

## Statements Accounts Receivable Billing & Re-occurring charges

This database module is for use with the following programs from AbbottSoft

- I-Rent Software
- I-Sell POS Software
- QuickFix Repair shop Software

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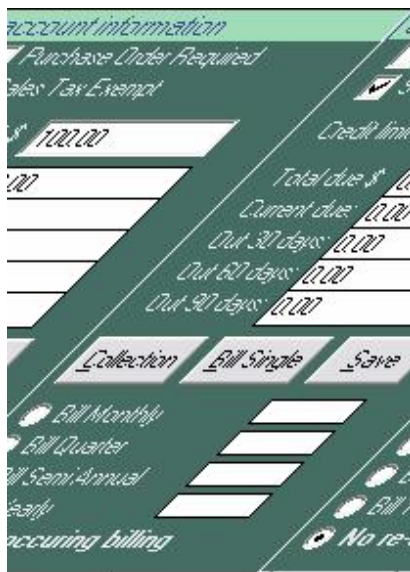
# A/R Billing

**In this Tutorial** we will show you how to set up an account. Receivable "A/R" folder for each customer (Required) How to place a charge in their account when creating an invoice. How to review their charges and credits. How to send out single or batch statements. How to post payments into your customers accounts. And if you need the advanced feature we will show you how to set up monthly, quarterly, semi-annual or annual charges for individual clients and how to place these charges into their A/R account.

1<sup>st</sup>. Decide if you are going to allow ANY of your clients to charge your products or services to their in-house account. Note: This has nothing to do with them paying by a charge card such as Visa, MC, etc.

2<sup>nd</sup>. If you are going to allow ANY of your clients to charge then make sure that you have a A/R folder set up for each and every client in your database. If you do not then when you try and run batch statements the process will fail on you.

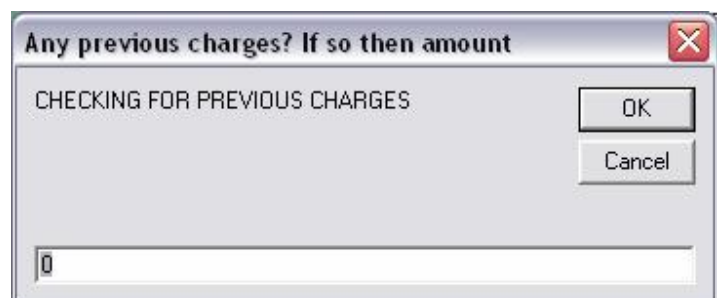
## Set up a clients A/R folder



You start off by loading the customer database and insert the new customer. (See the customer database tutorial)

Before you click on the black (radio control) "Save" button you should record if your client requires a Purchase Order. If the client has submitted a copy of their state tax exempt papers, and if you are going to allow them to charge. If yes then record their credit limit in dollars... (Remember no dollar signs)

When you click on the black "Save" button on a new customer then the program will ask you to verify if the client already owes you money from previous charges.

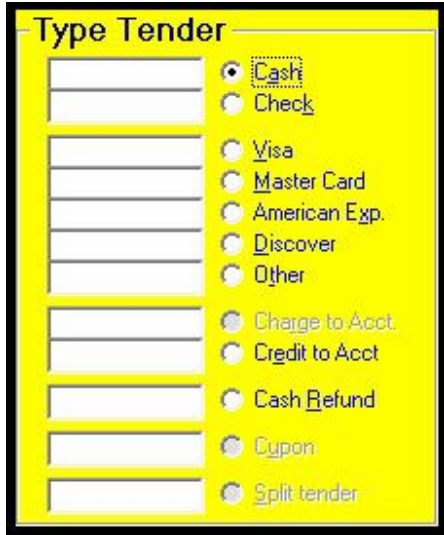


This is your chance to bring your clients A/R folder up to date at the very beginning of their tracking in your program. Take the time to make sure you have it right.

NOTES:

# A/R Billing

Placing a charge into your client's account, when invoicing. Remember creating a work order or a rental contract is not the same as creating an invoice. The invoice has to do with your money. Work orders and Rental Contracts are just what their title implies.

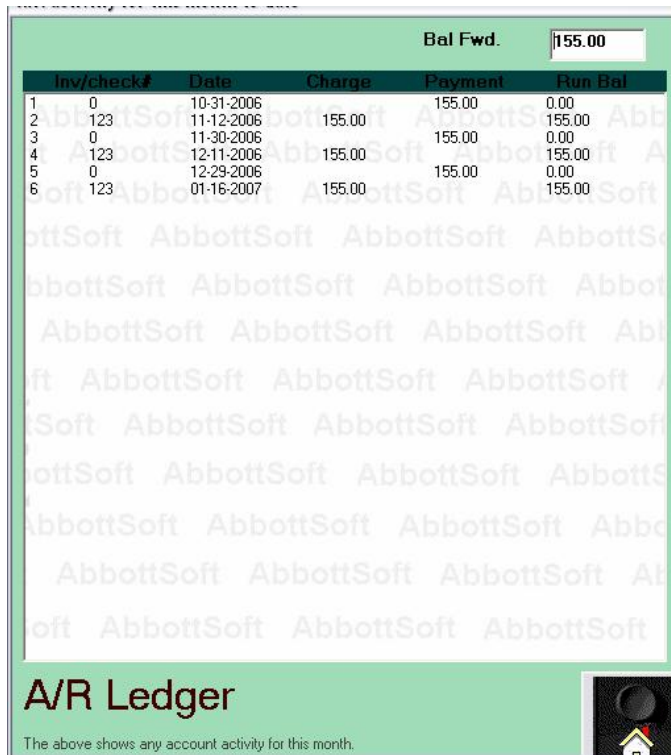


When you arrive on the tender window while invoicing out a sale, rental, or repair work you will see the yellow box asking for the clients type of tender. When it comes to their A/R account you only have two choices. 1. Charge to Acct or 2. credit to account.

Notice on the left example that the "Charge to Acct." choice is not active and is grayed out. That is because they have either exceeded the pre-established credit limit or they have never been approved to charge by having a credit limit established. In other words their Credit limit is "0".

None of the choices except for "charge – or – credit to Acct." will have any impact on a clients A/R folder.

You can review your clients charges and payments from the client database. Just bring the client you want onto the screen and then on the right touch buttons click on A/R ledger or press the F6 button on the keyboard.



The A/R Ledger will show any amount forward from previous charges on the top right. Then starting at the top and working down you will see each charge or credit which has been created since the last time you reset their account after printing bills.

Any charges placed on the account by the re-occurring charges module will show a inv/Check number of 123 for charges placed through the re-occurring automation.

You will also see the date of each transaction so if needed you can go back to your daily work and review for more data on the transaction.

The running balance is on the right

# A/R Billing

**Collecting and posting payments to accounts:** is easy and straight forward. When you receive a clients payment through the mail, or even at the front counter, just open up your client database and bring them onto the screen. On the right you will see their A/R folder information. If needed you can even open up their A/R ledger to explain their charges and payments verbally.

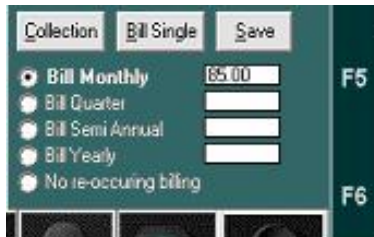
In the account information window you will see three gray action buttons. They are "Collection, Bill Single and Save" The Collection button is used to post payments onto a clients account. When you click on it the following window will pop-up.

All you need to do is follow the four instructions and the payment will be recorded immediately.

**NOTICE:** It is possible that if your math processor on your computer is not quite up to snuff that the total due will be off by less than a penny. If you notice this occurring then all you need to do is go to the clients list on the left side of your screen and click on the name one more time. Your program should re-calculate and correct the problem immediately.

**NOTES:**

**Setting up re-occurring charges for any client.** One of the powerful features which are not found on most competing programs is the ability to set a re-occurring charge for each or any client.



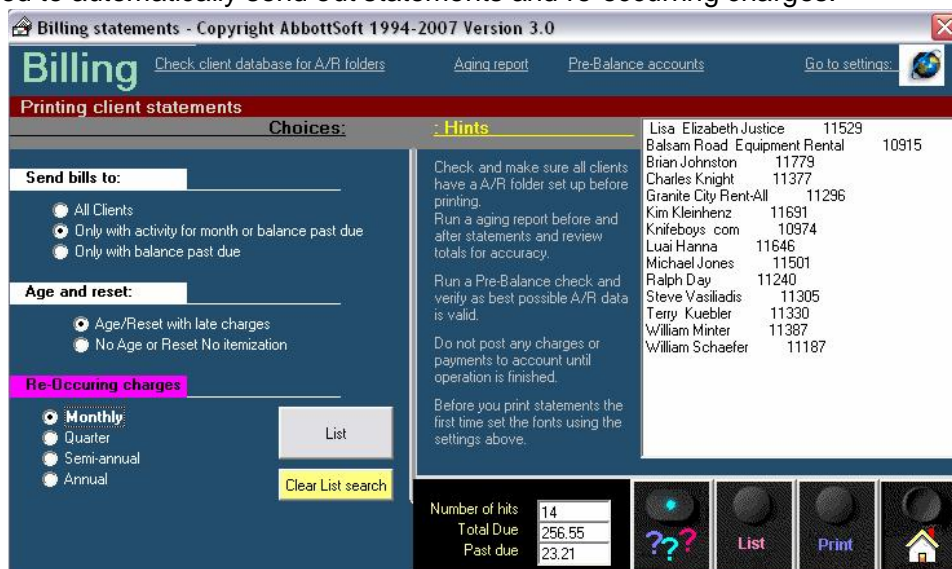
**While running your client database**, and with your client on the screen, you can establish your re-occurring charges easily. Just click and activate the menu button and to the right of your choice input the amount per billing you want to charge.

The example here shows a monthly charge of \$85.00 per month. (See billing module in this chapter) for methods to place charges in your clients A/R folder, and create invoices for these charges, each month.

**Why would you set up re-occurring charges?** There are probably as many reasons to use this module as there are types of business which has a need for it. Follows are some simple examples. Let's say you run a mowing, or pool service business. In this business you have your clients sign a contract where both of you agree to a monthly fee. Perhaps you have a client who wants to use your services or one of your products for a number of months and is willing to pay you a monthly fee.

By using this feature you can automatically, at the end of a billing cycle have your program go through your clients A/R folders and print a invoice for all clients who should make a payment. The invoice totals will automatically be added into their A/R folder and the income reported in your Accrual income for the day. You can then print statements in the batch method and you will then find your clients included, along with statements with normal charges and payments. How about your business, could this not help you?

**Your billing module.** If your program has a customer database then you have a module designed to automatically send out statements and re-occurring charges.

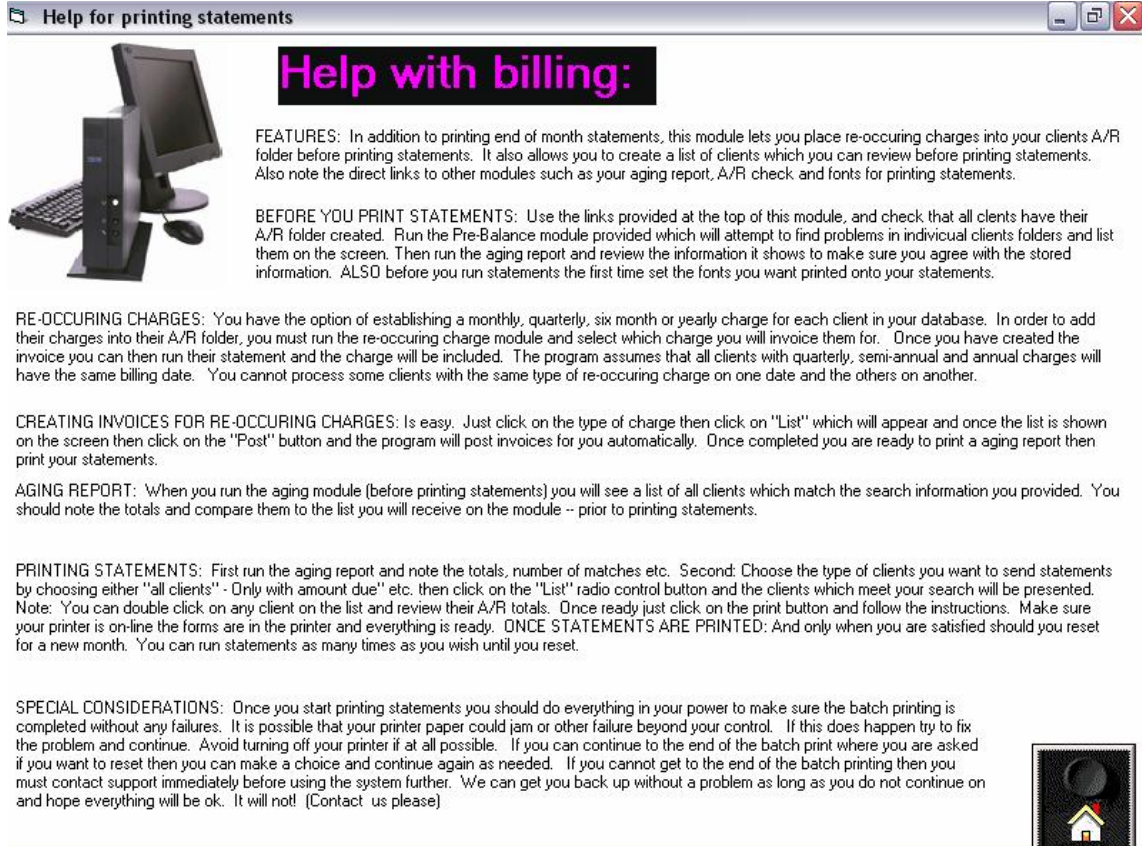


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**Loading your billing module** is accomplished from your management menu. Activate your management menu then click on either "Billing" or "Statements" depending upon the program you are running. Once you have the module open please notice that you have a black button on the bottom right with the three question marks. This is your online help screen. You should open it and read all the way through.

**On-Line Help is always available for each page in your program. Including billing.**



**Help for printing statements**

**Help with billing:**

**FEATURES:** In addition to printing end of month statements, this module lets you place re-occurring charges into your clients A/R folder before printing statements. It also allows you to create a list of clients which you can review before printing statements. Also note the direct links to other modules such as your aging report, A/R check and fonts for printing statements.

**BEFORE YOU PRINT STATEMENTS:** Use the links provided at the top of this module, and check that all clients have their A/R folder created. Run the Pre-Balance module provided which will attempt to find problems in individual clients folders and list them on the screen. Then run the aging report and review the information it shows to make sure you agree with the stored information. **ALSO** before you run statements the first time set the fonts you want printed onto your statements.

**RE-OCCURRING CHARGES:** You have the option of establishing a monthly, quarterly, six month or yearly charge for each client in your database. In order to add their charges into their A/R folder, you must run the re-occurring charge module and select which charge you will invoice them for. Once you have created the invoice you can then run their statement and the charge will be included. The program assumes that all clients with quarterly, semi-annual and annual charges will have the same billing date. You cannot process some clients with the same type of re-occurring charge on one date and the others on another.

**CREATING INVOICES FOR RE-OCCURRING CHARGES:** Is easy. Just click on the type of charge then click on "List" which will appear and once the list is shown on the screen then click on the "Post" button and the program will post invoices for you automatically. Once completed you are ready to print a aging report then print your statements.

**AGING REPORT:** When you run the aging module (before printing statements) you will see a list of all clients which match the search information you provided. You should note the totals and compare them to the list you will receive on the module -- prior to printing statements.

**PRINTING STATEMENTS:** First run the aging report and note the totals, number of matches etc. Second: Choose the type of clients you want to send statements by choosing either "all clients" - Only with amount due" etc, then click on the "List" radio control button and the clients which meet your search will be presented. Note: You can double click on any client on the list and review their A/R totals. Once ready just click on the print button and follow the instructions. Make sure your printer is on-line the forms are in the printer and everything is ready. **ONCE STATEMENTS ARE PRINTED:** And only when you are satisfied should you reset for a new month. You can run statements as many times as you wish until you reset.

**SPECIAL CONSIDERATIONS:** Once you start printing statements you should do everything in your power to make sure the batch printing is completed without any failures. It is possible that your printer paper could jam or other failure beyond your control. If this does happen try to fix the problem and continue. Avoid turning off your printer if at all possible. If you can continue to the end of the batch print where you are asked if you want to reset then you can make a choice and continue again as needed. If you cannot get to the end of the batch printing then you must contact support immediately before using the system further. We can get you back up without a problem as long as you do not continue on and hope everything will be ok. It will not! (Contact us please)

**BEFORE YOU PRINT STATEMENTS:** Use the links provided at the top of this module, and check that all clients have their A/R folder created.

**Run the Pre-Balance module** provided which will attempt to find problems in individual clients folders and list them on the screen.

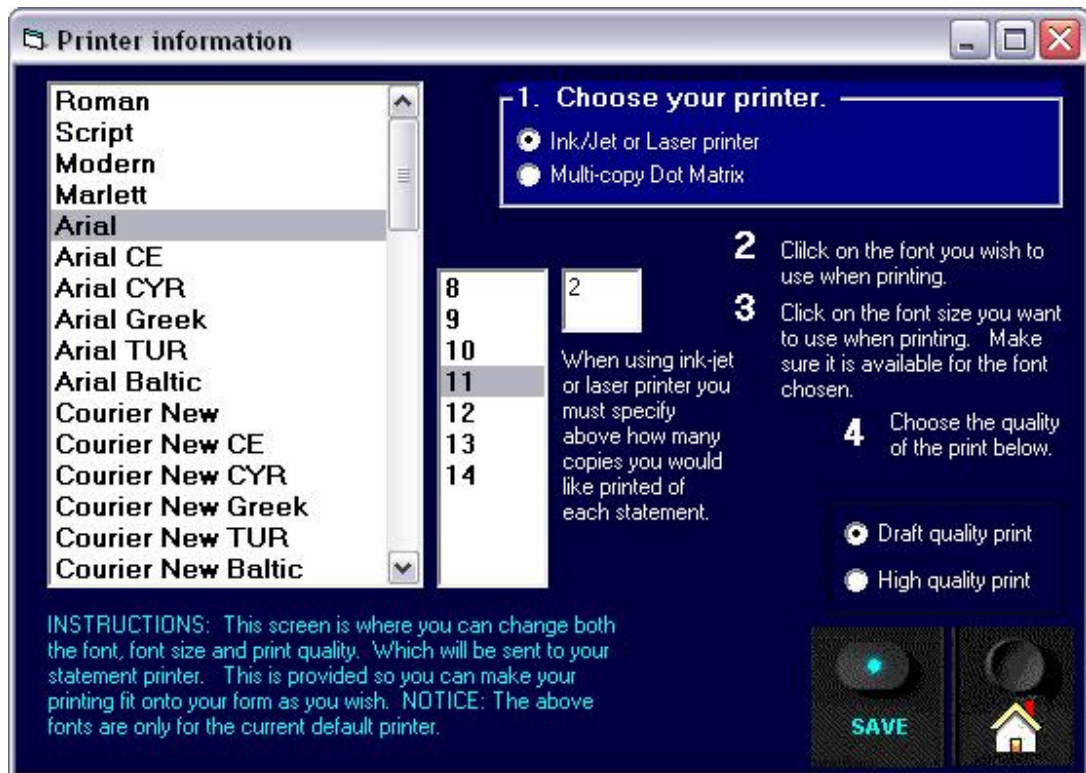
**Run the aging report** and review the information it shows to make sure you agree with the stored information.

**Before you run** statements the first time set the fonts you want printed onto your statements.

*Continue reading for more information on the above.*

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**Setting your printer for statements:** Is easy. On the top right of your billing screen is a icon of a globe. To the left is a link which says "Go to settings". When you click on this link you will see the following window appear.



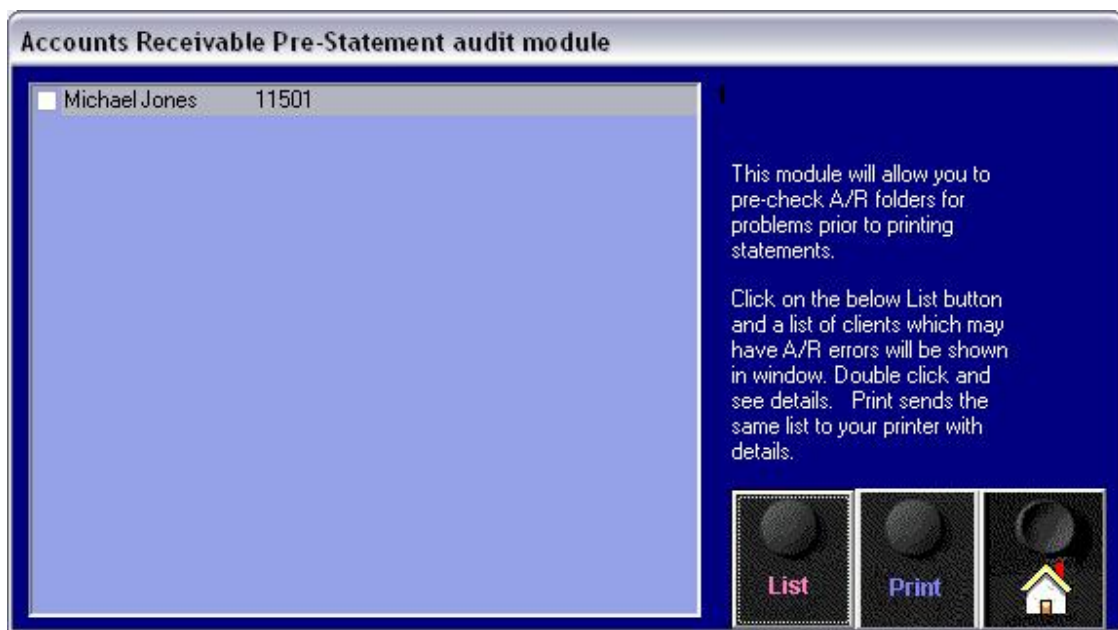
**The program will read the fonts** which are on your computer and available for your printer which is set to the default. You need to make a selection for the name and size of the font you want to use. (You can change your printer selections any time)

Tell the software what type of printer is hooked to your computer. If this is a Inkjet/Laser printer or if you are using a dot matrix printer to create your statements. If a dot matrix set your font initially to Courier New and font size 10. You can adjust it later. If you select a ink jet/Laser then you will need to tell the program how many copies you want printed.

Once you have finished through instruction #4 then click on the black "Save" radio control button and return to your billing module.

**Note:** The program is designed to print a statement which fits into a two window envelope. This allows you will not need to address envelopes to your clients or having to pay for envelopes with your return address already printed upon them. You may find – depending on your individual printer – that changing the font and or font size will not only change the appearance, but also how easily it will align in the windows of the envelop you chose, once you fold and insert it.

**Pre-Balancing your accounts** before printing statements is important. In the hustle and bustle of daily business it is always possible to make a mistake when handling a invoice for a customer, or receiving payments. The Pre-balance does a quick check of your accounts looking for problems before you print and reset. It should be noted that you should not use this as a crutch. It is just one of many things you can do to save yourself the embarrassment of sending out erroneous statements.



If when you list the names, you find a lot of hits you should print the list where you will get more details and can better trace down the problem. If you double click on the names you will get a pop open window (below) which may help you. Also, your aging report may well point out a problem if you look it over carefully.



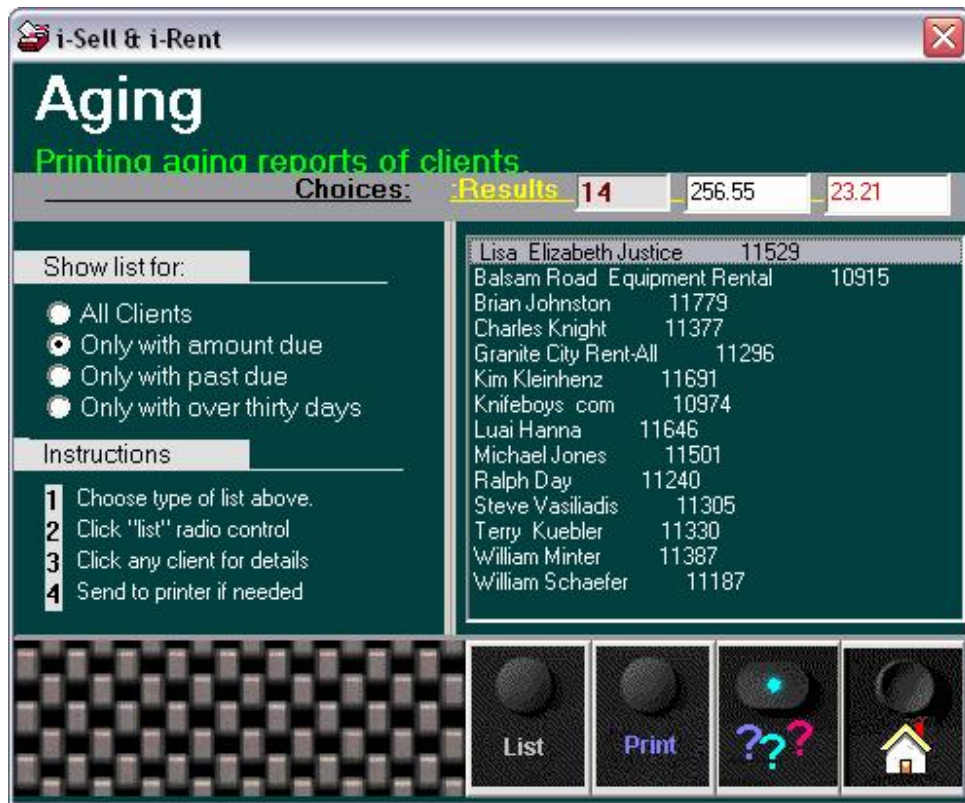
If you look at the numbers shown on the left example for account #11501 you will see that the “Check Bal” is a couple of dollars higher than what the A/R folder is showing for the Total Due.

Again remember. If you get a lot of hits on the check list when you run the module, then your accounts deserve some attention from you. This can admittedly be time consuming and little fun. The way to avoid these problems is to take your time while running the program in day in/Day out business and remember the old saying.

“Garbage in will always equal Garbage out with computers.”



**Aging Report:** This allows you to review your accounts and moneys owed to you. It is a printed report. To activate the report you can click on the link located on the top of your billing screen. Since this is password protected you will need to enter your password once again to activate it. Once activated, you will see the below.



Once you have the aging window active you can select the type of report you want from the menu on the left. Then click on the black "List" button and your computer will search up and list everyone who matches the search criteria you selected.



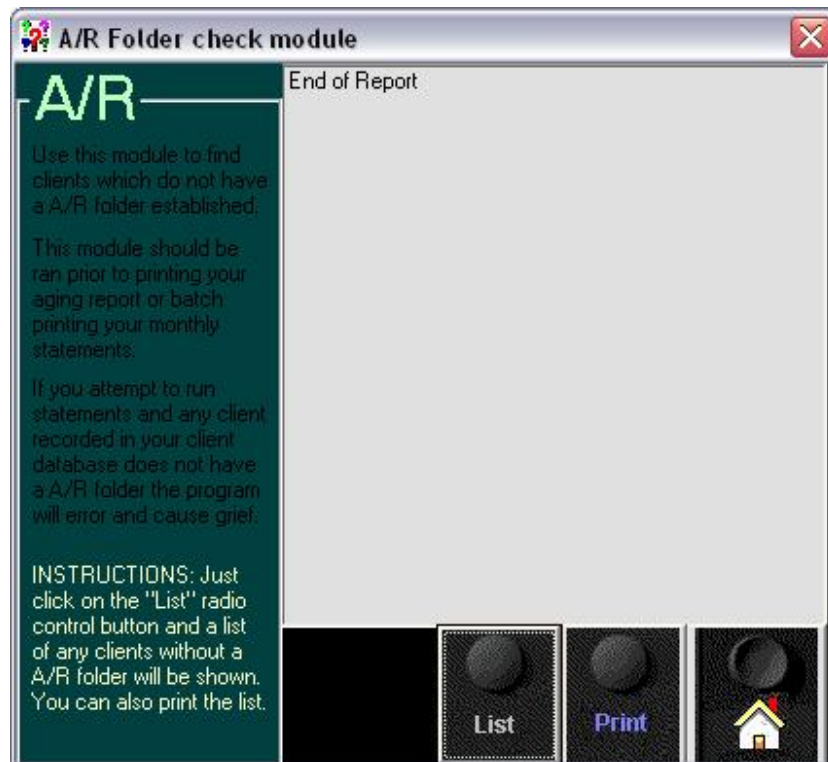
You can then print a hard copy of the list to your default printer, or you can just click on any name on the list and a pop-up window will open which will show you the following information about the clients A/R folder.

Looking to the left you will notice that the total amount due is shown along with the amount current and or past due.

This information can be used to quickly determine a clients standing with you.

**Verifying that all clients have a A/R folder** before you try and batch run your statements if not only very important, it only takes a minute of your time.

From the link on top of your billing screen just click on “Check client database for A/R folders “ and the following pop up window will appear.



All you need to do is click on the black “List” button and your program will search each clients records to make sure there is a A/R folder attached.

If there is not folder then the clients account number will be listed on the screen. When you hit the end of the Report that also will show at the bottom of the list.

If there are numbers then you will need to return to your client database find each of the clients and set up a A/R folder before continuing. If all you see is the “End of Report” on the screen as shown in the above example you are ready to begin your batch statements. If on the other hand you have a number of accounts to work with before you begin your batch print job. You might want to print the list by clicking on the black “Print” button so you can remember which clients to fix.

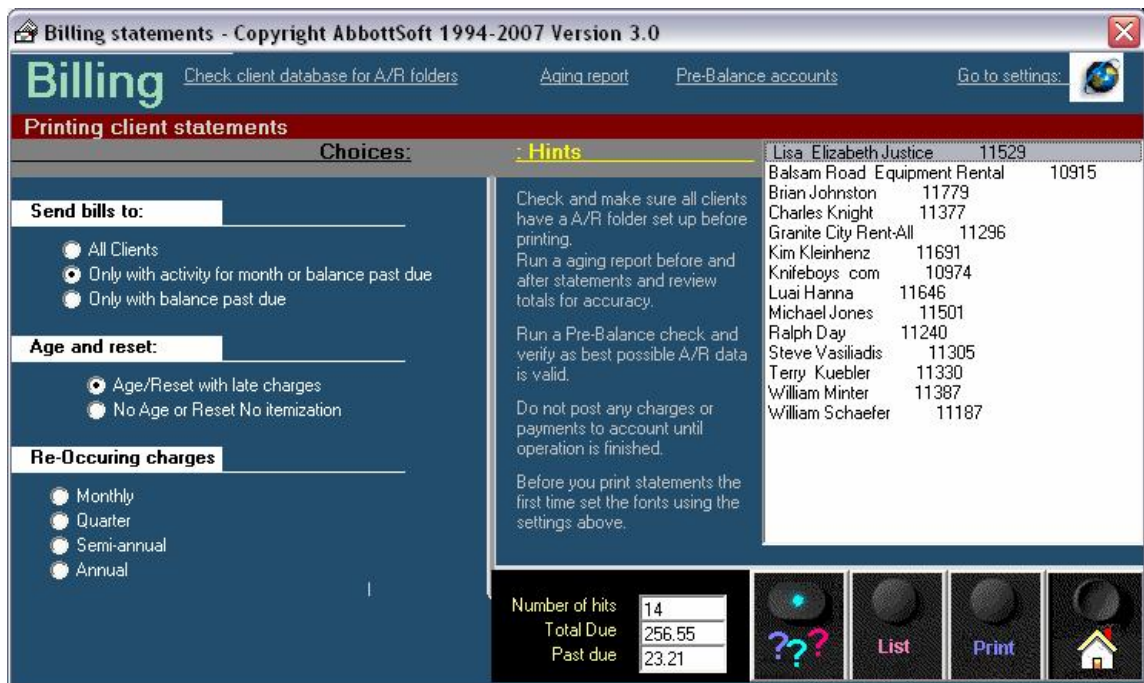
Failure to make sure that all your clients have a A/R folder will cause your batch printing job to fail. This can be frustrating, so take your time and do it right the first time.

# A/R Billing

**WARNING:** As you can see from the above. Getting in a hurry while doing your day to day work on your computer can cause you no end of frustration at the end of the month. On the other hand if you go at a conservative pace when it comes to handling the A/R folders then the end of the month printing of statements will be a piece of cake.

**Printing your statements: is straight forward and easy once you are ready.** Here is the procedure.

1. Launch the Billing module on the screen
2. On the left top click on the control button representing the type of list you want to generate. The most obvious would be anyone who has activity or owes money this month.
3. If you want to add late charges then choose that option as well
4. Click on the black list box on the bottom right of your statement screen, and a list of clients should appear which fall into the parameters you have set.
5. Make sure your printer is online, that you have plenty of paper and that it will print when you tell it to.
6. Click on the "Print" button and your statements will start printing.
7. Go have a cup of coffee and when you return they should all be in a stack waiting for you.



NOTES:

STATEMENT of ACCOUNT# :10881  
05-19-2005

AbbottSoft  
433 Sugar Mtn. Rd.  
Waynesville, NC, 28788  
(956) 972-1431

Billed To:  
Bill Phillips  
123 Anystreet  
Ft. Myers, FL, 33901

Inv-Chk#	Invoice Date	Charge	Credit	Bal. Forward \$0.00
184	04-04-2005	\$139.46		\$139.46

Amount Due Current :\$139.46  
Amount 30 Days Late:\$0.00  
Amount 60 Days Late:\$0.00  
Amount 90 Days Late:\$0.00

=====

TOTAL DUE: \$139.46

This statement is due and payable upon receipt. Late after 10 days  
If you have any questions please call our office immediately!  
Payment on account will be applied to oldest bills first.

THANK YOU: We appreciate your business and value you as a customer!

Sample of printed statement



# A/R Billing

## RE-OCCURRING CHARGES

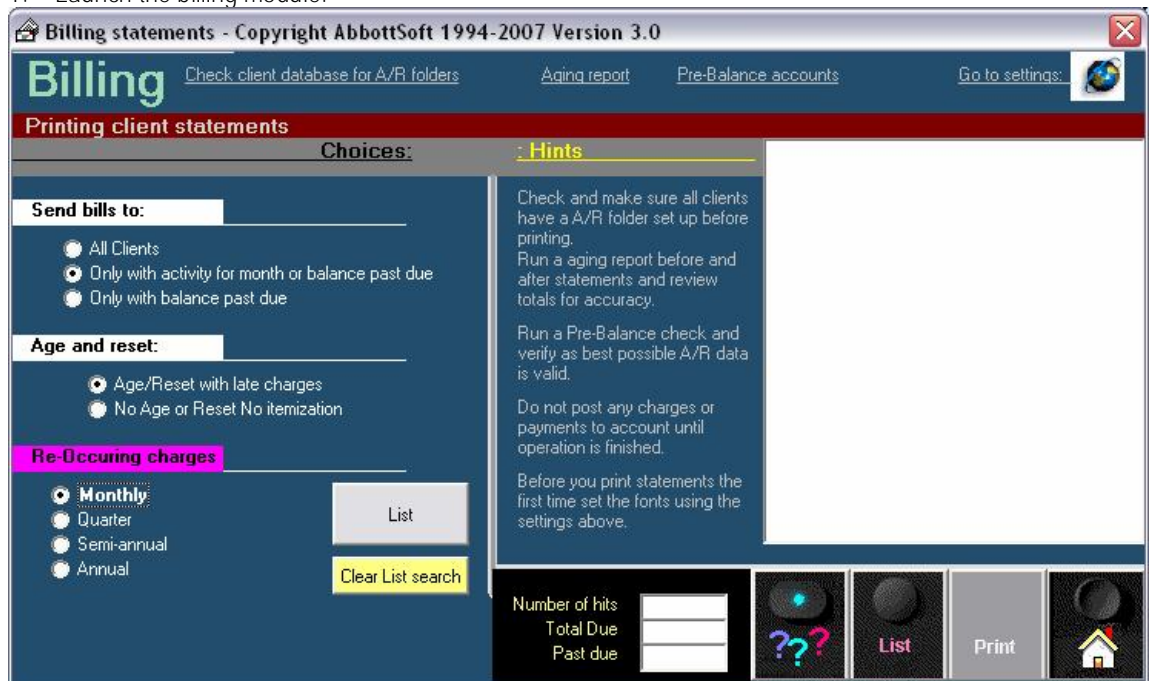
Printing invoices and statements for clients with re-occurring charges.

As indicated at the beginning of this chapter we explained how to set up a customer to automated re-occurring charges.

At then end of the month if you want to batch print invoices for everyone who is on monthly (or another time span) then you will find it easy to do so.

Here are the procedures.

1. Launch the billing module:



2. Look at the bottom left of the module and when you activate the time span you want to print you will see two buttons open up. The one on the top says "List", the other says "Clear List search". Click on the list buttons and any clients which meet the re-occurring time span will be listed on the right. You can double click on their name and a pop-up window will appear.
3. Once the list is on the window you will notice another button titled "Post from List" has appeared under the "Clear List search" button.

Continued next page



- When you click on the Post from list button the program will ask you if you also want it to print invoices which you can insert in with your statements. You should normally choose "Yes" because this will provide both you and your client with a paper trail. Once you start just sit back and relax. The program will batch print the invoices, charge the amount you have defined into the clients A/R folders and you will then be ready to print up-to-date statements next month. (this assumes you want to post charges after billing and at the first of the month.) – (You can also post charges just before printing statements if you wish, which would be posting charges at the end of the month before billing)

ANOTHER CONSIDERATION -- MARKETING.

If you are going to pay the postage costs of mailing out statements, why not go ahead and insert a pre-printed flyer or two. Perhaps an announcement about a upcoming special or activity. Or you might want to have one of your suppliers provide you with re-print sheets from their national advertising.. They should be more than happy to do this, it should be free, and it gives you an opportunity to align your business with a national recognized name. It just takes a second longer to stuff two sheets of paper instead of one, and it can improve your end of month income. Think about it.

As you can see this software is very powerful. It can handle all kinds of information real time in the background while you are going about your business, and report it directly to you in various forms. In order for the program to perform as it should you must read the instructions and make sure you are using the program as designed. If you try and end run the program you will only make it harder on you. Relax. It is easy, and if you start off slow, as you learn (and you will learn quickly) then you will speed up on your own. Enjoy!

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