, a prepayment, or an invoice wash. select this option.

Unapplied Payment

If the payment amount is greater than the amount of the outstanding invoice(s) or if the customer has no invoices, select this option. You can later apply the payment to an invoice. To learn more about this, see [Applying Prepayments and Unapplied Payments to Invoices](#).

Prepayment

If the payment is a prepayment, select this option. To learn more about prepayments, see [Adding Prepayments](#).

Invoice Wash

To automatically generate an invoice when the payment is posted, select this option. To learn more about this option, see [Invoice Washes](#).

Deposit Account

In the drop-down list, select the payment's **Deposit (Checking) Account**. This field defaults to the selected deposit account for the payment type. This is useful if you deposit payments into a separate payment account based on a customer's payment type (for example, using a separate checking account for tracking credit card payments). You can set up deposit accounts based on payment types on the [Transaction Setup Tab](#) in A/R Setup.

Adding Payments for Customers Without Unpaid Invoices

If you add a payment when the customer does not have any unpaid invoices assigned to his or her record, Accounts Receivable considers the payment unapplied until you apply it to an invoice.

Unapplied payments display on the **Unapplied Amount** tab when viewing the payment, and you can apply these payments to invoices after you create them. To learn about paying invoices with unapplied payments, see [Applying Prepayments and Unapplied Payments to Invoices](#).

To Add an Unapplied Payment

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Payments** from the drop-down list and click **Go** .
3. Click **Add/Edit Payments**, then **Add**.
4. In the **Payer** field, click **Lookup**  to select a payer. The payer's address displays below the **Payer** field.
5. In the **Type** drop-down list, select the payment type.
6. If the payment is a check and your organization uses check scanners, click **Scan Check** to scan the check. Otherwise, go to the next step.
7. In the **Reference #** field, enter the reference number for the payment. The reference number could be a check number if the payment is a check or a confirmation number if the payment is by credit card.
8. Enter the **Payment Amount**.
9. In the **Receipt #** field, enter the receipt number or click **Next** to assign the next available receipt number. If you have AR set up to auto assign receipt numbers, the receipt number automatically displays.
10. Enter the **Payment Description** and select the **Payment Date**.
11. Select **Unapplied Amount/Invoice Wash** and select **Unapplied Payment** in the drop-down list.
12. Click **OK**, then click **Yes** to save the payment changes.

Entering an Invoice Payment Wash

When you generate an invoice at the time you enter a payment, this is called a wash.

If operating on an accrual basis, you increase your revenue with the invoice, and you increase your cash with the payment. Because both are entered at the same time, they wash each other out. Washing an account only means bringing the accrual account to a zero balance.

In ACS, when you select the Invoice/Payment Wash option, an invoice is automatically generated at the time you post the payment, so a wash occurs.

To Enter an Invoice/Payment Wash

1. Under **Manage Records**, click the **Transactions** tab, select **Accounts Receivable Payments** in the drop-down list, and click **Go** .
2. Click **Add/Edit Payments**, then click **Add**.
3. Enter the customer's name or click **Lookup**  to select a customer in the Customer Lookup window.
4. In the **Type** drop-down list, select the payment type.
5. If you use a check scanner to enter payments, click **Scan Check** and insert the check in the scanner.
6. Enter the following information:
 - **Reference Number** — If using the check scanner, this field is already filled in.
 - **Payment Amount**
 - **Receipt #** — Enter the receipt number or click **Next** to assign the next available receipt number.
 - **Payment Description**
7. Select **Unapplied Amount/Invoice Wash**. In the **Unapplied Amount/Invoice Wash** drop-down list, select **Invoice Wash**.
8. Under **Unapplied Amount**, select a description for this payment.
9. If the payment should be held for a specific invoice fee or customer, select or enter the fee or customer.
10. Click **OK**.

Adding Payments to Existing Invoices

When you receive a payment for an invoice that is already in your database, you can add the payment and apply it to the invoice in the Add Payment window.

To Add Payments to Existing Invoices

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Payments** from the drop-down list and click **Go** .
3. Click **Add/Edit Payments**, then **Add**.
4. In the Payer field, click **Lookup**  to select a payer. The payer's address displays below the **Payer** field.
5. In the **Type** drop-down list, select the payment type.
6. If the payment is a check and your organization uses check scanners, click **Scan Check** to scan the check. Otherwise, go to the next step.
7. In the **Reference #** field, enter the reference number for the payment. The reference number could be a check number if the payment is a check or a confirmation number if the payment is made by a credit card.
8. Enter the **Payment Amount**.
9. In the **Receipt #** field, enter the receipt number or click **Next** to assign the next available receipt number. If you have AR set up to auto assign receipt numbers, the receipt number automatically displays.
10. To automatically disburse your payment to the existing invoices that display in the grid below, select **Auto Apply Payment**.
11. Enter the **Payment Description**.
12. Under **Apply to Invoices**, select the **Pay?** checkbox beside each invoice you are applying the payment to.
13. Click **OK**.

Adding an ACH Payment in Accounts Receivable

An ACH payment creates an ACH file to withdraw funds from customers' accounts through the Automated Clearing House (ACH). Funds post as a debit to the cash account and a credit to a revenue account.

Adding an ACH payment is very similar to adding a payment for other payment types; however, you will need to select the customer's ACH account or add a bank account if the customer's account is not already in the database.

Once you've added a customer's ACH account, it is associated with that customer's record and automatically displays for any ACH payment that customer makes.

To Add a Customer's ACH Payment

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Payments** in the drop-down list and click **Go** .
3. Click **Add/Edit Payments**, then **Add**.
4. In the **Payer** field, click **Lookup**  to select a payer. The payer's address displays below the **Payer** field.
5. In the **Type** drop-down list, select **ACH**.
6. Enter the **Reference #** and **Payment Amount**.
7. In the **Receipt #** field, enter the receipt number or click **Next** to assign the next available receipt number. If you have AR set up to auto assign receipt numbers, the receipt number automatically displays.
8. Click **Lookup**  in the **ACH Account** field to select the customer's bank account and click **OK**. If the customer does not have an ACH account in your database, go to the next step. If the customer has a bank account in your database, skip to step 12.
9. Click **Add** to add the customer's bank account to your database.
10. Under **Account Information**, select the account type in the **Account Type** field.
11. Enter the customer's **Name on Account**, **Account Number**, and **Bank Transit Number**. Click **OK**.
12. In the **Payment Description** field, enter the payment description, then select the **Payment Date** in the drop-down list.
13. Select **Pay?** beside the invoice you want to pay or click **Add Invoice** to add a new invoice.
14. Click **OK**.

Adding Invoices when Payments are Received

Accounts Receivable allows you to add an invoice from the Add Payments window. This is useful when you receive a payment for a specific purpose and the customer's record has no invoices. In addition, you can also add invoices for fees such as club dues or sports registration fees that may not have existing invoices.

To add invoices when you receive payments

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Payments** from the drop-down list and click **Go** .
3. Click **Add/Edit Payments**, then **Add**.
4. In the **Payer** field, click **Lookup**  to select a payer. The payer's address displays below the **Payer** field.
5. In the **Type** drop-down list, select the payment type.
6. If the payment is a check and your organization uses check scanners, click **Scan Check** to scan the check. Otherwise, go to the next step.
7. In the **Reference #** field, enter the reference number for the payment. The reference number could be a check number if the payment is a check or a confirmation number if the payment is by credit card.
8. Enter the **Payment Amount**.
9. In the **Receipt #** field, enter the receipt number or click **Next** to assign the next available receipt number. If you have AR set up to auto assign receipt numbers, the receipt number automatically displays.
10. To automatically disburse your payment to the existing invoice that displays in the grid below, select **Auto Apply Payment**.
11. In the **Payment Description** field, enter the payment description.
12. Click **Add Invoice**.
13. Add an invoice to which the payment will be applied and click **OK**. To learn more about adding invoices, see [Adding Invoices](#).
14. If you want to apply the payment to the invoice just added, select the **Pay?** check box and click **OK**.

Adding Prepayments in Accounts Receivable

Sometimes, you may receive a prepayment from a customer. Prepayments are payments made in advance to be applied to the next accounting period. Since invoices have not been posted for that accounting period, you can designate the payment as a prepayment and apply it at a later date.

To Add Prepayments

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Payments** from the drop-down list and click **Go** .
3. Click **Add/Edit Payments**, then **Add**.
4. In the **Payer** field, click **Lookup**  to select a payer. The payer's address displays below the **Payer** field.
5. In the **Type** drop-down list, select the payment type.
6. If the payment is a check and your organization uses check scanners, click **Scan Check** to scan the check. Otherwise, go to the next step.
7. In the **Reference #** field, enter the payment's reference number. This could be a check number or a confirmation number if the payment is a credit card payment.
8. Enter the **Payment Amount**.
9. In the **Receipt #** field, enter the receipt number or click **Next** to assign the next available receipt number. If you have AR set up to auto assign receipt numbers, the receipt number automatically displays.
10. In the **Payment Description** field, enter the payment description.
11. Select **Unapplied Amount/Invoice Wash**.
12. In the **Unapplied Amount/Invoice Wash** drop-down list, select **Prepayment**.
13. Click **OK**, then click **Yes** when prompted to apply the payment's amount to the unapplied payments fee.

The description and amount of the customer's payment displays on the **Unapplied Amounts** tab. To apply the payment to an invoice at a later date, see [Applying Prepayments to Invoices](#).

Applying Prepayments and Unapplied Payments to Invoices

After adding and posting an invoice, you can apply posted prepayments and unapplied payments to the invoice. If you did not select **Auto Apply Payment** when adding the payment, you can use the **Apply to Invoices** tab to match unpaid invoices with the appropriate unapplied payments.

To Apply Prepayments and Unapplied Payments to Invoices

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Payments** from the drop-down list and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment to which you want to apply to an invoice and click **Edit**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**.
5. On the **Unapplied Amount** tab, select the payment you want to apply to an invoice and click **Re-Apply Payment**.
6. On the **Apply to Invoices** tab, select the invoice you are applying the payment toward.
7. Click on **Applied Amount** for the selected invoice and enter the amount of the payment that you want to apply to the invoice.
8. Select **Pay?**.
9. Click **OK**.

Editing and Adjusting Payments in Accounts Receivable

In the Edit Payment window, you can edit and adjust payments in several ways, depending on the posting status.

If you haven't posted the payment, you can edit any field, including the payment amount. If you've posted the payment, you can edit the reference number, payment description, payment date, printed flag, and invoice due date for prepayments. You cannot change the payment amount, but you can reapply the payment to another invoice by clicking **Re-Apply Payment**. You can also move money from an invoice to the unapplied payments fee.

If you [voided a payment](#), you can only edit the payment's void date.

To Edit or Adjust a Payment

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment you want to edit and click **Edit**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**.
5. Make any needed changes and click **OK** to save changes to the payment.

To Re-Apply a Payment to Another Invoice

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment you want to re-apply and click **Edit**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**.
5. Click **Re-Apply Payment**.
6. Select the invoice that was paid and clear the **Pay?** checkbox.
7. Select the invoice you are applying the payment toward.
8. Enter the payment amount you want to apply in the **Applied Amount** field and select **Pay?**, then click **OK**.
9. When the confirmation message displays, click **Yes**.
10. When the Transfer Revenue window displays, edit the **Posting Date**, **Post Month/Year**, **Transaction Source**, and **Transfer Explanation** if needed.
11. Click **Transfer Payment**. This posts a journal entry to transfer the money that you moved.

To Move a Payment from an Invoice to the Unapplied Payments Fee

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.

4. Select the payment you want to re-apply and click **Edit**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**.
5. Click **Re-Apply Payment**.
6. Select the invoice that was paid and clear the **Pay?** checkbox.
7. Select the **Unapplied Amount/Invoice Wash** check box and select **Unapplied Payment** in the drop-down list.
8. On the **Unapplied Amount** tab, enter the amount of the payment in the **Amount** field.
9. Click **OK**.
10. If the Transfer Revenue window displays, edit the **Posting Date**, **Post Month/Year**, **Transaction Source**, and **Transfer Explanation** if needed.
11. Click **Transfer Payment**. This posts a journal entry to transfer the money moved.

Viewing Payment Details in Accounts Receivable

After you add a payment, you can view it in the Add/Edit Payments window. You can also print an individual receipt when viewing a payment. To view details for other payments on the grid in the Add/Edit Payments window, click the arrows.

You cannot change payment information while in View mode; however, you can edit unposted payments and void posted payments. To learn more about this, see [Editing Payments](#) or [Voiding Payments](#).

To View Payments

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment you want to view and click **View**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**. To learn more about this, see [Filtering Payments](#).
5. To view other payments displayed in the grid on the Add/Edit Payments window, click on the appropriate arrow.

Arrow	Purpose
	Click to view the first payment displayed on the grid.
	Click to view the previous payment displayed on the grid.
	Click to view the next payment displayed on the grid.
	Click to view the last payment displayed on the grid.

To View and Print Receipts from the View Payments window

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment you want to view and click **View**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**. To learn more about this, see [Filtering Payments](#).
5. To print a receipt for the payment you are viewing, click **Print**.
6. Under **Print Options**, select the template you want to use in the **Template** drop-down list.
7. In the **Print Date** drop-down list, select the date that you want to print on the receipts.
8. To print a message on the receipt, enter it in the **Comment** field.
9. Select **Print Family Balance as of** if you want to print the family's outstanding balance on the receipt.
10. Click **Preview** to preview the receipt, or **Print**  to print it.

Printing Receipts from the Add Edit Payments Window

You can print individual receipts for payments in the Add/Edit Payments window.

To Print Receipts from the Add/Edit Payments Window

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment you want to print a receipt for and click **Print**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**. To learn more about this, see [Filtering Payments](#).
5. Under **Print Options**, select the template you want to use in the **Template** drop-down list.
6. In the **Print Date** drop-down list, select the date that you want to print on the receipts.
7. To print a message on the receipt, enter it in the **Comment** field.
8. Select **Print Family Balance as of** if you want to print the family's outstanding balance on the receipt.
9. Click **Preview** to preview the receipt, or click **Print**  to print the receipt.

Deleting Payments in Accounts Receivable

If you entered a payment in error and have not posted it, you can delete the payment. Deleting a payment reverses the effects of the payment and marks any applicable invoices as unpaid.

If you need to delete multiple payments, press CTRL and click on each payment that you want to delete to select the payment for deletion.

If any selected payment was posted and cannot be deleted, Accounts Receivable skips the record. You cannot delete posted payments- you must void them. To learn more about this, see [Voiding Payments in Accounts Receivable](#).

To Delete Payments

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment you want to delete and click **Delete**. To delete multiple payments, press CTRL and select each payment that you want to delete.



Tip

You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**. To learn more about this, see [Filtering Payments](#).

5. When the confirmation message displays, click **OK**.

Voiding Payments in Accounts Receivable

Whether using cash or accrual mode, you can void a payment if it was entered in error and posted.

If you applied the payment to an invoice, the invoice balance increases and the invoice's status changes to unpaid or partially paid. The payment's status also changes to voided, then you can [voice the invoice](#). You must void transactions one at a time, as a reversing entry posts to the [General Ledger](#).

If you haven't posted the selected payment, Accounts Receivable skips that record, and you can delete the payment. To learn more about deleting payments, see [Deleting Payments](#).

To Void a Payment

1. Under Manage Records, click the **Transactions** tab.
2. Select **Accounts Receivable Payments** from the drop-down list and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment you want to void and click **Void**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**. To learn more about this, see [Filtering Payments](#).
5. When the confirmation message displays, click **Yes**.
6. In the Void Payment window, under **Posting Period**, enter or select the General Ledger posting period for the voided transaction in the **Post Month/Year** field. This field defaults to the current General Ledger period.
7. In the **AR Void Date** drop-down list, select or enter the void date. Accounts Receivable reports reflect this void date.
8. In the **Transaction Source** drop-down list, select the appropriate transaction source.
9. In the **Void Explanation** field, enter a brief explanation of why you are voiding the payment.
10. Click **Void Payment**.

Using Mass Payment Codes in Accounts Receivable

Mass Payment Codes let you generate payments that you routinely receive on a customer's behalf, such as financial aid payments, scholarships, or ACH withdrawals. After you generate payments, they are unposted, so you still need to proof them and make any appropriate changes before posting the payment.

Tip

Before generating payments with mass payment codes, you must set up the code in Define Lists. To learn about setting up mass payment codes, see [Defining Payment Codes](#).

To generate payments using Mass Payment Codes

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**, then click **Mass Payment Codes**.
4. Under **Payment Codes**, enter the reference number in the **Reference #** field. To check for possible duplicate payments, select **Check for possible duplicate payments**.
5. In the **Receipt #** field, enter the receipt number or click **Next**.
6. In the **Select Payer** field, click **Lookup**  to select the customer or family's record in Add/Edit Customers.
7. In Add/Edit Customers, select the customer or family's record you are adding a mass payment code for and click **OK**.
8. In the **Payment Description** field, enter a description of the payment.
9. In the **Payment Date** drop-down list, select or enter the effective date of the payment.
10. Select the payment code for which you want to process a payment in the grid and click **Process Payments**.
11. Under **Payments**, select or enter the appropriate posting period in the **Month** and **Year** fields.
12. Click **Process Payments**.
13. When the confirmation window displays, click **Yes** to generate the payments.
14. In the Information window, a confirmation message displays, along with the number of payments created. Click **OK**.

Importing Payments into Accounts Receivable

If you use a 3rd Party vendor such as SMART Tuition Management Services or FACTS Tuition Management to collect and deposit tuition payments into your checking account, you can use the **Import Payments** option to import those payments into Accounts Receivable.

Before importing payments, you must assign a default fee and identification number (provided by your 3rd party vendor) to each parent record that you will importing payments for. For files to import properly, this ID must match the customer code when importing payments from programs such as Microsoft® Excel. To learn more about adding a customer's 3rd party ID, see [Entering a Customer's Profile Information](#). To learn more about adding a family's 3rd party ID, see [Entering a Family's Third Party ID](#).

All records in the file import as regular payments, but you still need to post them. You can edit the entries before posting them if you need to make changes, and once the payments are imported, you can apply them to the customer's invoices in Accounts Receivable.

The import file should be a comma separated values (.csv) file. The fields should display exactly as they are in the table below. If you add additional fields or rearrange existing fields, the file will not be accepted when you try to import.

Field	Length
Identification Number	Up to 25 digits.
Customer Name	Unlimited characters.
Payment Date	MM/DD/YYYY
Payment Amount	16 (13 digits, a decimal, and two more digits. For example, 999999999999.99).
Late Fee Payment Amount	Same as payment amount.
Check Number	6 digit numeric code (Not required and can be left out of import file).
Fee	6 digit alphanumeric code (Not required and can be left out of import file).

If a record does not import properly, click **Print Errors** to get a list of those payments and why they could not be imported.



Note

Only positive payment amounts import. Negative amounts for returned checks or waived fees that have been previously paid do not import. You must manually enter and apply them to the previously posted payments.

To Import Payments into Accounts Receivable

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**, then **Import Payments**.
4. In the **Payment Fee** drop-down list, enter or select the appropriate payment code.
5. In the **Late Fee** drop-down list, enter or select the appropriate late payment code.
6. If the first record is a header record, select **Omit first record?**
7. To clear all unposted entries when importing, select **Clear all unposted entries when importing?**
8. In the drop-down lists, select the appropriate **Post Month** and **Post Year**. This automatically defaults to the current post month and year.
9. Click **Import**.
10. Select the file you want to import, then click **Open**.
11. If necessary, click **Print Errors** to print the error log. The error log lists items that ACS was unable to import. You must manually enter these payments.

Filtering Payments in Accounts Receivable

In the Add/Edit Payments window, you can filter the payments on the grid to search for a specific payment based on selected criteria. You can filter payments by payer, transaction status, transaction type, date range, or amount range.

To Filter Payments

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. In the Add/Edit Payments window, click **Filter By**.
5. Select the appropriate criteria by which to filter the payments and click **OK**.
 - **Payer Information** — This lets you view all payments that a particular customer has made. To filter payments based on the payer's information, click **Lookup**  and select the customer whose payments you want to view. You can also select **Customer** to view only that customer's payments or **Family** to view payments for all members in the customer's family.
 - **Transaction Status** — This lets you view payments based on the state of the payment. By selecting the appropriate option in the **Status** drop-down list, you can filter by all payments, applied payments, posted payments, returned payments, refunded payments, partially applied payments, unapplied payments, unposted payments, and voided payments.
 - **Transaction Type** — This displays payments according to the method in which the payments were made, such as ACH, cash, check, online payments, and various credit cards. To filter payments by transaction type, select the transaction type in the **Type** drop-down list.
 - **Dates** — This lets you view payments for a specific date range or posted date. To filter payments by date, enter the date range for the payment or click the **Down Arrow**  to select the payment date range from a calendar.
 - **Amounts** — This lets you view payments according to the payment's amount or the amount of the payment that was applied to an invoice. Enter the amount range to filter payments by amount.

Additional Field Information

Filter By

This option lets you filter the add/edit payments grid to display payments for a particular customer, transaction status or type, date range, or amount.

All Payments

To display all payments on the grid, select this option.

Applied Payments

To display only payments that have been applied to invoices, select this option.

Partially Applied

To display only payments that have been partially applied to invoices, select this option. Although these payments have been applied, an outstanding balance for that invoice is still on the customer's account.

Posted Payments

To display payments that have been posted to the General Ledger, select this option.

Refunded

To display refunded payments in the grid, select this option.

Returned

To display returned payments in the grid, select this option.

Unapplied Payments

To display payments that have not been applied to invoices, select this option.

Unposted Payments

To display payments that have not been posted to the General Ledger, select this option.

Voided Payments

To display payments that have been posted to the General Ledger and later voided, select this option.

Working in the Add Edit Payments Window

The Add/Edit Payments window lets you view any payment, open or closed. You can also add individual payments or mass payments, edit payments, view payment details, print receipts, delete unposted payments, and void posted payments.

You can use the **Filter By** option to filter payments shown on the grid. Using this option, you can view all payments for a particular customer or posting period, applied payments, partially applied payments, posted payments, unposted payments, unapplied payments, voided payments, or payments that have been refunded or returned.

In addition, you can select **All Users** or **All Periods** under **Posting Period** to filter the displayed payments even more. For example, if you want to view all applied payments for all periods, select **Applied Payments** from the drop-down list. Then, under **Posting Period**, select **All Periods**.

When you select a payment, information about that payment, such as the invoice number (if the payment was applied to an invoice), description, posting period, and payment status, displays below the grid for quick reference. You can click **View** to view all of the payment's details.

Tip

All of the options available on the buttons in the Add/Edit Payments window are also available by right-clicking on the selected payment in the grid. To customize the fields that display on the grid, right-click and select **Customize**.

Additional Field Information

Filter By

To filter payments by criteria such as payer, transaction status, transaction type, date, and amount, click here. To learn more about filtering payments, see [Filtering Payments](#).

Add

To add a payment, click here.

Edit

To edit the payment selected in the grid, click here.

View

To view the details of the payment selected in the grid, click here.

Print

To print a receipt for the payment selected in the grid, click here.

Delete

To delete the payment selected on the grid, click here. You can only delete unposted payments.

Void

To void the payment selected on the grid, click here. You can only void posted payments.

Mass Payment Codes

To generate a payment using mass payment codes, click here. To learn more about mass payment codes, see [Using Mass Payment Codes](#).

Import Payments

If you want to import payments from a 3rd party vendor, click here. To learn more, see [Importing Payments](#).

Posting Period

- **All Users** — To display payments entered by all users in your organization in the grid, select this option.
- **All Periods** — To display payments entered for all posting periods in the grid, select this option.

Customizing the Add Edit Payments Grid

You can customize the Add/Edit Payments grid to change which columns display, edit the order of the columns, wrap the text, or auto size the columns.

To Customize the Add/Edit Payments Grid

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. In the **Payments** grid, right-click and select **Customize**.
5. Under **Settings**, select the settings that you want to apply to the grid.
6. Under **Fields**, select the fields you want to display on the grid. Use the **Up**  and **Down**  arrows to customize the fields' location on the grid.
7. Click **OK**.

Additional Field Information

Wrap Text

If selected, long cell entries display on multiple lines.

Auto Size Column Width

If selected, the program maintains column widths automatically.

Show Grid Lines

If selected, grid lines will display between each field in the grid.

Use Group By

If selected, drag a column header to the area above the grid to sort the grid into groups based on the selection. To return to the previous view, drag the displaced column back to the header section.

Entering a Customer's Payment Codes

Payment codes are used for reoccurring payments such as scholarships or automatic withdrawals.

If you are tracking families, payment codes are assigned to the family. If you are not tracking families or if a customer does not have a family, payment codes are associated with the customer.

You can add, edit, or delete a customer's payment codes.

To Add a Customer's Payment Codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Payment Codes** tab, click **Add**.
5. In the **Payment Code** drop-down list, select the payment code you want to add. The code's description displays in the **Payment Description** field.
6. In the **Fee Description** drop-down list, select a fee to which the payment code applies.
7. In the **Frequency** drop-down list, select the frequency of this payment.
8. In the **Amount** field, enter the amount of the payment.
9. In the **Pay Type** drop-down list, select the method of payment you want to use.
10. Under **Schedule Information**, select **Schedule Payment** to schedule occurrences for this payment. See [Scheduling Payments](#) to learn more about scheduling payments.
11. Click **OK** to return to the customer's record.

To Edit a Customer's Payment Codes

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**, then click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Payment Codes** tab, select the payment code you want to edit and click **Edit**.
5. In the **Payment Code** drop-down list, change the payment code, if necessary. The code's description displays in the **Payment Description** field.
6. In the **Fee Description** drop-down list, select a fee to which the payment code applies.
7. In the **Frequency** drop-down list, change the frequency of this payment, if necessary.
8. In the **Amount** field, edit the amount of the payment if needed.
9. In the **Pay Type** drop-down list, select the method of payment you want to use.
10. Under **Schedule Information**, select **Schedule Payment** to schedule occurrences for this payment. See [Scheduling Payments](#) to learn more about scheduling payments.
11. When you finish editing, click **OK** to return to the customer's record.

To Delete a Customer's Payment Codes

1. Under Manage Records, click the **Records** tab.

2. In the drop-down list, select **Add/Edit Customers** and click **Go**  .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Payment Codes** tab, select the payment code you want to delete and click **Delete**.
5. When the confirmation message displays, click **Yes**.

Additional Field Information

Payment

If you are adding or editing a payment to the customer's record, select this option.

Credit

If you are adding or editing a credit to the customer's record, select this option.

ACH

If you are adding an Automated Clearing House (ACH) credit or debit transaction to the customer's record, select this option. To learn more about this, see [Adding an ACH Payment](#).

Creating an ACH File in Accounts Receivable

When you add a customer's ACH payment, you must create an ACH file prior to posting the payment. When creating the ACH file, you can edit the amount of funds to transfer or delete the transaction if necessary.

To learn more about adding ACH payments, see [Adding an ACH Payment](#).

To Create an ACH File

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Create ACH File**.
4. Under **Options**, select the entry date in the **Effective Entry** field.
5. In the **Bank** field, select the bank account you are transferring the funds to.
6. Click **Process**. A list of all ACH payments to be transferred to that account display.
7. To view and print a list of ACH payments before creating the file, click **Print**.
8. If you want to edit the amount of funds transferred, select the appropriate entry and click **Edit**.
9. If you need to delete an ACH entry, select the appropriate entry and click **Delete**.
10. To create the ACH file, click **Create File**.
11. When the confirmation message displays, click **Yes**.
12. When prompted, click **Save** to save the file to the appropriate location on your computer or your organization's network.
13. Click **OK**, then **Close**.

Scheduling Payments in Accounts Receivable

Accounts Receivable lets you schedule payments for a customer or family. You can schedule payments when families want to specify a payment's frequency or the amount that should be withdrawn from an account. In addition, you can use this feature to schedule times when scholarship or financial aid funds are awarded.

To Schedule a Customer's Payments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Payment Codes** tab, select the payment code you want to schedule payments for and click **Edit**.
If you have not added the payment code, see [Entering a Customer's Payment Codes](#).
5. Under **Schedule Information**, select **Schedule Payment** to schedule occurrences for this payment.
6. In the **Every** drop-down list, select the time period in which you want to schedule the payment.
7. To schedule the payment for a specific numerical date, select **Day**. Use the up and down arrows to select the day you want to schedule the payment. To schedule the payment for a specific week and day of the month, such as the First Monday, select the week and day in the drop-down list.
8. In the **Start Date** drop-down list, select the date in which the payments start.
9. To end the payments after a specific number of occurrences, select **End After Occurrences** and use the up and down arrows to select the number of occurrences after which you want to end the payment. To end the payments by a specific date, select **End By** and select the date using the up and down arrows.
10. Click **View Dates** to view a calendar showing the dates the invoice will be created.

To Edit a Customer's Scheduled Payments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. On the **Customer** tab, select the customer's record and click **Edit**.
4. On the **Payment Codes** tab, select the payment code you want to schedule payments for and click **Edit**.
If you have not yet added the payment code, see [Entering a Customer's Payment Codes](#).
5. Under **Schedule Information**, select **Schedule Payment** to schedule the payment's occurrences.
6. In the **Every** drop-down list, select the time period in which you want to schedule the payment.
7. To schedule the payment for a specific numerical date, select **Day**. Use the up and down arrows to select the day you want to schedule the payment. To schedule the payment for a specific week and day of the month, such as the First Monday, select the week and day from the drop-down list.
8. In the **Start Date** drop-down list, select the date in which the payments will start.
9. To end the payments after a specific number of occurrences, select **End After Occurrences** and use the up and down arrows to select the number of occurrences after which you want to end the payment. To end the payments by a specific date, select **End By** and select the date using the up and down arrows.
10. Click **View Dates** to view a calendar showing the dates the invoice will be created.

To Schedule a Family's Payments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Payment Codes** tab, select the **Payment Code** you want to schedule payments for. Click **Edit**. If you have not yet added the payment code, see [Adding or Editing Family Payment Codes](#).
5. Under **Schedule Information**, select **Schedule Payment** to schedule occurrences for this payment.
6. In the **Every** drop-down list, enter the time period in which you want to schedule the payment.
7. To schedule the payment for a specific day, select **Day**. Use the up and down arrows to select the day you want to schedule the payment. To schedule the payment for a specific week and day of the month, such as the First Monday, select the week and day from the drop-down list.
8. In the **Start Date** drop-down list, select the date in which the payments will start.
9. To end the payments after a specific number of occurrences, select **End After Occurrences** and use the up and down arrows to select the number of occurrences after which you want to end the payment. To end the payments by a specific date, select **End By** and select the date using the up and down arrows.
10. Click **View Dates** to view a calendar showing the dates the invoice will be created.

To Edit a Family's Scheduled Payments

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. On the **Family** tab, select the family's record and click **Edit**.
4. On the **Payment Codes** tab, select the payment code you want to schedule payments for and click **Edit**. If you have not yet added the payment code, see [Adding or Editing Family Payment Codes](#).
5. Under **Schedule Information**, select **Schedule Payment** to schedule occurrences for this payment.
6. In the **Every** drop-down list, change the time period in which you want to schedule the payment, if needed.
7. To schedule the payment for a specific numerical day of the month, select **Day**. Use the up and down arrows to select the day you want to schedule the payment. To schedule the payment for a specific week and day of the month, such as the First Monday, select the week and day from the drop-down list.
8. In the **Start Date** drop-down list, select or change the date in which the payments will start.
9. To end the payments after a specific number of occurrences, select **End After Occurrences** and use the up and down arrows to select the number of occurrences after which you want to end the payment. To end the payments by a specific date, select **End By** and select the date using the up and down arrows.
10. Click **View Dates** to view a calendar showing the dates the invoice will be created.

Additional Field Information

Payment Code

Select the code you want to use from the drop-down list.

Payment Description

A phrase that sums up the purpose of the payment code displays in this field when you select a payment code.

Fee Description

Select a fee to associate with the payment code. The list of fees are set up in the Fees section of the Define Lists window.

Frequency/Amount

Enter the frequency and amount to use when assigning this code to customers. These are only defaults, and you can change them for individual customers. For school or daycare, typically, a billing code is created for each grade for tracking purposes, and the parents' payment frequency is set when being assigned to the student record.

Schedule Payment

To schedule when and how often a payment is made from a customer's account, select this option.

Start Date

Select the payment's start date in the drop-down list.

End After Occurrences

To end the payments after a number of occurrences, select this option.

End By

To end the payments by a specific date, select this option.

Pay Type

- **Payment** — If you are adding or editing a payment to the customer's record, select this option.
- **Credit** — If you are adding or editing a credit to the customer's record, select this option.
- **ACH** — If you are adding an Automated Clearing House (ACH) credit or debit transaction to the customer's record, select this option. To learn more about ACH payments, see [Adding an ACH Payment](#).

Processing and Generating Scheduled Payments

Once you've set up payment codes, you can schedule and generate reoccurring payments for your customers. To learn more about setting up payments, see [Using Mass Payment Codes](#) and [Adding Payment Codes to Multiple Customers' Records](#).

After you've scheduled and generated payments, you still need to post them to Accounts Receivable and the General Ledger. To learn more about this, see [Posting Payments in Accounts Receivable](#).

To Process and Generate Customers' Scheduled Payments

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**, then **Mass Payment Codes**.
4. Click **Payment Calendar**.
5. Under **Calendar Filters**, select the payments' time period in the **Display Schedule Payments** drop-down list.
6. To only display payments for a specific payment code, select **Filter by Payment Code** and select the appropriate payment code in the drop-down list.
7. Click **Apply**. A list of payments scheduled for a particular date displays, along with a calendar highlighting when those payments are scheduled.
8. To change when payments are scheduled, click **Schedule Payments**.
9. Select any payments that you wish to reschedule and click **Change Schedule**, then click **Close**.
10. To begin processing the payments, click **Process Payments**.
11. The Process Payments window displays. To select a specific date range of the payments you want to process, select the date range in the **Process Scheduled Payments From:** drop down lists. To only schedule payments for a specific payment code, select **Filter by Payment Code** and select the appropriate payment code in the drop-down list.
12. Click **OK**.
13. A list of payments displays. Click **Generate Payments** to generate these payments.
14. When the confirmation window displays, click **Yes**, then **OK**.

Posting Payments in Accounts Receivable

Payments that you've entered don't affect balances until they are posted. After you have entered your payments, it's time to post the payments to the [General Ledger](#).

When you post payments, enter a General Ledger reference number to track your deposit. You could also use the current date or the next General Ledger reference number to track your posting. This number is assigned to the General Ledger transaction and the Accounts receivable transaction and gives an audit trail between the Accounts Receivable payments and the deposit posted to General Ledger.

The Post Payments window simulates your deposit and how your payments clear at the bank. You can post specific batches of payments at the same time or select and post by payment types. If posting a single batch of transactions, Accounts Receivable filters the grid based on transaction types. In addition, if you've applied the payment to an invoice, the invoice displays below the payments grid.



Before Posting Transactions

The Post Payments window lets you print a proof list of your transactions and post the transactions. You can also view a transaction's details or delete a transaction if necessary.

We recommend that you preview and print a list of transactions before posting the transactions. This ensures that all transactions are correct prior to posting.

To Post Payments

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments**, then click **Go** .
3. Click **Post Payments**.
4. To post payments in separate batches, select **Select Payment Types** and click **Select** to select the payment types you want to post. For example, you could post all credit card transactions as one batch.
5. Click **Preview** to view a proof list of the transactions, or click **Print** to print the list.
6. If you want the proof list to include invoice numbers, descriptions, and amounts, select **Print Distribution**.
7. To view the transaction details for a payment, select the appropriate payment and click **View**.
8. To delete a transaction, click **Delete**. This option deletes the payment completely and marks the invoice as unpaid.
9. To begin posting, click **Post Payments**.

10. When prompted, enter a General Ledger deposit reference number to track the deposit in General Ledger and Accounts Receivable. If applicable, select **Use Today's Date**. Click **OK**.

**Tip**

By default, the next General Ledger deposit reference number displays; however, you can select **Use Today's Date** to use the current date for tracking deposits. When **Use Today's Date** is selected, you can also add a number before or after the date to easily track multiple batches of transactions posted on the same day. If selected, the **Use Today's Date** setting is also saved for future payment postings.

11. The Payment Posting Completed window displays once the payments are successfully posted. Click **OK**.

Additional Field Information

Select Payment Types

Select to view unposted payments for a particular payment type, such as cash or checks. Click **Select** to select the payment type you want to view.

Preview

To preview a proof list before posting the transactions, click here. It is recommended that you double-check all payments against the proof list before posting.

Print

To print a proof list before posting transactions, click here. We recommend you print this list to ensure your transactions are correct.

View

To view the payment's details in the View Payment window, click here. From the View Payment window, you can also edit the transaction if necessary.

Delete

To delete the transaction and mark any paid invoices as unpaid, click here.

Print Distribution

To preview and print the general payment information and the invoices to which the payment was applied, click here.

Use Selection

To print or post specific payments highlighted in the payment grid, select this option. Only the selected payments preview, print, or post. After posting the selected payments, the unposted payments display.

Post Payments

To post payments to Accounts Receivable and the General Ledger, click here.

Posting Date

This field defaults to the current date, but you can change it. The date is assigned to the General Ledger transaction upon posting.

Posting Period

- **All Users** — To view unposted payments entered by other ACS users within your organization, select this option.
- **All Periods** — To view unposted payments that have been entered for a past, current, or future posting period, select this option.
- **Month/Year** — Select a month and year for which to view unposted payments.

Posting Payments- Cash vs. Accrual Environments

After you finish [editing](#) and [viewing](#) payments, you must post them in order to update customer records. Entered payments do not affect balances until posted.

The steps for [posting payments](#) when operating on a cash basis are different from when operating on an accrual basis.

Posting Payments in a Cash Environment

In a cash basis environment, posting a payment increases the checking account and the offset account balances. Invoice/Payment washes, credit card payments, and credit card washes also increase the checking account and offset account balances. Refunds decrease the checking account and offset account balances, and refunds and credits do not post to the General Ledger.

Posting Payments in an Accrual Environment

In an accrual basis environment, payments increase the checking account balance and decrease the receivables account balance. Credit card payments also increase the checking account balance and decrease the receivables account balance. Credits, however, decrease the receivables account balance and decrease the offset account balance.

Invoice/Payment washes and credit card washes increase the checking account balance and decrease the receivables account balance. The invoice that is created increases the receivables account and the offset account, and these invoices post to General Ledger because AR is set to accrual.

Refunds decrease the checking account balance and increase the receivables account balance, and they do not post to the General Ledger.

Printing Deposit Tickets in Accounts Receivable

Once you've [posted payments](#), you can print a deposit ticket listing with the information to create your deposit slip.

The Deposit Ticket Listing prints summary information listing the total amount for each payment type, the number of checks, the number of customers paying in cash, and the number of customers who paid with credit cards. You can also print a deposit ticket listing for specific payment types or printing details for all payment types.

When printing the deposit ticket listing, you can search for posted payments by the posting period or by the deposit's reference number. Since each deposit receives its own deposit reference number (typically the date of the deposit), it is set as the default. However, you can search for payments by posting period. You can also print a deposit ticket listing for all payments posted within your organization, regardless of who posted the payments.

When the deposit ticket listing prints, the reference number, type of payment, customer's first and last name, payment date, and payment amount display. In addition, the General Ledger deposit reference number or posting period prints in the report title, and money type totals print at the bottom of the deposit ticket.

To Print a Deposit Ticket

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments**, then click **Go** .
3. Click **Print Deposit Ticket**.
4. Under **Print Options**, select **Payment Types** to print a deposit ticket for only specific payment types. Click **Select** to select the payment types you want to print.
5. To print detailed information for each payment type, select **Print Detail for All Types**
6. Under **Posting Period**, select **All Users** to print a deposit ticket listing for payments posted by all users within your organization.
7. To print deposit tickets by the posting period, select **Posting Period**. Or, select **Deposit Ref #** to print deposit tickets by the deposit's reference number.
8. Select the posting period or deposit reference number you want to print a deposit ticket listing for.
9. Click **Preview** to preview the deposit ticket listing or **Print** to print the deposit ticket listing.

Additional Field Information

Sort By Customer Name

To sort the deposit ticket listing by the customer's name, select this option.

Sort By Reference No.

To sort the deposit ticket listing by the payment's reference number, select this option.

Sort By As Entered

To sort the deposit ticket listing in the order in which the payments were entered, select this option.

Payment Types

To print a deposit ticket listing for specific payment types, such as cash payments, checks, or credit card payments, select this option.

Print Detail for All Types

To print the monetary totals and count of customers for each transaction type on the deposit ticket listing, select this option.

Posting Period

All Users

To print a deposit ticket listing that payments posted by other ACS users within your organization, select this option.

Search by Posting Period

To print a deposit ticket listing for a posting period, select this option. Then, select the appropriate month and year of the posting period that you want to print.

Search by Deposit Ref #

To print a deposit ticket listing by its deposit reference number, select this option. Then, select the deposit reference number that you want to print.

Printing Receipts in Accounts Receivable

The **Print Receipts** option lets you give your customers a written copy of a payment or payments that have been made.

Receipts automatically print in order of the customer's last name. You can also print a family's balance of unpaid invoices as of a specific date on their receipt.

To Print Receipts

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Print Receipts**.
4. Under **Print Options**, select the template for the printed receipts in the **Template** drop-down list.
5. Under **Posting Period**, select **All Users** to include payments other ACS users within your organization posted.
6. To print receipts by the posting period, select **Search By Posting Period**. Or, select **Search By Deposit Ref #** to print receipts by the deposit's reference number.
7. Select the posting period or deposit reference number you want to print receipts for.
8. To print a message on all receipts, enter the message in the **Comment** field. For example, you could use this field to thank your customers for their payments.
9. To print a different date on your receipts, select the appropriate date in the **Print Date** drop-down list.
10. Click **Preview** to preview the receipts before printing, or click **Print** to print the receipts.

To print receipts for individual payments, see [Printing Receipts from the Add/Edit Payments Window](#).

Additional Field Information

Use Selection

To print only receipts selected in the grid, select this option.

Unprinted

To display only payments for receipts that have not been printed, select this option.

Printed

To display only payments for receipts that have been printed, select this option.

All

To display all payments from the posting period or deposit reference number in the grid, regardless if a receipt has been printed, select this option.

Comment

In this field, enter a message to display on the printed receipts. For example, enter "Thank you for your payment." in this field. This field is limited to 150 characters.

Print Date

In this drop-down list, you can select a specific date to print on the receipts. The date defaults to the current date.

Print Options**Print Receipts Separately**

To print a separate receipt for each payment, even if a customer has made several payments, select this option. If this check box is cleared, only one receipt per customer prints, and all payments for that customer are combined on that receipt.

Print Family Balance as of

To print the family's outstanding balance on the receipt, select this option

Include Open Transactions

To print receipts for payments that have been added to the customer's record but have not been posted , select this option.

Posting Period**All Users**

To display payments posted by other ACS users within your organization, select this option. This allows you to print receipts for these transactions.

Search by Posting Period

To search and print receipts for a particular posting period, select this option.

Search by Deposit Ref #

To print receipts according to a deposit reference number, select this option.

Returning Payments in Accounts Receivable

When you receive notice from your bank that a check, online payment, or ACH payment is returned for insufficient/non sufficient funds, you must return the posted payment in Accounts Receivable.

You can return a payment when viewing a payment from the Add/Edit Payments grid. Once a payment is returned, the payment's status changes to **Returned**, and the return button is unavailable. For tracking purposes, the original payment's reference number is assigned to the return.

When returning a payment, a return transaction posts to the General Ledger so that the income and checking account are affected. This transaction is a negative credit to income and a negative debit to checking.

To Return a Payment

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment you want to view and click **View**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**. To learn more about this, see [Filtering Payments](#).
5. In the View Payment window, click **Return Payment**.
6. When the confirmation message displays, click **Yes**.
7. In the Return Payment window, under **Posting Period**, edit the **Posting Date** and **Post Month/Year** of the return if necessary. These fields automatically default to the current date and posting period.
8. In the **Transaction Source** drop-down list, select the appropriate transaction source.
9. In the **Return Explanation** field, enter a brief explanation for the returned payment.
10. Click **Post Return**.

Refunding Payments in Accounts Receivable

Sometimes, a customer may overpay, and you need to write a refund check. For this reason, the **Give Refund** option is available when viewing a posted payment.

After you refund a payment in Accounts Receivable, you must write a check in General Ledger or Accounts Payable for the refund amount. Otherwise, the refund must be posted to the General Ledger to reverse the transaction. Also, [void](#) or [adjust](#) the original invoice so that the statement does not display a remaining balance as still owed.

Once a refund transaction is posted, you cannot change the refund. If you made an error when refunding the payment, you can make a journal entry in General Ledger for the needed change.

To Refund a Payment

1. Under Manage Records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payment you want to refund and click **View**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**. To learn more about this, see [Filtering Payments](#).
5. In the View Payment window, click **Give Refund**.
6. When the confirmation window displays, click **Yes**.
7. The customer's invoices display on the grid. To distribute the refund amount to specific invoices associated with the original payment, double-click on the selected payment's **Refund Amount** and edit the amounts as necessary.

Note

If you have multiple lines on a payment, enter a zero dollar amount for the lines that you do not want to refund. Adjust the **Refund Amount** at the top to reflect the correct dollar amount.

8. Click **OK**.
9. When finished, [post the refunds to Accounts Receivable](#).

Accounts Receivable Reports

In Accounts Receivable, you can customize and print several reports for selected date ranges.

Customizing Accounts Receivable Reports

You can customize Accounts Receivable Reports and Statements to include various options.

To customize Accounts Receivable report options

1. Under Generate Reports, click the **Reports** tab.
2. In the drop-down list, select **Accounts Receivable**, then click **Go** .
3. In the list of report types, expand the report type for the report that you want to print, then select the report.
4. On the **Options** tab, select the report options you want to display. Not all options are available for every report.
5. Click **Preview**.
6. When your report displays, click **Print** .

Available AR Reports

Extracts

Report	Description
HeadMaster Online Extract	<p>If you use HeadMaster billing and interface with ACS Accounts Receivable, you can upload AR statements to HeadMaster. This allows families to check their payment history and current balance due.</p> <p>The customers' records must first be imported from HeadMaster to Accounts Receivable, and you must check Print One Per Family on the Options tab. You can customize the report and extract it for a specific date range.</p>

List Reports

Report	Description
Amount Due List	Lists only customers with an amount due and their relevant amount totals. Can be customized/filtered to include inactive customers, zero balance customers, and credit balance customers.
Billing Code Proof List	Lists each billing code followed by each customer and family associated with it. Payer and discount information is included. Total number of customers and amount totals for each billing code are included. Can be customized/filtered to include inactive customers.
Birthday List	Lists birthdays, ages, and contact information for customers. Can be customized/filtered to include inactive customers, unlisted phone numbers, and parent records. By default, a separate page is printed for each month, but this option can be turned off.
Customer Billing Code List	Lists each customer along with his or her billing codes, payer and discount information, charge amount, discount amount, and total invoice amount. Can be customized to include inactive customers.
Customer Billing Code with Addresses List	Lists the same information as the Customer Billing Code List report, but includes each customer's address.
Customer Comment List	Lists comments added to customer records using the Comment tab in the Customer window. Comment type and date are included. These values can also be used to filter the report. The comment types available are based on user rights. Can be customized to include inactive customers and parent records.

Report	Description
Customer Contact Master List	Lists contact name, type, address, and phone/e-mail information for customers. Additional phone, e-mail, and address types (other than primary) can be included as custom options. Report can list multiple family members together or separately. Can be customized to include inactive customers, and unlisted phone/e-mail information.
Customer List	Lists family name, profile, phone, e-mail, and address for each customer. Can be customized to include inactive customers, unlisted phone/e-mail information, and parent records.
Customer Master List	Lists family, profile, address, phone/e-mail, contacts, comments, and additional fields for customers. Can be customized to print additional phone/e-mail and address types. If you do not track family records, the Family column will not be included. Can be customized to include inactive customers, unlisted phone/e-mail information, and parent records.
Customer Payment Code List	Lists payment code information and associated amounts for each customer. Report also includes grand total. Can be customized to include inactive customers.
Customer Phone List	Lists phone type, number, extension, phone listed/unlisted, e-mail type, e-mail address, e-mail listed/unlisted. Can be customized to include inactive customers, unlisted phone/e-mail information, and parent records.
Customer Totals List	Lists the same information as the Amount Due List report with the additions of a beginning balance column and a tax deductible payments column. Can be customized/filtered to include inactive customers, zero balance customers, and credit balance customers. When you click Preview for this report, a dialog box opens. Enter a date range for billings, receipts, and tax deductible payment totals to include. The Beginning Balance represents the balance up to the From date entered.
Family List	Lists the family, family members, and primary address associated with each customer. Can be customized to include inactive customers and parent records.
Family Master List	Lists the family, family members, address, phone/e-mail information. Can be customized to include additional and unlisted phone/e-mail information as well as inactive customers and parent records.
Fee Summary Totals	Lists each customer with a breakdown of their balance by fee. The report includes the beginning balance, billings, receipts, and amount due.
Memorized Invoice List	Lists names, comments, types, frequencies, charges, credits, and amounts associated with memorized invoices. Can be customized to include inactive customers.
Payment Code Proof List	Lists the customers and amounts associated with each payment code. Customer and amount totals, along with a grand total, are included. Can be customized to include inactive customers.

Card Reports

Report	Description
Rolodex Cards	<p>Prints a rolodex card for each customer or family. Cards can be sorted or filtered based on a variety of criteria using the Options tab. Can also be customized to include inactive customers, unlisted phone/e-mail information, and parent records.</p> <p>If printing one card per customer (the default selection), prints name, customer code, address type selected on the options tab, birthday, primary phone, primary e-mail, one additional phone, and contact information for up to six contacts.</p> <p>If printing one card per family (you can select this on the Options tab), prints family name, primary address, primary phone, primary e-mail, one additional phone type, family members' names and birthdays. When using this option, Group By, Select Address Type, and Print Custom Name are disabled on the Options tab.</p>

Label Reports

Report	Description
Address Label Dot Matrix (1-Up)	Avery 4013/ACS 12205 Address Labels: 3-1/2" x 15/16", Paper size: 4-1/4" x 12" Fanfold (1 x 12 labels per sheet)
Address Label Dot Matrix (1-Up) for Label Printer	
Address Label Dot Matrix (2-Up)	Avery 4030, 4602/ACS 12225 Address Labels: 3-1/2" x 15/16", Paper size: 8" x 12" Fanfold (2 x 12 labels per sheet)
Address Label Dot Matrix (2-Up) for Label Printer	
Address Label Dot Matrix (3-Up Wide Carriage)	Avery 4031, 4603/ACS 12210 Address Labels: 3-1/2" x 15/16", Paper size: 11-1/2" x 12" Fanfold (3 x 12 labels per sheet)
Address Label Dot Matrix (3-Up)	Avery 4144 Address Labels: 2-1/2" x 15/16", Paper size: 9-1/2" x 12" Fanfold (3 x 12 labels per sheet)
Address Label Laser (2-Up)	Avery 5161/ACS 12220 Address Labels: 4" x 1", Paper size: 8-1/2" x 11" Letter (2 x 10 labels per sheet)
Address Label Laser (3-Up)	Avery 5160/ACS 12215 Address Labels: 2-5/8" x 1", Paper size: 8-1/2" x 11" Letter (3 x 10 labels per sheet)

Journal Reports

Report	Description
AR Transaction Changes Log	Creates a detailed log of changes made to posted transactions for the selected date range. The report lists the change's date, affected customer and description, the transaction date, type, and reference number, the updated field (along with the old and new values), and the ACS user who made the changes.
Aging Reports	<p>Lists all customers with invoices due through the date entered (outstanding invoices), along with unapplied payments. The "as of" date at the top of the report is the same as the date you entered in the Through field before creating the report.</p> <p>For voided invoices, the due date is the original date due, not the voided date.</p> <p>By default, credit balance customers are included. This option along with inactive customer and primary phone inclusion can be changed on the Options tab. Balance Over, also on the Options tab, can be used to include only customers with a balance over an amount you determine. You can also select Exclude Payments Past Report Date to print outstanding invoices as the selected date.</p>
Billing Reports	<p>In Journal mode, lists basic invoice information for each customer including invoice number, description, type, invoice date, due date, charges, credits, and invoice amount. In List mode, lists name, charges, credits, and amount. In Distribution mode, lists invoice number, description, type, due date, fee, distribution amount, and invoice amount. Distribution comments and quantity x rate are also available as options in Distribution mode. Can be customized to include inactive customers.</p> <p>If Track Family Records is selected on the AR Setup tab, the Print by Payer option, payers, associated information, and payer subtotals will be listed as applicable. Totals for each invoice type are displayed at the end of the report.</p>
Invoice Adjustments Reports	Lists adjustments made to all invoices in a selected date range.
Paid Invoices Reports	<p>Lists invoices that have been paid or partially paid for the date range entered. Distribution comments and quantity x rate are also available as options in Distribution mode.</p> <p>If Track Family Records is selected on the AR Setup tab, the Print by Payer option, payers, associated information, and payer subtotals will be listed as applicable. For customers whose invoices are not assigned payers, but have multiple families paying their invoices, invoices will display the customer name, and the payments that print with the invoices will display the payer's name below the payment description (if different from the customer record).</p>
Receipt Reports	<p>Lists payments and associated information for the date range selected.</p> <p>Print Distribution Comments is available as an option when Distribution is selected as the report style.</p>

Report	Description
Transaction Reports	<p>Lists transactions for the date range selected. Only Journal and List report styles are available.</p> <p>Includes a number of options:</p> <ul style="list-style-type: none"> • If Track Family Records is selected on the AR Setup tab, Print by Payer is available. It functions similarly to the same option in the Paid Invoices Reports. • In journal mode, payments can be grouped with invoices. This option is turned off by default. • The Exclude Paid Invoices option lets you remove invoices that were paid up to the Through date entered. • You can Include Invoices Not Yet Due and Include Open Transactions. These are checked by default as they were in older versions of the program.
Unapplied Payments Reports	<p>Lists all payment types that have not been applied to an invoice. Only Journal and Distribution report styles are available.</p>
Unpaid Invoices Reports	<p>Lists all customers with invoices due up to the Through date entered (displayed on the report as the "As of" date at the top).</p> <p>If Track Family Records is selected on the AR Setup tab, Print by Payer is available as an option. It functions similarly to the same option in the Paid Invoices Reports.</p> <p>Distribution comments and quantity x rate are also available as options in Distribution mode.</p> <p>Can be customized to include inactive customers. You can Include Invoices Not Yet Due and Include Open Transactions.</p>
Voided Invoice List	<p>Lists invoices that were voided within the date range selected. Can be customized to include inactive customers and can be further filtered by invoice due date on the Options tab.</p>
Voided Payment List	<p>Lists payments that were voided within the date range selected. Can be customized to include inactive customers and can be further filtered by payment date on the Options tab.</p>

Statement Reports

Report	Description
Detail Statement	<p>Lists the customer's name and address information, along with the transaction date, reference number, description, discounts, type, due and received date, amount, and balance of each transaction for that customer. If Track Family Records is selected, this information also displays for each family member.</p>
	<p>Lists the customer's name and address information, along with the transaction date, reference number, description, type, due and received date, amount, and balance of each transaction for</p>

Report	Description
Statement of Receipts	<p>that customer. If Track Family Records is selected, this information also displays for each family member.</p> <p>However, you can filter this statement for specific fee codes, grades, payment codes, or billing codes. You can also specify transaction types to print on the receipt so that payment credits or credit card payments are not included.</p>
Statement on Account	<p>Lists the customer's name and address information, along with the transaction date, reference number, description, type, due and received date, amount, and balance of each transaction for that customer. If Track Family Records is selected, this information also displays for each family member. The invoice description and amount are printed with each invoice, and the net amount of the invoice prints, but discounts do not print.</p>
Statement on Account by Type	<p>Lists the customer's name and address information, along with the payment and due dates, reference number, description, type, charges, payment credits, and balance separated under two headings: Charges and Payments/Other Credits. If Track Family Records is selected, this information also displays for each family member.</p>
Summary Statement	<p>Lists the customer's name and address information, along with the payment and due dates, reference number, description, transaction type, charges, payment credits, and account balance. If Track Family Records is selected, this information also displays for each family member.</p>

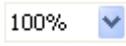
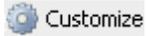
Printing Accounts Receivable Reports

ACS Accounts Receivable includes a number of pre-defined reports that you can customize and print. To determine which information displays on the report, click **Customize**.

To print pre-defined reports

1. Under Generate Reports, click the **Reports** tab.
2. Select **Accounts Receivable** from the drop-down list and click **Go** .
3. Click to expand the categories on the left side of the window and see the list of reports.
4. Select the report you want to run. If additional options such as a **View** or **From/Through** display in the **Report Options** section, enter those choices as well.
5. Click **Preview**.
6. You can also print, e-mail, or search the report using the buttons in the report toolbar. For more information, see the button descriptions below.

Button	Description
	To print the displayed report, click here.
	<p>To e-mail the report using your default e-mail application, click here. You have a choice of output options:</p> <ul style="list-style-type: none"> • Adobe Acrobat Document — This e-mails the report as a .pdf file attachment that the recipient can open in Adobe Acrobat Reader. • Microsoft Excel Worksheet — This e-mails the report as a .xls file attachment that the recipient can open in Microsoft Excel. • Rich Text Word Document — This e-mails the report as a .rtf file attachment that the recipient can open in Microsoft Word. • Rich Text Document — This e-mails the report as a .rtf attachment that the recipient can open in most word processing applications. • Report Emulation Text File — This e-mails the report as a .txt attachment that the recipient can open in most word processing applications. Formatting is lost, but columns are preserved. • Printer File — This e-mails the report as a .prn file. A .prn file contains instructions that are recognized by PostScript output devices, typically printers.
	To copy the page as it displays in the Preview pane, click here. You can then paste it as an image into another application, such as a word processing program.
	To regenerate the report using the latest data, click here.

Button	Description
	<p>To search the report for specific listings, click here. Enter the word or phrase you want to search for, then click the magnifying glass. Use the arrow buttons to the right to examine each instance of the entry.</p>
	<p>To change the report's margins, paper orientation, headers, and footers, click here.</p>
	<p>To set the font type and size used in the report, click here.</p>
	<p>Use these buttons to view different pages of the report. Click  and  to display the first and last pages of the report. Click  and  to move to the previous and next pages of the report. You can also enter a page number in the text field.</p>
	<p>Click the drop-down arrow to change the magnification of the report, zooming in or out as needed.</p>
	<p>To change the content of the report and save your customizations for future use, click here. Use the Options tab to change the information retrieved by the report. Use the Customer Search tab to narrow the list of records that are a part of the report.</p> <p>If you plan to run the altered report in the future, you can change the Title, click OK to re-run the report, then click Save. Your customized report is now saved as a sub-listing under the original in the reports list.</p>
	<p>To save these customized settings if you intend to run the same report in the future, click here.</p> <p>You can enter your own report title and description to help identify the customizations later. Select Public if you want other users to have access to the report.</p>
	<p>To close the report, click here. The program and report window remain open.</p>