The **Financial** Edge™

Configuration Guide for Accounts Receivable

Contents

Accounts Receivable Configuration

Note: For the latest documentation and information, visit our website at www.blackbaud.com.

In *Accounts Receivable*, *Configuration* provides a central location for settings and features you use to customize your revenue processes. These settings affect functions and details that can increase the efficiency of your record keeping, speed data entry, provide for security checks-and-balances, and generally optimize the performance of *The Financial Edge* programs. For example, you can define business rules in *Configuration* to control a wide variety of functions, including whether to use a single AR summary account and never post applications; whether to allow Do Not Post as a post status for charges, credits, payments, and refunds; and whether the system automatically checks for duplicate records.

With other *Configuration* features, you can create tables and distribution templates to speed data entry. You can rename fields to reflect your organization's terminology, hide them, or make them required on certain types of records. Using Aging Information, you can track due dates and any discounts you offer for clients who make early payments. You can also customize the program by creating special categories of information called attributes and attaching them to your records to aid in tracking and reporting.

Warning: Only those users with supervisor rights should have access to *Configuration*. With table entries in particular, it is important you limit access to adding and editing rights to maintain consistency in your database.

Because *Configuration* impacts the entire program, it is closely linked to *Security*. Only users with supervisor rights should have access to *Configuration*. With table entries in particular, it is important you limit access to adding and editing rights to maintain consistency in your database.

Configuration Links

The Configuration page contains links to help you define settings for **Accounts Receivable**. *Configuration* options are grouped into categories which appear as links. Simply click a link to view options for that particular category.

To access *Configuration*, click **Configuration** on the navigation bar. The Configuration page appears.
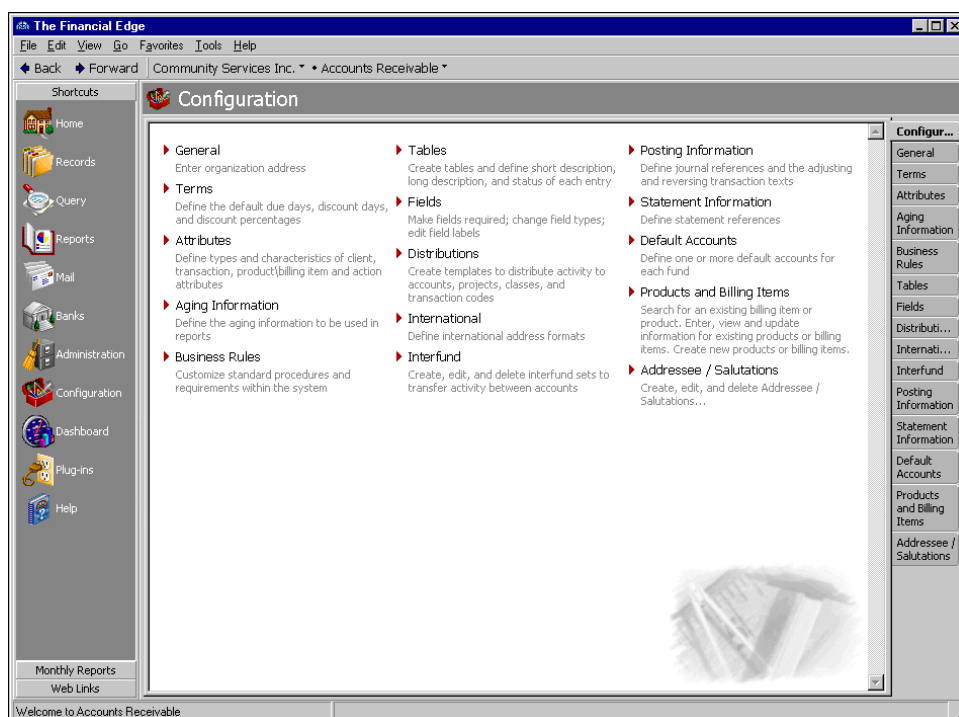
Note: To change your organization's name, contact Customer Support at www.blackbaud.com.

General. Click this link to make changes to your organization's basic information such as country, address, and phone number. Although your organization name is displayed on this page, it is not editable. For increased efficiency, you can change your address and phone information when printing statements and other *Mail* forms.

Terms. Click this link to establish and view due date settings, discounts you give clients for paying their bills early, and date parameters for late fees. *Accounts Receivable* reminds you when client payments are due, which helps you track discounts and late fees.

Attributes. Click this link to define types and characteristics of attributes you can assign to clients, transactions, products and billing items, and actions. Attributes are bits of useful information you can attach to a record for tracking or reporting purposes.

Aging Information. Click this link to view aging information used to determine if accounts receivable invoices are current or overdue. On the Aging Information page, you can designate up to five aging periods and a short and long description. You can also configure aging by transaction date or due date.

Business Rules. Click this link to set business rules that customize standard procedures and requirements in *Accounts Receivable*. Business rules affect all users of the program and provide ways to control specific functions throughout *Accounts Receivable*. For example, you can set program-wide rules to automatically apply new payments and credits and allow clients to exceed credit limits. There are numerous business rules you can use to customize the program. For more detailed information, see "Business Rules" on page 11.

Tables. Click this link to access the Tables page, which provides a centralized location for adding, creating, and editing all *Accounts Receivable* and shared tables. Using tables throughout *The Financial Edge* increases data entry speed and accuracy by providing lists of options users can access quickly. Various pre-existing tables appear on the Tables page for your convenience. If a table entry becomes obsolete, you can make it inactive.

Fields. Click this link to view or change fields. By customizing the fields used throughout *The Financial Edge* you can increase data entry speed and improve efficiency. With this link, you can hide fields your organization does not use, make an entry required, change field types, edit field names, and view a field's lookup status. A lookup field displays entries from which you can select. Different fields appear in each program.

Distributions. Click this link to create account and transaction distribution templates. Creating and using distributions in *Accounts Receivable* is an efficient way to distribute activity to accounts, projects, classes, and transaction codes in journal entry. Projects are available only with the optional module *Projects and Grants*.

International. Click this link to define, edit, and/or delete international address formats for use in *Accounts Receivable*.

Interfund. Click this link to create, edit, and delete interfund sets to transfer activity between accounts in different funds.

Posting Information. Click this link to create and adjust journal references for posting *Accounts Receivable* transactions to *General Ledger*. You must define journal references before you can save records such as charges and credits.

Statement Information. Click this link to define transaction references for statements.

Default Accounts. Click this link to establish default accounts receivable summary, discount, and reclassification accounts. Reclassification accounts are similar to interfund entries and are used to balance debit and credit accounts by fund, class, or project.

Products and Billing Items. Click this link to create new products and billing items. You can also enter, view, and update information for existing products and billing items.

Addressee/Salutations. Click this link to create, edit, and delete addressee/salutations, which you can use on client records.

General Configuration

On the General page, you can define specific default information for your organization, such as country, address, city, state, ZIP code, phone number, and federal tax identification number. This information appears on printed documents and correspondence.

▶ **Adding information to the General page**

Note: For increased efficiency, you can change your address and phone information when printing statements and other *Mail* forms.

1. From the Configuration page, click **General**. The General page appears, with your organization's name listed at the top of the page.
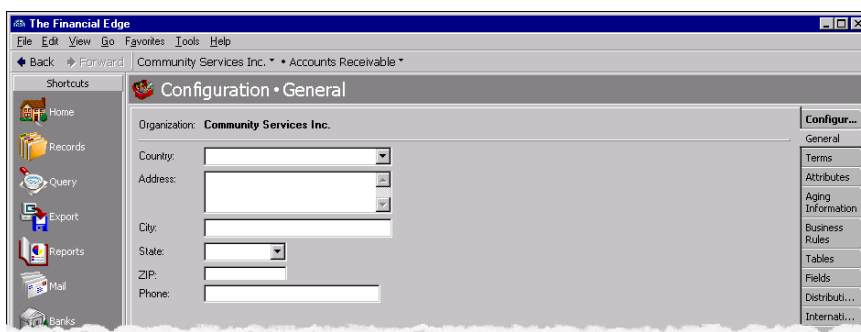
Note: Address and phone information on the General page can be edited or deleted at any time. Just remember that deleted information cannot be recovered!

2. In the **Country** field, enter the home country of your organization.

3. In the **Address**, **City**, **State**, **Zip**, and **Phone** fields, enter your organization's address and phone information.

4. When you exit the General page, your general settings are saved automatically.

Payment Terms

Glossary: In *Accounts Receivable*, terms are payment rules you establish for payments from your customers. Terms specify how long a customer who purchases on account may wait to pay an invoice. Terms may also include discount provisions for early payment of an invoice.

On the Terms page you can define payment terms for invoices, so you can offer your clients discounts if they make early payments. For example, if you offer a 3/5 net 30 discount, clients receive a 3% discount if they pay within 5 days. With Terms, you can designate a number of days until a payment is due and record the percentage of discount you give if the payment is made within a certain number of days. The Terms page displays each term's identification code, description, due days, discount percentages, and discount days. From this page you can add, edit, and delete terms.

This section contains a procedure for adding payment terms.

▶ **Adding new payment terms**

Note: Terms are shared between *Student Billing* and *Accounts Receivable*, but not with *Accounts Payable*.

1. From the Configuration page, click **Terms**. The Terms page appears.
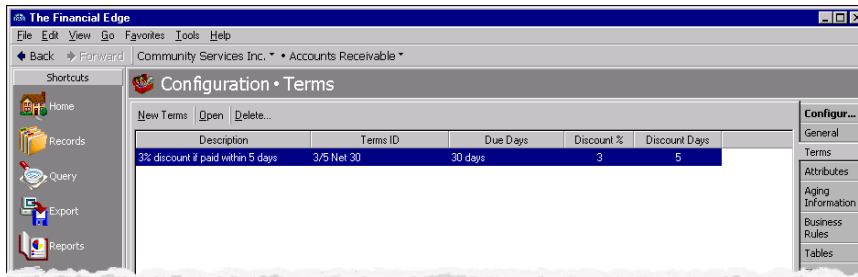
2. Click **New Terms**. The New Terms screen appears.

3. In the **Terms ID** field, enter a terms code. For example, "3/5 Net 30"

4. In the **Description** field, enter a description of the terms. For example, "3% discount if paid within 5 days".

5. In the **Offer a discount of [ ] percent, if paid within [ ] days** field, enter the percent discount you give for early payment and the number of days until the discount expires.

6. To set a due date by number of days, mark **Payments are always due in [ ] days** and enter the number of days between the billing date and the due date.

7. To set a due date in terms of day and month order, mark **Payments are due on the [ ] day of the [ ] month** and enter the combination of day and month terms to use for the due date. For example, you can make the due date the "Last" day of the "Next" month or the "16th" day of the "Current" month.

8. To save the terms and return to the Terms page, click **OK**.

Attributes

Glossary: An attribute is a reporting tool you use to group information based on a common theme. With attributes defined, you can filter information to your specifications.

Attributes add flexibility to your record keeping. By defining attributes, you can store special information about a wide variety of record types for reporting purposes. You can identify a category for the attribute, make the attribute required or unique, and store entries specific to that category.

In **Accounts Receivable**, you can define attributes for clients, transactions, products and billing items, and actions. For example, you can create a client attribute called "Preferred Client" with a Yes/No data type, or an attribute called "Region" with a Table data type that includes various geographic region table entries.

Use attributes to define specialized information for your records, such as information you want to track, but for which no field exists. You can define new attributes using a variety of data types, including text, date, yes/no, number, currency, or table. When you create attribute tables, you can enter table entries from the Tables page of *Configuration* or by adding entries directly from the Attributes tab of a record. With Transaction attributes, you can track special characteristics on charges, credits, invoices, returns, and refunds. You cannot, however, attach Transaction attributes to invoice line items. By enabling *Security* settings, the Supervisor can lock table entries to prevent users from adding, changing, or deleting table entries. For more information about tables and table entries, see "Tables" on page 23.

Note: You can enter attribute table entries on the Tables page of *Configuration* or on the Attributes tab of a record.

This section contains procedures for adding and moving attributes.

Managing Attributes

Warning: Before you can delete an attribute from *Configuration*, you must first delete it from all records.

You establish **Accounts Receivable** attributes by entering attribute types, data types, and table names on the Attributes page of *Configuration*. You can define four types of attributes: client, transaction, product and billing item, and action. On the Attributes page you can add, edit, move, and delete attributes, as well as print attribute reports.

▶ **Adding an attribute**

Warning: You cannot attach Transaction attributes to invoice line items.

1. From the Configuration page, click **Attributes**. The Attributes page appears.
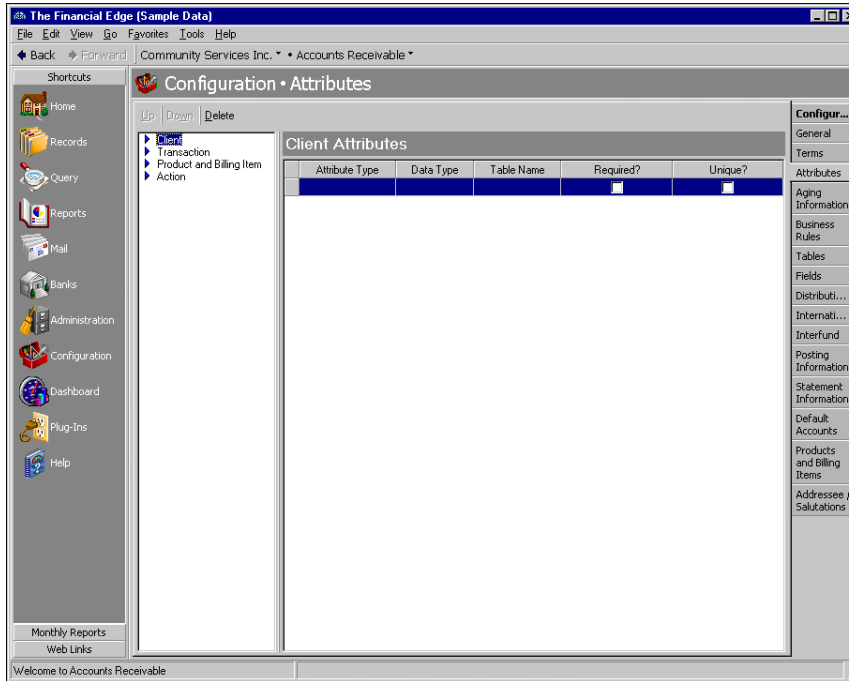
2. In the box on the left, select the type of attribute to add. The corresponding attributes grid appears on the right. For example, if you select **Client** in the box, the **Client Attributes** grid appears.

3. In the **Attribute Type** column, enter a description of the attribute.

Note: If you define the data type as a table, you can select an existing table or create a new one.

4. In the **Data Type** column, select the field's format type. Data types include text, date, yes/no, number, currency, and table.

5. If you select Table as the data type, enter a table name in the **Table Name** column.

Note: Attributes can be edited at any time or deleted if they are not used on any records.

6. To make the attribute required on each record, mark **Required**. Required attributes are automatically added to the related record.

7. To require a unique attribute for each record, mark **Unique**.
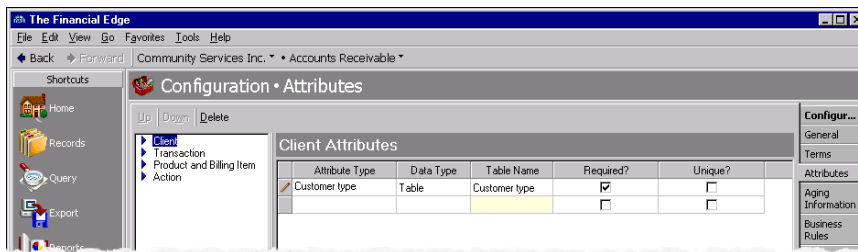
8. When you exit the attributes grid, your attributes are saved automatically.

▶ **Moving an attribute**

**Tip:** The order you set here determines the order the attributes appear when you click the down arrow in an **Attributes type** field on a record. You can place your most popular entries at the top to save time scrolling through less used entries during data entry.

1. From the Attributes page, select an attribute type from the box on the left. The attribute grid appears on the right.
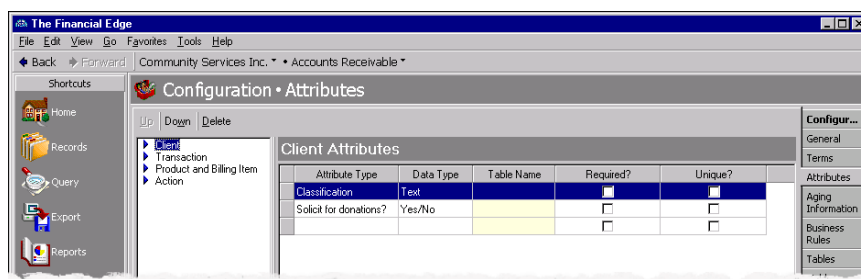
2. In the attribute grid, select the row to move.
3. On the action bar, click **Up** or **Down** to move the selected attribute.
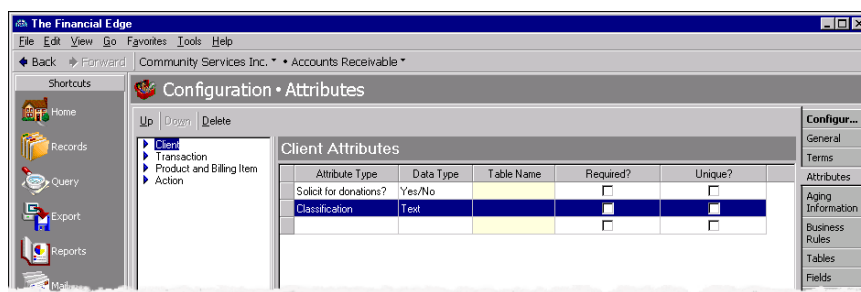
4. When you exit the Attributes screen, your changes are saved automatically.

Aging Information

Glossary: Aging is the process vendors use to track whether invoices are current or overdue.

With aging information you can track accounts receivable invoices to determine if they are current or overdue. If invoices are overdue, you can see by how many days. On the Aging Information page, you can define a minimum of one and a maximum of five sequential periods for aging transactions based on either the due date (date payment is due on the transaction) or the transaction date (date the transaction was added).

When outlining your periods, they must be consecutive with no gaps between dates. Aging periods must be sequential and they cannot overlap. The start value for period one is always zero. The system calculates the start values for sequential periods by adding one to the end value of the previous aging period. For example, if period one is 0 - 30 days, then period two automatically starts at day 31.

Accounts Receivable contains four default periods, but you can change these to suit your organization's needs. To change the start date of one period, you must first change the end date of the prior period. *Accounts Receivable* automatically starts the next period on the following day. From the Aging Information page you can add and change aging information.

▶ **Adding aging information**

1. From the Configuration page, click **Aging Information**. The Aging Information page appears.
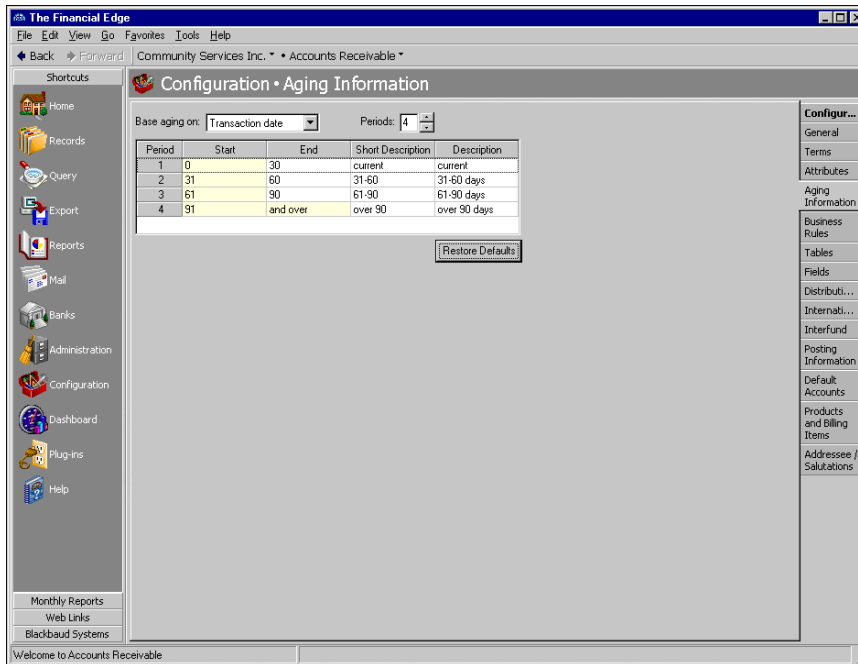
2. In the **Base aging on** field, select "Transaction date" or "Due date".

Note: Aging information can be changed at any time as long as the aging periods do not overlap or contain gaps in their sequence. If your first period runs from 0 to 30 days, your second period must start with day 31.

3. The **Start** column is for informational purposes and displays the day after the end day listed in the **End** column of the previous row.

4. In the **End** column, enter the last date of your aging periods.

5. In the **Short Description** column, enter a brief description of your aging periods.

6. In the **Description** column, enter a long description of your aging periods.

7. To restore the program default aging settings, click **Restore Defaults**.

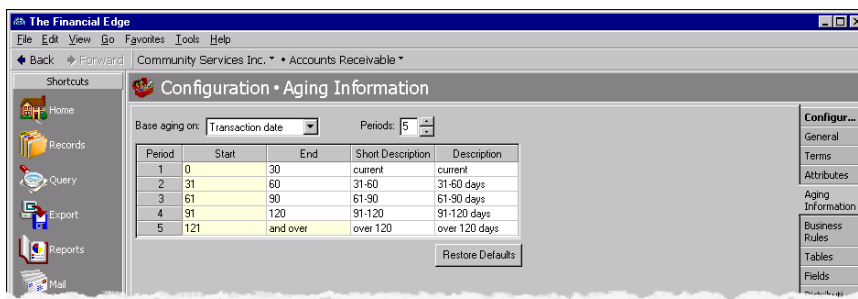8. When you exit the Aging Information page, your settings are saved automatically.

▶ **Disabling invoice aging**

1. From the Configuration page, click **Aging Information**. The Aging Information page appears.
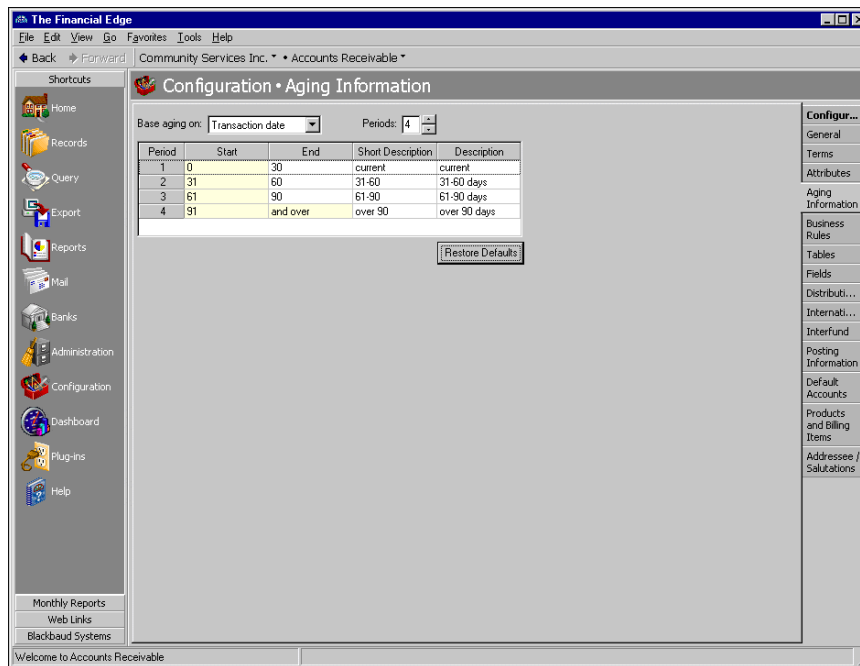
2. From the Aging Information page, in the **Base aging on** field, select "Transaction date" or "Due date".

3. In the **Periods** field, enter "1".
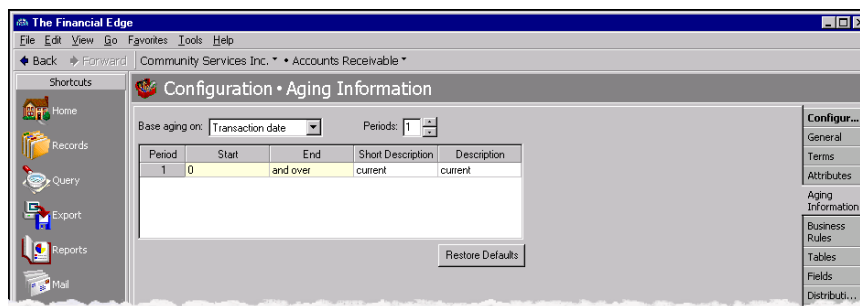
4. The default value "0" remains in the **Start** column, and the default value "and over" appears in the **End** column.

5. When you exit the Aging Information page, your settings are saved automatically.

Business Rules

Glossary: A business rule is a system-wide preference you set in *Configuration* to customize standard procedures and requirements. With business rules, you can control functions and displays affecting all users in the program.

Business rules affect all users and help you customize standard procedures and requirements to suit your organization. Because some business rules can make fundamental changes to how *Accounts Receivable* works, they are usually defined by the system administrator after careful consideration.

General Business Rules

Configuring General business rules properly for your organization is extremely important to your overall success using *Accounts Receivable*. The General business rule settings you select make fundamental changes to the program. For example, you can choose to use a single AR summary account while never posting applications, which means the unapplied payment account is no longer needed. You can also set a standard net asset class and automate new credit and payment applications.

We strongly recommend that you take time to review the General business rules carefully on the General page before making any decisions. For more information about General business rules, including important considerations, see the *Concepts Guide for Accounts Receivable*.

To change business rules, access the Configuration page and click **Business Rules**. The Business Rules page appears.
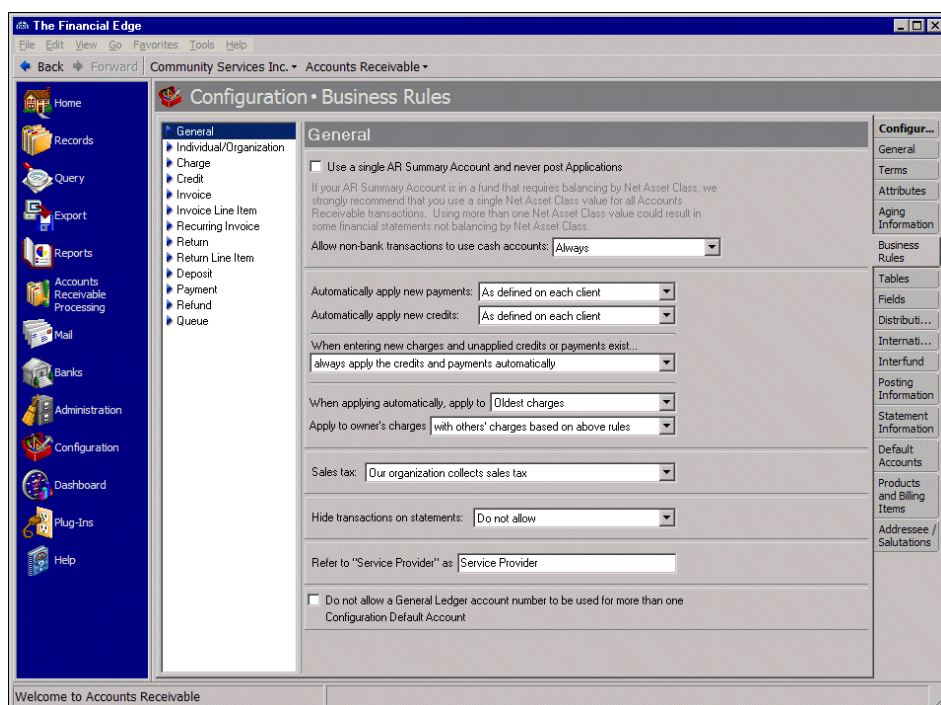
> **Note:** The **Use a single AR Summary Account and never post Applications** rule is marked by default for new installations.

Use a single AR Summary Account and never post Applications. If you mark **Use a single AR Summary Account and never post Applications**, you specify only one AR summary account that all charges, credits, and payments are posted to regardless of whether they are applied or unapplied. As a result, the default AR account (the unapplied payment account) is not required. Because projects and transaction codes are not used on AR summary transactions, application records are never posted.

> **Warning:** You must define an AR summary account when using this business rule or an error message appears when users attempt to add new transactions.

We recommend using this business rule if (1) you use an AR summary account in a fund that does not require projects or transaction codes on balance sheet accounts, (2) if balancing by account segment is NOT enabled, and (3) you can use Unrestricted Net Assets as the single net asset class value for all *Accounts Receivable* transactions.

Note: If you mark **Use a single AR Summary Account and never post Applications**, the unapplied payment account is not required.

If you use this business rule and your AR summary account is in a fund that requires balancing by net asset class, we strongly recommend that you use a single net asset class value for all accounts receivable transactions. We recommend using Unrestricted Net Assets as the default net asset class value. Using more than one net asset class value can result in some financial statements not balancing by net asset class.

Warning: We do not recommend changing your net asset class or switching between one and multiple AR summary accounts once activity has been entered. If you do decide to change these settings, you must post all transactions first.

Using a single AR summary account and never posting applications streamlines your receivables system while also making several changes to the program.

- On the Default Accounts page of *Configuration* you will not be able to designate multiple default accounts by fund and the reclassification account is hidden.
- On all transactions, users should assign only the single net asset class value your organization has designated as the default.
- On selected transactions, the DR distribution is hidden.

After careful consideration, if you decide not to mark the **Use a single AR Summary Account and never post Applications** business rule, the program redistributes unapplied payment and credit amounts to appropriate GL accounts based on the options you specify in *Configuration*. When you do not mark **Use a single AR Summary Account and never post Applications**, the default Unapplied Payment account is required on the Default Accounts page in *Configuration*. For more information about unapplied payment accounts, see "AR Summary and Default Accounts" on page 11 in the *Concepts Guide for Accounts Receivable*.

Allow non-bank transactions to use cash accounts. We recommend that you never allow non-bank transactions to use cash accounts. However, we do offer the option to allow non-bank transactions with this business rule. You can select Never (Strongly Recommended), Ask each time, or Always.

Automatically apply new payments. With this business rule, you can select when to automatically apply new payments. You can select Always, Never, or As defined on each client. If you select As defined on each client you will also need to mark **Automatically apply new payments** on the Defaults tab of the client record.

Automatically apply new credits. With this business rule, you can select when to automatically apply new credits. You can select Always, Never, or As defined on each client. If you select As defined on each client you will also need to mark **Automatically apply new credits** on the Defaults tab of the client record.

When entering new charges and unapplied credits or payments exist. With this business rule, you can select what happens when new charges are entered and unapplied credits or payments exist. You can select always apply the credits and payments automatically, never apply the credits and payments automatically, or ask each time whether to apply the credits and payments automatically.

When applying automatically, apply to. With this business rule, you determine whether automatic payment and credit applications are first applied to the oldest charges or the most recent charges. The default setting is Oldest charges.

Apply to owner's charges. This business rule is for clients and organizations that may be responsible for multiple sets of charges. This rule defines how an owner's payments and credits are applied when the owner is responsible for multiple sets of charges. You can select with others' based on above rules, before applying to others' charges, or only after applying to other's charges.

The default option is with others' based on above rules, which means that payments and credits should be applied to the most recent or oldest charges first as designated by the previous business rule.

The next option, before applying to others' charges, means that payments made by an owner are applied to that owner's charges before being applied to subsequent charges for which the owner may be responsible.

The last option, only after applying to other's charges, means that payments submitted by an owner are first applied to all charges the owner is responsible for other than his/her own.

Sales tax. With this business rule, you designate whether your organization collects sales tax. If you select Our organization does not collect sales tax, the related sales tax fields and columns on charges, invoice line items, recurring invoice line items, credits, and return line items are disabled to streamline data entry.

> **Warning:** If you enable the **Hide transactions on statements** business rule, remember it is the user's responsibility to hide the corresponding charges and credits to avoid out-of-balance statements.

Hide transactions on statements. With this business rule, you determine whether the **Hide this transaction on printed statements** checkbox appears on charges and credits. By marking the checkbox on charges and credits, you can hide erroneous transactions. If this business rule is enabled, out-of-balance statements are possible because each user is responsible for consistently hiding the same amount of charges and credits.

Refer to Service Provider as. With this business rule, you can change the field label "Service Provider", which appears as a field on various *Accounts Receivable* records, to a term that better communicates the role service providers play in your organization. For example, if your organization provides counseling services, you could change the name of the field from "Service Provider" to "Counselor". By using this field on records, you can efficiently and accurately track who in your organization provides services. For example, when you add a client record, you can designate a default service provider. If the service provider changes, you can adjust the record accordingly.

**Do not allow a General Ledger account number to be used for more than one Configuration Default Account.** With this business rule, you can prevent users from mixing transactions in General Ledger accounts, for example, using the same default account for unpaid payables and encumbrances.

When this rule is marked, you cannot change a default account number to one that is already in use as another default account.

This business rule is not available if you mark the **Use a single AR Summary Account and never post Applications** business rule.

Client/Organization Business Rules

With Client/Organization business rules, **Accounts Receivable** can generate new client IDs automatically and prevent data entry to the **Client ID** field. You can also set duplicate client criteria to determine if duplicate clients exist. To change business rules, access the Configuration page and click **Business Rules**. The Business Rules page appears.
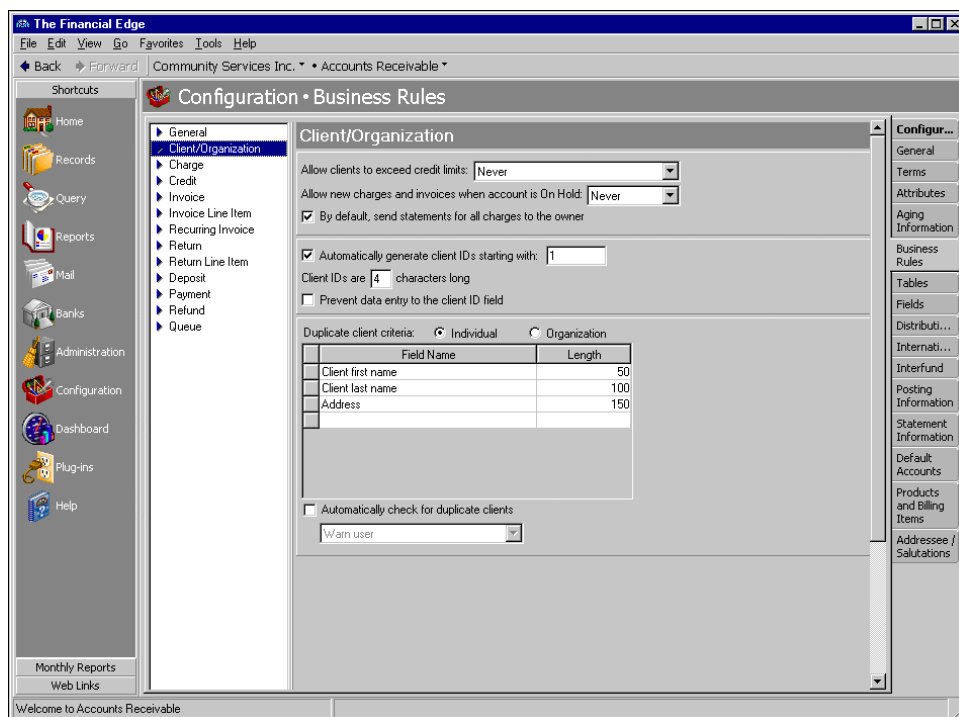
Allow clients to exceed credit limit. With this business rule, you determine whether clients and organizations are able to exceed their respective credit limits. This applies to all client/organization charge and invoice activity.

Allow new charges and invoices after account is On Hold. With this business rule, you can choose to never allow charges and invoices for an account on hold or to have the system ask each time the situation arises.

By default, send statements for all charges to the owner. Mark this business rule if the owner should receive statements for all charges regardless of payer.

Automatically generate client IDs starting with [ ]. With this business rule marked, **Accounts Receivable** automatically generates new client ID numbers when you add clients to the database. You also designate the first number to use when creating client ID numbers.

Client IDs are [ ] characters long. With this business rule, you designate how many characters to use when automatically generating client ID numbers.

Prevent data entry to the client ID field. With this business rule, you can lock client ID numbers so they cannot be edited. This feature prevents missing or duplicate client IDs.

Duplicate client criteria. In this grid, you select specific client record fields to use as criteria when searching for duplicate clients. You can select from a variety of criteria fields, including client name and address. The duplicate search is useful for preventing users from entering duplicate client and organization records.

Automatically check for duplicate clients. With this business rule, **Accounts Receivable** automatically searches for duplicates when you save a new client. In the corresponding field, you can require the program to disallow duplicate clients or warn the user if it duplicate clients are found.

Charge Business Rules

With charge business rules you can set a default due date for all charges originating in **Accounts Receivable** or choose not to use a default due date. You can also define duplicate charge criteria for the system to use when searching for duplicate charges and choose to exclude Do Not Post from the available post status options. To change business rules, access the Configuration page and click **Business Rules**. The Business Rules page appears.
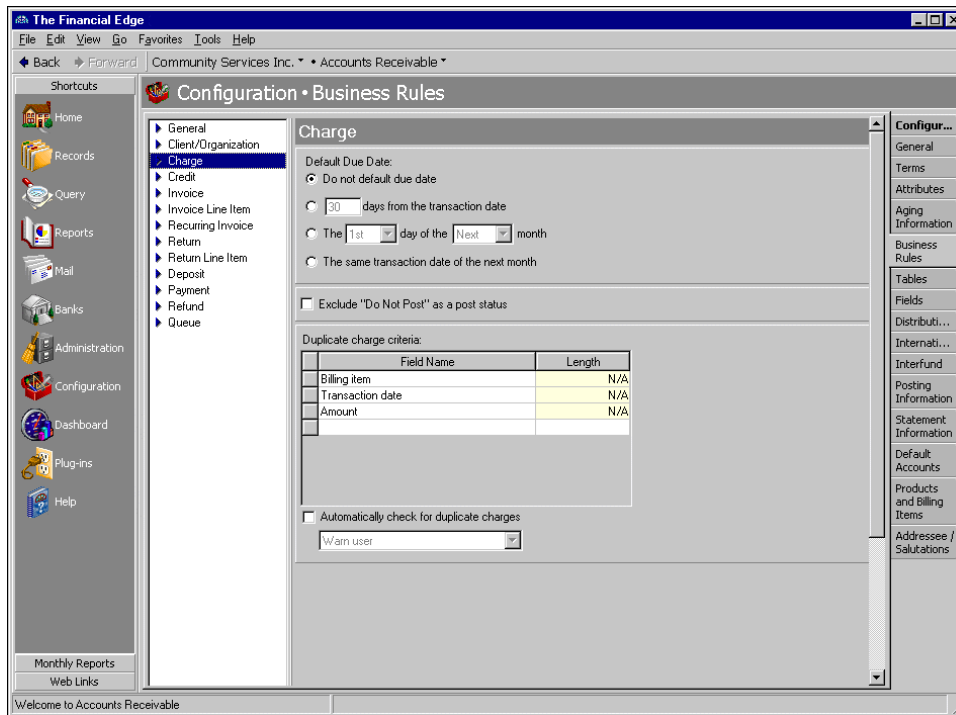
Do not default due date. By marking this business rule, you can choose not to use a default due date for charges in **Accounts Receivable**.

[ ] days from the transaction date. With this business rule, you can set a default due date based on a specific number of days after the transaction date. Enter the specific number of days in the corresponding field.

> **Tip:** Setting a default due date for charges is a great way to save time during data-entry because it saves you from having to manually enter the due date each time you create a charge record.

The [ ] day of the [ ] month. With this business rule, you can set a default due date in terms of day and month order. If you mark this option, enter the combination of day and month terms to use for the due date. For example, you can make the due date the Last day of the Next month or the 16th day of the Current month.

The same transaction date of the next month. With this business rule, you can set the default due date for payment a month from the transaction date.
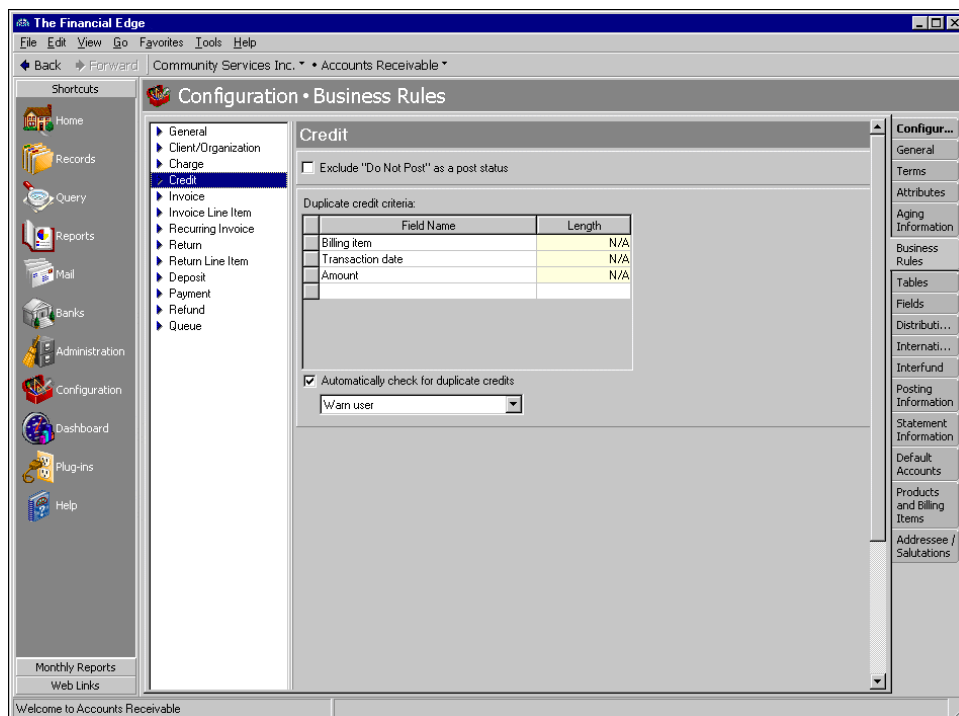
Exclude "Do Not Post" as a post status. With this business rule marked, the charge post status defaults to Not yet posted and the Do Not Post option is not available.

Duplicate charge criteria. In this grid, you select specific charge record fields to use as criteria when searching for duplicate charges. The criteria fields you can use to search for duplicates include billing item/product, due date, transaction date, and transaction amount. The duplicate search is useful for preventing users from entering duplicate charges.

Automatically check for duplicate charges. With this business rule marked, **Accounts Receivable** automatically searches for duplicates when you save a new charge. In the corresponding field, you can require the program to disallow duplicate charges or warn the user if duplicate charges are found.

Credit Business Rules

With credit business rules you can exclude Do not post as a post status for credits, specify field names to use when searching for duplicate credit criteria, and enable automatic duplicate credit searches. To change business rules, access the Configuration page and click **Business Rules**.


Exclude "Do Not Post" as a post status. With this business rule marked, the credit post status defaults to Not yet posted and the Do not post option is not available.

Duplicate credit criteria. In this grid, you select specific credit record fields to use as criteria when searching for duplicate credits. The criteria fields you can use to search for duplicates includes billing item/product, transaction date, and transaction amount. The duplicate search is useful for preventing users from entering duplicate credits.

Automatically check for duplicate credits. With this business rule marked, *Accounts Receivable* automatically searches for duplicates, using the criteria selected, when you save new credit records. In the corresponding field, you can require the program to disallow duplicate credits or warn the user if duplicate credits are found.

Invoice Business Rules

By setting invoice business rules, you can designate several settings that affect invoicing. For example, you can select whether to generate automatic invoice IDs, and control data entry to the invoice ID field so IDs cannot be changed. You can also enter a default statement to appear on all invoices, as well as designate settings for handling duplicate invoices. To change business rules, from the Configuration page, click **Business Rules**. The Business Rules page appears.
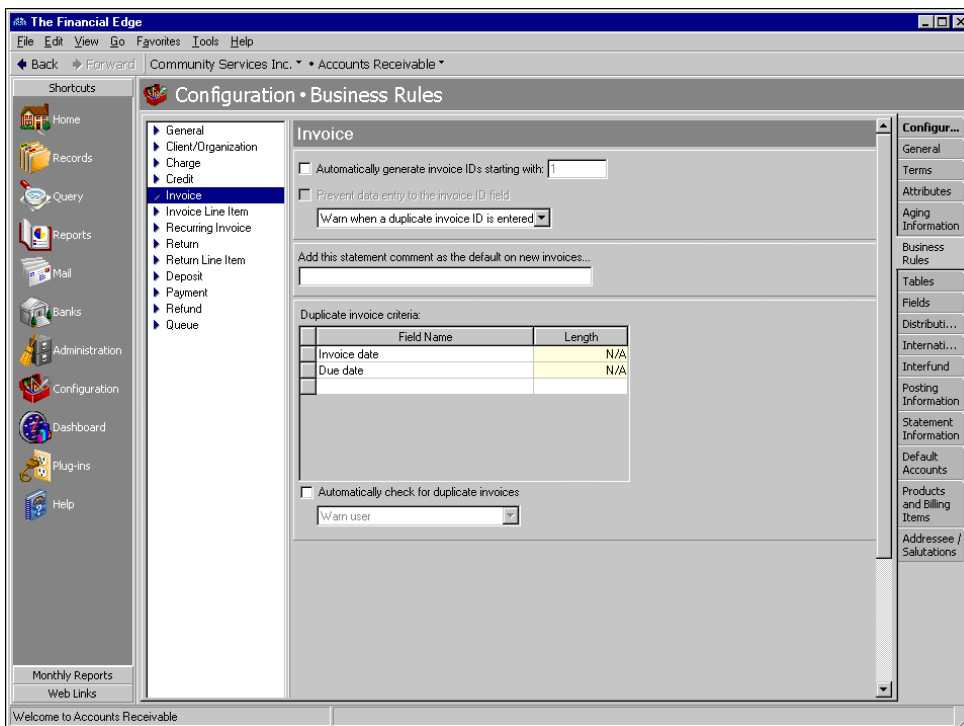
Automatically generate invoice IDs starting with [ ]. With this business rule, you can set *Accounts Receivable* to automatically generate invoice IDs starting with a specific number. This rule is enabled by default.

Prevent data entry to the invoice ID field. With this business rule marked, you can prevent users from changing automatically generated invoice IDs. To allow data entry in the invoice ID field do not mark this rule and select an option for handling duplicates from the list. You can select Warn when a duplicate invoice ID is entered or Do not allow duplicate invoice IDs.

Add this statement comment as the default on new invoices. With this business rule, you can enter a comment that appears by default on all printed invoices.

Duplicate invoice criteria. In this grid, you select field names for finding duplicate records in queries and duplicate invoice searches.

Automatically check for duplicate invoices. With this business rule marked, *Accounts Receivable* automatically searches for duplicates when you save a new invoice. From the list, select how to handle duplicates. You can select Warn user or Do not allow duplicate invoices.

Invoice Line Item Business Rules

By setting invoice line item business rules, you can exclude Do Not Post as a post status for invoice line items. To change business rules, from the Configuration page, click **Business Rules**. The Business Rules page appears.
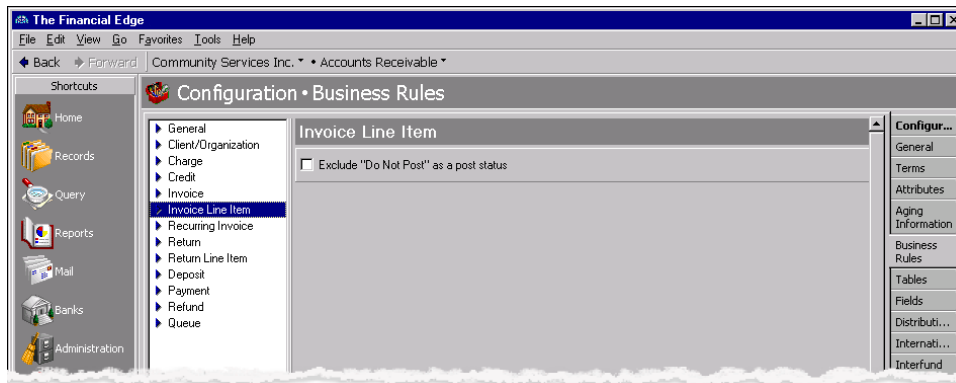
Exclude "Do Not Post" as a post status. With this business rule marked, the invoice line item post status defaults to Not yet posted and the Do not post option is not available.

Recurring Invoice Business Rules

By setting recurring invoice business rules, you can designate what happens when invoices need to be generated. To change business rules, from the Configuration page, click **Business Rules**. The Business Rules page appears.
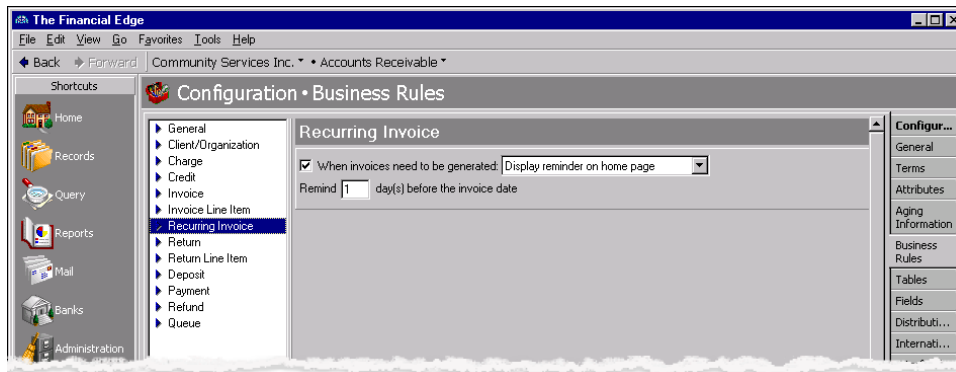

When invoices need to be generated. With this business rule you can designate what happens when invoices need to be generated. You can activate a reminder that appears on the Home page or simply set the Generate Invoices screen to open on the Home page when invoices need to be generated.

Remind [ ] days before invoice due date. With this business rule you can control when the invoice due date reminder appears. In the field, enter the number of days prior to the due date that you want the reminder to appear.

Return Business Rules

By setting return business rules, you can designate several settings that affect returns. For example, you can select whether to generate automatic return IDs, and control data entry to the return ID field so IDs cannot be changed. You can also enter a default statement to appear on all returns. To change business rules, from the Configuration page, click **Business Rules**. The Business Rules page appears.
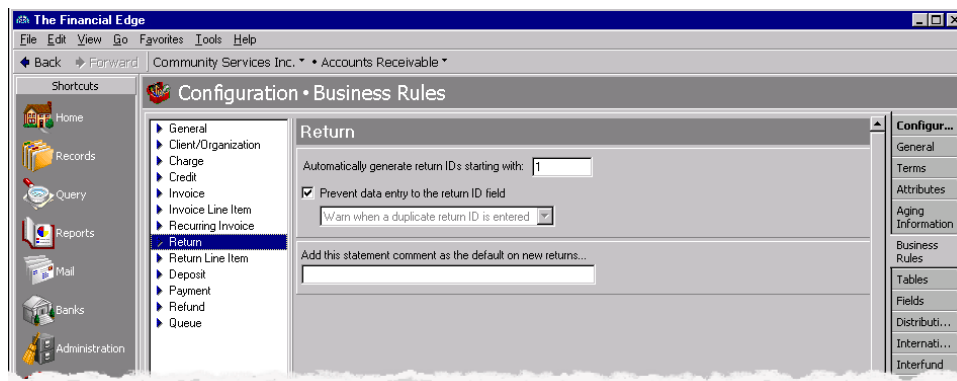

Automatically generate return IDs starting with [ ]. With this business rule, you can set *Accounts Receivable* to automatically generate return IDs starting with a specific number. This rule is enabled by default.

Prevent data entry to the return ID field. With this business rule marked, you can prevent users from changing automatically generated return IDs. To allow data entry in the return ID field, clear the mark from the checkbox and and select an option for handling duplicates. You can select Warn when a duplicate return ID is entered or Do not allow duplicate return IDs. This rule is marked by default and is enabled only if you are automatically generating return IDs.

Add this statement comment as the default on new returns. With this business rule, you can enter a comment that appears by default on all printed returns.

Return Line Item Business Rules

By setting return line item business rules, you can exclude Do Not Post as a post status for return line items. To change business rules, from the Configuration page, click **Business Rules**. The Business Rules page appears.
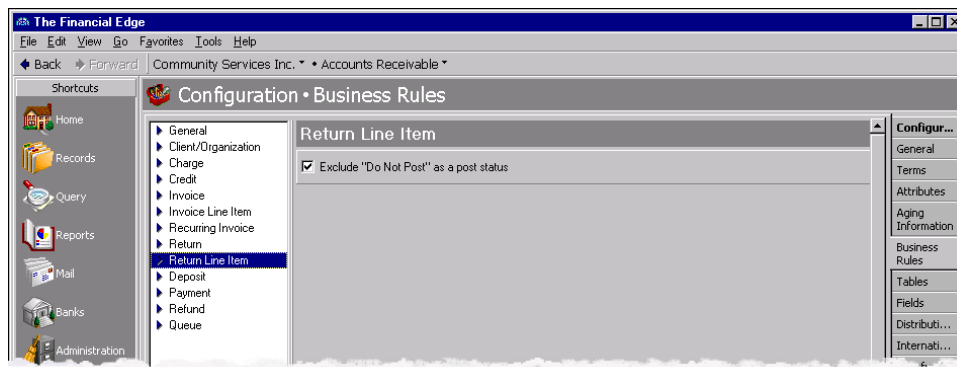
Exclude "Do Not Post" as a post status. With this business rule marked, the return line item post status defaults to Not yet posted and the Do not post option is not available.

Deposit Business Rules

By setting deposit business rules, you can set a safeguard to warn you if receipt totals do not match projections and exclude "Do Not Post" as a post status. To change business rules, from the Configuration page, click **Business Rules**. The Business Rules page appears.
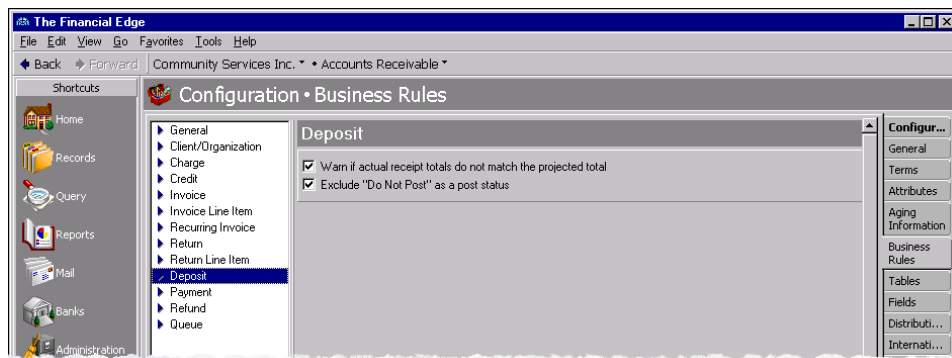

Warn if actual receipt totals do not match the projected total. Mark this option as a safeguard to notify you if actual receipt totals are different from projected totals.

Exclude "Do Not Post" as a post status. With this business rule marked, the deposit post status defaults to Not yet posted and the Do not post option is not available.

Payment Business Rules

With payment business rules, you can specify field names to use when searching for duplicate payment criteria and enable automatic duplicate payment searches. You can also define a default statement description for payments. To change business rules, access the Configuration page and click **Business Rules**.
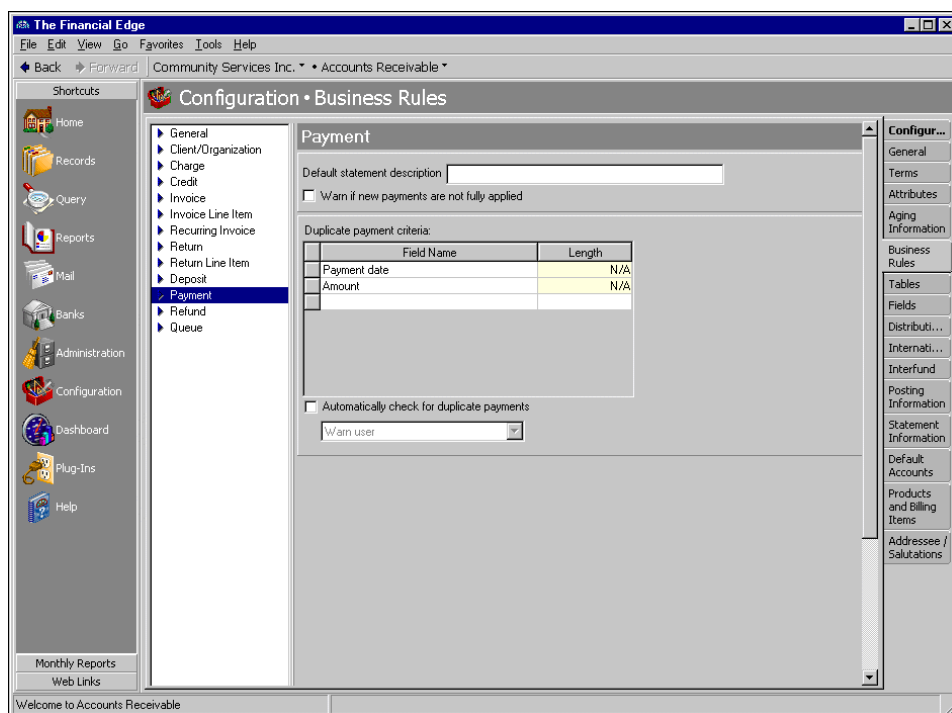
Default statement description. With this business rule marked, you can enter a default description that appears on statements.

Warn if new payments are not fully applied. With this business rule marked, a safeguard warning appears to notify users when payments are not fully applied.

Duplicate payment criteria. In this grid, you select specific payment record fields to use as criteria when searching for duplicate payments. The criteria fields you can use to search for duplicates includes payment date and amount. The duplicate search is useful for preventing users from entering duplicate payments.

Automatically check for duplicate payments. With this business rule marked, *Accounts Receivable* automatically searches for duplicates, using the criteria selected, when you save new payment records. In the corresponding field, you can require the program to disallow duplicate payments or warn the user if duplicate payments are found.

Refund Business Rules

With refund business rules, you can exclude Do not post as a post status for refunds, specify field names to use when searching for duplicate refund criteria, and enable automatic duplicate refund searches. To change business rules, access the Configuration page and click **Business Rules**.
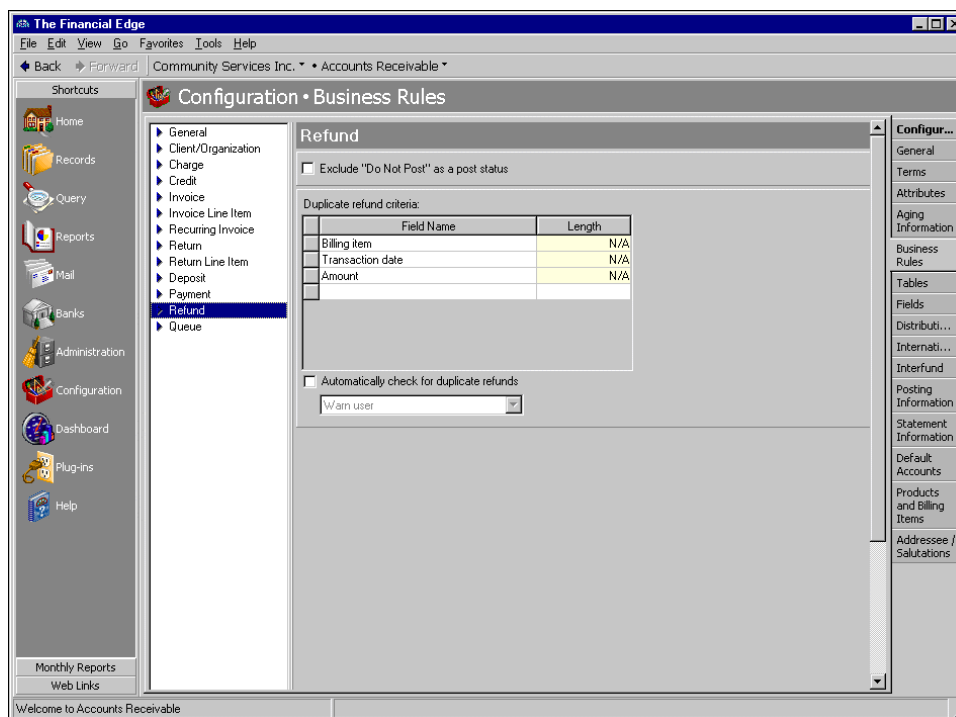
Exclude "Do Not Post" as a post status. With this business rule marked, the refund post status defaults to Not yet posted and the Do not post option is not available.

Duplicate refund criteria. In this grid, you select specific refund record fields to use as criteria when searching for duplicate refunds. The criteria fields you can use to search for duplicates include billing item, transaction date, and amount. The duplicate search is useful for preventing users from entering duplicate refunds.

Automatically check for duplicate refunds. With this business rule marked, *Accounts Receivable* automatically searches for duplicates when you save a new refund. In the corresponding field, you can require the program to disallow duplicate refunds or warn the user if it finds duplicate refunds.

Queue Business Rules

> **Note:** With the optional module *Accounting Queue*, you can schedule a sequence of tasks to run automatically and unattended. For more information, see the *Accounting Queue Guide*.

By setting *Queue* business rules, **Accounts Receivable** can add and remove queues from a schedule of tasks. To define business rules for *Queue*, select **Queue** on the left side of the Business Rules page and make selections on the right.

Add recurring queues to the schedule list [ ] days BEFORE the scheduled start date. With this business rule, you can select the number of days before the scheduled start date to add recurring queues.

Remove queues from the schedule list [ ] days AFTER they have been processed. With this business rule, you can remove queues from the schedule after they have been processed.

When generating emails from queue, use [ ] to send emails. With this business rule, you can select the email format. Your choices include "MIME" and "UUEncode." We recommend you use the MIME format because most email client programs support this format. Select "UUEncode" if you are having trouble with attachments, or if you communicate with a domain that continues to use UUEncode.

"From" address for Queue emails. With this business rule, you enter a correctly formatted email address from which the Queue emails will be sent. Please note, if you enter the "Mail from" address on the Miscellaneous tab of a Queue, the address you enter here will be overridden.

If you are on the *Windows Server 2008* operating system and want to send scheduled Queue emails, this field is required.

Tables

Tables increase data entry speed and accuracy throughout **The Financial Edge**. When entering information into a field with a table, you can quickly access a list of possible entries for that field, select an entry, and place it directly into the field rather than entering it manually.

> **Glossary:** A table is a field in which you can predefine entries to save time and promote consistency for your data entry.

Some tables, such as the **State** table, contain predefined values. For others, you define the entries. For example, the **Currency Type** table does not include Peso as a default entry. If you want a Peso as a table entry, you must add it. Some table entries require you to enter only a description, while other table entries request more detail. For example, the **Phone Type** table requires a type and a phone number format, and the **Journal** table provides fields for short and long descriptions. When adding table entries, you must enter a long description, but the short description defaults to the first two characters of the long description unless you specify otherwise.

> **Note:** Before you can delete a table defining attribute types, you must first delete all related table entries. Then, delete the attribute from the Attributes page of *Configuration* before deleting the table.

You can click the down arrow on the right side of a field or press **F4** to view a list of entries for a table. You can also place the cursor in the field and click the down arrow on your keyboard to scroll through the entries. You can usually enter text directly in the field, and if the program does not recognize it as a valid entry, you get a message asking if you want to add the text as a new entry. Finally, you can place the cursor in a table field and press **F7** to access a screen on which you can view, add, edit, and delete entries.

To keep entries uniform, it is also extremely important that you limit rights for adding and editing table entries. These rights are controlled though the Set Up System Security page of *Administration*. Allowing only a few key users to add, edit, or delete table entries ensures the validity of your database, records, and reports.

> **Warning:** You can delete only table entries that are not currently in use. You can, however, designate entries in use as inactive, which means they cannot be used in the system until made active again.

This section contains procedures for adding, deleting, printing, and organizing tables and table entries.

▶ **Adding a table**

1. From the Configuration page, click **Tables**. The Tables page appears.
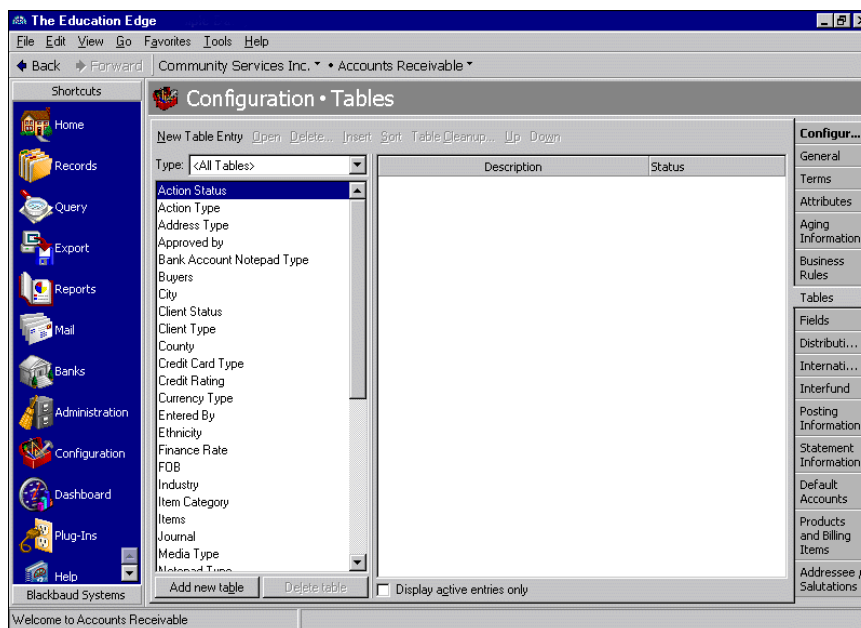
2. On the Tables page, in the **Type** field, select "<All Tables>", "Accounts Receivable", or "Shared Tables". Tables appear in the box on the left.

3. At the bottom of the screen, click **Add new table**. The New Code Table screen appears.
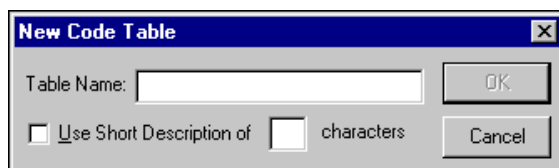
4. In the **Table Name** field, enter a name to identify the table, such as "Departments", "Budgets", "Managers", or "Programs".

5. To give the table a short description of up to six characters, mark **Use Short Description of**. In the **[ ] characters** field, enter a number of one to six. If you use this table as a segment in your account numbers, you must give it a short description.

6. To save the table and return to the Tables page, click **OK**.

▶ **Deleting a table**

Note: Tables can be edited or deleted at any time. Just remember that deleted information cannot be recovered!

Before you can delete a table defining attribute types, you must first delete all related table entries. Then, delete the attribute from the Attributes page of *Configuration* before deleting the table.

1. To delete a table, from the Tables page select the table to delete.
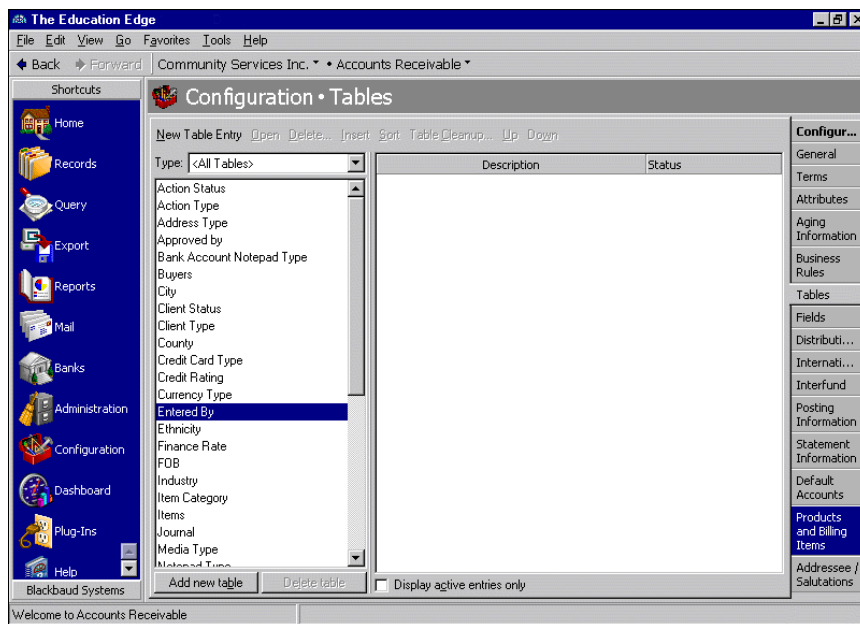
2. At the bottom of the screen, click **Delete Table**. A message appears, asking if you are sure you want to delete the table.

3. To delete the table and return to the Tables page, click **Yes**.

▶ **Printing a table**

1. From the menu bar on the Tables page, select **File**, **Print**.

2. Select **Code Tables Report**. The Code Table Report screen appears.
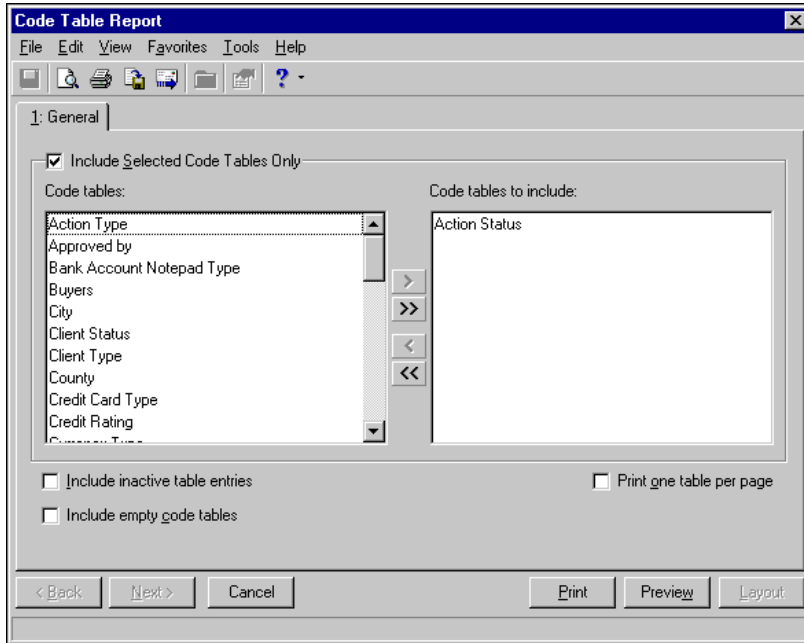
3. To print specific tables, leave the **Include Selected Code Tables Only** checkbox marked. To print all tables, remove the checkmark.

4. If you left the **Include Selected Code Tables Only** checkbox marked, in the **Code tables** box, select the tables to print. Click the right arrow to move your selections to the **Code tables to include** box.

5. To include inactive table entries on the report, mark **Include inactive table entries**.

6. To include empty code tables on the report, mark **Include empty code tables**.

7. To print each table on a separate page, mark **Print one table per page**.

8. To view the print layout, click **Preview**.

9. To print the report and return to the Tables page, click **Print**.

▶ **Adding a table entry**

1. From the Configuration page, click **Tables**. The Tables page appears.
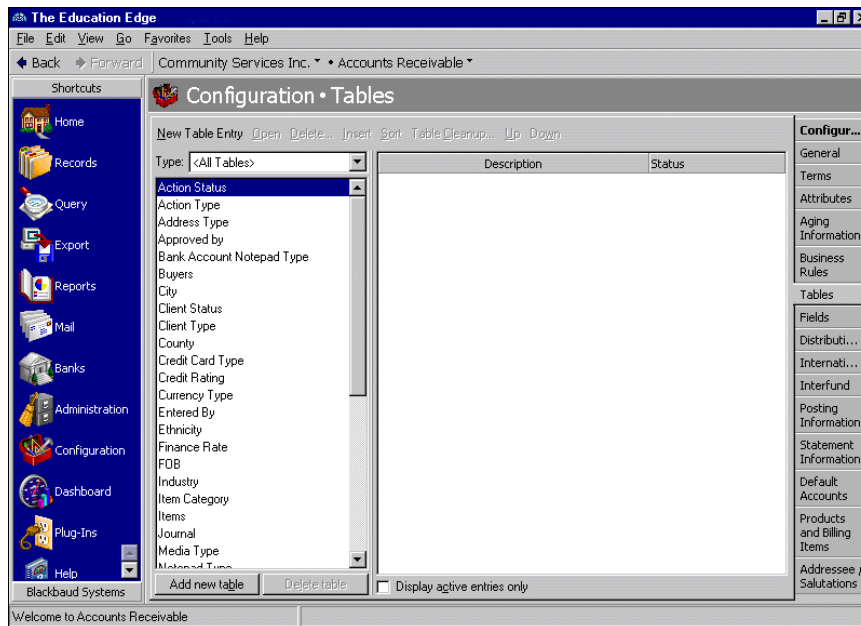
2. In the box on the left, select the table in which to add the new table entry. Table entries appear in a grid on the right.

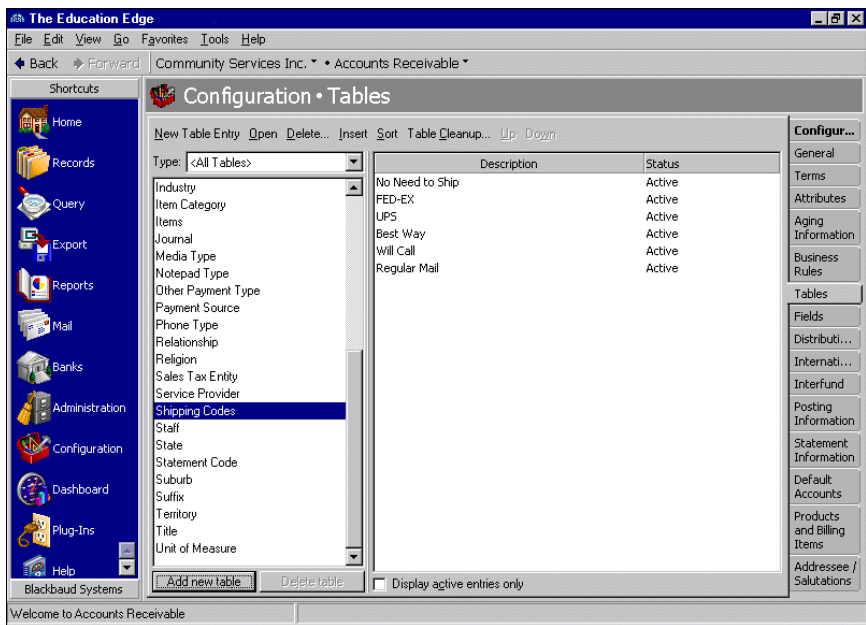3. Select **New Table Entry**. The New Table Entry screen appears.
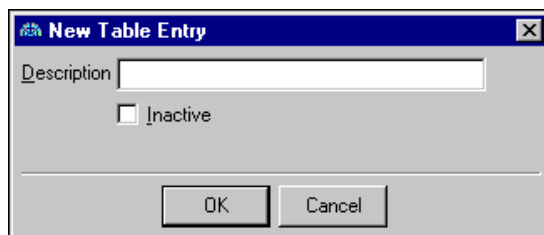
4. In the **Description** field, enter a description for the new table entry. Depending on the field you add, you may be asked to enter other fields, such as **Short Description** or **Phone Number Type**.

Note: Table entries can be edited at any time or deleted if they are not used on any records.
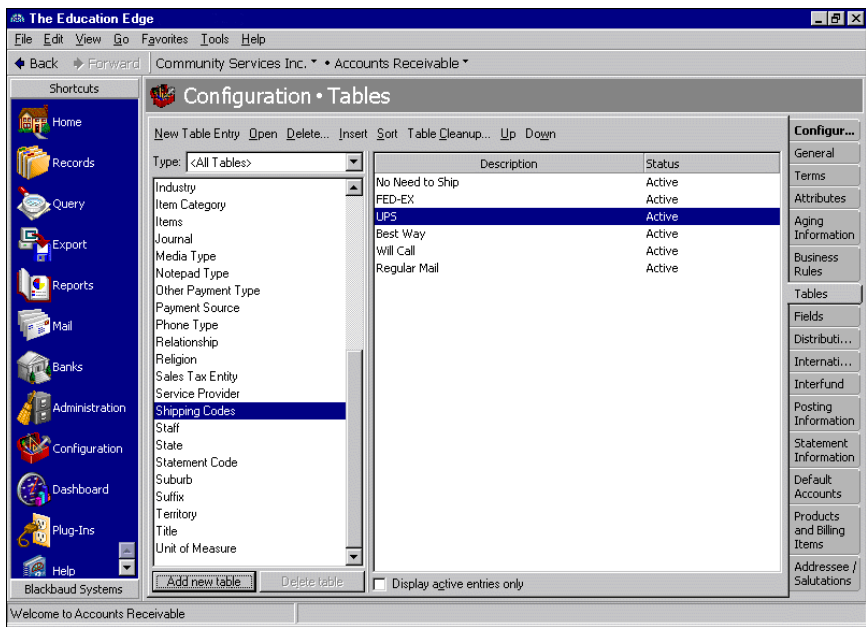
5. To make the new table entry inactive, mark **Inactive**.

6. To save the new table entry and return to the Tables page, click **OK**.
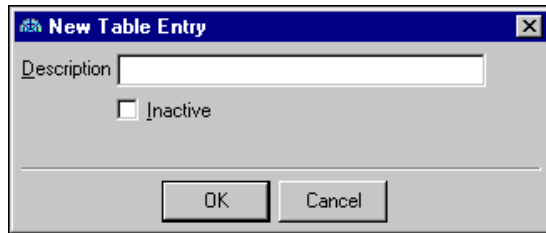
▶ **Inserting a table entry**

1. On the Tables page, select the table in which to insert a new entry. Table entries appear in a box on the right.

2. In the table entry box, select the entry below the point where to insert the new entry.

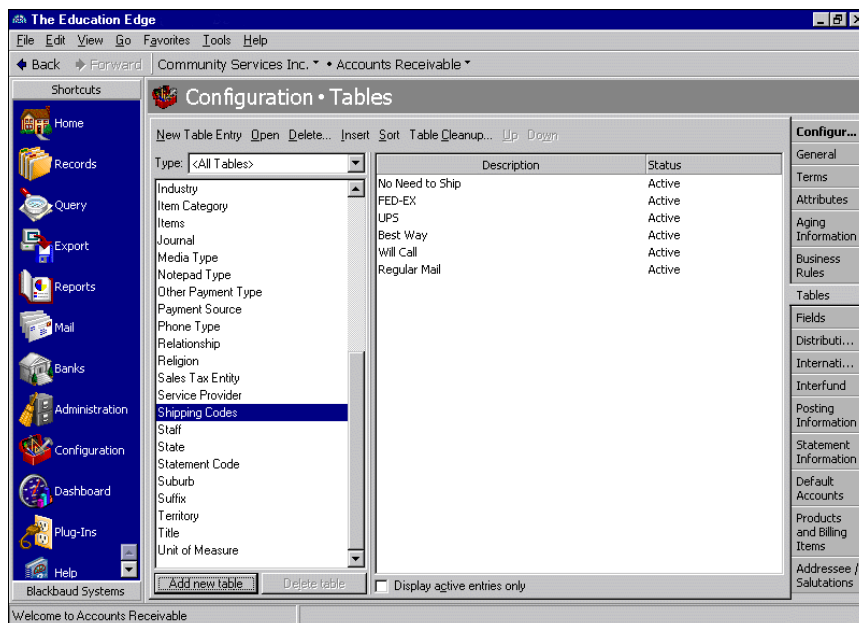3. Click **Insert**. The New Table Entry screen appears.

4. In the **Description** field, enter a description for the new entry.

5. To make the new table entry inactive, mark **Inactive**.

6. To save the new table entry and return to the Tables page, click **OK**. The new entry appears above the selected entry.

▶ **Sorting table entries**

Note: Tables with numbers are sorted by the first digit of the entry. For example, 2,000 would come before 40.00 (in ascending order). Therefore, you should avoid sorting currency tables or tables that contain dollar amounts.

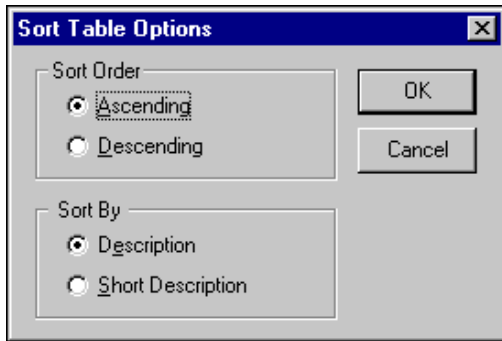1. On the Tables page, select the table to sort. Table entries appear in a box on the right.

2. Click **Sort**. The Sort Table Options screen appears.

3. To sort the table in ascending order alphabetically or numerically, in the **Sort Order** frame, mark **Ascending**. To sort the table in descending order, mark **Descending**.

4. To sort table entries by descriptions, in the **Sort By** frame, mark **Description**. To sort table entries by short descriptions, mark **Short Description**. If the table you are sorting does not have a short description, the **Short Description** option is disabled.

5. To sort your table entries and return to the Tables page, click **OK**.
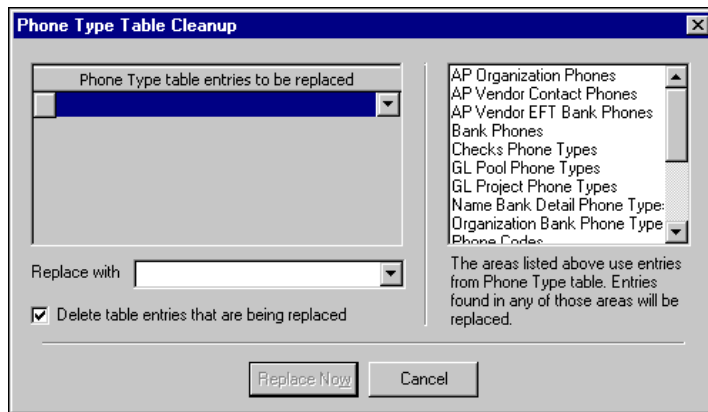
▶ **Cleaning up table entries**

Warning: Before editing table entries, make sure no other users are in the program.

To ensure consistent data entry and accurate queries and reports, we recommend limiting rights to tables to key users. Otherwise, you may have duplicate table entries within a table, for example, "Call", "Phone Call", and "Telephone Call" in the **Action Type** table. However, if you find duplicate table entries, you can use **Table Cleanup** to replace duplicate entries with one entry. Before editing table entries, make sure no other users are in the program.

1. On the Configuration page, click **Tables**. The Tables page appears.

2. In the box on the left, select the table to clean up. Existing table entries appear in a grid on the right.
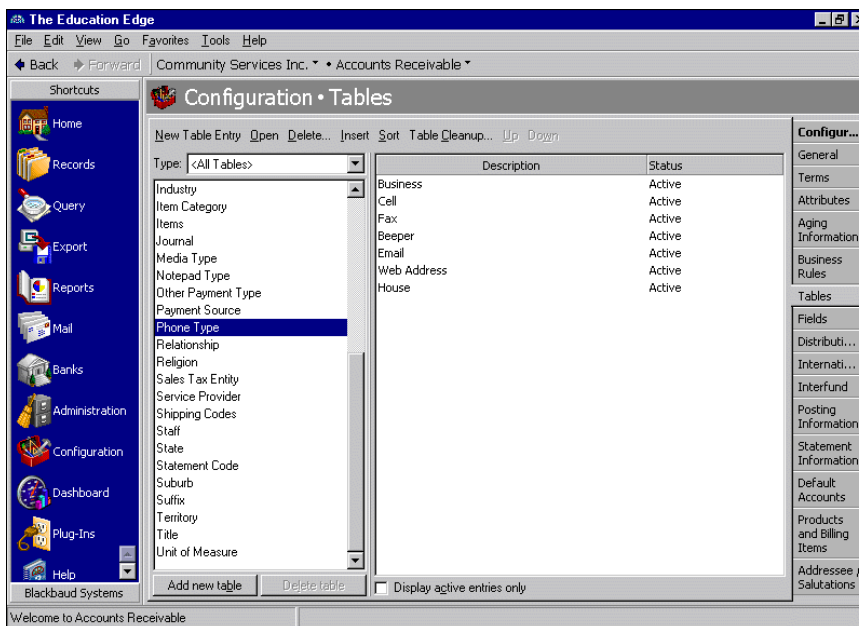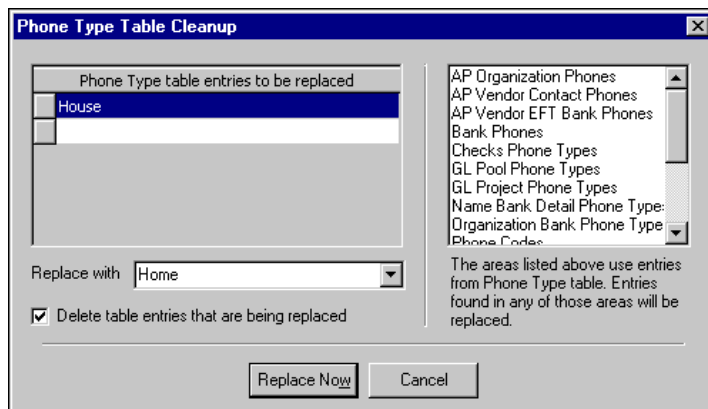
3. On the action bar, click **Table Cleanup**. The <Table Name> Table Cleanup screen for the selected table appears. A list of areas in the program that can use the selected table appear in the box on the right.

4. In the **<Table name> table entries to be replaced** grid, select a table entry to replace. The program will replace these entries on all records on which they appear.
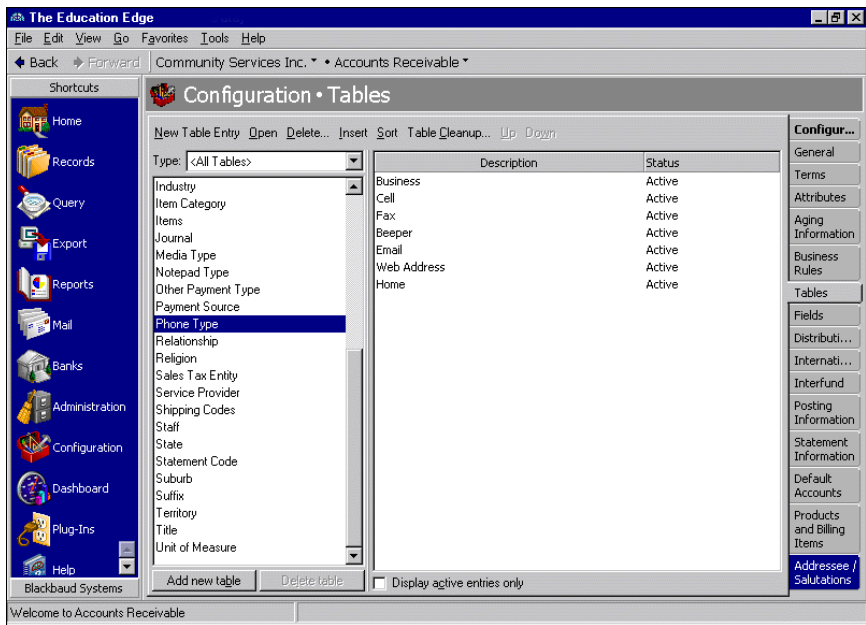
Note: If you add a new table entry in the **Replace with** field, a message appears asking if you want to add the new entry to the table. Click **Yes** to add the entry; click **No** not to add the entry.

5. To replace the selected entry, in the **Replace with** field, select a table entry.

6. To delete the entries you are replacing so they cannot be used again on records, mark **Delete table entries that are being replaced**.

7. Continue making selections in the grid and **Replace with** field. Once you finish making selections, click **Replace Now** to replace the entries used in the program.

8. The program replaces the table entries you selected. A message appears telling you that the table cleanup finished successfully. Click **OK**. You return to the <Table Name> Table Cleanup screen.

9. To return the Tables page, click close the screen. If you marked **Delete table entries that are being replaced**, the entries you replaced no longer appear on the Tables page.

▸ **Moving a table entry**

1. On the Tables page, select the table containing the entry to move. Table entries appear in a box on the right.

2. In the table entry box, select the entry to move.

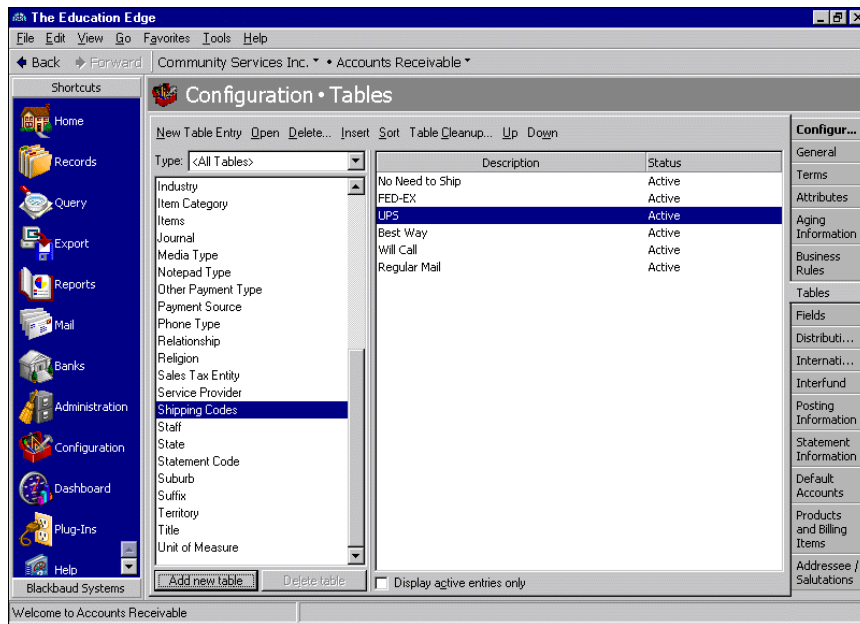3. To move the entry, click **Up** or **Down**.

4. When you select another table or exit the Tables page, your changes are saved automatically.

Fields

> **Glossary:** A field is a data entry box in which you add and store information on records in your database. For example, **Client user ID** is a field available on a client record.
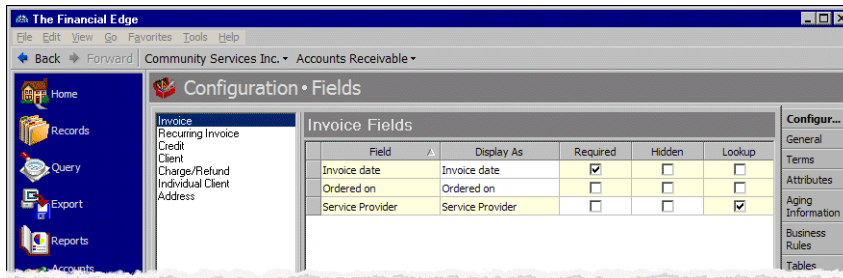
In *Accounts Receivable*, you can define field characteristics for most records, including invoices, credits, clients, charges, and refunds. From the Fields page of *Configuration* you can rename some fields and change a field's status from optional to required, ensuring the field must contain an entry before the record is saved. You can hide fields you do not use to prevent data entry, and you can edit field characteristics at any time.

You can also add lookup fields, which are similar to tables, in which you define entries. Using lookup fields helps standardize entries and increases the consistency and speed of data entry. You add, edit, and delete lookup field table entries from the lookup field screen. To access a lookup field from a record, place the cursor in a lookup field and press **F7**. The lookup field screen appears, displaying a list of entries from which you can select. For more information about lookups, see the *Program Basics Guide*.

> **Note:** You can edit field characteristics at any time.

▶ **Setting field characteristics**

1. From the Configuration page, click **Fields**. The Fields page appears.

2. In the box on the left, select a field type. For example, select "Invoice" to adjust fields on invoice records. Options for the field type appear in a grid on the right.

Note: When you rename a field, the change affects all areas of the program. To ensure consistency and accuracy of reports and summaries, be sure not to duplicate field names.

3. In the fields grid, field names appear in the **Field** column. To change the display name of a field, where applicable, enter a new name in the **Display As** column on the same row.

4. To make a field required, in the field row, mark **Required**. A required field must contain information before the record is saved.

5. To hide a field, mark **Hidden**. A hidden field may contain information but does not appear on a record. You can use this checkbox to hide fields your organization no longer uses.

Note: Lookup fields function like a table. You can define entries for a lookup field to make data entry quick and consistent.

6. To make a field a lookup field, mark the checkbox in the **Lookup** column. Client lookup fields are for informational purposes only, displaying the default lookup status of each field.

7. When you exit the fields screen, your changes are saved automatically.

Distributions

Glossary: A distribution is a means of splitting transaction debits and credits among accounts, classes, projects, and transaction codes. You can make distributions manually or with a distribution template.

In *Configuration*, distributions are templates you reuse to speed the process of entering transactions. You can enter distributions manually by entering the account, project, class, and transaction code information, or you can use an existing distribution as a template for your new distribution by clicking **Load Distribution**. Distributions are especially helpful if you commonly distribute transactions to the same set of projects, classes, or transaction codes.

This section contains procedures for adding, editing, and deleting distributions.

Account Distributions

Creating and using account distributions in ***Accounts Receivable*** is an efficient way to distribute activity to accounts. With each account distribution you can also assign activity to projects, classes, and transaction codes. The distribution templates you create in *Configuration* can be used in any ***Accounts Receivable*** account distribution grid.

Distribution name. In this field, enter a unique name for the distribution template.

Account Number. In this field, enter an account number for the distribution. Depending on the nature of the transaction, this number appears in the DR or CR Account Number column when a distribution is loaded on a transaction record.

Account Description. When you enter a valid account number, the description appears automatically in the **Account Description** column. The Account Description column is for informational purposes only, and cannot be changed.

> **Note:** When you enter distributions by percent and use **Distribute Evenly**, ***Accounts Receivable*** rounds the distribution. For example, if you have four rows of distributions and the transaction amount is $33.33, the amount cannot be evenly divided into four. Therefore, the distribution would be 24.992% ($8.33), 24.992% ($8.33), 24.992% ($8.33), and 25.023% ($8.34).

Percent. In the **Percent** column, enter the percentage of the distribution for each row.

Project ID. If you have the optional module *Projects and Grants*, you can enter a project ID number in the **Project ID** column.

Project Description. When you enter a valid project ID number, the description appears automatically in the **Project Description** column.

Class. In the **Class** column, you can select a class for the distribution.

Transaction Codes. If you have the optional module *Projects and Grants* and have defined transaction codes, additional columns appear, based on the number of transaction codes you entered on the Transaction Codes page of *Configuration* in **General Ledger**. In each transaction code column, you can select a transaction code.

Distribution. To display previously created debit or credit transaction distributions, select a row in the grid and click **Distribution**.

Load Distribution. To display a list of all existing account distribution templates defined in *Configuration*, click **Load Distribution**.

Distribute Evenly. To divide the distribution evenly among all accounts entered in the distribution grid, click **Distribute Evenly**.

Attributes. To add an attribute to the distribution, click **Attributes**.

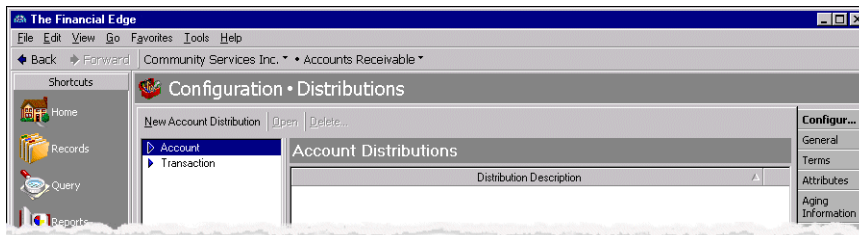**Delete All.** To delete all the rows in the grid, click **Delete All**.

Remaining. The Remaining display at the bottom of the screen shows you how much of the payment has not been distributed.

> **Note:** Distributions can be edited or deleted at any time. Just remember that deleted distributions cannot be recovered!

This section contains procedures for creating account distributions.

▶ **Manually creating an account distribution**

1. From the Configuration page, click **Distributions**. The Distributions page appears.

2. In the box on the left, select **Account** and click **New Account Distribution**. The New Account Distribution screen appears.

3. In the **Distribution name** field, enter a name for the distribution.

Note: Use the small binoculars to search for an account segment, or use the large binoculars to search for an account number.
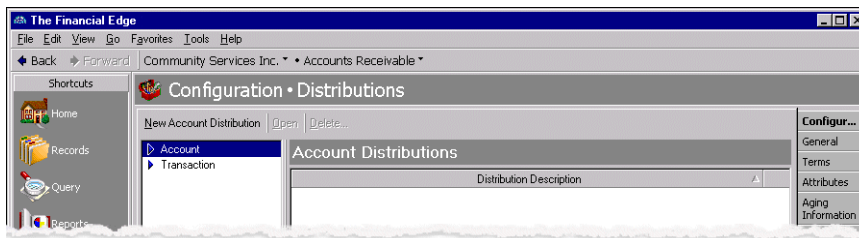
4. In the **Account Number** column, enter an account for the distribution. When you enter a valid account number, the description appears automatically in the **Account Description** column.

5. In the **Percent** column, enter the percentage of the distribution. You can enter more than one distribution row, but the distribution total must be 100 percent unless you marked the *General Ledger* general business rule allowing distributions less than 100 percent.

6. If you have the optional module *Projects and Grants*, in the **Project ID** column, enter a project ID number or use the binoculars to search for a project number. When you enter a valid project ID number, the description appears automatically in the **Project Description** column.

7. In the **Class** column, select a class for the distribution.

Note: Distributions can be edited or deleted at any time. Just remember that deleted distributions cannot be recovered!
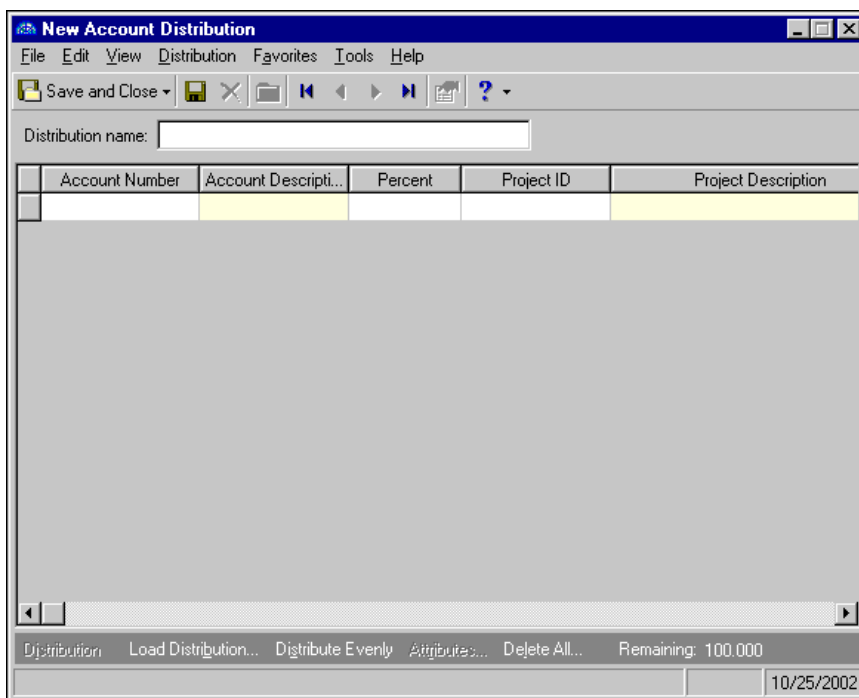
8. If you have the optional module *Projects and Grants* and have defined transaction codes, additional columns appear. These columns are based on the number of transaction codes you entered on the Transaction Codes page of *Configuration* in **General Ledger**. In the grid, select a value for each transaction code.

9. To load an existing account distribution from a template, click **Load Distribution**. For more information about loading distribution templates, see "Creating an account distribution using templates" on page 38.

10. To divide the distribution evenly among all accounts entered in the distribution grid, click **Distribute Evenly**.

11. To delete all rows of the grid, click **Delete All**.

12. To save the distribution and return to the Distributions page, click **Save and Close**.

▸ **Creating an account distribution using templates**

   1. From the Configuration page, click **Distributions**. The Distributions page appears.
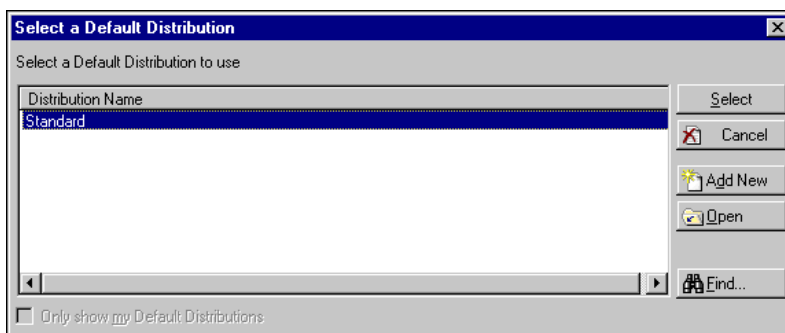

   2. In the box on the left, select **Account** and click **New Account Distribution**. The New Account Distribution screen appears.

   3. In the **Distribution name** field, enter a name for your distribution.

Note: Default distributions are created on the Distributions page of *Configuration*.

   4. Click **Load Distribution**. The Select a Default Distribution screen appears.

Note: You can click Add New to create a new default distribution. For more information about default distributions see "Distributions" on page 34.

5. Select the distribution to load and click **Select**. The distribution appears in the distribution grid.

Note: Distributions can be edited or deleted at any time. Just remember that deleted distributions cannot be recovered!

6. To divide the distribution evenly among all accounts entered in the distribution grid, click **Distribute Evenly**.

7. To delete all rows of the grid, click **Delete All**.

8. To save the distribution and return to the Distributions page, click **Save and Close**.

Cash Management Distributions

If you have the optional module *Cash Management*, you can create Cash Management distribution templates in **Accounts Receivable** to distribute adjustment activity to projects, classes, and transaction codes. The distribution templates you create in *Configuration* can be used in any **Accounts Receivable** adjustment distribution grid.

Distribution name. In this field, enter a unique name for the distribution template.

Account Number. In this field, enter an account number for the distribution. Depending on the nature of the transaction (whether the adjustment is a deposit or payment/transfer), this number appears in the **DR** or **CR Account Number** column when a distribution is loaded on a transaction record. We recommend using the cash account as the debit account number for deposit adjustments or as the credit account number for payment adjustments. Using a different account will cause the bank register and **General Ledger** cash account to be out of balance.

Account Description. When you enter a valid account number, the description appears automatically in the **Account Description** column. The **Account Description** column is for informational purposes only, and cannot be changed.

Note: When you enter distributions by percent and use **Distribute Evenly**, *Payroll* rounds the distribution. For example, if you have four rows of distributions and the transaction amount is $33.33, the amount cannot be evenly divided into four. Therefore, the distribution would be 24.992% ($8.33), 24.992% ($8.33), 24.992% ($8.33), and 25.023% ($8.34).

Percent. In the **Percent** column, enter the percentage of the distribution for each row. The total percent for all rows must equal 100 percent.

Project ID. If you have the optional module *Projects and Grants*, you can enter or search for a project ID number in the **Project ID** column.

Project Description. When you enter a valid project ID number, the description appears automatically in the **Project Description** column.

Class. In the **Class** column, you can select a class for the distribution.

Transaction Codes. If you have the optional module *Projects and Grants* and have defined transaction codes, additional columns appear, based on the number of transaction codes you entered on the Transaction Codes page of *Configuration* in **General Ledger**. In each transaction code column, you can select a transaction code.

Distribution. To display saved debit or credit transaction distributions, select a row in the grid and click **Distribution**.

Load Distribution. To display a list of all existing Cash Management distribution templates defined in *Configuration*, click **Load Distribution**. You can load the templates and edit the account, percentage, or transaction information.

Distribute Evenly. To divide the distribution evenly among all account rows entered in the distribution grid, click **Distribute Evenly**.

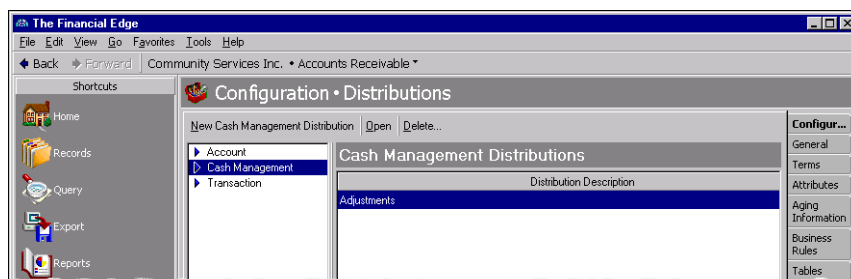**Attributes.** To add an attribute to the distribution, click **Attributes**.

Delete All. To delete all the rows in the grid, click **Delete All**.

Remaining. The Remaining display at the bottom of the screen shows you how much of the adjustment has not been distributed.

This section contains procedures for creating Cash Management distributions.

▶ **Manually creating a Cash Management distribution**

1. From the Configuration page, click **Distributions**. The Distributions page appears.

2. In the box on the left, select **Cash Management** and click **New Cash Management Distribution**. The New Cash Management Distribution screen appears.

3. In the **Distribution name** field, enter a name for the distribution.

Note: We recommend using the cash account as the debit account number for deposit adjustments or as the credit account number for payment adjustments. Using a different account will cause the bank register and *General Ledger* cash account to be out of balance.

4. In the **Account Number** column, enter an account for the distribution. When you enter a valid account number, the description appears automatically in the **Account Description** column.

5. In the **Percent** column, enter the percentage of the distribution. You can enter more than one distribution row, but the distribution total must be 100 percent unless you marked the *General Ledger* general business rule allowing distributions less than 100 percent.

6. If you have the optional module *Projects and Grants*, in the **Project ID** column, enter a project ID number or use the binoculars to search for a project number. When you enter a valid project ID number, the description appears automatically in the **Project Description** column.

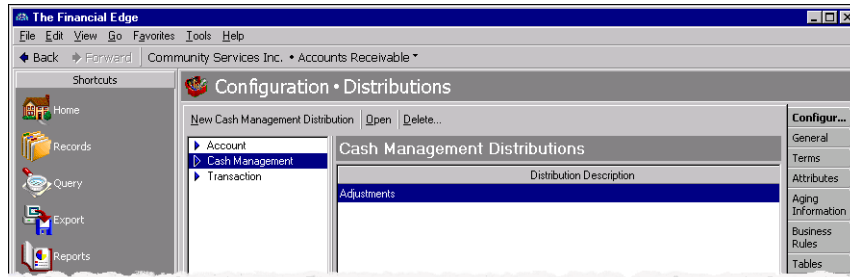7. In the **Class** column, select a class for the distribution.

Note: Distributions can be edited or deleted at any time. Just remember that deleted distributions cannot be recovered!

8. If you have the optional module *Projects and Grants* and have defined transaction codes, additional columns appear. These columns are based on the number of transaction codes you entered on the Transaction Codes page of *Configuration* in *General Ledger*. In the grid, select a value for each transaction code.

9. To load an existing Cash Management distribution from a template, click **Load Distribution**. For more information about loading distribution templates, see "Creating a Cash Management distribution using templates" on page 43.

10. To divide the distribution evenly among all accounts entered in the distribution grid, click **Distribute Evenly**.

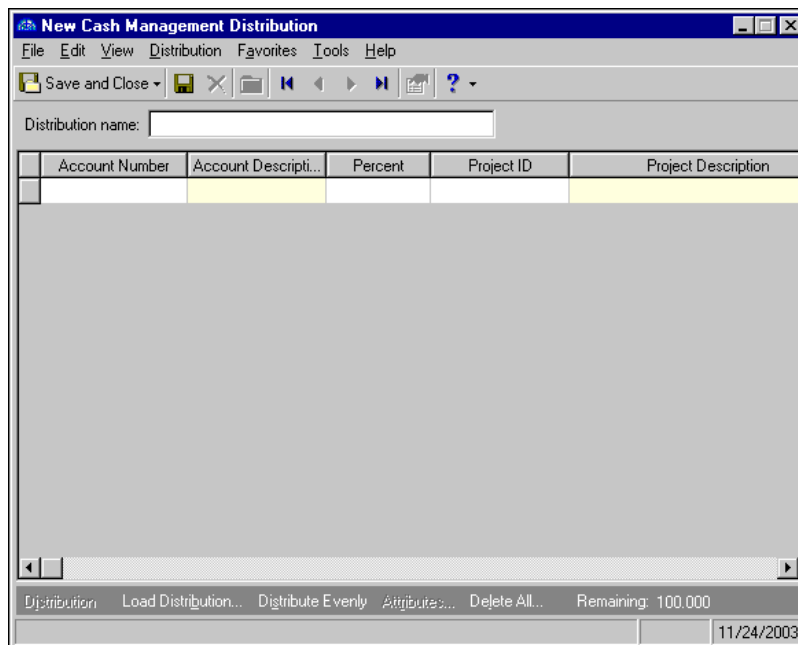11. To delete all rows of the grid, click **Delete All**.

12. To save the distribution and return to the Distributions page, click **Save and Close**.

▶ **Creating a Cash Management distribution using templates**

　　1. From the Configuration page, click **Distributions**. The Distributions page appears.
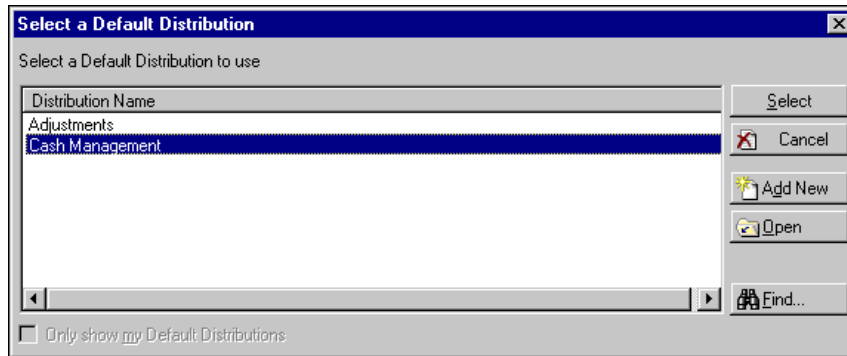

　　2. In the box on the left, select **Cash Management** and click **New Cash Management Distribution**. The New Cash Management Distribution screen appears.

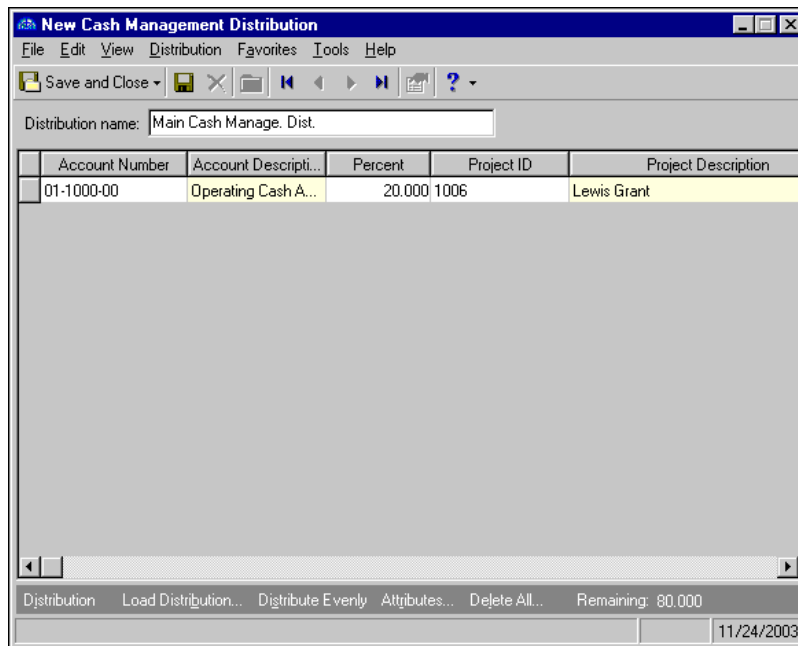　　3. In the **Distribution name** field, enter a name for your distribution.

Note: Default distributions are created on the Distributions page of *Configuration*.

4. Click **Load Distribution**. The Select a Default Distribution screen appears.

Note: You can click Add New to create a new default distribution. For more information about default distributions see "Distributions" on page 34.

5. Select the distribution to load and click **Select**. The distribution appears in the distribution grid.

Note: Distributions can be edited or deleted at any time. Just remember that deleted distributions cannot be recovered!

6. To divide the distribution evenly among all accounts entered in the distribution grid, click **Distribute Evenly**.

7. To delete all rows of the grid, click **Delete All**.

8. To save the distribution and return to the Distributions page, click **Save and Close**.

Transaction Distributions

Creating and using transaction distribution templates in ***Accounts Receivable*** is an efficient way to distribute activity to projects, classes, and transaction codes. The distribution templates you create in *Configuration* can be used in any ***Accounts Receivable*** transaction distribution grid.

Distribution name. In this field, enter a unique name for the distribution template.

Project ID. If you have the optional module *Projects and Grants*, you can enter a project ID number in the **Project ID** column.

Project Description. When you enter a valid project ID number, the description appears automatically in the **Project Description** column.

Class. In the **Class** column, you can select a class for the distribution.

Transaction Codes. If you have the optional module *Projects and Grants* and have defined transaction codes, additional columns appear, based on the number of transaction codes you entered on the Transaction Codes page of *Configuration* in ***General Ledger***. In each transaction code column, you can select a transaction code.

Note: When you enter distributions by percent and use **Distribute Evenly**, ***Accounts Receivable*** rounds the distribution. For example, if you have four rows of distributions and the transaction amount is $33.33, the amount cannot be evenly divided into four. Therefore, the distribution would be 24.992% ($8.33), 24.992% ($8.33), 24.992% ($8.33), and 25.023% ($8.34).

Percent. In the **Percent** column, enter the percentage of the distribution for each row.

Load Distribution. To display a list of all existing account distribution templates defined in *Configuration*, click **Load Distribution**.

Distribute Evenly. To divide the distribution evenly among all accounts entered in the distribution grid, click **Distribute Evenly**.
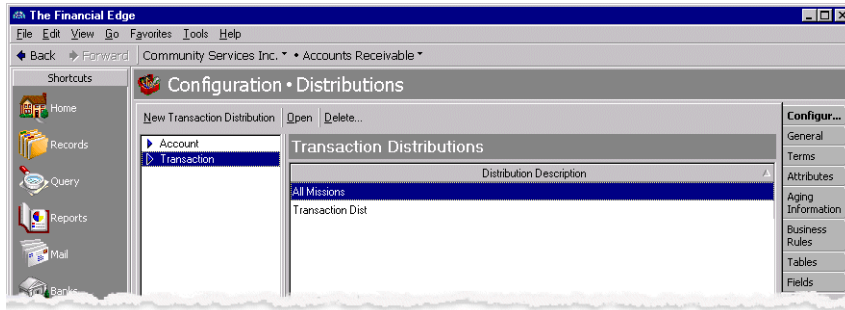
Attributes. To add an attribute to the distribution, click **Attributes**.

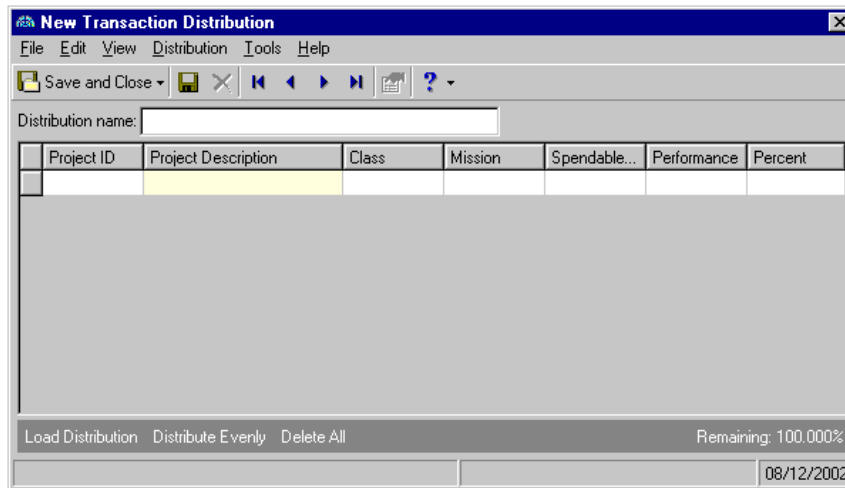**Delete All.** To delete all the rows in the grid, click **Delete All**.

Remaining. The Remaining display shows you how much of the payment has not been distributed.

▶ **Manually creating a transaction distribution**

1. From the Configuration page, click **Distributions**. The Distributions page appears.

2. In the box on the left, select **Transaction** and click **New Transaction Distribution**. The New Transaction Distribution screen appears.
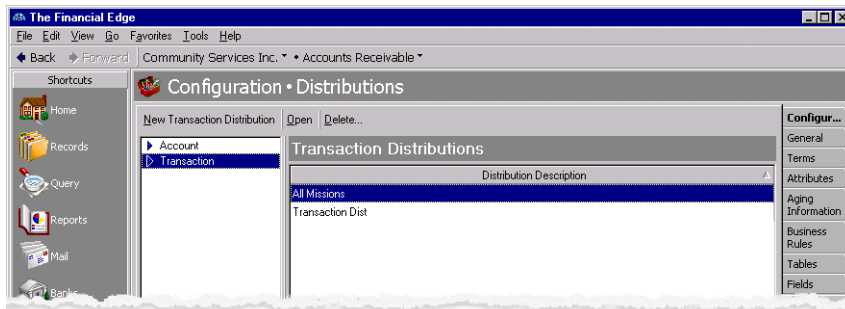

3. In the **Distribution name** field, enter a name for the distribution.

4. If you have the optional module *Projects and Grants*, enter a project ID number in the **Project ID** column or use the binoculars to search for a project number. When you enter a valid project ID number, the description appears automatically in the **Project Description** column.

5. In the **Class** column, select a class for the distribution.

6. If you have the optional module *Projects and Grants* and have defined transaction codes, additional columns appear. These columns are based on the number of transaction codes you entered on the Transaction Codes page of *Configuration* in **General Ledger**. In the grid, select a value for each transaction code.

Note: Distributions can be edited or deleted at any time. Just remember that deleted distributions cannot be recovered!
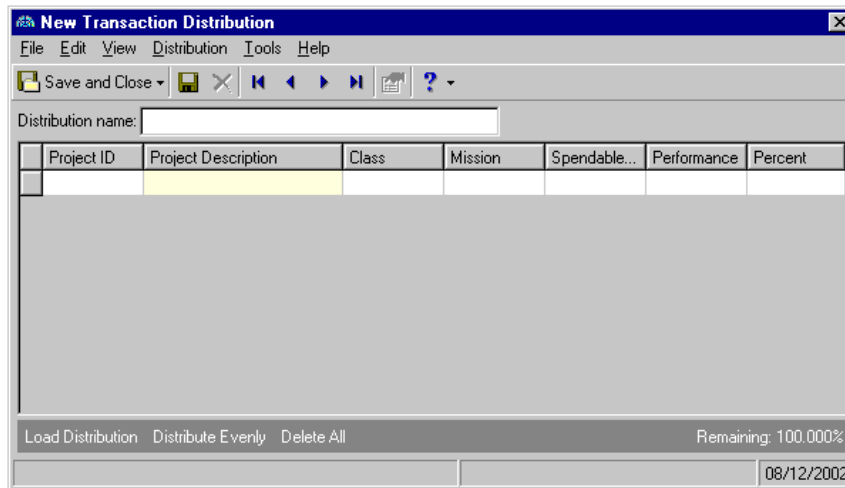
7. To load an existing account distribution from a template, click **Load Distribution**. For more information about loading distribution templates, see "Creating a transaction distribution using templates" on page 47.

8. To divide the distribution evenly among all accounts entered in the distribution grid, click **Distribute Evenly**.

9. To delete all rows of the grid, click **Delete All**.

10. To save the distribution and return to the Distributions page, click **Save and Close**.

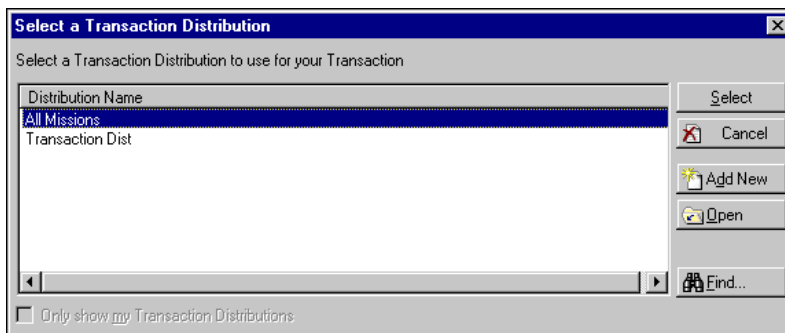‣ **Creating a transaction distribution using templates**

　1. From the Configuration page, click **Distributions**. The Distributions page appears.
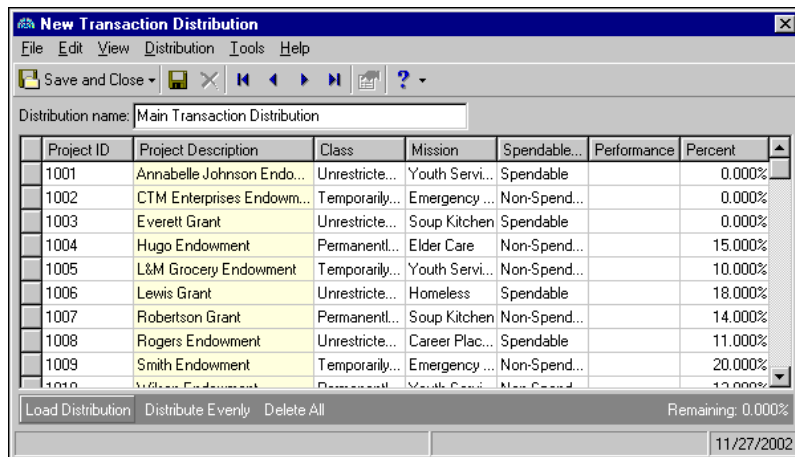

　2. In the box on the left, select **Transaction** and click **New Transaction Distribution**. The New Transaction Distribution screen appears.

　3. In the **Distribution name** field, enter a name for your distribution.

　4. Click **Load Distribution**. The Select a Default Transaction Distribution screen appears.

5. Select the distribution to load and click **Select**. The distribution appears in the distribution grid.

6. To divide the distribution evenly among all rows of the distribution grid, click **Distribute Evenly**.

Note: Distributions can be edited or deleted at any time. Just remember that deleted distributions cannot be recovered!

7. To delete all rows of the grid, click **Delete All**.

8. To save the distribution and return to the Distributions page, click **Save and Close**.
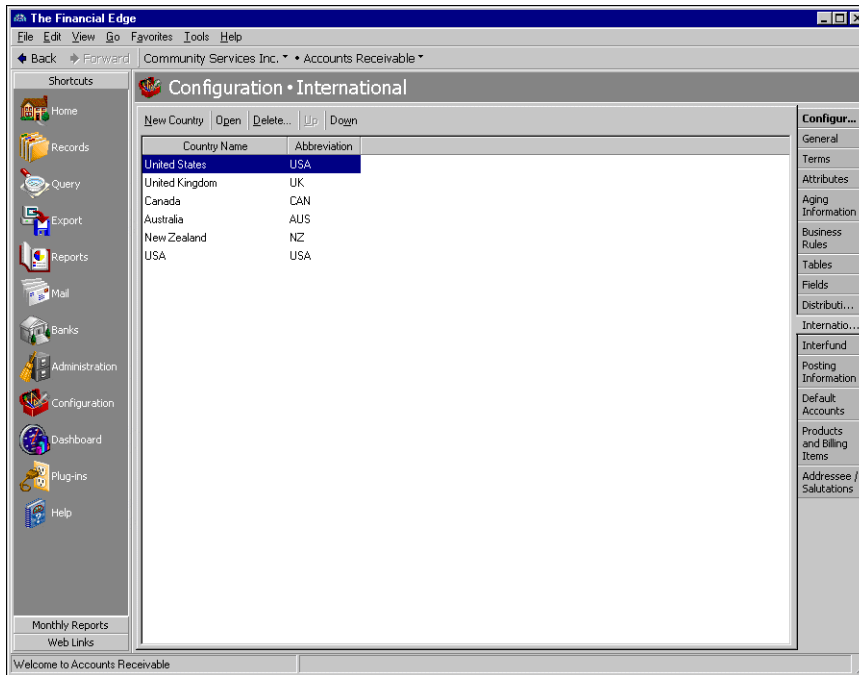
International Configuration

By selecting the **International** link, you can format information for contacts in other countries and you can include specific address block formatting information. You can also edit information for countries already entered in the program, delete countries from your records, and print international information for your files.

When adding a new address format, you must select one of the five supported formats on which to base your new address. Your address format choices include "United States", "United Kingdom", "Canada", "Australia", and "New Zealand".

This section contains procedures for adding and printing international information.

▶ **Adding a country**

1. From the Configuration page, click **International**. The International page appears.

2. On the action bar, click **New Country**. The New Country screen appears.

3. In the **Name** field, enter the name of the new country.

4. In the **Abbreviation** field, enter an abbreviation for the country. This entry can be used in the address block.

5. In the **Format address for this country like [ ] addresses** field, select a format for the address. For example, if you select "United States", the address format for the new country defaults to the U.S. Postal Standard. When adding a new address format, you must select one of the five supported formats on which to base your new address. Your address format choices are "United States", "United Kingdom", "Canada", "Australia", and "New Zealand".

6. If you do not want to synchronize address fields with the printing address, unmark the **By default, Synchronize individual address fields with <Address as it will be printed>** checkbox. Unmarking this box means you must manually enter the address as it should be printed.

Note: You can edit or delete countries at any time.

7. To include the country name in the printed address, mark **Include country in <Address as it will be printed> using**. Then, select "Country name" to include the entire name of the country or "Abbreviation" to include only the abbreviation. The program automatically places the abbreviation or name of the country in the **Address as it will be printed** box on the address record. You must also mark **Synchronize with individual address fields** on the address record for this feature to take effect.

8. To save the new country and return to the International page, click **Save and Close**.

Interfunds

Glossary: An interfund set is a pre-defined set of default accounts for interfund entries. Accounts within the interfund set ensure funds remain in balance when activity is transferred between funds.

On the Interfund page of *Configuration*, you can establish interfund sets to enter and access transfers between funds. They also ensure distributions balance. When you save an interfund entry set, the program verifies that the interfund entries in the set produce a balanced post batch. You can create reversing entries and copy other distributions using **Reverse Entry** and **Copy From**. Interfund entries cannot be changed after the transaction is posted.

Account Masking

Glossary: Masking accounts is the process of inserting asterisks to quickly select a range of accounts without having to enter specific numbers.

When you create an interfund set, you define source account numbers for the interfund entry. When selecting source account numbers, you can use account masks to quickly select ranges of accounts without having to enter specific numbers. By masking accounts, you use asterisks in place of numbers in a segment or segments of a *General Ledger* account to designate source account ranges.

You can use asterisks as wildcard characters to represent any digit from zero to nine and simplify selecting source accounts. To indicate accounts in a single fund, you can enter the fund segment and mask the rest of the account number. For example, if you enter 01-*****-**, all accounts in Fund 01 will be used in the interfund set. To indicate all accounts within all funds, you can mask the entire account number. For example, you can enter **-*****-**.
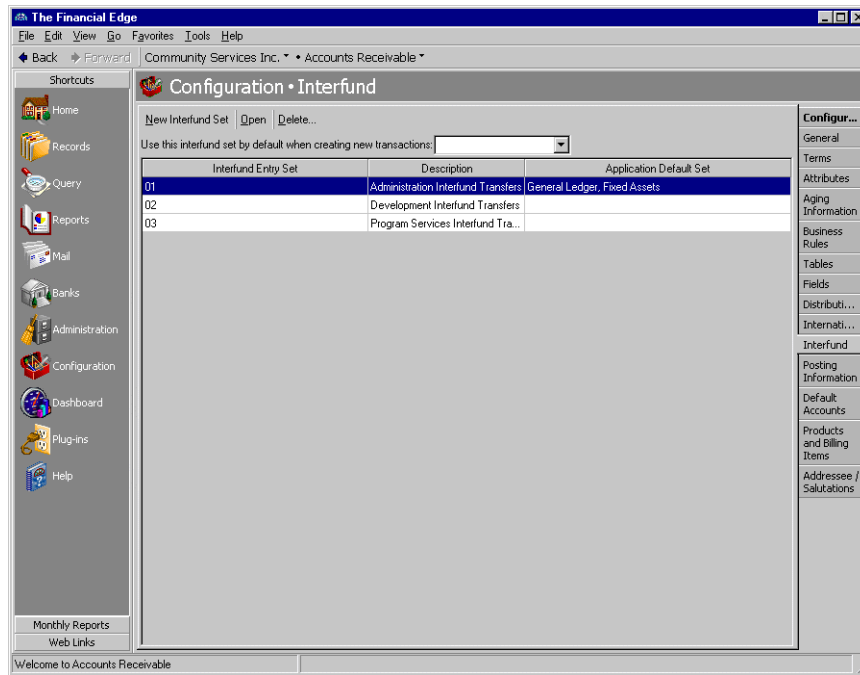
Managing Interfund Entries and Sets

Glossary: An interfund entry is a balancing entry you make between funds. In *The Financial Edge*, you can automate the procedure to create general ledger transactions to transfer activity between funds and ensure each fund is kept in balance.

You use interfund entry sets to transfer activity between accounts. On the Interfund page, you can add, edit, and delete interfund entries and interfund sets.
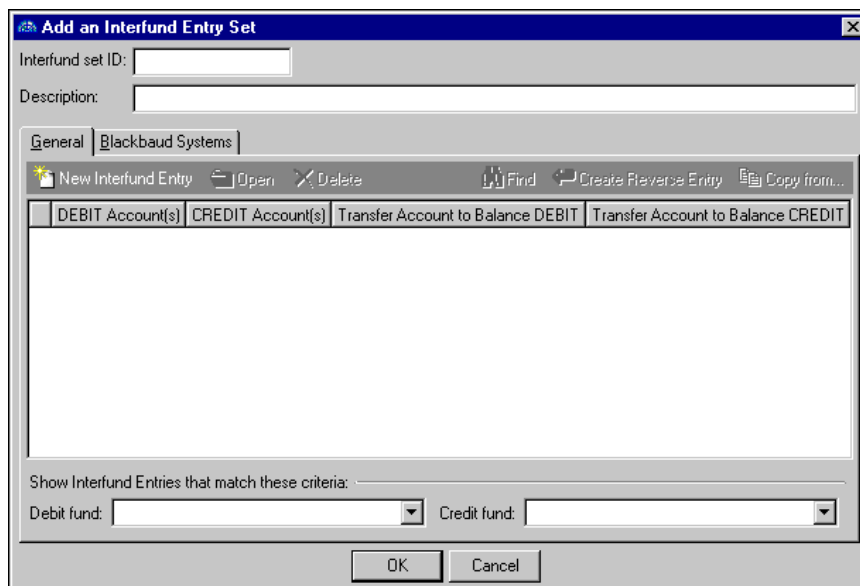
▶ **Adding an interfund entry set**

1. From the Configuration page, click **Interfund**. The Interfund page appears.

Note: To use an interfund entry set as the default when creating transactions, you must select an interfund entry set in the **Use this interfund set by default when creating new transactions** field on the Interfund page of *Configuration*.

2. Click **New Interfund Set**. The Add an Interfund Entry Set screen appears.

3. In the **Interfund set ID** field, enter an ID number for the interfund set.

4. In the **Description** field, enter a description.

5. On the General tab, click **New Interfund Entry**. The Add an Interfund Entry screen appears.

> **Note:** Use the small binoculars to search for an account segment, or use the large binoculars to search for an account number.
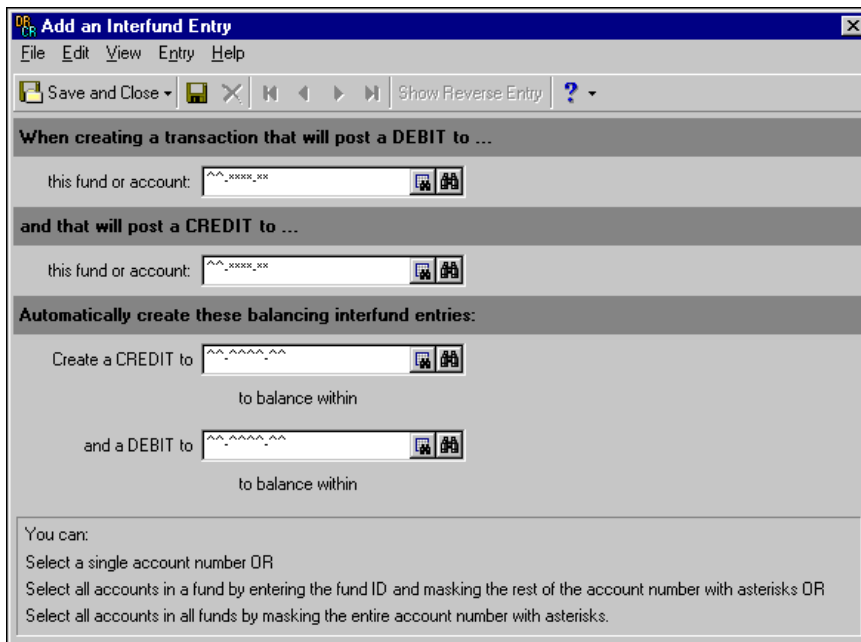
6. In the **When creating a transaction that will post a DEBIT to... this fund or account [ ] and that will post a CREDIT to... this fund or account [ ]** fields, enter non-balancing debit and credit funds or accounts from a distribution.

7. In the **Automatically create these balancing interfund entries: Create a CREDIT to [ ] to balance within and a DEBIT to [ ] to balance within** fields, enter debit and credit funds or accounts that balance the non-balancing funds or accounts. These are interfund entries.

8. To save the interfund entries and return to the Add an Interfund Set screen, click **Save and Close**. If the funds or accounts you entered are not valid debit or credit accounts, or if the interfund entries do not balance, *Accounts Receivable* asks you to enter valid accounts.

9. On the Blackbaud Systems tab of the Interfund Entry Set screen, mark the Blackbaud programs in which to use the interfund entry.

> **Note:** Interfund sets can be edited or deleted at any time. Just remember that deleted interfund sets cannot be recovered!

10. When you are finished adding the interfund entry set, click **OK** to save the interfund set and return to the Interfund page.

11. In the **Use this interfund set by default when creating new transactions** field, you can select an interfund entry set to use as a default when creating transactions.

▶ **Adding an interfund entry**

1. From an open interfund entry set, click **New Interfund Entry**. The Add an Interfund Entry screen appears.

> **Note:** Use the small binoculars to search for an account segment, or use the large binoculars to search for an account number.

2. In the **When creating a transaction that will post a DEBIT to... this fund or account [ ] and that will post a CREDIT to... this fund or account [ ]** fields, enter non-balancing debit and credit funds or accounts from a distribution.

3. In the **Automatically create these balancing interfund entries: Create a CREDIT to [ ] to balance within and a DEBIT to [ ] to balance within** fields, enter debit and credit funds or accounts that balance the non-balancing funds or accounts. These are interfund entries.

> **Note:** Interfund entries can be edited or deleted at any time. Just remember that deleted interfund entries cannot be recovered!

4. To save the interfund entry and return to the Interfund Entry Set screen, click **Save and Close**. If the funds or accounts you entered are not valid debit or credit accounts, or if the interfund entries do not balance, *Accounts Receivable* asks you to enter valid accounts.
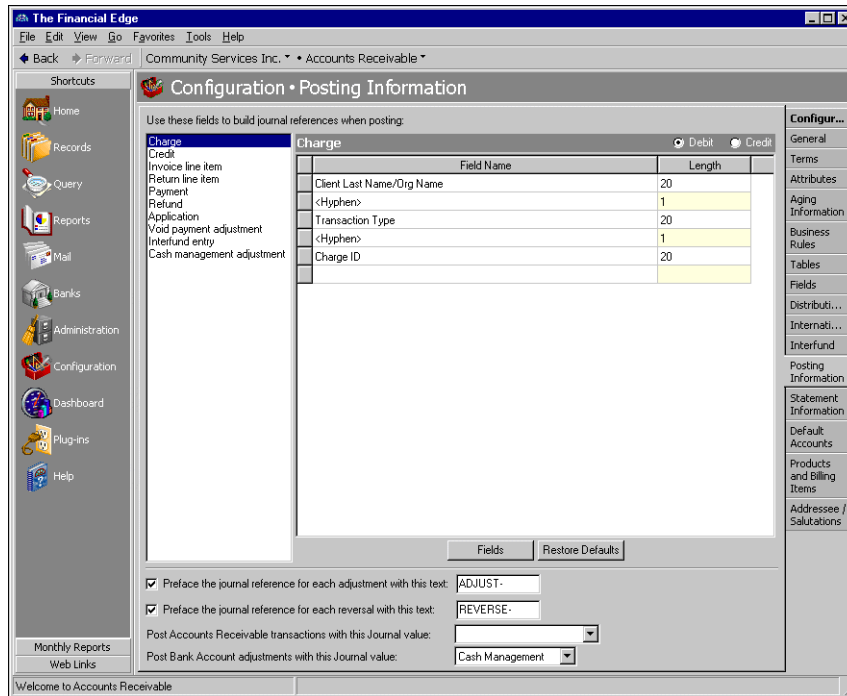
Posting Information

> **Glossary:** A journal reference is a user-defined alphanumeric code added to each journal entry transaction when you create a batch. You can use journal references to reference journal transactions to source documents or as criteria in a transaction query.

On the Posting Information page, you can add and define custom journal references to use when posting in detail to *General Ledger*. You can specify the fields to export and their lengths, and designate text to label adjustments and reversing transactions. You can also define journal values for charges, credits, line items, payments, refunds, interfund entries, applications, cash management adjustments, and void payment adjustments. You cannot save cash management adjustments or records such as invoices and credits until you specify journal values for posting. Cash management adjustments are available only with the optional module *Cash Management*.

This section contains procedures for adding journal references.

▶ **Setting journal reference fields**

1. From the Configuration page click **Posting Information**. The Posting Information page appears.

2. In the box on the left, select a journal reference. The journal reference fields appear in a grid on the right.

Note: To add a new field to the drop-down list, click **Fields**.

3. To change journal references for debit accounts, mark **Debit**. To change journal references for credit accounts, mark **Credit**.

4. To change journal reference fields, in the **Field Name** column, click in an existing field and select a new field.

5. To insert more reference fields, click in the empty row at the bottom of the grid and select the fields to add.

6. To define extra custom journal references, click **Fields** and enter text describing the reference in the Field Names grid.

7. To restore the original default field settings, click **Restore Defaults**.

Warning: You cannot save cash management adjustments or records such as invoices and credits until you specify journal values for posting. Cash management adjustments are available only with the optional module *Cash Management*.

8. To define custom text for adjustments, mark **Preface the journal reference for each adjustment with this text** and select a field entry.

9. To define custom text for reversals, mark **Preface the journal reference for each reversal with this text** and select a field entry.

10. In the **Post Accounts Receivable transactions with this Journal value** field, select the source application for *Accounts Receivable* transactions you post to *General Ledger*.

11. In the **Post Bank Account adjustments with this Journal value** field, select the source application for bank account adjustments you post to *General Ledger*.

> **Note:** Posting information can be edited at any time.

12. When you exit the Posting Information page, your settings are saved automatically.
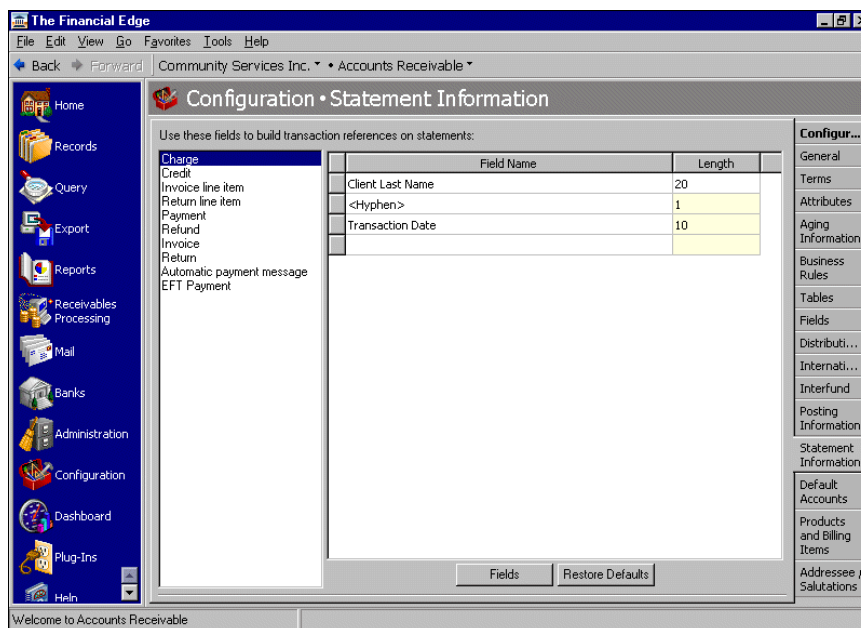
Statement Information

On the Statement Information page, you can add and define custom transaction references to use on statements. The maximum length of each reference field is 50 characters and, in order to maintain efficient processing times for statements, you can select a maximum of five fields.

You can define reference information settings for all *Accounts Receivable* transaction types, including payment, charge, credit, invoice, return, return line item, invoice line item and refund.

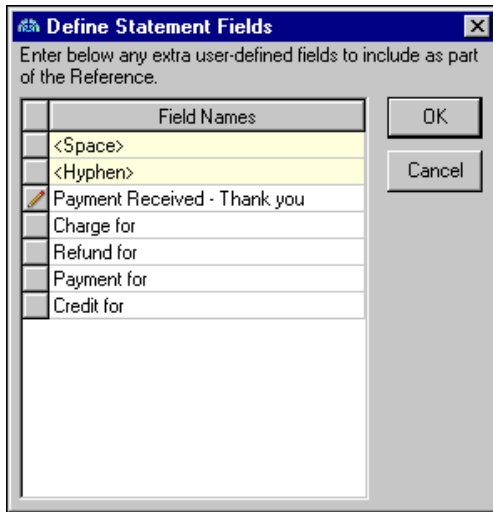This section contains procedures for defining transaction references to use on statements.

▶ **Defining transaction references for statements**

1. From the Configuration page click **Statement Information**. The Statement Information page appears.

2. In the box on the left, select a transaction type. The corresponding field names and lengths appear in a grid on the right.

3. To change transaction reference fields, in the **Field Name** column, click in an existing field and select a new field.

4. To insert more reference fields, click in the empty row at the bottom of the grid and select the fields to add.

5. To add extra transaction references, click **Fields**. The Define Statement Fields screen appears.

6. In the Field names grid, enter text describing the new fields. Click **OK** to return to the Statement Information page.

7. To restore the original default field settings, click **Restore Defaults**.

8. When you exit the Statement Information page, your settings are saved automatically.

Default Accounts

Warning: Enter default accounts carefully. *Accounts Receivable* does not verify account numbers exist until you use them in a distribution. Then, based on your business rules, the program creates the account automatically, prevents creating the account, or asks if you want to add the account.

In **Accounts Receivable**, you can define default accounts to use in distributions. The default accounts you can define depend on whether the General business rule for using a single AR summary account is enabled. For more information about the single AR summary account business rule, see "General Business Rules" on page 12. If you are using a single AR summary account, which is recommended, you can define only one default AR summary account in *Configuration*. If you have opted to use multiple AR summary accounts, you can specify an account hierarchy with a primary default account and several secondary default accounts to use in certain circumstances. With multiple summary accounts, you also can enter reclassification accounts, which the program uses to ensure debit accounts balance.

If you are using multiple AR summary accounts, you have the option of establishing default reclassification accounts. If you use a single AR summary account the default reclassification accounts are not needed and are therefore unavailable. Defining a single AR summary account is the recommended method as long as your organization meets the requirements. For more information about specific requirements for using the single AR summary account business rule, see "General Business Rules" on page 12.

The default AR summary accounts you enter in *Configuration* are used only if no summary accounts are defined on the individual client or product and billing item records. If a summary account is defined on a client record, that account is always used for corresponding client charges.

Remember, regardless of whether you use single or multiple default accounts, you must define default account(s), or you will receive an error message when adding charges, credits, payments, refunds, invoice line items, and return line items.

Note: You can add AR summary accounts on client records and product and billing item records.

You can also define default accounts for unapplied payments and discounts. By defining a default account for unapplied payments, you designate an account that automatically appears on new payment records. This account helps to ensure that unapplied payments are held in an account separately from the AR summary account. This improves reconciliation and helps you determine the unapplied payment balance. The unapplied payment account is limited to a single account and masking is not applicable.

The discount default accounts are optional and can be used whether you set up single or multiple summary accounts. By defining default accounts for discounts, you can efficiently apply the correct discounts when needed. For example, a discount entered on an invoice posts a credit to the specified AR summary account and debits the default discount revenue account entered in *Configuration*.

Examples of Default Accounts

On the Default Accounts page, you can designate specific accounts to use in distributions. You can set default accounts that automatically balance by fund and segment when you enter debit accounts, or you can specify an account hierarchy with a primary default account and several secondary default accounts to use in certain circumstances. Used in conjunction with the security option to hide credit columns, default accounts give administrators control of their bookkeeping system by specifying which accounts to use for specific transactions.

When you mark **Build the default Account by combining the Fund of each Charge's Revenue Account with these segment values** and enter an account number, *Accounts Receivable* uses that account as the default for transactions in the same fund. For example, you designate account **-2000-00 as the default accounts receivable summary account, with ** representing any fund used in data entry and 00 representing an additional segment. The fund segment of the field automatically defaults to ** and cannot be edited. You enter an invoice that credits account 01-5200-00. *Accounts Receivable* inserts default debit account 01-2000-00 automatically.

Default account: **-2000-00

No.	Acct. Number	Description	Date	Debit Amount	Credit Amount
1	01-5200-00	Office Supplies	5/14/03		$500.00
2	01-2000-00	Accounts Receivable	5/14/03	$500.00	
3					

Note: You set fund and segment balancing requirements in *General Ledger* Configuration.

If you enter credit account 05-5200-30, then *Accounts Receivable* inserts 05-2000-30 as the default debit account to ensure the transaction balances by fund and segment (if required to balance by segment).

Default account: **-2000-00

No.	Acct. Number	Description	Date	Debit Amount	Credit Amount
1	01-5200-30	Office Supplies-Admin.	5/14/03		$500.00
2	01-2000-30	Accounts Receivable	5/14/03	$500.00	
3					

Warning: You should add interfund entries before entering records to ensure that debits and credits in different funds remain in balance. If no appropriate interfund entry exists for non-balancing accounts, you cannot save the distribution.

When you mark **Unless a Fund has its own AR Summary Account defined in the table below, use this account as the default AR Summary Account, creating interfund entries as needed** and enter an account, that account becomes the default for all transactions unless you specify other default accounts to use in certain situations. For example, you designate account 01-2000-00 as the default accounts receivable summary account, with 01 representing the fund and 00 representing an additional segment. In the grid, you enter secondary account 05-2100-50 to use with fund 05 transactions. If you enter an invoice that credits account 01-5200-00, the program inserts the primary default debit account 01-2000-00 automatically.

Primary default account: 01-2000-00

Secondary default account: 05-2100-50

No.	Acct. Number	Description	Date	Debit Amount	Credit Amount
1	01-5200-00	Office Supplies-Admin.	5/14/03		$500.00
2	01-2000-00	Accounts Receivable	5/14/03	$500.00	
3					

If you enter an invoice that credits account 03-5200-00, then **Accounts Receivable** again enters default account 01-2000-00 and uses an interfund entry you have created to balance the funds.

Primary default account: 01-2100-00

Secondary default account: 05-2100-50

No.	Acct. Number	Description	Date	Debit Amount	Credit Amount
1	03-5200-00	Office Supplies-Admin.	5/14/03		$500.00
2	03-7000-00	Transfer (interfund entry)	5/14/03	$500.00	
3	01-7000-00	Transfer (interfund entry)	5/14/03		$500.00
4	01-2000-00	Accounts Receivable	5/14/03	$500.00	
5					

However, if your invoice credits an account in fund 05, such as 05-5820-30, the program inserts the secondary account code, and the segment changes to balance the transaction (if required to balance by segment). As a result, **Accounts Receivable** inserts the secondary default debit account 05-2000-30.

Primary default account: 01-2000-00
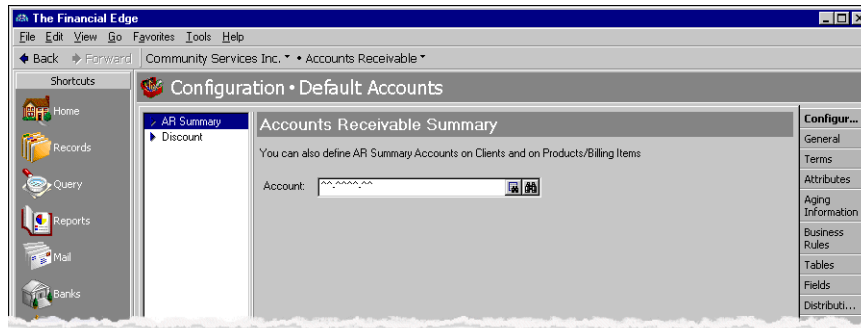
Secondary default account: 05-2100-50

No.	Acct. Number	Description	Date	Debit Amount	Credit Amount
1	05-5820-30	Office Supplies-Admin.	5/14/03		$500.00
2	05-2000-30	Accounts Receivable	5/14/03	$500.00	
3					

▶ **Setting a single default accounts receivable summary account**

The option to distribute to a single default summary account is available only if you marked the business rule to use a single AR summary account and never post applications, which is recommended.

1. From the Configuration page, click **Default Accounts**. The Default Accounts page appears.

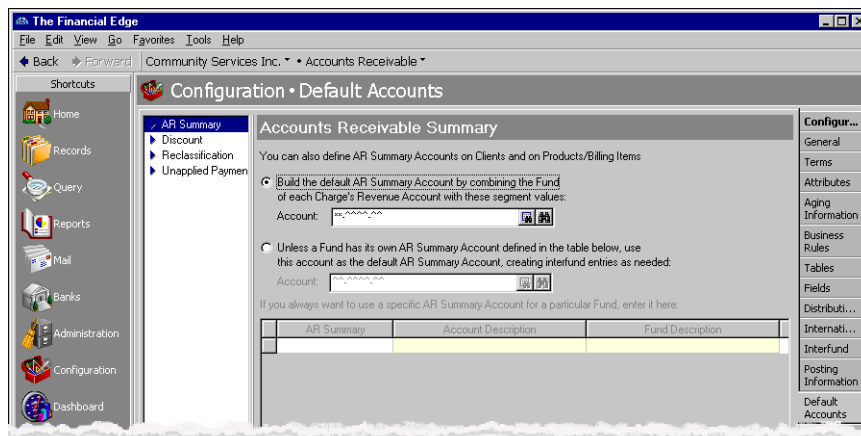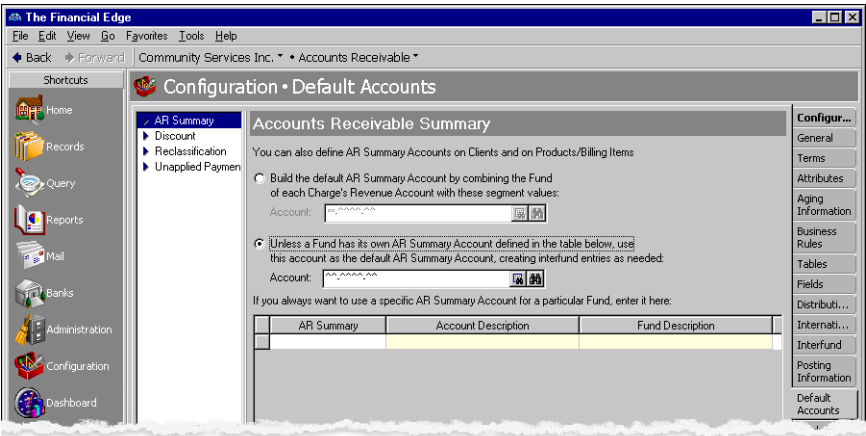2. In the box on the left, select **AR Summary**. The Accounts Receivable Summary **Account** field appears.

3. In the **Account** field, enter an account number to use as your single summary account. You can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.
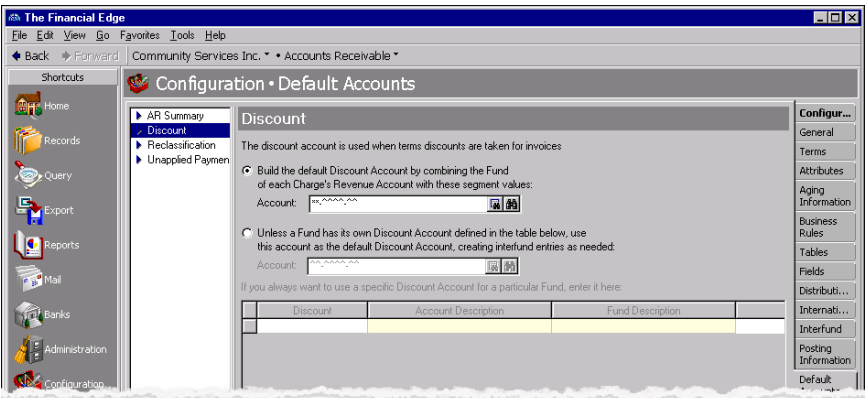
4. When you exit the Default Account page or select another type of account, your changes are saved automatically.
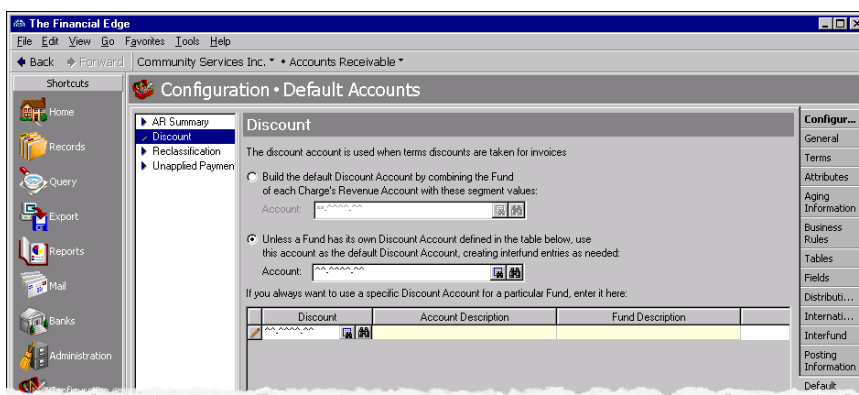
▶ **Setting multiple default accounts receivable summary accounts**

The option to define multiple default summary accounts is available only if you chose not to mark the business rule designating a single AR summary account.

1. From the Configuration page, click **Default Accounts**. The Default Accounts page appears.

2. In the box on the left, select **AR Summary**. The Accounts Receivable Summary default account options appear.

Note: When using **Build the default Account by combining the Fund of each Charge's Revenue Account with these segment values**, you cannot enter a fund. The fund segment defaults to "******" and cannot be edited.

3. To set a default account that automatically balances by fund and segment (if required), mark **Build the default AR Summary Account by combining the Fund of each Charge's Revenue Account with these segment values**.
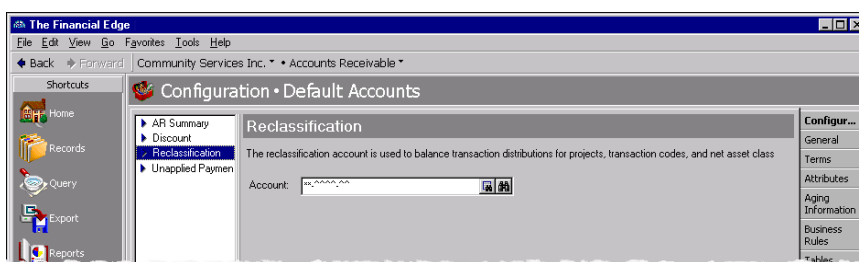
4. In the **Account** field, enter an account number. You can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.

5. To define a primary default account and one or more secondary accounts, mark **Unless a Fund has its own AR Summary Account defined in the table below, use this account as the default AR Summary Account, creating interfund entries as needed**.

6. In the **Account** field, enter an account number. You can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.

7. In the grid, in the **AR Summary** column, enter secondary default account numbers. The account descriptions and fund descriptions appear automatically, based on the accounts you enter.

8. When you exit the Default Account page or select another type of account, your changes are saved automatically.

▶ **Setting default discount accounts**

1. From the Configuration page, click **Default Accounts**. The Default Accounts page appears.

2. In the box on the left, select **Discount**. The Discount default account options appear.

Note: When using **Build the default Account by combining the Fund of each Charge's Revenue Account with these segment values**, you cannot enter a fund. The fund segment defaults to "******" and cannot be edited.

3. To set a single default account that automatically balances by fund and segment (if required), mark **Build the default Discount Account by combining the Fund of each Charge's Revenue Account with these segment values**.
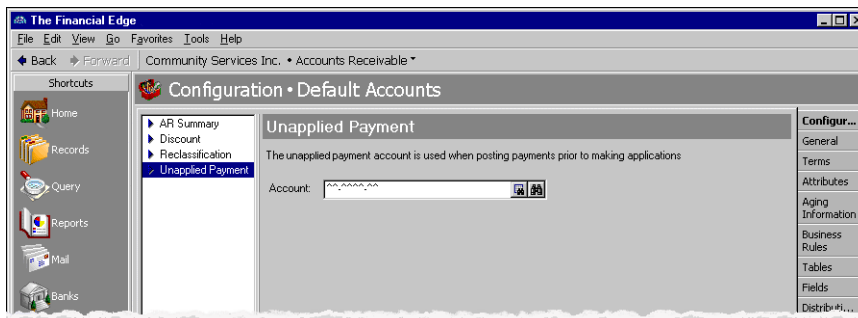
4. In the **Account** field, enter an account number. You can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.

5. To define a primary default account and one or more secondary accounts, mark **Unless a Fund has its own Discount Account defined in the table below, use this account as the default Discount Account, creating interfund entries as needed**.

6. In the **Account** field, enter an account number. You can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.

7. In the **Discount** column of the grid, if applicable, enter secondary default account numbers. The account descriptions and fund descriptions appear automatically, based on the accounts you enter.

8. When you exit the Default Account page or select another type of account, your changes are saved automatically.

▶ **Setting a default reclassification account**

The default reclassification account is used to balance transaction distributions for projects, transaction codes, and net asset accounts.

Note: The default reclassification account option appears only if your organization is using multiple AR summary accounts.

1. From the Configuration page, click **Default Accounts**. The Default Accounts page appears.

2. In the box on the left, select **Reclassification**. The Reclassification default account option appears.

3. In the **Account** field, enter an account number. You can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.

4. When you exit the Default Account page or select another type of account, your changes are saved automatically.

▶ **Setting a default unapplied payment account**

Warning: You must designate a default unapplied payment account before you can add payments.

The default unapplied payment account is required and must be a single account. The default unapplied payment account you select appears on all new payment records and can be edited if needed. By designating a default unapplied payment account, you help ensure that unapplied payments are held separately from the AR summary account, which improves reconciliation so you can easily determine the unapplied payment balance.

1. From the Configuration page, click **Default Accounts**. The Default Accounts page appears.

2. In the box on the left, select **Unapplied Payment**. The Unapplied Payment default account option appears.

3. In the **Account** field, enter an account number. You can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.

4. When you exit the Default Account page or select another type of default account to configure, your changes are saved automatically.

Products and Billing Items

> **Warning:** Remember, you must define at least one product or billing item record before adding charges.

With **Products and Billing Items** in *Accounts Receivable*, your organization can create product and billing item records for any items or services you provide for clients. You can also create sales tax and finance charge items to use on transactions. Usually a supervisor configures the product and billing item records to define the items and services your organization offers. As your organization grows, you can continue adding items as needed.

Using product and billing item records saves time when creating other *Accounts Receivable* records, including charges and invoices, because you can quickly select a product or item you previously created, instead of entering the information from scratch each time.

Creating product and item records not only saves time, it can also improve consistency and decrease errors in your organization's charges and invoices. Because you do not have to re-enter product or item characteristics such as the item description, ID number, and quantity for items that are offered on a regular basis, you can be sure the data entries match. You simply select the product or item from the list of previously created product and billing item records, which have been reviewed for accuracy.

Product and billing item records consist of a series of tabs designed to organize information into manageable chunks so you can easily view only the data you need at a particular time. Although information is entered on separate tabs, *Accounts Receivable* consolidates the information into a single record and uses data from all tabs when processing transactions and reports for that record.

On the Item tab, you enter general information about the item amount, whether the item is subject to terms discounts, taxes, and finance charges or late fees. You can also enter the name of the service provider and any comments regarding the item information.

On the GL Distribution tab, you enter account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes.

On the Attributes tab, you can add attributes for an additional level of detail and reporting capability. You can filter and sort by item attributes.

On the Notes tab, you can add information specific to that flat rate item record.

In **Accounts Receivable**, you can create several different types of product and billing item records.

Flat Rate Items. Flat rate items are helpful if you provide products or services that are always the same price and are not offered in a quantity.

Products. Products are helpful if you sell items that may be purchased in quantity. For example, you may offer self-help books, audio tapes, or T-shirts. With products s you can also set up pricing schedules for seasonal prices changes or other schedule price fluctuations.

Per Usage Items. Per usage items are helpful if you offer products or services that are billed incrementally. For example, a per usage item could be an hourly rate for counseling services or meeting space.

Refund Items. If your organization anticipates offering refunds to your clients, you can set up refund items to make the refund process more efficient.

Finance Charge Items. If your organization assesses finance charges or late charges overdue balances, you can set up finance charge items.

Sales Tax Items. If your organization collects sales tax on behalf of government bodies for items or services rendered, you can establish sales tax items. Once you establish sales tax items, you can associate them with subsequent billing item records and transactions.

You create product and billing item records from the Products and Billing Items page of *Configuration*. For increased efficiency, you can also create product and item records from the Products and Billing Items page of *Records*, or to save time, directly from charge or invoice records.

Flat Rate Items

Flat rate items are helpful if you provide products or services that are always the same price and do not have a quantity. When you define a flat rate item, you must define a default revenue account.

The following procedure guides you through adding a flat rate item from the Products and Billing Items page of *Configuration* in **Accounts Receivable**. However, you can also add products and billing items, as needed, when adding charges and entering line items on invoices. Additionally, you can add flat rate items from the Records page of **Accounts Receivable**.

For more information about adding flat rate items, see the *Records Guide for Accounts Receivable*.

▸ **Adding a flat rate item**

> **Note:** Flat rate items can be edited or deleted at any time. Just remember that deleted flat rate items cannot be recovered!

1. From the Products and Billing Items page, click **New Flat Rate Item**. The New Flat Rate Item screen appears.

2. In the **Item ID** field, enter an identification number for the item.

3. In the **Description** field, enter a description of the item.

4. In the **Dates** field, select "Item can be used on any date" or "Item can only be used from" and enter the dates during which the item can be used.

5. On the Item tab, in the **Amount** field, enter a price for the item. To permit users to edit the amount on transactions, mark **Allow user to edit amount on transactions**.

Tip: To add a new sales tax item from a flat rate item record, enter a new ID in the sales tax field. If the ID is not already in the system, you are prompted to add a new sales tax item.

6. If sales tax is required for this item, mark **Item is subject to sales tax**. In the tax field, select the sales tax item to apply. If clients can receive a terms discount for early payment of this item, mark **Item is eligible for terms discount**.

7. If clients are assessed finance and late charges for this item, mark **Item is subject to finance and late charges**.

Note: The **Service Provider** field is customizable. If your service providers are referred to by another term, you can change the name of the field to match that term.

8. If this flat rate item is associated with a service provider, select the provider in the **Service Provider** field.

9. In the **Comments** field, you can enter default comments for the item that will appear on statements.

10. To save the flat rate item record and return to the Records page, click **Save and Close**. To continue adding information for this item, click the GL Distribution tab.For detailed procedures about entering information on the GL Distribution tab, see "Product and Billing Item Default Distributions" on page 73.

You can also add attributes and notes for the flat rate item on the corresponding tabs. For detailed procedures about adding attributes and notes, see "Product and Billing Item Attributes and Notes" on page 74.

Products

You create product records for items or services you routinely offer to clients. The benefit of using a product record is that it is more efficient than entering the same product information again and again for charges and invoice line items. Using product records also provides consistency in product information. You can also define various pricing schedules for products with prices that fluctuate.

Once a product is entered into the system, you can edit information on the record or delete the record, as long as the product is not in use by one or more line items. When you define a product, you must define a default revenue account.

The following procedure guides you through adding a product record from the Products and Billing Items page of *Configuration* in **Accounts Receivable**. However, you can also add products and billing items, as needed, when adding charges and entering line items on invoices. Additionally, you can add products from the Records page of **Accounts Receivable**.

For more information about adding products and creating pricing schedules, see the *Records Guide for Accounts Receivable*.

▶ **Adding a product record**

Tip: Adding a product from a line item is useful for quickly adding products to your system while creating invoices and charges.

1. From the Products and Billing Items page, Click the down arrow next to **New Flat Rate Item** and select **New Product**. The New Product screen appears.

2. In the **Item ID** field, enter a unique ID for the product.

3. In the **Status** field, select whether this product is currently active or inactive.

4. In the **Description** field, enter a description to help identify the product.

5. In the **Dates** field, specify dates the product is available. Select "Item can be used on any date" or "Item can only be used from" and enter the dates during which the product can be used.

Tip: In fields containing table entries defined in *Configuration*, you can add a new entry by simply typing it in. The system prompts you to save and add the entry to the table.

6. On the Product tab, in the **Unit price decimals** field, enter the number of decimal places to allow when defining the product price.

7. If users should have the ability to adjust the unit price for this product on transactions, mark **Allow user to edit unit price on transactions**.

8. In the **Quantity decimals** field, enter the number of decimal places to allow when defining the quantity of a product.

9. In the **Unit of measure** field, select the unit of measure to use when measuring the product's quantity. The entries available in this field originate from the **Unit of measure** table defined in *Configuration*. You can quickly access the table and add new units of measure by clicking **Unit of measure**, which is a link as well as the name of the field.

Tip: To add a new sales tax item from a product record, enter a new ID in the sales tax field. If the ID is not already in the system, you are prompted to add a new sales tax item.

10. If sales tax is required for this product, mark **Product is subject to sales tax**. In the tax field, select the sales tax item to apply. For information about adding new sales tax items, see "Sales Tax Items" on page 71.

11. If clients can receive a terms discount for this product, mark **Product is eligible for terms discount**. This indicates whether or not you can apply a terms discount when this product is used on transactions.

12. If clients are assessed finance and late charges for this product, mark **Product is subject to finance and late charges**.

Note: The **Service Provider** field is customizable. If your service providers are referred to by another term, you can change the name of the field to match that term.

13. If clients can receive a trade discount for this product, mark **Product is eligible for trade discount**. This indicates whether or not you can apply a trade discount when this product is used on transactions.

14. If this product is associated with a service provider, select the provider in the **Service Provider** field.

15. In the **Comments** field, you can enter default comments for the product that will appear on statements.

Tip: Once you save a product, you can designate that product as a favorite. Once designated as a favorite, you can quickly access the record from the Home page. To make a product a favorite, access the **Favorites** menu and select **Add to Favorites**.

16. To save the product record and return to the Records page, click **Save and Close**. To continue adding information for this item, click the Pricing Schedule tab. For detailed procedures about entering pricing information, see "Product Pricing Schedules" on page 66.

    For detailed procedures about entering information on the GL Distribution tab, see "Product and Billing Item Default Distributions" on page 73.

    You can also add attributes and notes for the product on the corresponding tabs. For detailed procedures about adding attributes and notes, see "Product and Billing Item Attributes and Notes" on page 74.

Product Pricing Schedules

You add product pricing schedules on product records to define the unit price for each product. You can also define multiple pricing schedules with different unit prices to change the price of products on specific dates.

By adding pricing schedules, you can define multiple price fluctuations that automatically take effect on specific dates. Pricing schedules are helpful if you offer items that have seasonal price changes and other scheduled changes.

On the Pricing schedule tab, you can specify price changes to take effect at a future date. For example, if you have a price increase that starts January 1, you can create a pricing schedule that automatically increases the price for that product on the specified effective date.

▶ **Adding a product pricing schedule**

1. From an open product record, select the Pricing Schedules tab.

2. Click New Pricing Schedule. The Add a Pricing Schedule screen appears.

3. In the **Prices are effective as of** field, enter the date the price is effective. You can enter future dates to schedule upcoming price changes.

4. In the **Description** field, enter a description for this pricing schedule.

5. In the **Pricing** field, select "Use a single unit price for all quantities" or "Base unit price on quantity".

   If you select "Use a single unit price for all quantities", in the grid, enter the new unit price. If you select "Base unit price on quantity", the **Minimum Quantity**, **Maximum Quantity**, and **Unit Price** columns appear in the grid. Enter the maximum quantity eligible for the first price range. The minimum quantity defaults to 0.00. In the **Unit Price** column, enter the per unit price for those quantities. Repeat for additional quantity ranges.

6. Once your pricing schedule is complete, click **OK** to return to the Pricing Schedule tab of the product record.

7. To continue adding information for this product, click the GL Distributions tab. For detailed procedures about entering information on the GL Distribution tab, see "Product and Billing Item Default Distributions" on page 73.

   You can also add attributes and notes for products on the corresponding tabs. For detailed procedures about adding attributes and notes, see "Product and Billing Item Attributes and Notes" on page 74.

Per Usage Items

Per usage items are helpful if you offer products or services that are billed incrementally. For example, a per usage item could be an hourly rate for counseling services. When you define a per usage item, you must define a default Revenue account.

The following procedure guides you through adding a per usage item from the Products and Billing Items page of *Configuration* in **Accounts Receivable**. However, you can also add per usage items, as needed, when adding charges and entering line items for invoices. Additionally, you can add per usage items from the Records page of **Accounts Receivable**.

For more information about adding per usage items, see the *Records Guide for Accounts Receivable*.

▶ **Adding a per usage item**

> **Note:** Per usage items can be edited or deleted at any time. Just remember that deleted per usage items cannot be recovered!

1. From the Products and Billing Items page, click the down arrow next to **New Flat Rate Item** and select **New Per Usage Item**. The New Per Usage Item screen appears.

2. In the **Item ID** field, enter a unique ID for the item.

3. In the **Status** field, select whether this item is currently active or inactive.

4. In the **Description** field, enter a description to help identify the item.

5. In the **Dates** field, specify dates the item is available. Select "Item can be used on any date" or "Item can only be used from" and enter the dates during which the product can be used.

Tip: In fields containing table entries defined in *Configuration*, you can add a new entry by simply typing it in. The system prompts you to save and add the entry to the table.

6. On the Item tab, in the **Unit price decimals** field, enter the number of decimal places to allow when defining the item price.

7. If users should have the ability to adjust the unit price for this item on transactions, mark **Allow user to edit unit price on transactions**.

8. In the **Quantity decimals** field, enter the number of decimal places to allow when defining the quantity of an item.

9. In the **Default values** grid, access the **Unit of measure** column and select the unit of measure to use when measuring the product's quantity. The entries available in this field originate from the **Unit of measure** table defined in *Configuration*. You can quickly access the table and add new units of measure by clicking **Unit of measure**, which is a link as well as the name of the field.

10. In the **Quantity** and **Unit Price** columns, enter the default per usage quantity and price for this item. The **Extended Amount** column displays the total cost of this per usage item.

Tip: To add a new sales tax item from a per usage item record, enter a new ID in the sales tax field. If the ID is not already in the system, you are prompted to add a new sales tax item.

11. If sales tax is required for this item, mark **Item is subject to sales tax**. In the tax field, select the sales tax item to apply. For information about adding new sales tax items, see "Sales Tax Items" on page 71.

12. If clients can receive a terms discount for early payment of this item, mark **Item is eligible for terms discount**. This indicates whether or not you can apply a terms discount when this item is used on transactions.

13. If clients are assessed finance and late charges for this item, mark **Item is subject to finance and late charges**.

14. If clients can receive a trade discount for this item, mark **Item is eligible for trade discount**. This indicates whether or not you can apply a trade discount when this item is used on transactions.

Note: The **Service Provider** field is customizable. If your service providers are referred to by another term, you can change the name of the field to match that term.

15. If this item is associated with a service provider, select the provider in the **Service Provider** field.

16. In the **Comments** field, you can enter default comments for the item that will appear on statements.

17. To save the per usage item record and return to the Records page, click **Save and Close**. To continue adding information for this item, click the GL Distributions tab.For detailed procedures about entering information on the GL Distribution tab, see "Product and Billing Item Default Distributions" on page 73.

You can also add attributes and notes for the per usage item on the corresponding tabs. For detailed procedures about adding attributes and notes, see "Product and Billing Item Attributes and Notes" on page 74.

Refund Items

If your organization anticipates offering refunds to clients, you can set up refund items to make the refund process more efficient.

For more information about adding refund items, see the *Records Guide for Accounts Receivable*.

▶ **Adding a refund item**

1. From the Products and Billing Items page, Click the down arrow next to **New Flat Rate Item** and select **New Refund Item**. The New Refund Item screen appears.

2. In the **Item ID** field, enter a unique ID for the item.

3. In the **Status** field, select whether this item is currently active or inactive.

4. In the **Description** field, enter a description of the item.

5. In the **Dates** field, select "Item can be used on any date" or "Item can only be used from" and enter the dates during which the refund item can be used.

6. If **Accounts Payable** is installed, you can automate the one-time check process by marking **Automatically create a One-Time Check to be paid through Accounts Payable** on the Item tab. If you mark this option, also select a bank in the **Pay from bank account** field.

7. In the **Comments** field, you can enter default comments for the item that will appear on statements.

8. To save the refund item record and return to the Records page, click **Save and Close**. To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see "Product and Billing Item Default Distributions" on page 73.

    You can also add attributes and notes for the refund item on the corresponding tabs. For detailed procedures about adding attributes and notes, see "Product and Billing Item Attributes and Notes" on page 74.

Finance Charge Items

If your organization assesses finance charges or late fees for overdue balances, you can set up finance charge items.

The following procedure guides you through adding a finance charge item from the Products and Billing Items page of *Configuration* in **Accounts Receivable**. However, you can also add finance charge items, as needed, when adding charges and entering line items on invoices. Additionally, you can add finance charge items from the Records page of **Accounts Receivable**.

For more information about adding finance charge items, see the *Records Guide for Accounts Receivable*.

‣ **Adding a finance charge item**

1. From the Products and Billing Items page, Click the down arrow next to **New Flat Rate Item** and select **New Finance Charge Item**. The New Finance Charge Item screen appears.

2. In the **Item ID** field, enter a unique ID for the item.

3. In the **Status** field, select whether this item is currently active or inactive.

4. In the **Description** field, enter a description of the item.

5. In the **Dates** field, select "Item can be used on any date" or "Item can only be used from" and enter the dates during which the finance charge can be used.

6. On the Item tab, you can make the item subject to both finance charges and late fees by marking **Item is subject to finance and late charges**.

7. In the **Comments** field, you can enter default comments for the item that will appear on statements.

8. To save the finance charge item record and return to the Records page, click **Save and Close**. To continue adding information for this item, click the GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see "Product and Billing Item Default Distributions" on page 73.

   You can also add attributes and notes for the finance charge item on the corresponding tabs. For detailed procedures about adding attributes and notes, see "Product and Billing Item Attributes and Notes" on page 74.

Sales Tax Items

If your organization collects sales tax on behalf of government bodies for items or services rendered, you can establish sales tax billing items. Once you establish sales tax billing items, you can associate them with subsequent billing item records.

The following procedure guides you through adding a sales tax item from the Products and Billing Items page of *Configuration* in **Accounts Receivable**. However, you can also add sales tax items, as needed, when adding charges and entering line items on invoices. Additionally, you can add sales tax items from the Records page of **Accounts Receivable**.

For more information about adding sales tax items, see the *Records Guide for Accounts Receivable*.

‣ **Adding a sales tax item**

1. From the Products and Billing Items page, click the down arrow next to **New Flat Rate Item** and select **New Sales Tax Item**. The New Sales Tax Item screen appears.

2. In the **Item ID** field, enter a unique ID for the item.

3. In the **Status** field, select whether this item is currently active or inactive.

4. In the **Description** field, enter a description of the item.

5. In the **Dates** field, select "Item can be used on any date" or "Item can only be used from" and enter the dates during which the finance charge can be used.

6. In the **Interfund** field on the Item tab, you can select an interfund set to use for balancing interfund entries.

7. In the **Sales Tax Entity** column of the grid, select a sales tax entity previously added to Sales Tax Entity table in *Configuration*. You can also enter a new entity in the column and you will be prompted to add it to the Sales Tax Entity table. For example, a sales tax entity could be "County Sales Tax".

8. In the **Percent** column, enter the tax rate for the corresponding entity. For example, the "County Sales Tax" could be "5.00".

9. In the **CR Account** and **DR Account** columns, enter the correct account information. You can use the binoculars to search for accounts.

10. If you need to track a sales tax entity by project, class, or transaction code, enter that information in the corresponding columns of the grid. Projects and transaction codes are available only if you have the optional module *Projects and Grants*.

11. If taxes should be compounded on the first tax entity in the grid, mark **When calculating tax for the [ ] through [ ] include** and select the range. The options available in the range drop-down lists depend on the number of sales tax entities in the grid.

12. You can make the item subject to both finance charges and late fees by marking **Item is subject to finance and late charges**.

13. In the **Comments** field, you can enter default comments for the item that will appear on statements.

14. To save the sales tax item record and return to the Records page, click **Save and Close**. To continue adding information for this item, click the Attributes tab. For detailed procedures about entering information on the Attributes tab, see "Product and Billing Item Attributes and Notes" on page 74.

You can also add notes for the sales tax item. For detailed procedures about adding notes, see "Product and Billing Item Attributes and Notes" on page 74.

Product and Billing Item Default Distributions

Note: Because you cannot enter negative numbers into *Accounts Receivable*, you must use miscellaneous entries or credits in lieu of negative cash amounts.

When you add new products and billing items, you should also add account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. If you define distributions on the product or billing item record, you will not have to enter those details every time you use the product or item. You can also pre-define default distributions in *Configuration,* and then select from those field entries to quickly and easily create product and billing item distributions. When you save the product or item, *Accounts Receivable* automatically verifies that all distributions balance, so you are assured the distributions will post.

For more information about product and billing item default distributions, see the *Records Guide for Accounts Receivable*.

This section contains information about distributing products and billing items.

▶ **Distributing products and flat rate, per usage, refund, and finance charge billing items**

On the GL Distribution tab, you can enter credit and debit information for products and billing items. Refund item records do not require debit accounts because that information defaults from the original charge.

Note: Distributions can be edited or deleted at any time. Just remember that deleted distributions cannot be recovered!

1. From an open item record, select the GL Distribution tab.

Note: Use miscellaneous entries as one-time adjustments in lieu of using negative cash amounts.

2. In the field above the **Distribution** grid, select "Distribution" or "Miscellaneous Entries".

3. If you enter credit and debit accounts from different funds, **Accounts Receivable** automatically inserts a valid interfund entry in the **Interfund** field to balance the accounts. If you have not created a balancing interfund entry for those accounts in *Configuration*, you cannot save the distribution. For more information about interfund entries and entry sets, see the *Configuration Guide for Accounts Receivable*.

Note: To create a distribution from an existing distribution template, click **Load Distribution**.

4. To preview *General Ledger* debits and credits for the item, click **DR/CR Entries**.

5. To enter distributions by amount, click **$**. To enter distributions by percent, click **%**.

Note: When binoculars appear in an account field, you can use the small binoculars to search for an account segment or use the large binoculars to search for an account number.

6. In the **CR Account Number** column, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically in the **CR Account Description** column.

7. Enter the amount of the distribution in the **Amount** column or the percentage in the **Percent** column.

8. The **DR Account Number** column displays default values, depending on default AP Summary Account settings established in *Configuration* or the Defaults tab of the client record. When you enter a debit account number, the description appears automatically in the **DR Account Description** column.

Note: Refund item records do not contain a **DR Account Number** column.

9. If you have the optional module *Projects and Grants*, enter a project identification number in the **Project ID** column. When you enter a valid project identification number, the description appears automatically in the **Project Description** column.

10. In the **Class** column, select a class for the distribution.

11. If you have the optional module *Projects and Grants* and have defined transaction codes, additional columns appear based on the number of transaction codes you have defined. In the grid, select a value for each transaction code.

12. To enter different debit and credit transaction distributions, select a row by clicking the gray button to the left of the line, then click **Distribution**. To enter a debit transaction distribution, select **DR Distribution**. To enter a credit transaction distribution, select **CR Distribution**.

    To use a default distribution from *Configuration*, click **Load Distribution** and select "From Table".

    To divide the distribution evenly among all accounts entered in the distribution grid, click **Distribute Evenly**.

    To view attribute information, click **Attributes**.

    To delete all rows of the grid, click **Delete All**.

13. To save the item record and return to the Records page, click **Save and Close**. To continue adding information for this item, click the Attributes and Notes tab. For detailed procedures about entering information on the Attributes/Notes tab, see "Product and Billing Item Attributes and Notes" on page 74.

Product and Billing Item Attributes and Notes

You can further define products and billing items by adding information to the Attribute and Notes tabs. On the Attributes tab, you can add attributes for an additional level of detail and reporting capability. You can filter and sort by item attributes. On the Notes tab, you can add information specific to that flat rate item record.

For more information about notes and attributes on products and billing items, see the *Records Guide for Accounts Receivable.*

Working with Attributes

An attribute is a reporting tool you use to group information based on a common theme. By defining attributes, you can filter information to your specification, which is a useful feature for sorting or filtering items for reports. You can also define the type of data stored for each item. For example, if you have defined an attribute for income categories, you can track products and billing items by income.

This section contains a procedure for applying flat rate item attributes.

▶ **Adding an attribute to products and billing items**

For this procedure, we are adding an attribute to a flat rate billing item record. However, these steps can be applied to adding attributes for all products and billing items.

Note: Attributes can be edited at any time or deleted if the attribute is not required.

1. From an open flat rate item record, select the Attributes tab.

2. In the **Attribute type** field, select a specific attribute type or "All Categories".
3. In the **Attribute type** column, select an attribute. Attribute types are established in *Configuration*.
4. In the **Description** column, select a description of the attribute.

Note: The **Short Description** column and the **Required** checkbox are for informational purposes and are edited only from the Attributes page of *Configuration*.

5. In the **Date** column, enter a date.
6. In the **Comments** column, enter additional information about the attribute.
7. To close the flat rate item record and return to the Products and Billing Items page, click **Save and Close**.

Working with Notes

The Notes tab of a flat rate item record is an open text field where you can enter additional information about flat rate item. You can maintain data such as the purchaser's name, the delivery date, or other important information.

This section contains a procedure for adding flat rate item notes.

▶   **Adding a note to products and billing items**

    1.   From an open flat rate item record, select the Notes tab.

    2.   In the text box, enter free-form text information about the flat rate item.

Note: Notes can be edited or deleted at any time. Just remember that deleted notes cannot be recovered!

    3.   When you exit the Notes tab, your changes are saved automatically.

Printing and Exporting Products and Billing Items

Glossary: A parameter file is a set of parameters that determine the results of reports, export files, and queries. You can save parameter files and reuse them in *Reports*, *Mail*, *Global Change*, *Visual Chart Organizer*, and other areas of *The Financial Edge*.

Before you can print or export a list of products and billing items, you must create a parameter file that designates the specific records to include. When you click **Print** or **Export** on the Products and Billing Items page, the Select a Parameter File screen appears. On this screen, you can select a previously created parameter file, or create a new parameter file that specifies the records to print or export. Once you create a parameter file, you can save it to reuse for printing or exporting the same group of records at a later date. For example, if you create a parameter file to export a list of products for your board of directors, you can use that same parameter file to print a list of products to include on your website. You can also use parameter files to create queries.

▶ **Creating a parameter file for printing or exporting products and billing items**

1. On the Products and Billing Items page, click **Print** or **Export**. The Select a Parameter File screen appears, displaying a list of existing parameter files.

2. To create a new parameter file, click **Add New**. The New Product and Billing Item List screen appears.

3. On the General tab, in the **Valid as of date** field, you can select a date range limiting records to a specific time frame. If you select <Specific date> or <Specific range>, in the date fields, select a date or date range for products and billing items to include in the report or export.

4. To include inactive records in the results, mark **Include inactive products and billing items**.

5. To include the product pricing schedule in the printout, mark **Show pricing schedule for products**.

6. To create an output query you can use throughout *The Financial Edge*, mark **Create an output query of products and billing items**.

7. In the **Report orientation** field, select Portrait or Landscape.

8.   When you are finished entering information on the General tab, click **Next** or select the Filters tab.

9.   To filter the products and billing items by item ID, in the filters grid, select the **Products and Billing Items** row and click **Open**. The Products and Billing Items screen appears.

10.   To include only selected records, mark **Selected**. In the grid, enter the product or billing item ID number. When you enter an ID number, its description appears in the **Description** column. This column is for informational purposes and cannot be edited.

11.   To include a range of records, mark **Range**. In the grid, in the **From Product or Billing Item** column, enter the first product or billing item ID to include in the results. In the **To Product or Billing Item** column, enter the last product or billing item ID to include in the results. When you enter an ID number, its description appears in the **Description** column. This column is for informational purposes and cannot be edited.

12.   To create a query of records to include in the results, mark **Query**. In the **Query Name** field, enter a query name or click the binoculars to locate a query.

13. To filter the products and billing items by units of measure, in the filters grid, select the **Units of Measure** row and click **Open**. The Units of Measure screen appears.

14. To include only records containing selected units of measure, mark **Selected**. To quickly locate a unit of measure, in the **Find** field, enter a unit of measure. You can also select a unit of measure in the grid. After you select a unit of measure, click the right arrow to move it to the **Units of Measure** grid, or click the double right arrow to move all units of measure.

15. To save your changes and return to the Filters tab, click **OK**.

16. To filter the products and billing items by attributes, in the filters grid, select the **Product and Billing Item Attributes** row and click **Open**. The Product and Billing Item Attributes screen appears.

17. To include only selected records, mark **Selected**. In the grid, in the **Action** column, select whether to include or exclude records containing the attribute value. In the **Attribute Type** column, select an attribute. In the **Value** column, enter the attribute value to filter.

18. To include a range of records, mark **Range**. In the grid, in the **Action** column, select whether to include or exclude records containing the attribute value. In the **Attribute Type** column, select an attribute. In the **From Value** column, enter the first attribute to include in the results. In the **To Value** column, enter the last attribute to include in the results.

19. To save your changes and return to the Filters tab, click **OK**.

20. When you are finished entering information on the Filters tab, click **Next** to access the Format tab.

21. On the Format tab, designate various formatting characteristics for the report, including the title, location of page numbers, criteria, footers, and color scheme.

22. To print the list of records meeting your criteria, click **Print**.

23. To preview the list of records, click **Preview**.

24. To edit the print layout before printing, click **Layout**.

Addressee/Salutations

> **Note:** We recommend that you do not use addressee/salutations with Social Security numbers for security reasons. If you do, users must have security rights to output the addressee/salutation on a form or report. If they do not have security rights, the Social Security numbers are masked. For more information, see the Security chapter of the *Administration Guide* for **The Financial Edge**.

You can further customize **Accounts Receivable** by defining the way client address information and salutations appear on statements, invoices, and other correspondence. By configuring addressee and salutation formats, you help ensure that addressees and salutations appear consistently on mailings. You can create various salutation formats for use depending on the occasion.

▶ **Adding a salutation**

1. From the Configuration page, click **Addressee/Salutations**. The Addressee/Salutations page appears.

2. On the action bar, click **New Salutation**. The New Salutation screen appears.

3. In the **Field Name** field, select the specific address/salutation field to include in this format. For example, for the client's first name to be part of the salutation, select "First name".

4. In the **Initial**, **Comma**, **Cond, Hard Brk**, **Concat**, and **Smart** columns, mark the formatting styles to use. The formatting style you select produces the following result:

   • **Initial**. When you mark this checkbox, the program reduces the field entry to a single initial and inserts a period.

   • **Comma**. When you mark this checkbox, the program inserts a comma before the field entry.

   • **Cond (Conditional Break)**. When you mark this checkbox, the address/salutation wraps to the next line at the point where the conditional break is placed if the salutation is too long. For example, a salutation might not fit on certain sizes of address labels.

   • **Hard Brk (Hard Break)**. When you mark this checkbox, the address/salutation automatically wraps to the next line at the point where the hard break is placed.

   • **Concat**. When you mark this checkbox, the program removes the spaces between the current field and the subsequent field.

   • **Smart**. When you mark this checkbox, the program removes a user-defined field if the fields with the smart option are activated. For example, if you are working with an addressee/salutation format of "John and Jane Q. Smith" and you select the smart option by the spouse first name field, the system drops the "and" if there is not an entry in the spouse first name field. This prevents salutations of "John and Q. Smith".

5. The **Preview** pane is informational only, and displays the way the field appears when the formatting options are set.

Note: Salutations can be edited at any time.

6. To save the salutation and return to the Addressee/Salutations page, click **Save and Close**. The address format is now displayed the Addressee/Salutations page.

Index