

The **Financial** EdgeTM

Records Guide for Accounts Receivable

102511

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Charges



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Glossary: A charge is a transaction that increases the amount owed by a client.

Charges are transactions that increase the amount owed by a client. On invoices, you add individual charge line items to record the products or services a client purchased. Because a client may purchase many products or services at the same time, invoices can contain multiple charges.

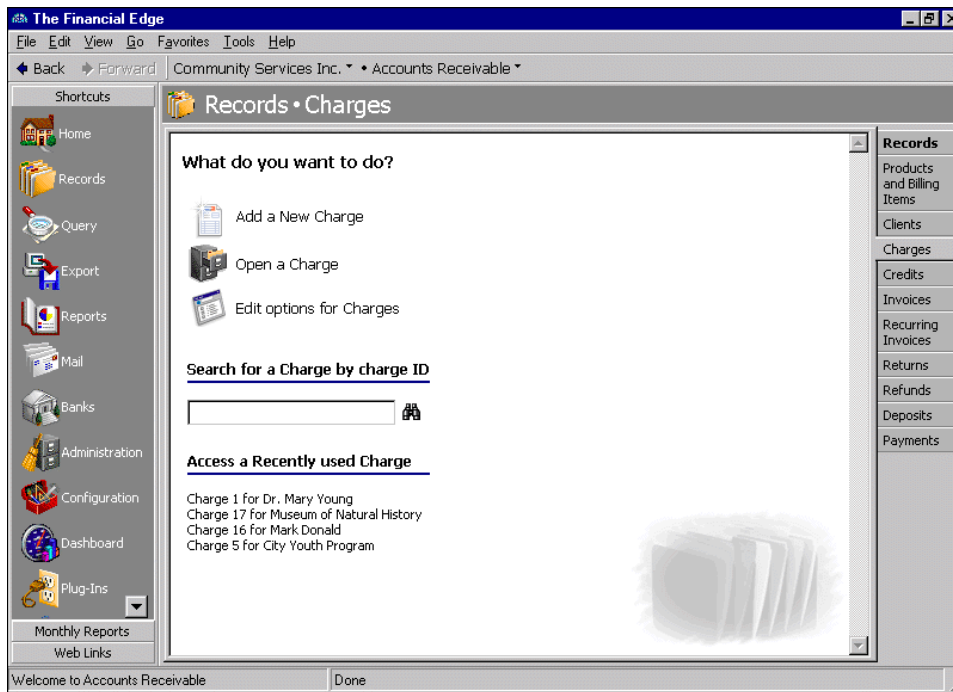
On the Charges page of **Accounts Receivable**, you can track the amounts a client owes, reasons for the associated charges, and payments and credits applied to the client's account. To quickly open or add charge records, you can add links on the **Favorites** menu, the Home page, or the navigation bar. For more information about favorites, see the Program Basics chapter of the *Program Basics Guide*.

Charges are entered, edited, and deleted from the Charges page of *Records*.

Accessing Charge Records

Warning: For the latest documentation and information, visit our Web site at www.blackbaud.com.

Because records are such an important part of **Accounts Receivable**, we have placed all record types on the Records page so you can quickly access them. Think of *Records* as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open *Records*, you can directly access several record types, including charge records. To access charges, click **Records** on the navigation bar, then click **Charges**. The Charges page appears.



Tip: To save time when searching for a specific charge record, use **Search for a Charge by charge ID**.

Consider the Charges page the starting point for charge records. From this page, you can add a new charge or open existing charge records.

To edit charge options, click **Edit options for Charges**.

To save time when searching for a specific charge record, you can use the **Search for a Charge by charge ID** field. The Charges page also lists recently accessed charge records.

Finding and Opening Charge Records

Note: For more information about using filters on the Open screen to search for records, see the *Program Basics Guide*.

When you click **Open a Charge** on the Charges page, the Open screen for charges appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the charge you want to open. The search process is not case-sensitive, so to locate a charge by the client name, you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File, Open**, or on the Charges page, click **Open a Charge**.

► Opening a charge record from the Charges page

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Charges**. The Charges page appears.
3. Click **Open a Charge**. The Open screen for charges appears.

4. In the **Find Charges that meet these criteria** frame, enter criteria you are using to search for the charge.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all charges meeting your criteria.

6. In the grid, select the charge to open.

The 'Open' dialog box displays a grid of charge records. The record for Ashley Smith is selected. Below the grid are search filters and action buttons.

Charge ID	Client Name	Charge Date	Amount	Item/Product
1	Dr. Mary Young	12/23/2002	\$400.00	42
2	Catholic Diocese	12/23/2002	\$1,000.00	42
3	Ashley Smith	12/23/2002	\$20.00	43
4	Brian Fox	12/23/2002	\$50.00	44
5	City Youth Program	12/23/2002	\$100.00	41
6	Community Foundation	12/23/2002	\$200.00	42

Find: Charge Search using query: <Default>

Options

Find Charges that meet these criteria: ☐ Exact match only

Record type: Item/Product:

Client name: Service provider:

Transaction date: Post status:

Due date: Post date:

Charge ID: Last modified by:

Amount: Last modified on: any time

Hide Filters Clear Filters Previous Filters Filters are not applied Find Now Open Cancel

16 records found.

7. Click **Open**. The charge record appears.
8. To save the charge record and return to the Charges page, click **Save and Close**.

Adding Charge Records

Warning: You cannot add records such as charges until you define a default accounts receivable journal value on the Posting Information page of *Configuration*.

On the charge Transactions tab, you enter basic information about the charge, such as associated product or billing item, client data, and transaction and posting dates. You can add charges from the Charges page of *Records*, the Open screen for charges, or by selecting **File, New** from a charge record. You can also add charges on the Activity tab of a client record.

If you enter common values repeatedly for multiple charge records, you can create a default set with these values to save time during data entry. The values are defaults only and you can still change any field on a record. From the menu bar of the record, select **Transaction, Load Defaults from** to select an existing default set or create a new default set for the record type. To manage default sets for all record types in the program, select **Tools, Organize/Create Defaults**. For more information about default sets, see the *Program Basics Guide*.

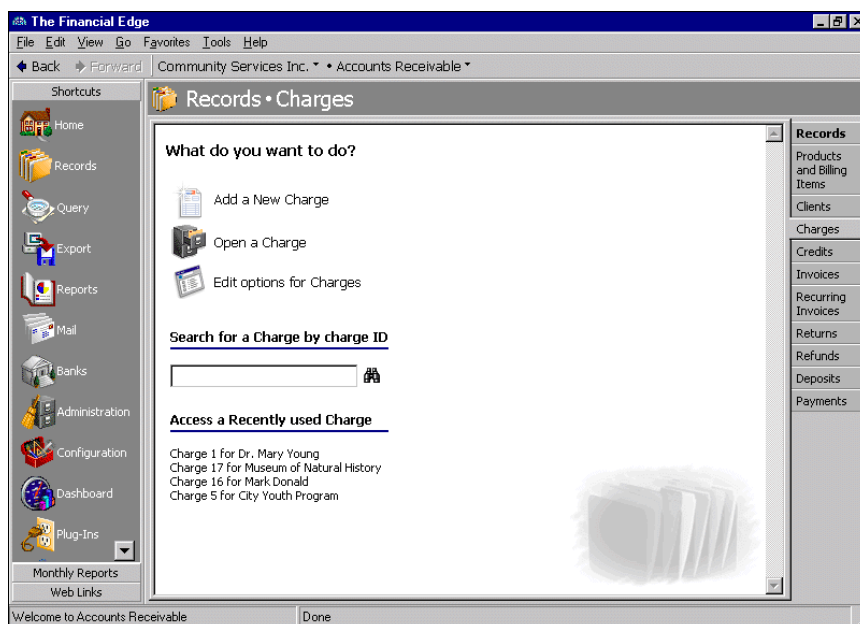
Note: You can set business rules for charges in *Configuration*. For more information about business rules, see the *Program Basics Guide*.

We recommend that, in *Configuration*, you specify duplicate search criteria and set the business rule to check for duplicate charges automatically. For more information about business rules, see the *Configuration Guide for Accounts Receivable*. To search for a duplicate record from an existing record, from the menu bar, select **Transaction, Duplicate Search**.

► Adding a charge record

Note: You can edit or delete charges at any time. Just remember that deleted charges cannot be recovered!

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Charges**. The Charges page appears.



Tip: If you enter common values repeatedly for multiple charges, you can create a default set with these values to save time during data entry. On the menu bar, select **Transaction, Load Defaults from**.

3. Click **Add a New Charge**. The New Charge screen appears.

Note: On the Options screen, you can hide the **Client Name**, **Client ID**, or **SSN/CFDA #** columns to prevent data entry. You can also designate the default tab that appears when you add or open a charge record. To access options, from the menu bar, select **Tools, Options**. For more information about charge options, see the Program Basics Guide.

4. In the **Charge for** grid, enter a client name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
5. In the **Transaction date** field, enter the effective date of the charge.
6. In the **Due date** field, enter the date payment is due.
7. In the **Post status/date** field, select the current post status of the charge. If you select “Not yet posted”, enter a post date.
8. In the **Category** field, select a charge item category.
9. In the **Item/description** field, enter an item or use the binoculars to locate an item. When you enter an item, the description appears automatically.

Note: To view the client record, from the menu bar, select **Transaction, Go to Owner**.

10. If you select a flat rate, finance charge, or sales tax item in the **Item** field, in the **Amount** field, enter an amount. After you enter an amount, skip to step 17.
11. If you selected a product or per usage item in the **Item** field, in the **Unit of Measure** column of the **Quantity/price** grid, select the units of measure for the item.
12. In the **Quantity** column, enter the number of items.
13. In the **Unit Price** field, enter the price of the item per unit of measure.
14. In the **Discount %** column, enter any discounts applied to the charge.
15. The **Extended Amount** column is for informational purposes and displays the multiple of the **Quantity** and **Unit Price** columns.

Note: If your organization does not collect sales tax, you can disable all **Sales tax** fields on the General page of *Configuration*.

16. If you marked **Product is subject to sales tax** on the product record, to view or edit the sales tax item, click **Edit Sales Tax**.
17. In the **Comment** field, you can enter additional information about the charge.
18. In the **Service Provider** field, enter the person in your organization who assisted the client. To view the entire list of service providers, press **F7**.
19. In the **Dates of service from [] to []** fields, enter the date range during which service was provided.
20. In the **Print Status** field, select “Not Yet Printed”, “Printed”, “Do Not Print”, or “Reprint” as the print status of the charge.

Warning: Using the **Hide this transaction on printed statement** checkbox can result in out-of-balance statements. To prevent out-of-balance statements, the Supervisor can set a business rule in *Configuration* that prohibits using this checkbox.

21. If you do not want to print this transaction on printed charges, mark **Hide this transaction on printed statements**. The Supervisor can set a business rule in *Configuration* that prohibits using this checkbox.
22. To add this charge when calculating late fees, mark **Include transaction in finance charge calculations**.

Tip: At the bottom of each tab, in the **Amount** and **Balance** displays, you can quickly view the total charge amount and remaining unapplied balance. To view a summary of the client’s account balance and available credit, click the page icon beside **Balance**.

23. Before you can save the charge record, you must enter a distribution on the GL Distribution tab. For more information about charge distributions, see “Adding Charge Distributions” on page 7.

Adding Charge Distributions

Charge distributions contain account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. By pre-defining distributions in *Configuration*, you can quickly and easily assign activity to accounts. **Accounts Receivable** automatically verifies that all distributions balance when you save the charge, so you are assured the distributions will post.

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

Every charge must have an associated credit account, either a default from the product record or an account you enter manually. When you define credit accounts, **Accounts Receivable** automatically inserts default debit accounts, either from the Accounts Receivable Summary information on the Default Accounts page of *Configuration*, or from the Defaults tab of the client record. The Supervisor can establish security settings to hide the debit account columns.

► Distributing a charge

Note: You can edit or delete distributions at any time. Just remember that deleted distributions cannot be recovered!

1. On an open charge record, select the GL Distribution tab.

Glossary: A miscellaneous entry is a one-time adjustment you use in lieu of negative cash amounts.

In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”.

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.

2. If you entered a default credit account on the product record, it appears automatically in the **CR Account Number** column. You can also click **Load Distribution** to use a default account distribution from *Configuration*, or you can enter a distribution manually. When you enter a credit account number, the description appears automatically in the **CR Account Description** column.

If you select “Never” for the **Allow non-bank transactions to use cash accounts** business rule in **Accounts Payable Configuration**, you cannot use cash accounts for any non-bank transactions in **Accounts Payable**, **Accounts Receivable**, **Cash Receipts**, or **Payroll** because *Cash Management* settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

Tip: To use a default distribution from *Configuration*, click **Load Distribution**.

3. To enter distributions by amount, click **\$**. To enter distributions by percent, click **%**.
4. Enter the amount of the distribution in the **Amount** column or the percentage in the **Percent** column. To distribute amounts or percents equally among the selected accounts, click **Distribute Evenly**.

Note: The Supervisor can establish security options to hide the **DR Account Number** column. This feature is useful if your organization always uses the default accounts receivable account.

5. If you defined a default accounts receivable account on the client record or a debit account on the product record, it appears automatically in the **DR Account Number** column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the **DR Account Description** column.
6. If you defined valid interfund entries in *Configuration*, when you enter debit and credit 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, you cannot save the distribution. For more information about interfund entries and entry sets, see the *Configuration Guide for Accounts Receivable*.
7. 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.
8. In the **Class** column, select a class for the distribution.
9. 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.
10. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the row and click **Distribution**. For a debit account, select **DR Distribution**. For a credit account, select **CR Distribution**. The Transaction Distribution screen appears.
You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click **OK** to return to the charge record GL Distribution tab.
11. To preview **General Ledger** debits and credits for the distribution, click **DR/CR Entries**.
12. To add attributes to the distribution, click **Attributes**. For more information about adding attributes to a charge record, see “Adding Attributes and Notes” on page 15.
13. To delete all rows of the grid, click **Delete All**.
14. To save the charge and return to the Charges page, click **Save and Close**.

Managing Charge Payments and Applications

Using the Payments/Credits tab, you designate the clients who are responsible for charges, you apply payments and credits to reduce the balance due, and you specify the amounts due from each client.

Managing Payers

On the Payments/Credits tab, you can add payers that are responsible for the charges, find specific payers that were previously added, and you can add payers to the charge record. To save time when entering applications, you can establish default payers on the Payers tab of the client record, then use buttons on the Payments/Credits tab to distribute the amount due to the primary default payer or to all default payers evenly. You can also add specific information about the charge amount and how to apply it to each payer. To find, add, or view payers, click the down arrow beside **Find payer**. A submenu appears so you can access payer records.

► Adding a payer

Warning: The charge amounts at the bottom of the Payments/Credits tab do not include sales tax.

1. From the Payments/Credits tab of an open charge record, click the down arrow beside **Find Payer** and select **Add Payer**. The Open screen for clients appears.

The screenshot shows a software window titled "Open". At the top, there is a search bar with "Find: Client" and "Search using query: <Default>". Below the search bar are three buttons: "Open", "Add a New Individual", and "Add a New Organization". The main area of the window is a large, empty rectangular box. Below this box is a section titled "Find Clients that meet these criteria:" with a checkbox labeled "Exact match only". This section contains several filter fields arranged in two columns. The left column includes: "Record type:", "Client ID:", "Client name:", "Client type:", "Status:", and "Service provider:". The right column includes: "SSN/CFDA #:", "City:", "State:", "Document #:", "Last modified by:", and "Last modified on:". Each field has a dropdown arrow. At the bottom of the window, there are several buttons: "Hide Filters", "Clear Filters", "Previous Filters", "Filters are not applied", "Find Now", "Open", and "Cancel".

2. To add an existing client as a payer, in the **Find Clients that meet these criteria** frame, enter criteria you are using to search for the client. To add a new client, click **Add a New Individual** or **Add a New Organization**. For more information about searching for or adding client records, see the Clients chapter.

- After you find the client you want to add as a payer, click **Open**. The new payer appears in the payer grid.

- To delete the payer from the client record, in the grid, select the payer and click **Delete**.
- The **Remaining** display shows the undistributed amount of the charge remaining.
- In the **Responsible for Payment** column of the payer grid, you can change the name of the payer or use the binoculars to locate another payer.
- The **Client ID** and **Relationship** columns are for informational purposes and display information from the client record.
- In the **Responsible for** column, enter the amount of the charge this client must pay. To enter distributions by amount, click **\$**. To enter distributions by percent, click **%**.
- The **Unpaid** column is for informational purposes and displays the remaining unpaid balance.
- To save your changes and close the charge record, click **Save and Close**.

► Finding a payer

Warning: If you apply payments or credits to a charge, *Accounts Receivable* automatically updates all applicable sales tax transaction records.

- On the Payments/Credits tab of an open charge record, click **Find payer**. The Find screen appears.

- In the **Field** field, select a search category, such as "Client ID" or "Relationship".
- In the **Find what** field, enter specific field information you want to find. For example, if you entered "Responsible for Payment" in the **Field** field, you could enter the first three letters of the client's name to find the payer.

4. In the **Match** field, select the part of the field to search.
5. To find only records with identical upper and lower case letters, mark **Match case**.
6. When you have entered your search criteria, click **Find First** or **Find Next**. *The Financial Edge* highlights the first or next record matching your criteria.
7. To close the Find screen and return to the charge record, click **Close**.
8. To save the charge record and return to the Charges page, click **Save and Close**.

► Viewing a payer

1. From the Payments/Credits tab of an open charge record, in the payer grid, select a payer.
2. Click the down arrow beside **Find Payer** and select **View payer**. The client record opens.
3. To save the client record and return to the charge record, click **Save and Close**.

Managing Applications

Note: If you mark the Automatically apply new payments or Automatically apply new credits business rule, applications appear automatically on the Payments/Credits tab.

With the applications submenu, you can add and edit applications, apply payments and credits to the charge, and unapply applications. To save time when entering applications, you can use the Automatically apply new payments and Automatically apply new credits business rules in *Configuration*. With these business rules, payments and credits for a client apply automatically so you do not have to enter them manually on the Payments/Credits tab. Before you use these business rules, make sure you always want payments and credits applied automatically.

Adding, Applying, and Unapplying Applications

To access the applications submenu, click the down arrow beside **Add/Edit Applications**. The applications submenu appears. From the applications submenu, you can add, apply, and unapply applications.

► Adding an application

1. From the Payments/Credits tab of an open charge record, click **Add/Edit Applications**. The Apply Payments/Credits to <Charge> screen appears.

Apply Payments/Credits to Charge 19 for Museum of Natural History

Charge owner/ID: Museum of Natural History 08 Charge: Drug Awareness Video

Pay the balance due from: <All Payers> Amount/Date: \$116.28 02/18/2003

Balance due from <All Payers>: \$116.28 Paid: \$0.00 Unpaid: \$116.28

Select Additional Payments or Credits... Apply Automatically View Transaction Find Transaction Options

Date	Type	ID	Description	Owner	Distributed To	Available	Apply?	Applied
01/10/2003	Credit	1	Meeting Space	Museum of Natural ...	Museum of Natural ...	\$200.00	<input type="checkbox"/>	

Save Applications Save and Close Cancel

Warning: The charge amounts at the bottom of the Payments/Credits tab do not include sales tax.

2. The **Charge owner/ID**, **Charge**, and **Amount/Date** fields are for informational purposes only, and display information from the charge record.
3. In the **Pay the Balance Due from** field, select a payer to apply this payment or credit to, or select “All Payers”.
4. The **Balance due from <Client>**, **Paid**, and **Unpaid** displays show the liable payers, outstanding balances, and paid amounts.
5. To add more payments or credits, in the applications grid, click **Select Additional Payments or Credits**. The Open screen for payments and credits appears, so you can find the payment or credit records.
6. In the **Find** field, select “Payment” or “Credit”.
7. In the **Find <Payments or Credits> that meet these criteria** frame, enter criteria you are using to search for the payment or credit.
8. Click **Find Now**. The program searches the database and displays all payments or credits meeting the search criteria.

Note: Before you can save a charge record, the **Remaining** display at the bottom of the record must show a zero balance.

9. In the grid, select a payment or credit and click **Open**. The Open screen closes and the payment or credit information appears in the applications grid of the Add/Edit Applications screen.

Responsible for Payment...	Client ID	Relationship	Responsible For	Unpaid
Museum of Natural History	08	<Owner>	\$116.28	\$0.00
Convention & Visitor's Center	07	<Undefined>		

Date	Type	Transaction ID	Owner	Description	Amount Applied
01/10/2003	Credit	1	Museum of Nat...	Meeting Space	\$116.28

Amount: \$116.28 Balance: \$0.00

10. You can use the down arrow beside **Select Additional Payments or Credits** to access a submenu where you can make other changes to applications:
 - To add all available payments or credits to the client’s charges, select **Add All Payments/Credits That Can Be Applied**.
 - To apply payments and credits other than those listed, click **Select Additional Payments or Credits**. The Open screen for payments and credits appears so you can locate the other payment or credit records.
 - To apply the payments or credits to a different client’s balance due, click **Select Other Client’s Payments or Credits**. The Open screen for clients appears so you can locate the other client.

Note: You establish default payers and their distribution amounts or percentages on the Payers tab of the client's record.

- To apply the payment or credit to only the primary default payer, select **Assign Unapplied Balance to Charge Owner. Accounts Receivable** automatically applies the payment or credit to the primary default payer's balance due.
- To unapply all payments and credits and remove them from the payer grid, select **Unapply and Hide All Payments/Credits**.

11. To save the charge record and return to the Charges page, click **Save and Close**.

► Applying the unpaid amount to the primary default payer

You can use the submenu beside Add/Edit Applications to quickly distribute unpaid charges to the default payer.

Note: Before you can save a charge record, the **Remaining** display at the bottom of the record must show a zero balance.

1. From the Payments/Credits tab of an open charge record, click the down arrow beside **Add/Edit Applications** and select **Make <Primary Default Payer> Responsible for the Unpaid Amount**.
2. All payers except the primary default payer disappear and the total amount due appears in the **Responsible for** column.
3. To save the charge record and return to the Charges page, click **Save and Close**.

► Unapplying applications

1. On the Payments/Credits tab of an open charge record, click the down arrow beside **Add/Edit Applications** and select **Unapply All and Restore Default Payers**.
2. All payers except the default payers disappear and the total amount due appears in the **Responsible for** column.

Note: You establish default payers and their distribution amounts or percentages on the Payers tab of the client's record.

3. To unapply all applications and distribute the full amount due evenly to all payers, from the submenu, select **Unapply All and Distribute Evenly to Current Payers**. The total amount due is distributed evenly to all payers.
4. To save the charge record and return to the Charges page, click **Save and Close**.

Distributing Payment and Credit Applications

Understanding payment and credit applications in **Accounts Receivable** is important to your success using the program. Because payment and credit applications are applied and distributed differently, you should understand the differences in how payment and credit applications work when applied to charges.

Applying an Unposted Payment to a Charge

When you apply an unposted payment to a charge, the designated credit account on the payment is replaced with the charge's debit, or AR summary, account, and the application is recorded in the payment distribution. The application distribution is classified as "Do not post".

Payment Distribution

DR= Cash (payment DR account)

CR= Charge AR Summary (DR account)

Payment Distribution
When out of balance by fund, the interfund entries are created on the payment distribution and can be seen only from the payment record, not from the application distribution.
When out of balance by class, project, or transaction code, and the fund requires balancing, the class, project, and/or transaction code are copied from the CR account (the charge's AR summary) to the DR account designated on the charge. No reclassification entries are created.
When out of balance by segment with a fund that requires balancing, the cash account is rebuilt from the AR summary account designated on the charge. No reclassification entries are created.
Notification is bypassed for any new accounts the system creates.

Applying an Unposted Credit to a Charge

When you apply an unposted credit to a charge, the designated CR account is replaced by the charge's DR account (AR summary) only if the CR account is in balance, out of balance by fund, or out of balance within fund by class, project, or transaction code. The application is recorded in the credit's distribution and classified as "Do not post".

Credit Distribution
DR= Revenue (original credit DR account) CR= Charge AR Summary (DR account)
When out of balance by fund, the interfund entries are created on the payment distribution and can be seen only from this record, not from the application distribution.
When out of balance by class, project, or transaction code, and the fund requires balancing, the fund characteristics are copied from the CR account (the charge's AR summary) to the DR account (credit's revenue). No reclassification entries are created.
When out of balance by segment and the fund requires balancing, reclassification entries are created in an application distribution with a status of "not yet posted". The credit's distribution is not modified.
Notification is bypassed for any new accounts the system creates.

Applying a Posted Payment or Credit to a Charge

When you apply a posted payment or credit to a charge, the payment or credit distribution remains as originally defined and the application distribution has a status of "Not yet posted". For all out-of-balance situations, interfunds and reclassification entries are created on the application distribution and are seen only from the application history.

Payment Application Distribution
DR= Payment AR Summary (CR account) CR= Charge AR Summary (DR account)

Credit Application Distribution
DR= Credit AR Summary (CR account) CR= Charge AR Summary (DR account)

Adding Attributes and Notes

You can further define a charge record by adding information to the Attributes/Notes tab. 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 specification — a useful feature for sorting or filtering charges for reports. You can also define the type of data stored for each charge. For example, if you have defined an attribute for revenue categories, you can track charges by income.

Note: If you mark an attribute as required in *Configuration*, the attribute automatically appears on the charge and you must select a description before saving.

With notes, you can easily maintain helpful pieces of information about the charge record. For example, you can record special information about the charge, payer, or application information you may need later. The note text box accepts 1000 characters.

For more information about attributes, including adding attribute types, see the *Configuration Guide for Accounts Receivable*.

► Adding an attribute to a charge

Note: You can edit attributes at any time. You can delete attributes unless they are marked “Required” in *Configuration*.

1. On an open charge record, select the Attributes/Notes tab.

Attribute Type	Description	Short Description	Date	Required	Comments
				<input type="checkbox"/>	

Notes:

Amount: \$0.00 Balance: \$0.00

Note: The **Short Description** column and the **Required** checkbox are for informational purposes only. You designate required attributes on the Attributes page of *Configuration*.

2. In the **Attribute type** field, enter a specific attribute type or “All Categories”.
3. In the **Attribute type** column, enter an attribute. Attribute types are established in *Configuration*.
4. In the **Description** column, enter a description of the attribute.
5. In the **Date** column, enter a date.

Tip: For faster data entry when entering dates, press **F3** for today's date or **F7** for a calendar.

6. In the **Comments** column, enter comments.
7. When you exit the Attributes/Notes tab, your changes are saved automatically.

► Adding a note to a charge

Note: You can edit or delete notes at any time. Just remember that deleted notes cannot be recovered!

1. On an open charge record, select the Attributes/Notes tab.
2. In the **Notes** field, enter additional information about the charge.
3. When you exit the Attributes/Notes tab, your changes are saved automatically.

Adding Charge Adjustments

Note: You can adjust only charges that have been posted. Unposted charges can be edited or deleted at any time.

To change a saved charge record, you can use either an adjustment or a reversal. Adjustments are corrections you make to a posted charge that reverse an incorrect general ledger distribution and then create another post with the new distribution. The Adjustments tab appears only if the charge has adjustments. You can make a new adjustment to a charge only if all existing adjustments are posted. After an adjustment is added to a charge record, it cannot be deleted. To add a new adjustment to a posted charge, from the menu bar of the charge record, select **Transaction, New Adjustment**.

Reversals are credits that offset charges, regardless of whether the charge record is posted. For more information about reversals, see “Adding Reversing Credits” on page 18.

► Adding an adjustment to a charge record

Note: The Adjustments tab does not appear until you add an adjustment to the charge record.

1. On a posted charge record, on the toolbar, click **New Adjustment**. The New Adjustment screen appears.

New Adjustment for Charge 1

Adjustment | New Distribution | Previous Distribution

Entered by: Supervisor

Adjustment date: 02/06/2004

New transaction amount: \$400.00 Current transaction amount: \$400.00

Adjustment post status: Not yet posted

Adjustment post date: 12/23/2003 Use Transaction Post Date

Reason:

Notes:

OK Cancel

2. On the Adjustment tab, the **Entered by** field is for informational purposes only and displays your user name.
3. In the **Adjustment date** field, enter the adjustment date.
4. In the **New transaction amount** field, enter the new amount. Depending on the type of charge, this field may not be editable.
5. The **Current transaction amount** field is for informational purposes only and displays the charge amount prior to the adjustment.
6. The **Adjustment post status** field is for informational purposes only and displays the current post status.
7. In the **Adjustment post date** field, enter a post date or click **Use Transaction Post Date**. The post date must be in an open period.
8. In the **Reason** field, enter a reason for the adjustment, such as “Overcharge”.
9. In the **Notes** field, enter notes for the adjustment.
10. To enter a new credit distribution, select the New Distribution tab.

In the field above the **Distribution** grid, select “Distribution” or “Miscellaneous Entries”.

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.

11. If you entered a default credit account on the product record, it appears automatically in the **CR Account Number** column. You can also click **Load Distribution** to use a default account distribution from *Configuration*, or you can enter a distribution manually. When you enter a credit account number, the description appears automatically in the **CR Account Description** column.

If you select “Never” for the Allow non-bank transactions to use cash accounts business rule in Accounts Payable Configuration, you cannot use cash accounts for any non-bank transactions in Accounts Payable, Accounts Receivable, Cash Receipts, or Payroll because Cash Management settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

Tip: To use a default distribution from *Configuration*, click **Load Distribution**.

12. To enter distributions by amount, click **\$**. To enter distributions by percent, click **%**.
13. Enter the amount of the distribution in the **Amount** column or the percentage in the **Percent** column. To distribute amounts or percents equally among the selected accounts, click **Distribute Evenly**.

Note: If your organization always uses the default accounts receivable account, the Supervisor can establish security options to hide the **DR Account Number** column.

14. If you defined a default accounts receivable account on the client record or a debit account on the product record, it appears automatically in the **DR Account Number** column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the **DR Account Description** column.
15. If you defined valid interfund entries in *Configuration*, when you enter debit and credit 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, you cannot save the distribution. For more information about interfund entries and entry sets, see the *Configuration Guide for Accounts Receivable*.
16. 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.
17. In the **Class** column, select a class for the distribution.
18. 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.
19. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the distribution row and click **Distribution**. For a debit account, select **DR Distribution**. For a credit account, select **CR Distribution**. The Transaction Distribution screen appears.
You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click **OK** to return to the charge record Distribution tab.
20. To preview **General Ledger** debits and credits for the distribution, click **DR/CR Entries**.
21. To add attributes to the distribution, click **Attributes**. For more information about adding attributes to a charge record, see “Adding Attributes and Notes” on page 15.
22. To delete all rows of the grid, click **Delete All**.
23. To save the adjustment and return to the invoice record, click **OK**.

Adding Reversing Credits

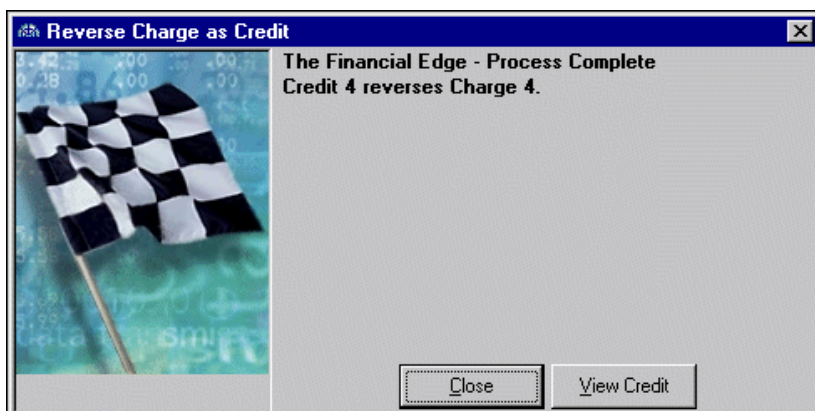
To change a saved charge record, you can use either an adjustment or a reversal. Reversals are credits that offset charges, regardless of whether the charge record is posted. To reverse an entire charge, from the menu bar of the charge record, select **Transaction, Reverse Entire Charge**. To reverse part of a charge record, select **Transaction, Reverse Portion of Charge**.

When you reverse a charge, **Accounts Receivable** creates a credit record containing default information, including distributions, from the charge record. After you save the credit record, it is automatically applied to the charge to reduce the client’s balance due.

Adjustments are corrections you make to a posted charge that reverse the incorrect general ledger distribution and then create another post with the new distributions. For more information about adjustments, see “Adding Charge Adjustments” on page 16.

► **Reversing an entire charge record**

1. On a charge record, from the menu bar, select **Transaction, Reverse Entire Charge**. The Reverse Charge as Credit screen appears.



2. To view the new credit record, click **View Credit**.
3. To close the Reverse Charge as Credit screen and return to the charge record, click **Close**.

► **Reversing a portion of a charge record**

Note: The Adjustments tab does not appear until you add an adjustment to the charge record.

1. On a posted charge record, from the menu bar, select **Transaction, Reverse Portion of Charge**. The New Credit for <Client> screen appears.

Unit of Measure	Quantity	Unit Price	Extended Amount
Each		\$12.95	

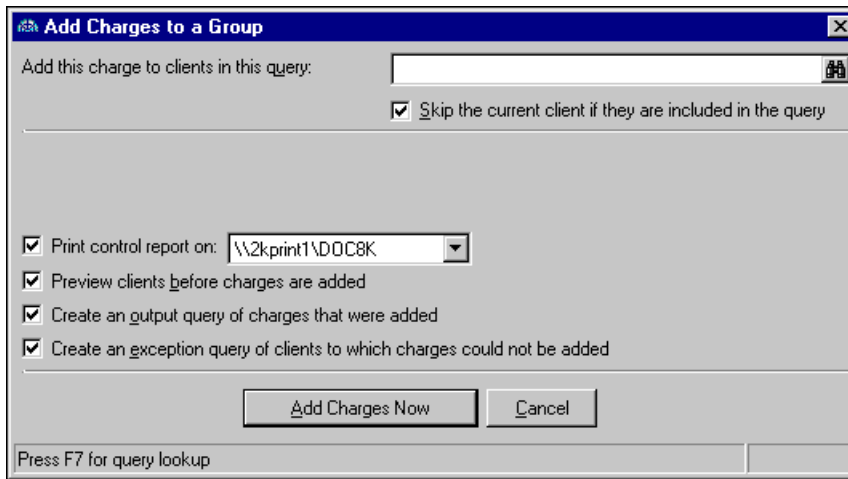
2. After you make your changes to the credit record, to return to the charge record, click **Save and Close**.
3. To apply the client's credits to the charge record, on the Payments/Credits tab, click **Apply Payments/Credits Automatically**. For more information about applying payments and credits, see "Managing Charge Payments and Applications" on page 8.

Adding Charges to a Group of Client Records

If you need to add the same charges to multiple client records, you can save time by adding the charges to a group, rather than on each individual record. To add charges to a group of records, create a new charge record and select **Transaction, Add this charge to a group of clients**. You will need to create a query to specify which client records to add the charge.

► Adding charges to a group of client records

1. On an open charge record, from the menu bar, select **Transaction, Add this charge to a group of clients**. The Add Charges to a Group screen appears.



2. In the **Add this charge to clients in the query** field, click the binoculars to find a client query or add a new client query.
3. To prevent the current client from appearing in the report twice, mark **Skip the current client if they are included in the query**.
4. To designate the printer on which to print a control report, mark **Print control report on []**. In the printer field, select a printer. If no printers appear in the printer field, you must add printers in *Windows*.

Note: For information about setting up printers, see the *Program Basics Guide*.

5. To preview the list of clients before adding charges to the group of client records, mark **Preview clients before charges are added**.
6. To view a list of all the charges that are successfully added, mark **Create an output query of charges that were added**.
7. To view a list of clients to which charges were not added, mark **Create an exception query of clients to whom charges could not be added**.
8. To add charges to the client records and return to the charge record, click **Add Charges Now**.

Clients



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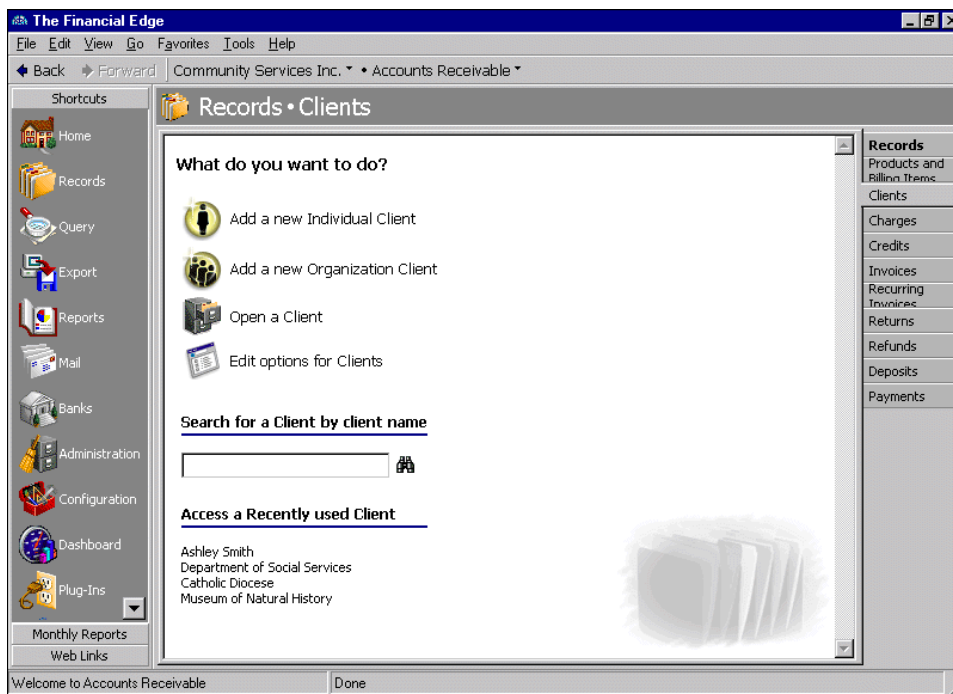
Glossary: A client is an individual or organization that incurs charges for goods or services you provide, including products, fees, charges, taxes, or other items.

Client records are the primary records in **Accounts Receivable**, and they serve as the foundation on which you build other records such as charges, invoices, refunds, returns, payments, and credits. On the client record, you can store information such as the client's addresses, contacts, or credit limit, and you can track a history of changes. Much of the information you add to client records appears as defaults on other record types. This means the more detail you add to the client record, the less you will have to add to other records later. You can create regular invoices, recurring invoices, charges, and credits directly from client records.

Accessing Client Records

Note: Visit our Web site at www.blackbaud.com for the latest documentation and information.

Because records are such an important part of **Accounts Receivable**, we have placed all record types in one area so you can quickly access them. Think of *Records* as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open *Records*, you can directly access several record types, including client records. To access a new client record, on the navigation bar, click **Records**, then **Clients**. The Clients page appears.



Tip: To save time when searching for a specific client record, you can use **Search for a Client by client name**.

Consider the Clients page the starting point for client records. From this page, you can add a new client record or open existing client records.

You can edit client record options by clicking the **Edit options for Clients** link. This link opens the Options screen for records.

Note: You can set business rules for clients in *Configuration*. For more information about business rules, see the *Program Basics Guide*.

To save time when searching for a specific client record, you can use the **Search for a Client by client name** field. The Clients page also lists recently accessed client records.

Finding and Opening Client Records

When you click **Open a Client** on the Clients page, the Open screen for clients appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the client you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File, Open**, or on the Clients page, click **Open a Client**.

► Opening a client record from the Clients page

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Clients**. The Clients page appears.
3. On the Clients page of *Records*, click **Open a Client**. The Open screen for clients appears.

Note: We recommend you search by only one or two of the most helpful criteria types because search results must match all criteria you enter. Adding too many filter criteria can actually prevent you from finding a record.

4. In the **Find Clients that meet these criteria** frame, enter the criteria you are using to search for the client.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all clients meeting your criteria.

6. In the grid, select the client to open.

The 'Open' dialog box displays a search interface. At the top, there is a 'Find:' field with 'Client' entered and a 'Search using query:' dropdown set to '<Default>'. Below this are buttons for 'Open', 'Add a New Individual', and 'Add a New Organization'. A table lists three clients:

Client category	Client name	Client ID	City	State/province	Client type	
Organization	Bill's Plumbing and Electric Company	0013	Charleston	SC	Small Business	Act
Organization	First Baptist Church of Oakbrook	0012	Summerville	SC	Religious Organization	Act
Individual	Nelson Rockefeller	0011	Charleston	SC		Act

Below the table, there are search filters. The 'Find Clients that meet these criteria:' section includes a checkbox for 'Exact match only' and various dropdown menus for Record type, Client ID, Client name, Client type, Status, Service provider, SSN/CDFA #, City, State, Document #, Last modified by, and Last modified on. At the bottom are buttons for 'Hide Filters', 'Clear Filters', 'Previous filters', 'Filters are not applied', 'Find Now', 'Open', and 'Cancel'.

Note: To clear the search criteria so you can change the scope of your search, click **Clear Filters**.

7. Click **Open**. The client record appears.

The screenshot shows the 'First Baptist Church of Oakbrook' client record form. The title bar reads 'First Baptist Church of Oakbrook'. The menu bar includes 'File', 'Edit', 'View', 'Client', 'Favorites', 'Tools', and 'Help'. The toolbar contains icons for 'Save and Close', 'Print', 'Find', 'Back', 'Forward', 'Home', and 'Help'. The form is divided into several tabs: 'Statements', 'History of Changes', 'Recurring', 'Activity', 'Client 1', 'Client 2', 'Defaults', 'Addresses', 'Attributes', 'Notes', 'Media', 'Actions', 'Relationships', and 'Payers'. The 'Client 1' tab is active, showing the following fields:

- Client name: First Baptist Church of Oakbrook
- Client ID: 0012
- Status: Active
- Client type: Religious Organization
- Service Provider: Dave
- CFDA #:
- Industry:
- Territory: Blue
- User ID:
- PIN:
- Country: United States
- Address: 7 Old Trolley Road
- City: Summerville
- State: SC (South Carolina)
- ZIP: 29424
- Contact: Tom Cruise
- Position: Pastor
- Print? (checkbox)

At the bottom, there is a table for 'Contact Type' and 'Contact Number'.

8. To save the client record and return to the Clients page, click **Save and Close**.

Managing Client Records

Adding a client record involves entering data into fields on a number of tabs. These tabs vary slightly depending on whether the client is an individual or an organization, so you can accurately track client-specific information such as gender, birth date, or industry type. To add a new individual client record, on the Client page, click **Add a new Individual Client**. To add a new organization, click **Add a new Organization**.

After you add client records, you can change the client record type from individual to organization, and you can merge client records if you encounter duplicates or if, for example, one organization acquires another. Merged clients must be of the same type.

Adding Individual Client Records

Note: You can edit or delete client records at any time— just remember that deleted records cannot be recovered!

When you add a new client, you are creating a new record in the database. On the Client 1 tab, you can store the client's biographical data, such as name, type, and address. On the Client 2 tab, you can manage information about the client's payment history. For example, you can record the client's credit rating, credit limit, and whether the record should be flagged so you can send a dunning letter if the client fails to pay. Using the **Statement code** field, you can specify how often to mail statements.

If you enter common values repeatedly for multiple client records, you can create a default set with these values to save time during data entry. The values are defaults only and you can still change any field on a record. From the menu bar of the record, select **Client, Load Defaults from** to select an existing default set or create a new default set for the record type. For more information about default sets, see the Program Basics chapter in the *Program Basics Guide*.

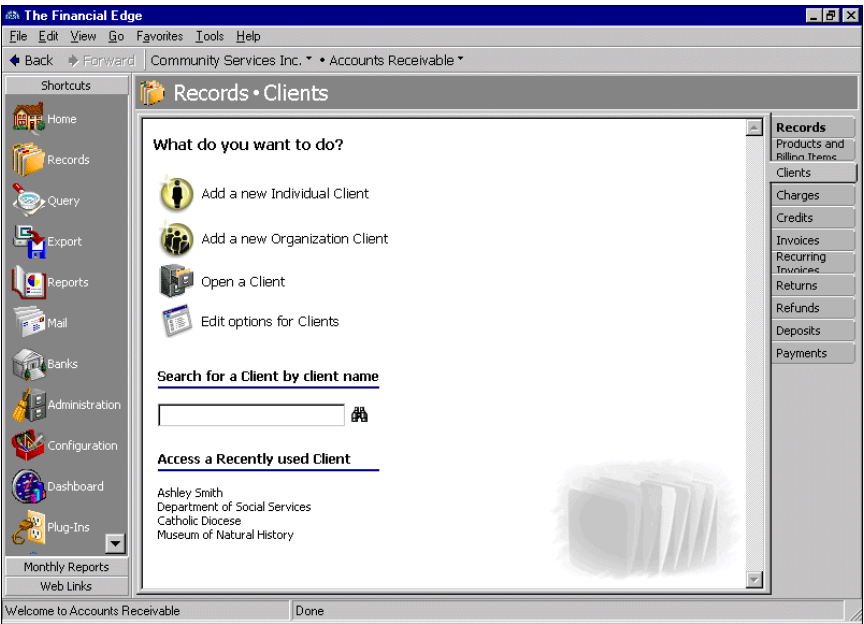
Note: You can set a rule to automatically check for duplicate clients and specify duplicate client criteria in business rules in *Configuration*. For more information about business rules, see the *Configuration Guide for Accounts Receivable*.

To prevent entering the same client twice, we recommend that, in *Configuration*, you specify duplicate search criteria and set the business rule to check for duplicate clients automatically. For more information about business rules, see the *Configuration Guide for Accounts Receivable*. To search for a duplicate record from an existing record, from the menu bar, select **Client, Duplicate Search**.

► Adding an individual's Client 1 information

1. On the navigation bar, click **Records**. The Records page appears.

2. Click **Clients**. The Clients page appears.



Tip: If you enter common values repeatedly for multiple clients, you can create a default set with these values to save time during data entry. On the menu bar, select **Client, Load Defaults from**.

3. Click **Add a New Individual Client**. The New Individual screen appears.

The screenshot shows the 'New Individual' form. The title bar reads 'New Individual'. The menu bar includes 'File', 'Edit', 'View', 'Client', 'Favorites', 'Tools', and 'Help'. Below the menu bar is a toolbar with 'Save and Close', a save icon, a print icon, a back icon, a forward icon, a search icon, and a help icon. The form is divided into several sections. The top section has tabs for 'Statements', 'History of Changes', 'Recurring', and 'Activity'. Below these are sub-tabs for 'Client 1', 'Client 2', 'Defaults', 'Addresses', 'Attributes', 'Notes', 'Media', 'Actions', 'Relationships', and 'Payers'. The main form area contains various input fields: 'Client Name' (text), 'Client ID' (text), 'Country' (dropdown menu set to 'United States'), 'Status' (dropdown menu set to 'Active'), 'Client type' (dropdown), 'Service Provider' (dropdown), 'City' (text), 'Gender' (dropdown), 'SSN' (text), 'State' (dropdown), 'Birth date' (text), 'Age' (text), 'ZIP' (text), 'Religion' (dropdown), 'Ethnicity' (dropdown), 'User ID' (text), and 'PIN' (text). On the right side, there is a table with two columns: 'Contact Type' and 'Contact Number'. The table has one row with empty cells. The bottom of the form has a large empty space for additional information.

4. On the Client 1 tab, you can enter the client's name in the **Client name** field, or to add more detailed information, click **Client Name**. The Name screen appears.

Warning: To establish client user options, on the menu bar, select **Tools, Options**. For more information about client options, see the *Program Basics Guide*.

5. In the **Title 1** and **Title 2** fields, enter a title such as “Dr.” or “Ms.”.
6. In the **First name**, **Middle name**, and **Last name** fields, enter the client's name.
7. In the **Suffix 1** and **Suffix 2** fields, enter a suffix such as “Jr.” or “III”.
8. In the **Full name** field, enter the contact's full name as you want it printed. If you mark **Synchronize full name and individual name fields**, the data from the **Title**, **Name**, and **Suffix** fields appear automatically.
9. To close the Name screen and return to the Client 1 tab, click **OK**.
10. In the **Client ID** field, enter a unique identification number for the client. If you mark the **Automatically generate client IDs starting with** business rule in *Configuration*, an identification number appears automatically when you save the client record. If you mark the **Prevent data entry to client ID field** business rule in *Configuration*, you cannot enter a client ID.

Warning: If you have security rights, you can enter custom entries in the **Client Type** field. To keep entries uniform, you should limit which users have rights for adding and editing table entries. For more information about tables, see the *Configuration Guide for Accounts Receivable*. For more information about setting security rights, see the *Administration Guide*.

11. In the **Status** field, enter the client's current status.
12. In the **Client Type** field, select a client type.
13. In the **Service Provider** field, enter the name of the person who assisted the client.
14. In the **Gender** field, enter the client's gender.
15. In the **SSN** field, enter the client's Social Security Number.
16. In the **Birth date** field, enter the client's birth date. When you enter a birth date, an age appears automatically in the **Age** display.
17. In the **Religion** field, enter the client's religious preference.
18. In the **Ethnicity** field, you can enter the client's ethnic origin.

19. If you have the optional module *NetClassroom* in Blackbaud's **Education Administration** program, in the **User ID** field, you can record the identification number used to access to the client's records via the Internet.
20. If you have the optional module *NetClassroom* in **Education Administration**, in the **PIN** field, you can record the Personal Identification Number the client uses to access records via the Internet.
21. In the **Country** field, enter the client's country.

Note: You can enter basic address information on the Client 1 tab, or to add more detailed information, click **Address**. You can also add detailed client addresses on the Addresses tab.

22. You can enter address information on the Client tab, the Address screen, or the Addresses tab. For more information about adding addresses, see "Adding Client Addresses and Contacts" on page 35.
23. In the contact grid, select a contact type in the **Contact Type** column and enter a number in the **Contact Number** column.
24. To save the record and return to the Clients page, click **Save and Close**.

► Adding an individual's Client 2 information

1. On an open client record, select the Client 2 tab.

Note: In many fields, you can type additional values. **Accounts Receivable** asks if you want to add the new entry to existing table entries.

2. In the **Statement Code** field, enter a frequency for mailing statements to this client.
3. In the **Credit rating** field, enter the client's credit rating.
4. To set a credit limit, mark **Credit limit** and enter the limit amount.
5. To assess finance charges for late payments, mark **Assess finance charges on balance due by this client**. For information about calculating finance and late charges, see "Managing Finance and Late Charges" on page 72.

Note: **Send dunning letters to this client** is a query filter you can use for creating reports or calculating finance and late charges.

6. To send dunning letters to the client if payments are past due, mark **Send dunning letters to this client**. You can then use **Send dunning letters to this client** as a query filter for reports or calculating finance and late charges.
7. To save the record and return to the Clients page, click **Save and Close**.

Adding Organization Client Records

Note: You can edit or delete client records at any time— just remember that deleted records cannot be recovered!

When you add a new client, you are creating a new record in the database. On the Client 1 tab, you can store the client's organizational data, such as the organization name, type, and address. On the Client 2 tab, you can manage billing information that categorizes the client's payment history. For example, you can record the client's credit rating, credit limit, and whether to flag the record so you can send dunning letters should the client fall behind in payments. Using the Statement code field, you can note custom information about the client's statements, such as whether they should be billed weekly or monthly. To make data entry easier, you can set up default field entries and use them when you add clients. To create default sets, from the shell menu bar, select **Tools, Organize/Create Defaults**. For more information about creating default sets, see the Program Basics chapter of the *Program Basics Guide*.

If you enter common values repeatedly for multiple client records, you can create a default set with these values to save time during data entry. The values are defaults only and you can still change any field on a record. From the menu bar of the record, select **Client, Load Defaults from** to select an existing default set or create a new default set for the record type. For more information about default sets, see the Program Basics chapter in the *Program Basics Guide*.

Note: You can set a rule to automatically check for duplicate clients and specify duplicate client criteria in business rules in *Configuration*. For more information about business rules, see the *Configuration Guide for Accounts Receivable*.

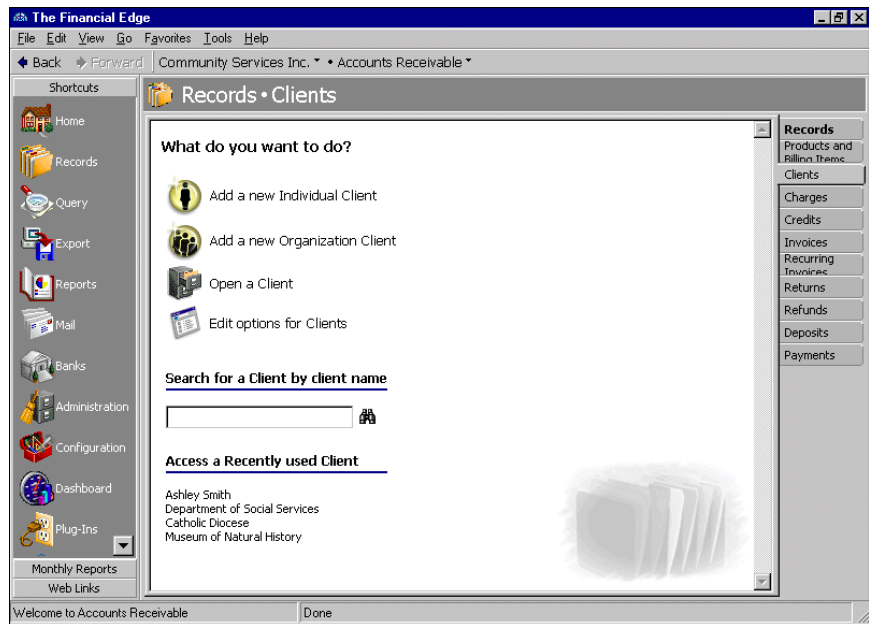
To prevent entering the same client twice, we recommend that, in *Configuration*, you specify duplicate search criteria and set the business rule to check for duplicate clients automatically. For more information about business rules, see the *Configuration Guide for Accounts Receivable*. To search for a duplicate record from an existing record, from the menu bar, select **Client, Duplicate Search**.

► Adding an organization's Client 1 information

1. On the navigation bar, click **Records**. The Records page appears.

Tip: If you enter common values repeatedly for multiple clients, you can create a default set with these values to save time during data entry. On the menu bar, select **Client, Load Defaults from**. The values are only defaults and you can still change any field on a record. For more information about using default sets, see the *Program Basics Guide*.

2. Click **Clients**. The Clients page appears.



Warning: To establish client user options, select **Tools, Options** on the menu bar in **Accounts Receivable**. For more information about client options, see the *Program Basics Guide*.

3. Click **Add a New Organization**. The New Organization screen appears.

The screenshot shows the 'New Organization' screen. It has a menu bar (File, Edit, View, Client, Favorites, Tools, Help) and a toolbar with icons for Save and Close, Print, and navigation. Below the toolbar are tabs for Statements, History of Changes, Recurring, and Activity. Under the Statements tab, there are sub-tabs: Client 1, Client 2, Defaults, Addresses, Attributes, Notes, Media, Actions, Relationships, and Payers. The 'Client 1' tab is active, showing a form with fields for Client name, Client ID, Status (set to Active), Client type, Service Provider, CFDA #, Industry, Territory, User ID, and PIN. There are also fields for Country (set to United States), Address, City, State, ZIP, Contact, and Position. A 'Print?' checkbox is present. At the bottom, there is a table with columns 'Contact Type' and 'Contact Number'. The status bar at the bottom says 'Press F7 to zoom'.

4. On the Client 1 tab, in the **Client name** field, enter the organization's name. This field is required when adding a new client record.

Warning: If you have security rights, you can enter custom entries in the **Client Type** field. To keep entries uniform, you should limit which users have rights for adding and editing table entries. For more information about tables, see the *Configuration Guide for Accounts Receivable*. For more information about setting security rights, see the *Administration Guide*.

5. In the **Client ID** field, enter a unique identification number for the organization. If you mark the **Automatically generate client ID's starting with** business rule in *Configuration*, an ID number appears automatically when you save the client record. If you mark the **Prevent data entry to client ID field** business rule in *Configuration*, you cannot enter a Client ID.
6. In the **Status** field, enter a status.
7. In the **Client Type** field, select a client type.
8. In the **Service Provider** field, you can enter the name of the person who assisted the client.
9. In the **CFDA#** field, enter the client's Catalog of Federal Domestic Assistance number.

Glossary: The Catalog of Federal Domestic Assistance is a list of programs available through the federal government that offer assistance to various groups including nonprofit organizations.

10. In the **Industry** field, enter an industry type.
11. In the **Territory** field, enter the organization's territory.
12. If you have the optional module *NetClassroom* in Blackbaud's **Education Administration program**, in the **User ID** field, you can record the identification number used to access to the client's records via the Internet.
13. If you have the optional module *NetClassroom* in **Education Administration**, in the **PIN** field, you can record the Personal Identification Number the client uses to access records via the Internet.
14. In the **Country** field, enter the client's country.

Note: You can enter basic address information on the Client 1 tab, or to add more detailed information, you can click **Address** to access the Address screen. You can also add detailed client addresses on the Addresses tab of a client record.

15. You can enter address information on the Client tab, the Address screen, or the Addresses tab. For more information about adding addresses, see "Adding Client Addresses and Contacts" on page 35.
16. You can enter contact information on the Client 1 tab or the Contact screen. For more information about adding contacts, see "Adding Client Addresses and Contacts" on page 35.
17. To save the record and return to the Clients page, click **Save and Close**.

► **Adding an organization's Client 2 information**

1. On an open client record, select the Client 2 tab.

2. In the **Statement Code** field, enter a frequency for mailing statements to this client.
3. In the **Credit rating** field, enter the client's credit rating.
4. To set a credit limit, mark **Credit limit** and enter the limit amount.
5. To assess finance charges for late payments, mark **Assess finance charges on balance due by this client**.

Note: **Send dunning letters to this client** is a query filter you can use for creating reports or calculating finance and late charges.

6. To send dunning letters to the client if payments are past due, mark **Send dunning letters to this client**. You can then use **Send dunning letters to this client** as a query filter for reports or calculating finance and late charges.
7. To save the record and return to the Clients page, click **Save and Close**.

Merging Client Records

You can merge two clients into a single record if, for example, you accidentally created a duplicate, or one organization acquires another. Both clients must be of the same type, for example, individual clients. To merge clients, from the menu bar, select **Client, Merge Clients**. You can also merge clients on the Administration page of *Administration*. Before you merge client records, you should print a Client Profile Report you can use to manually recreate the record if necessary. For more information about Client Profile Reports, see *The Reports Guide for Accounts Receivable*.

► **Merging client records**

Warning: When you merge clients, the duplicate client record is permanently removed from the database. Before you merge clients, you should print a Client Profile Report you can use to manually recreate the record if necessary.

1. On an open client record, from the menu bar, select **Client, Merge Clients**. The Merge Clients screen appears.

2. In the **Duplicate client** field, enter the client you want to eliminate, or use the binoculars to locate a client.
3. In the **Primary client** field, enter the client you want to use as the destination record, or use the binoculars to locate a client. Both clients must be of the same type, for example, individual clients.
4. To merge the clients and eliminate the duplicate client record, click **Merge Now**. The duplicate client's information is integrated into the primary client record, and the duplicate client record is permanently removed from the database.
5. To close the Merge Clients screen and return to the client record, click **No**.

Changing Client Record Types

If you mistakenly create the wrong type of record, for example, you create an individual record instead of an organization record, you can quickly change the record type. When you change a record type, any information that is not required on the new type is discarded, so you should print a Client Profile Report you can use to manually recreate the record if necessary. For more information about Client Profile Reports, see *The Reports Guide for Accounts Receivable*.

► Changing a client record type

Warning: When you change a record type, any information that is not required on the new type is discarded. Before you change client record types, you should print a Client Profile Report you can use to manually recreate the record if necessary.

1. On an open client record, from the menu bar, select **Client, Change type to <Type>**. A warning message appears, asking if you are sure you want to change the record type.
2. To change the client record type, click **Yes**.
3. **Accounts Receivable** updates the record with the new fields and discards any unnecessary information.

Adding Client Default Information

The Defaults tab contains data entry and billing defaults you can use to speed the process of adding new transactions for a client. When you add information on the Defaults tab and create a new transaction such as a charge or invoice, the defaults appear automatically so you do not have to enter the information from scratch. These defaults are only field entries, so you can change them on the transaction record.

► Adding default information on a client record

Note: Use the binoculars to search for an account number in the **AR account** field or a billing item in the **Billing item** field.

1. On an open client record, select the Defaults tab.

The screenshot shows the 'New Organization' window with the 'Defaults' tab selected. The window has a menu bar (File, Edit, View, Client, Favorites, Tools, Help) and a toolbar. Below the toolbar are several tabs: Statements, History of Changes, Recurring, Activity, Client 1, Client 2, Defaults, Addresses, Attributes, Notes, Media, Actions, Relationships, and Payers. The 'Defaults' tab is active, showing two main sections: 'Data Entry Defaults' and 'Billing Defaults'. The 'Data Entry Defaults' section includes a 'Category' dropdown, an 'AR account' field with a binoculars icon, a 'Billing item' dropdown with a binoculars icon, an 'Interfund set' dropdown, and two checkboxes: 'Automatically apply new payments' and 'Automatically apply new credits'. The 'Billing Defaults' section includes a 'Tax status' dropdown (set to 'Subject to sales tax'), a 'Sales tax ID' dropdown, a 'Terms' dropdown, a 'Freight on board' dropdown, a 'Ship via' dropdown, and a 'Trade discount %' text field.

Note: Defaults you add to the Defaults tab appear automatically on new records such as invoices and charges.

2. In the **Category** field, select the product or item type you want to set as the default for this client.
3. In the **Billing item** field, enter a specific default billing item or use the binoculars to search for a billing item.
4. In the **AR account** field, enter a default accounts receivable account number.

Note: Some fields on the client Defaults tab may not appear, depending on the business rules you set in *Configuration*.

5. In the **Interfund set** field, enter a default interfund set.
6. To automatically apply new payments to this client's account, mark **Automatically apply new payments**.
7. To automatically apply new credits to this client's account, mark **Automatically apply new credits**.

Warning: If you charge sales taxes, you should add a default sales tax number to the client record or the product or billing item record. The default sales tax number appears automatically on records such as invoices and charges, saving you time. Also, some processes, such as adding transactions to a group, will not operate without a default sales tax number.

8. In the **Tax status** field, select "Tax Exempt" or "Subject to Sales Tax". If you select "Tax Exempt", in the **Tax Exempt #** field, enter the client's federal tax exemption number. If you select "Subject to Sales Tax", in the **Sales tax ID** field, enter a sales tax identification number.
9. In the **Terms** field, enter payment terms for this client.
10. In the **Freight on board** field, enter the point at which the client assumes ownership of the order.
11. In the **Ship via** field, enter a shipment method.
12. If you offer this client a trade discount, in the **Trade discount %** field, enter the percentage of the discount.
13. To save your defaults and return to the Clients page, click **Save and Close**.

Adding Client Addresses and Contacts

Note: The primary address appears on the Client 1 tab.

When you create a client record, you should add contact and address information to either the Client 1 or Addresses tab of the client record. To enter only basic address and contact information, use the Client 1 tab. When you add an address on the Client 1 tab, it automatically becomes the primary, shipping, and billing address for the record.

To enter more detail, click **Address** on the Client 1 tab or **New Address** on the Addresses tab to access the Address for <Client> screen. On the Addresses tab, you can add and maintain multiple addresses for client records. When you add an address on the Addresses tab, you can designate the address as primary or leave it as an alternate or secondary address.

For organization clients, the Address for <Client> screen contains three tabs: General, Options, and Contact. On Individual client records, the Contact tab does not appear.

► Adding basic address and contact information

Note: The Addresses screen for organizations contains a Contact tab, but the Addresses screen for individual clients does not.

1. On the Client 1 tab of an open client record, in the **Address**, **City**, **State**, and **ZIP** fields, enter the client's address information and ZIP Code.
2. In the contact grid, select a contact type in the **Contact Type** column and enter a number in the **Contact Number** column.
3. To save your changes and close client record, click **Save and Close**.

► Adding detailed address and contact information

1. On an open client record, select the Addresses tab.

Note: You can also access the Address for <Client> screen from the Client 1 tab. Click **Address**.

2. On the action bar, click **Add New Address**. The Address for <Client> screen appears.

Address for New Client

General | Options | Contact

Description:

Country:

Address:

City:

State:

ZIP:

Contact Type	Contact Number

Address as it will be printed:

☒ Synchronize with individual address fields

Copy Address From... Previous Next OK Cancel

3. To enter a new address, on the General tab, in the **Description** field, enter a description of the address.
4. In the **Country** field, enter the client's country.
5. In the **Address, City, State,** and **ZIP** fields, enter the client's address information and ZIP Code.
6. In the contact grid, in the **Contact Type** column, select a contact method. In the **Contact Number** column, enter a phone number or Web or email address.

The **Link** column indicates whether the information is linked to another record in the database. If you copy and link the client's address, you can select "Shared" or "Not Shared". If the information is not linked to another record, the column defaults to "Not Shared" and is for informational purposes only. For more information about linking addresses and contact information, see "Copying and Linking Addresses" on page 37.

7. In the **Address as it will be printed** field, enter the address as you want it printed on reports, invoices, and mailings. If you mark **Synchronize with individual address fields**, data from the **Country, Address, City, State,** and **ZIP** fields appear automatically in the **Address as it will be printed** field.
8. To view another address for this client, click **Previous** or **Next**.
9. On the Options tab, in the **Address type** field, enter an address type, such as "Home" or "Business".
10. To designate the address as the primary address for the client, mark **Primary address for Client**.
11. To designate this address as the default mailing address for billing, mark **Default bill to address**.
12. To designate this address as the default shipping address, mark **Default ship to address**.
13. If you are adding address and contact information for an organization client, select the Contact tab. The Address screen for individual clients does not contain a Contact tab.

The screenshot shows a software window titled "Address for New Client" with three tabs: "General", "Options", and "Contact". The "Contact" tab is active. It contains several input fields: "Title 1:" and "Title 2:" (both dropdown menus), "First name:", "Middle name:", "Last name:" (all text boxes), "Suffix 1:" and "Suffix 2:" (both dropdown menus), "Position:" (text box), and a "Print?" checkbox. Below these is a "Full name:" dropdown menu and a checked checkbox labeled "Synchronize full name and individual name fields". At the bottom are buttons for "Copy Address From...", "Previous", "Next", "OK", and "Cancel". A status bar at the very bottom says "Press F7 for table lookup".

14. In the **Title 1** and **Title 2** fields, enter a title of the contact, for example, "Mr." or "Dr".
15. In the **First name**, **Middle Name**, and **Last name** fields, enter the contact's name.
16. In the **Suffix 1** and **Suffix 2** fields, enter a suffix, for example, "Jr." or "III".
17. In the **Position** field, enter the contact's job title or position within the organization. To include the position on printed reports or correspondence, mark **Print?**.

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

18. In the **Full name** field, enter the contact's full name as you want it printed. If you mark **Synchronize full name and individual name fields**, the data from the **Title**, **Name**, and **Suffix** fields appear automatically.
19. To close the Address for <Client> screen and return to the client record, click **OK**. Address information you entered appears on the Client 1 tab.

Copying and Linking Addresses

To help eliminate data entry errors, you can copy or copy and link an address to an client record from another record. When you copy an address, you are merely pasting a separate copy of the address directly from a record onto the client record. Changes to the address on one record are not made to the other record.

Note: When you edit an existing linked address, you can open only one record, make your changes, and the program updates the addresses on the linked records.

When you copy and link an address, you are inserting a copy of the address that is still tied to the original address. Changes you make to the address on either record are made automatically to the other record.

► Copying and linking an address

1. From an open client record, select the Addresses tab.
2. On the action bar, click **New Address**. The Address screen appears.

The screenshot shows a window titled "Address for Brian Fox". It has two tabs: "General" and "Options". The "General" tab is selected. Inside the "General" tab, there are several input fields: "Description:" (a text box), "Country:" (a dropdown menu showing "United States"), "Address:" (a text box), "City:" (a text box), "State:" (a dropdown menu), and "ZIP:" (a text box). To the right of these fields is a section with two columns: "Contact Type" and "Contact Number", each with a text box. Below these fields is a checkbox labeled "Synchronize with individual address fields" which is checked. At the bottom of the window, there are five buttons: "Copy Address From...", "Previous", "Next", "OK", and "Cancel".

3. To copy the address from another client record, click **Copy Address From**. The Open screen appears.

4. Locate the client to copy from and click **Open**. The Addresses for <Client> screen appears displaying the address to copy.

Copy?	Source Type	Address	City/State	Destination Type
<input checked="" type="checkbox"/>		56 Main St.	Greenville, MD	

☒ Link these addresses

Copy Now Cancel

5. To link the addresses, mark **Link these addresses**.

Note: When you link addresses, information is shared. A contact type marked “Not Shared” in the **Link?** column cannot be copied or linked.

6. Click **Copy Now**. You return to the Address for <Client> screen, and the copied address information appears. The **Link?** column indicates contact types are linked.

Address for Brian Fox

General Options

Description: <Client address>

Country: United States

Address: 56 Main St.

City: Greenville

State: MD Maryland

ZIP: 66575

Address as it will be printed: 56 Main St.
Greenville, MD 66575

☒ Synchronize with individual address fields

Linked Addresses... Previous Next OK Cancel

7. To save the information and return to the Addresses tab, click **OK**. The copied address appears in the grid.

Unlinking Addresses

You may find it necessary to unlink addresses. When you stop sharing a linked address, you remove links between the records. Changes you make to the address on either record are no longer made automatically to the other record. Each address still has the potential to be shared.

To unlink only a contact type, select “Not Shared” in the **Linked?** column.

▶ Unlinking an address

1. From an open client record, select the Addresses tab.

2. Select the address to unlink and click **Open**. The Address for screen appears.

Address for YMCA

General Options Contact

Description: <Client address>

Country: United States

Address: 56 Main St.

City: Greenville

State: MD Maryland

ZIP: 66575

Contact Type Contact Number

Address as it will be printed: 56 Main St. Greenville, MD 66575

☒ Synchronize with individual address fields

Linked Addresses... Previous Next OK Cancel

3. Click **Linked Addresses**. The Address Links screen appears displaying the records the address is linked to.

Address Links

This address is shared with:

Name	Address type
Greenville Chamber of Commerce	
Department of Health and Human Services	
Department of Social Services	
John Williams	

Stop Sharing This Address Close

Note: When you stop sharing an address, the link is broken between only the client and the records listed on the Address Links screen. If the records listed have addresses linked to each other, those links are not broken.

4. Click **Stop Sharing This Address**. The client's address is no longer linked to the others.
5. To return to the Address for screen, click **Close**. The address still appears but is no longer linked.
6. To save the new information and return to the Addresses tab, click **OK**.

Managing Actions, Attributes, Media, and Notes

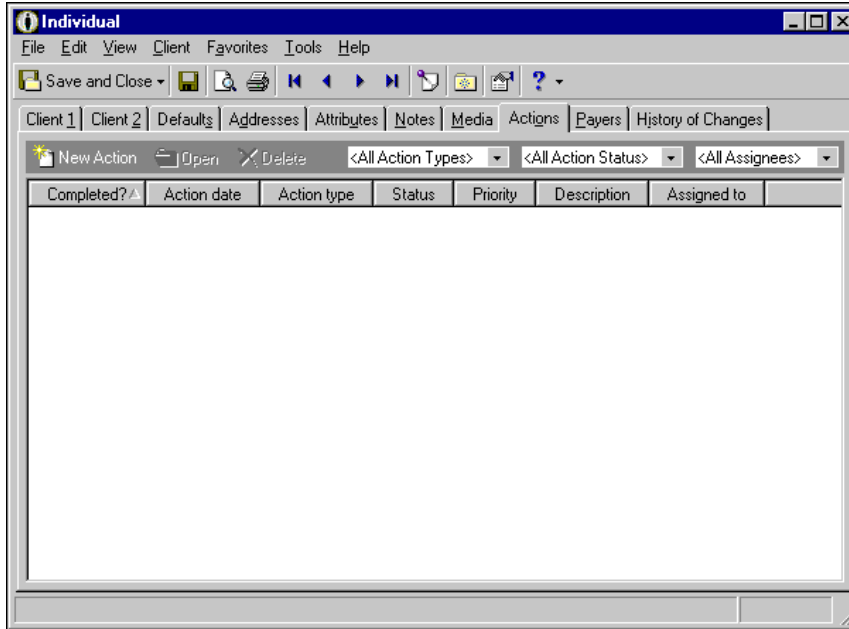
You can further define a client record on other client record tabs. On the Actions tab, you can track various communications between your organization and the client. On the Attributes tab, you can add more characteristics to the client record. On the Media tab, you can store media objects for a client. On the Notes tab, you can add notes specific to that client.

Adding Client Actions

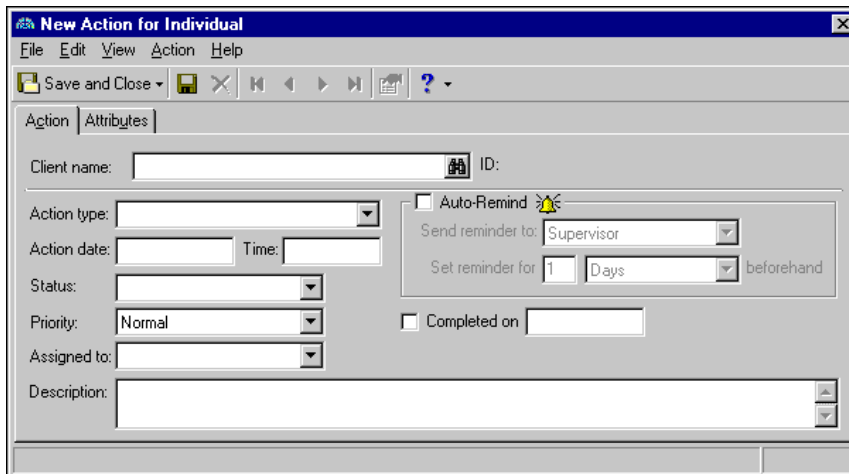
The Actions tab tracks the various communications between your organization and a client. Actions can include meetings, mailings, phone calls, and email messages. If you have security rights established from the **Set up system security** link of *Administration*, you can add, edit, and delete actions from this tab.

► Adding a new action to a client record

1. On an open client record, select the Actions tab.



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



3. To add this action to a different client, in the Client Name field, enter a client name or use the binoculars to search for a client.
4. In the **Action type** field, enter the type of action taken for the record.
5. In the **Action date** field, enter the date on which the action is to be taken.

Note: To delete an action, highlight the action you want to delete and click **Delete**.

6. In the **Time** field, enter the time at which the action is to be taken.
7. In the **Status** field, enter a status of the action.
8. In the **Priority** field, enter the priority of the action as “High”, “Normal”, or “Low”.
9. In the **Assigned to** field, you can assign the action.
10. In the **Description** field, you can add notes describing the action.
11. If you want to send a reminder of this action, mark the **Auto-Remind** checkbox. The action reminder will appear on the home page.
12. In the **Send reminder to** field, you can select who to send a reminder to complete the task.
13. In the **Set reminder for** field, specify how much time before the action you want to send the reminder.
14. When the task is completed, mark the **Completed on** checkbox and the date fills in automatically.
15. To save your changes and close the client record, click **Save and Close**.

Adding Client Attributes

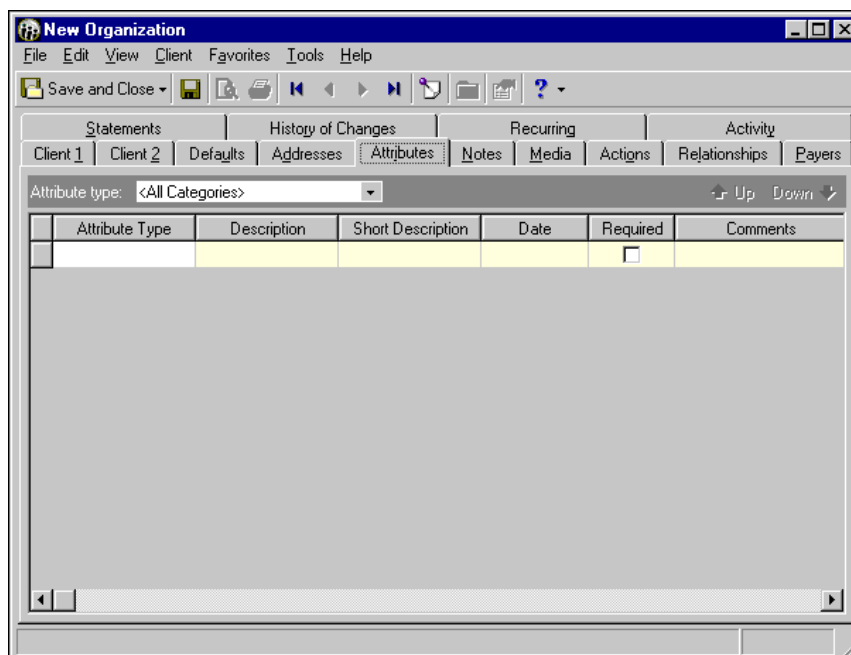
Note: Attribute types are defined in *Configuration*. For more information about defining attribute types, see the *Configuration Guide for Accounts Receivable*.

Client attributes add an additional level of detail to client records. You can filter and sort using client attributes. On the Attributes tab, you can record additional information about the client, which is helpful when filtering information for reports. You can also define the type of data stored for each client. For example, you can use the Attributes tab to relate a client to a particular invoice or credit memo.

► Adding an attribute to a client record

Warning: If you delete attributes, be careful not to select **Edit, Delete** from the menu bar. You could inadvertently delete the client record instead of the attribute. You should select **Edit, Delete Rows**.

1. On an open client record, select the Attributes tab.



2. In the **Attribute Type** column, select an attribute. Attribute types are established in *Configuration*.
3. In the **Description** column, select a description. If the attribute type you select uses short descriptions, in the **Short Description** column, select a short description. Attribute descriptions are established in *Configuration*.
4. In the **Date** column, enter the date you add the attribute.

Note: The **Required** column is for informational purposes only and a check mark appears if you must add the attribute type. You designate required attributes on the Attributes page of *Configuration*.

5. The **Required** column is for informational purposes only and a chicanery appears if you must enter the attribute type. You designate required attributes on the Attributes page of *Configuration*.
6. In the **Comments** column, you can enter free-form text or any additional information.
7. Click **Save and Close**. You return to the Clients page.

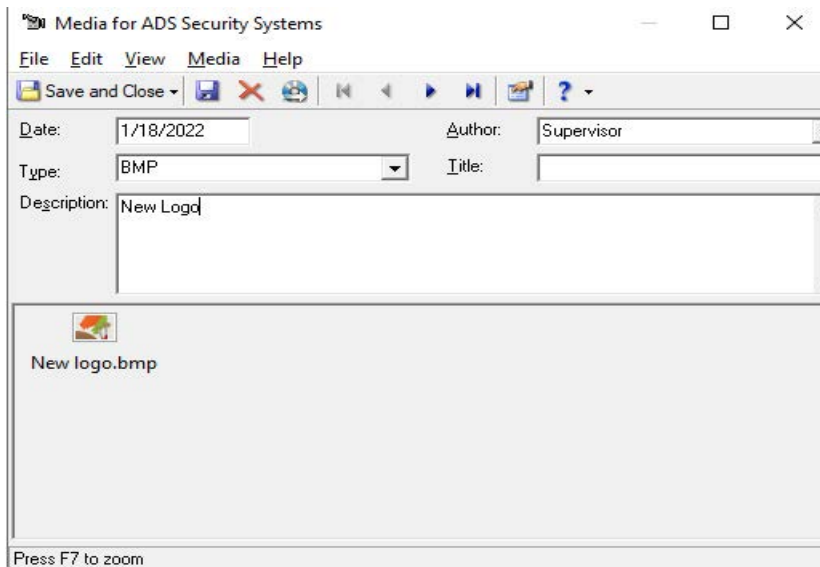
Adding and Exporting Client Media

Note: You can edit or delete media files at any time— just remember that deleted files cannot be recovered!

On the Media tab you can store media objects about a client. These objects can include newspaper clippings, letters, pictures, and graphs. By storing these objects in your database, **Accounts Receivable** keeps this information at your fingertips. The Media tab is a great way to include visual and sound objects on a client record. You can also export media.

► Exporting media

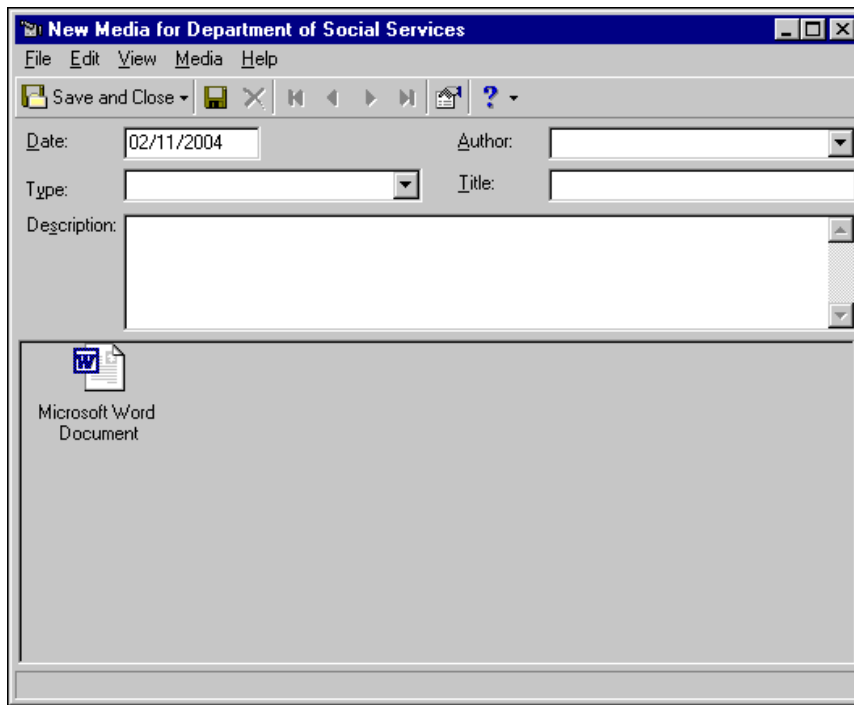
1. From the Client media tab, open the media record.



2. Select **Export** on the toolbar, or the **File** menu. The **Save As** screen appears.
3. Select the **File name** and **Directory**.
4. Select **Save**. The media is exported.

Adding existing media to a client record

1. From the Client Media tab, click **New Media**. The Open screen appears.
2. Select the media object and click open. The New Media screen appears.



The screenshot shows a software window titled "New Media for Department of Social Services". The window has a menu bar with "File", "Edit", "View", "Media", and "Help". Below the menu bar is a toolbar with icons for "Save and Close", "Cancel", "Previous", "Next", "Home", and "Help". The main area of the window contains several input fields: "Date:" with a text box containing "02/11/2004", "Author:" with a dropdown menu, "Type:" with a dropdown menu, "Title:" with a text box, and "Description:" with a large text area. At the bottom of the window, there is a preview area showing a Microsoft Word document icon and the text "Microsoft Word Document".

3. In the **Date** field, enter the date.
4. In the **Type** field, enter the type of media you are creating.
5. In the **Description** field, enter a description of the media object.
6. In the **Title** field, enter a title for the media object.

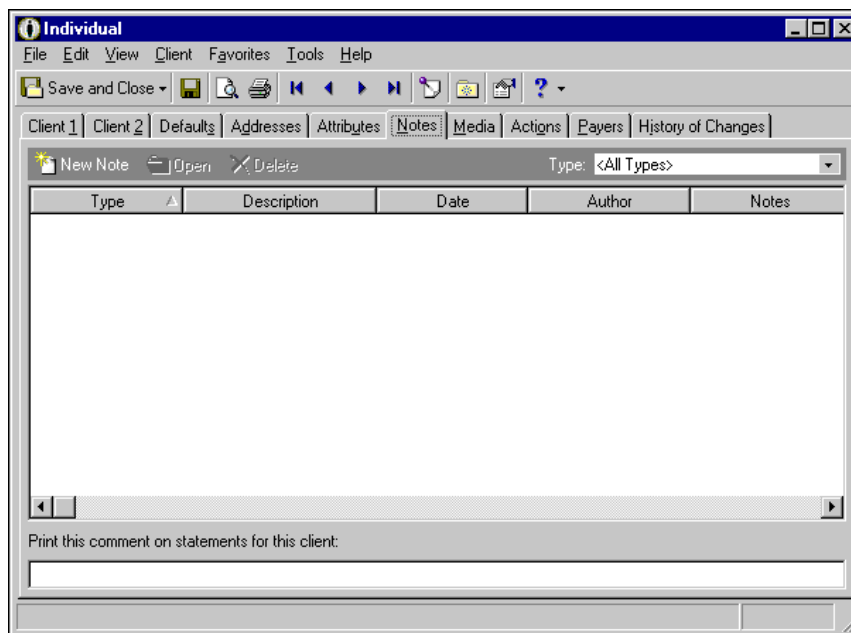
7. In the **Author** field, enter your user name.
8. To close the New Media screen and return to the Media tab, click **Save and Close**.

Adding Client Notes

In **Accounts Receivable**, the Notes tab makes it easy to maintain helpful pieces of information you received, read, or need to remember about a client. You can create notepads to record information about a bank account, special information about the client, or contact information you may need later. Each notepad has a date, type, description, title, and author.

► Adding a note to a client record

1. On an open client record, select the Notes tab.



2. On the Notes tab, click **New Note**. The New Note screen appears.

Note: To edit a note, highlight the note you want to edit and click **Open** on the action bar.

3. In the **Type** field, enter a note type. Types are created in *Configuration*.
4. In the **Description** field, enter a description for the note.
5. In the **Title** field, enter a title for the note.

Note: You can use the formatting options on the toolbar to format your note.

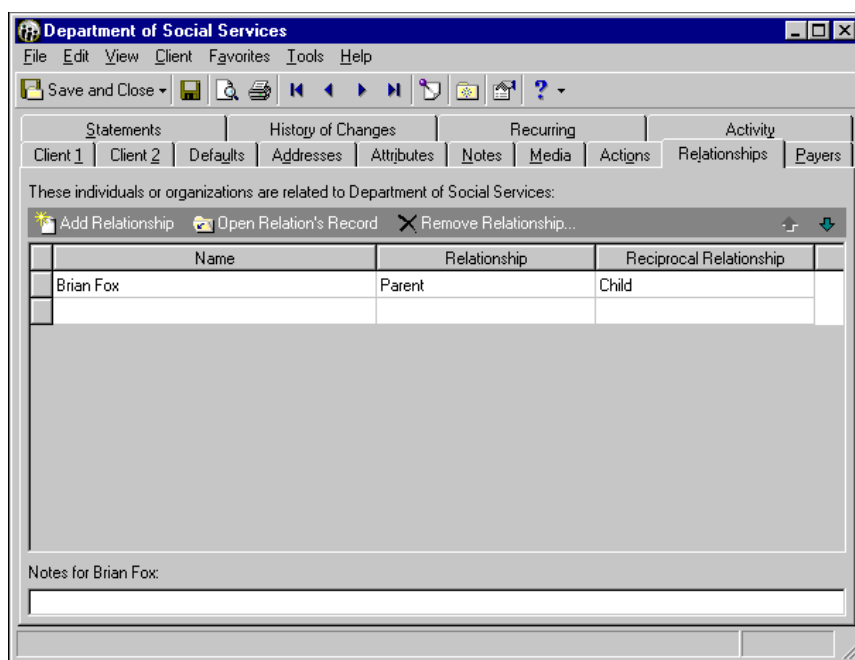
6. In the **Author** field, enter your user name.
7. In the text box, enter any notes you want associated with the client. You can use the formatting options on the toolbar to format your note.
8. To return to the Notes tab, click **Save and Close**.

Adding Client Relationships

On the Relationships tab, you can add, edit, or view characteristics that link clients together. For example, you can identify one client as the sister of another client, or one organization as the parent of a subsidiary.

► Adding a new relationship to a client record

1. On an open client record, select the Relationships tab.



2. From the action bar, click **Add Relationship**. The Open screen for clients appears, so you can locate the relation's client record. For more information about using the Open screen to find a client record, see "Finding and Opening Client Records" on page 23.
3. After you find the client record you want to add as a relation, click **Open**. The client's name appears in the **Name** column of the relationships grid.
4. In the **Relationship** column, select the relation's relationship to the client. For example, "Parent".
5. In the **Reciprocal Relationship** column, select the client's relationship to the relation. For example, "Child".
6. You can add notes about the relation in the **Notes for <Relation>** field.
7. To open the relation's client record, in the grid, select a relationship and click **Open Relation's Record**.
8. To remove the relationship, click **Remove Relationship**. The relationship is deleted from the grid. Removing a relationship does not delete the relation's client record.
9. To change the order of the relationships, select a relationship and click the up or down arrow.
10. To save the client record and return to the Records page, click **Save and Close**.

Adding Client Payers and Billing Item Exceptions

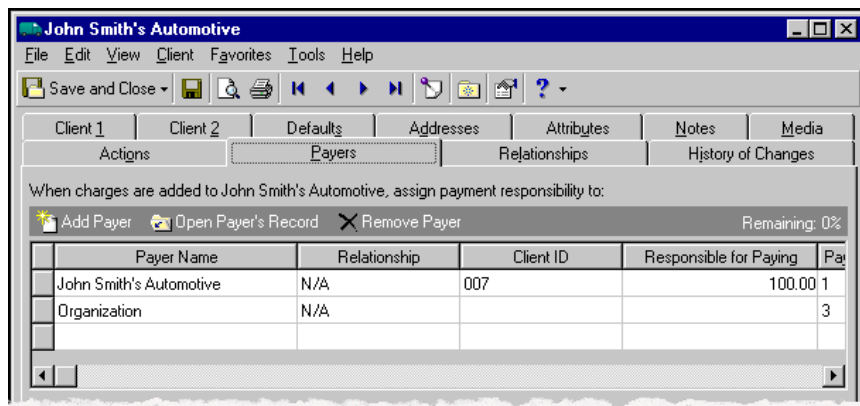
Glossary: A billing item exception is an alternate distribution that overrides default payer distributions when a client incurs charges for certain billing items. With billing item exceptions, you can denote the payers responsible for charges for particular billing items on the client's record.

In **Accounts Receivable**, any client can pay another client's charges. On the Payers tab, you establish default clients who are responsible for paying for the current client's charges. You can add payers, open their client records, or view payer information such as their relationship to the client, client identification number, and the amount of the charges they are responsible for paying.

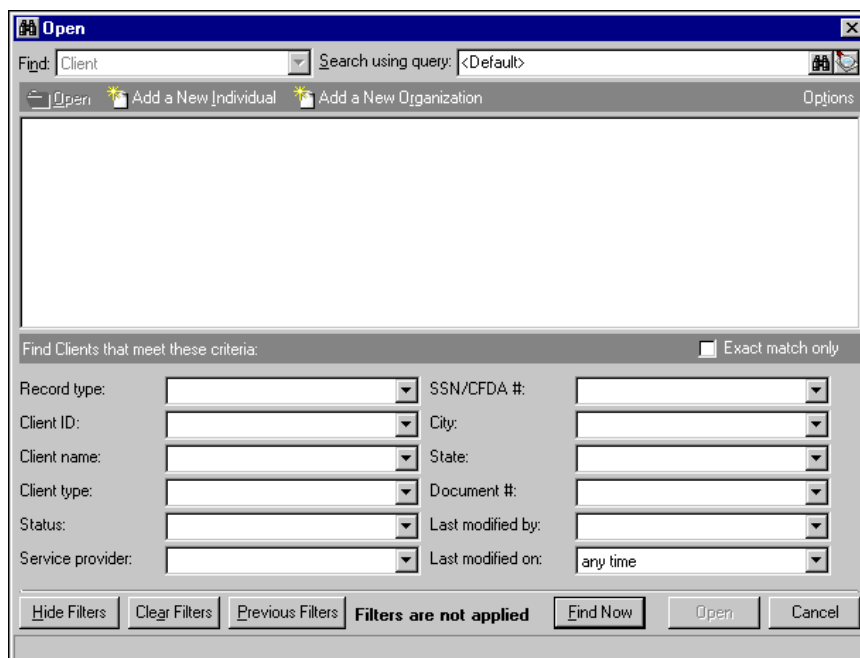
You can also add and view billing item exception information. A billing item exception is a billing item that is charged to different clients or in different distributions than the defaults for that billing item.

► **Adding a new payer**

1. On an open client record, select the Payers tab.



2. Click **Add Payer**. The Open screen for clients appears.



3. After you find the client you want to add as a new payer, click **Open**. The client's information appears in the payer grid. For more information about using the Open screen to find a client record, see "Finding and Opening Client Records" on page 23.
4. To open the payer's record, click **Open Payer's Record**.
5. To delete the payer from the client record, click **Remove Payer**.
6. The **Remaining** display shows the undistributed amount of the billing item remaining.

7. In the **Payer Name** column of the payer grid, you can change the name of the payer or use the binoculars to locate another payer.
8. The **Relationship** and **Client ID** columns are for informational purposes only and display information from the client record.
9. In the **Responsible for Paying** column, enter the percentage of the charge for which this payer is responsible.
10. The **Relationship** and **Client ID** columns are for informational purposes only and display information from the Relationships tab and the payer's client record.
11. To save the client record and return to the Clients page, click **Save and Close**.

► **Adding a new billing item exception**

1. On an open client record, select the Payers tab.

2. To add a new exception, in the **Exceptions** grid, click **Add Billing Item Exception**. The Open screen for billing items appears.

3. After you find the billing item you want to add as an exception, click **Open**. The billing item information appears in the **Exceptions** grid. For more information about using the Open screen to find a billing item record, see the *Program Basics Guide for the Financial Edge*.
4. To add a payer to the billing item exception, in the **Payer Name** field, select a payer. Information in the **Relationship**, **Client ID**, and **Responsible for Paying** fields are for informational purposes only, and display information from other areas of the client record.

5. To save the client record and return to the Clients page, click **Save and Close**.

Managing Client Statements

Note: We can create custom checks, student bills, statements, invoices, purchase orders, tax forms, envelopes and other computer forms are specifically designed for use with **The Financial Edge**. These forms are pre-printed in color with your organization's logo and contact information. Visit <http://forms.blackbaud.com> or send an email message to forms@blackbaud.com for more information.

With **Accounts Receivable** statements, you can easily send either additional billing statements or statement copies to other related clients or payers. You can also add notes and comments to statements. Fields and columns available on the Statements tab vary depending on the entry you select in the **Show** field. For information about creating bank statements, see the *Banks Guide*.

Table of Entries for the Show Field:

To view or edit...	Select...
All recipients who receive <i>statements</i> for the current client	Who receives statements
All clients whose <i>statements</i> are sent to the current client	Whose statements are sent
All clients who receive <i>copies</i> of the current client's billing statement	Who receives copies of statements
All clients whose statement <i>copies</i> are sent to the current client	Whose statements are sent as copies

Sending Statements and Copies

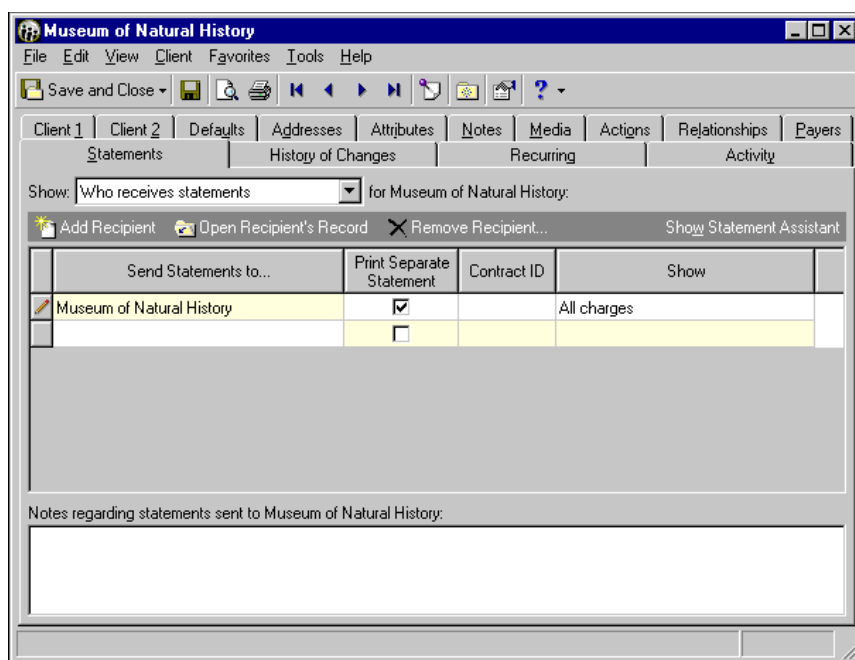
On the Statements tab, you can specify related clients, called statement recipients, that should receive billing statements or copies of billing statements for the current client's charges. If, for example, a client receives funding under the Workforce Investment Act, the client's state Department of Labor may actually pay for grant-related charges the client incurs. Using the statements tab, you can send statements to both the Department of Labor and the client that incurred the debt. You can enter statement information directly in the grid on the Statements tab, or you can use the Statement Assistant.

Sending Statements to Other Clients

In the grid on the Statements tab of client records, you can specify other clients that should also be billed for charges incurred by the current client. The grid provides a quick-entry format so you can easily enter and view all statement recipient information in one place.

► **Sending the current client's statement to another client**

1. On an open client record, select the Statements tab.



Note: To remove a statement recipient from the list, select the recipient and click **Remove Recipient**.

2. In the **Show** field, select Who receives statements.
3. To send a statement to a new statement recipient, click **Add Recipient**. The Open screen for clients appears.
4. Select the statement recipient you want to send statements to and click **Open**. The Open screen for clients closes and the statement recipient's name appears in the **Send statements to** column of the grid. For more information about locating client records from the Open screen, see "Finding and Opening Client Records" on page 23.
5. To send the statement recipient a separate statement, mark **Print Separate Statement**. If this box is not marked, the current client's balance due is added to the statement recipient's next billing statement.
6. If a contract exists between the current client and the statement recipient, in the **Contract ID** column, enter a contract identification number.
7. In the **Show** column, select whether to show all charges, only the charges for the current client, only charges for the statement recipient, or charges for both the current client and the statement recipient.
8. In the **Notes regarding statements sent to <Client>** field, you can enter specific information about each statement recipient.
9. To view a statement recipient's client record, in the grid select a statement recipient and click **Open Recipient's Record**.
10. To delete a statement recipient from the grid, select the statement recipient and click **Remove Recipient**.
11. To view a summary of a statement recipient's statement settings, click **Show Statement Assistant**. For more information about the Statement Assistant, see ""Sending Statements to Other Clients using the Statement Assistant" on page 52".
12. To save your statement changes and close the client record, click **Save and Close**.

Sending Statements to Other Clients using the Statement Assistant

The Statement Assistant provides a text-based overview of a single statement recipient's statement settings. To send statements to other clients using the Statement Assistant, in the **Show** field, select "Who receives statements". Next, either click **New Recipient** to find a statement recipient, or enter the recipient's name directly in the **Send Statements** column of the grid. Select the row with the new recipient and click **Statement Assistant**. The Statement Assistant screen appears.

Statement Assistant for Museum of Natural History

File Edit View Statement Help

Save and Close Save Cancel Previous Next Help

Whose activity shows on the statement?

Activity for: Museum of Natural History

Who do you want to receive the statement?

Statement Recipient: Museum of Natural History

What charges do you want to show on the statement?

☒ All charges for Museum of Natural History

☐ Only charges assigned directly to Museum of Natural History

Show charges: On a separate statement

Contract ID:

Notes:

Whose activity shows on the statement? In the **Activity for** field, enter the client who incurred the initial charges.

Who do you want to receive the statement? In the **Statement Recipient** field, enter the client who should receive the statement.

What charges do you want to show on the statement? In this frame, mark whether to display all charges on the statement, or only the charges assigned to selected statement recipients.

Show charges. In this field, select whether to display the charges on a separate statement or on the recipient's statement.

Contract ID. In this field, if a contract exists between the current client and the statement recipient, you can enter the contract identification number.

Notes. In this field, enter descriptive information about the statement.

Sending Copies to Other Clients

In the grid on the Statements tab of client records, you can specify other clients that should receive copies of current client's statements. The grid provides a quick-entry format so you can easily enter and view all statement recipient information in one place.

► Sending a copy of the current client's statement to another client

1. On an open client record, select the Statements tab.

The screenshot shows the 'Museum of Natural History' client record window. The 'Statements' tab is selected. The grid below the tabs shows the following data:

When Sending Statements to...	Send a Copy to...	Show Amount Due
Museum of Natural History	Community Foundation	<input checked="" type="checkbox"/>

Below the grid, there are two text input fields:

- Notes regarding statement copies sent to Community Foundation:
- Comment on statement copies sent to Community Foundation:

Note: To remove a statement recipient from the list, select the recipient and click **Remove Recipient**.

2. In the **Show** field, select Who receives copies of statements.
3. In the grid, in the **When sending statements to** column, select the current client.
4. In the **Send a copy to** column, enter the statement recipient you want to receive statement copies.
5. To include the balance due on the statement copy, mark **Show Amount Due**.
6. In the **Notes regarding statement copies sent to <Client>** field, you can enter specific information about each statement recipient.
7. In the **Comment on statement copies sent to <Client>** field, you can enter a comment.
8. To view a statement recipient's client record, in the grid select a recipient and click **Open Recipient's Record**.
9. To delete a statement recipient from the grid, select the recipient and click **Remove Recipient**.
10. To view a summary of a recipient's statement settings, select the recipient and click **Show Statement Assistant**. For more information about the Statement Assistant, see "Sending Copies to Other Clients using the Statement Assistant".
11. To save your statement changes and close the client record, click **Save and Close**.

Sending Copies to Other Clients using the Statement Assistant

The Statement Assistant provides a text-based overview of a single statement recipient's statement settings. To send statements to other clients using the Statement Assistant, in the **Show** field, select "Whose statements are sent as copies". Next, either click **New Recipient** to find statement recipient, or enter the recipient's name directly in the **Send Statements** column of the grid. Select the row with the new statement recipient and click **Statement Assistant**. The Statement Assistant screen appears.

Statement Assistant for Museum of Natural History

File Edit View Statement Help

Save and Close Print Back Forward Help

Whose activity do you want to show on the statement?

Activity for: Community Foundation

Who receives the original statement?

Statement recipient: Community Foundation

Who receives the copy of statement?

Copy recipient: Museum of Natural History

☒ Show the amount due on the copy received by Museum of Natural History

Comment:

Notes:

Whose activity do you want to show on the statement? In the **Activity for** field, enter the client who incurred the initial charges.

Who receives the original statement? In the **Statement Recipient** field, enter the client who should receive the original statement.

Who receives the copy of the statement? In the **Copy Recipient** field, enter the statement recipient who should receive a copy of the statement.

Show the amount due on the copy received by <Recipient>. Mark this checkbox to display the current client's total amount due when sending copies to this statement recipient.

Comment. In this field, you can enter comments about the statement recipient.

Notes. In this field, enter descriptive information about the statement.

Receiving Statements and Copies

On the Statements tab, you can specify that the current client receive statements or copies of statements for charges incurred by other related clients. If, for example, the current client has a contract to fund another client's job training program, you can send statements to both the client that incurred the debt and the client who is responsible for paying. You can enter statement information directly in the grid on the Statements tab, or you can use the Statement Assistant.

Receiving Statements from Other Clients

In the grid on the Statements tab of client records, you can specify whether the current client should receive statements for charges incurred by other clients. The grid provides a quick-entry format so you can easily enter and view all statement recipient information in one place.

► Sending another client's statement to the current client

1. On an open client record, select the Statements tab.

Receive Statements for...	Print Separate Statement	Contract ID	Show
Museum of Natural History	<input checked="" type="checkbox"/>		All charges
Community Foundation	<input checked="" type="checkbox"/>		All charges
	<input type="checkbox"/>		

Notes regarding statements received from Community Foundation:

Note: To remove a statement recipient from the list, select the recipient and click **Remove Recipient**.

2. In the **Show** field, select Whose statements are sent.
3. To receive a statement from a new statement recipient, click **Add Recipient**. The Open screen for clients appears.
4. Select the statement recipient whose statements you want to send to the current client and click **Open**. The Open screen for clients closes and the statement recipient's name appears in the **Receive Statements for** column of the grid. For more information about locating client records from the Open screen, see "Finding and Opening Client Records" on page 23.
5. To send the current client a separate statement, mark **Print Separate Statement**. If this box is not marked, the statement recipient's balance due is added to the current client's next billing statement.
6. If a contract exists between the current client and the statement recipient, in the **Contract ID** column, enter a contract identification number.

7. In the **Show** column, select whether to show all charges, only the charges for the current client, only charges for the statement recipient, or charges for both the current client and the statement recipient.
8. In the **Notes regarding statements received from <Client>** field, you can enter specific information about each statement recipient.
9. To view a statement recipient's client record, in the grid select a recipient and click **Open Recipient's Record**.
10. To delete a statement recipient from the grid, select the recipient and click **Remove Recipient**.
11. To view a summary of a statement recipient's statement settings, click **Show Statement Assistant**. For more information about the Statement Assistant, see "Receiving Statements from Other Clients using the Statement Assistant" on page 56".
12. To save your statement changes and close the client record, click **Save and Close**.

Receiving Statements from Other Clients using the Statement Assistant

The Statement Assistant provides a text-based overview of a single statement recipient's statement settings. To receive statements from other clients using the Statement Assistant, in the **Show** field, select "Whose statements are sent". Next, either click **New Recipient** to find the other client, or enter the client's name directly in the **Send Statements to** column of the grid. Select the row with the new client and click **Statement Assistant**. The Statement Assistant screen appears.

Statement Assistant for Museum of Natural History

File Edit View Statement Help

Save and Close [Printer Icon] [Navigation Icons] [Help Icon]

Whose activity do you want to show on the statement?

Activity for: Museum of Natural History

Who receives the statement?

Statement Recipient: Museum of Natural History

What charges do you want to show on the statement?

☒ All charges for Museum of Natural History

☐ Only charges assigned directly to Museum of Natural History

Show charges: On a separate statement

Contract ID: [Text Field]

Notes: [Text Area]

Whose activity do you want to show on the statement? In the **Activity for** field, enter the client who incurred the initial charges.

Who receives the statement? In the **Statement Recipient** field, enter the statement recipient who should receive the current client's statements.

Show charges. In this field, select whether to display the charges on a separate statement or on the statement recipient's statement.

Contract ID. In this field, if a contract exists between the current client and the statement recipient, you can enter the contract identification number.

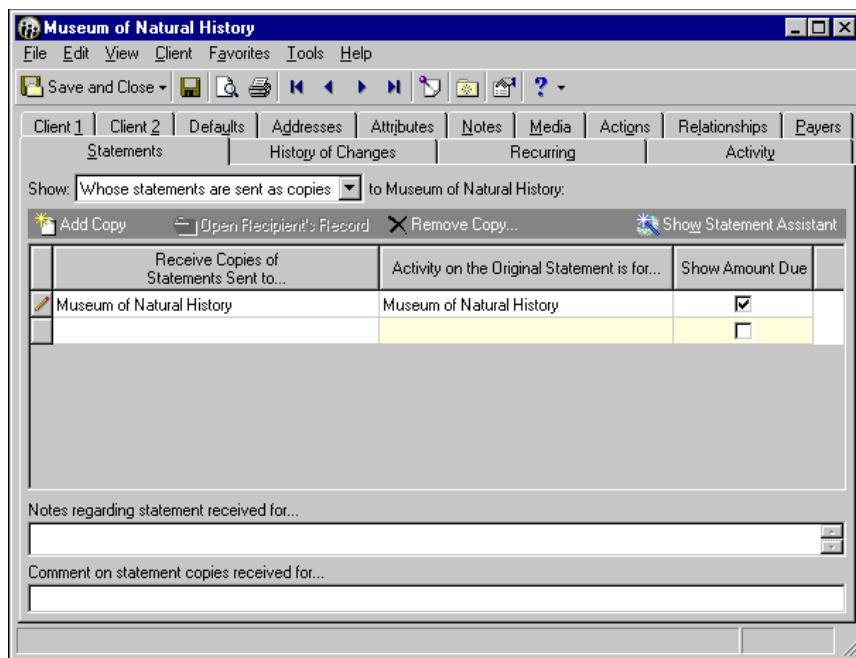
Notes. In this field, enter descriptive information about the statement.

Receiving Copies from Other Clients

In the grid on the Statements tab of client records, you can specify whether the current client should receive copies of statements for charges incurred by other clients. The grid provides a quick-entry format so you can easily enter and view all statement recipient information in one place.

► Sending a copy of another client's statement to the current client

1. On an open client record, select the Statements tab.



Note: To remove a statement recipient from the list, select the recipient and click **Remove Recipient**.

2. In the **Show** field, select Whose statements are sent as copies.
3. To receive a statement from a new statement recipient, click **Add Recipient**. The Open screen for clients appears.
4. Select the statement recipient whose statement copies you want to send to the current client and click **Open**. The Open screen for clients closes and the statement recipient's name appears in the **Receive Copies of Statements Sent to** column of the grid. For more information about locating client records from the Open screen, see "Finding and Opening Client Records" on page 23.
5. In the **Activity on the Original Statement is for** field, select the statement recipient that incurred the initial charges.
6. To include the balance due on the statement copy, mark **Show Amount Due**.

7. In the **Notes regarding statement received for <Client>** field, you can enter specific information about each statement recipient.
8. In the **Comment on statement copies received for <Client>** field, you can enter a comment.
9. To view a statement recipient's client record, in the grid select a statement recipient and click **Open Recipient's Record**.
10. To delete a statement recipient from the grid, select the recipient and click **Remove Recipient**.
11. To view a summary of a statement recipient's statement settings, click **Show Statement Assistant**. For more information about the Statement Assistant, see "Receiving Copies from Other Clients using the Statement Assistant" on page 58.
12. To save your statement changes and close the client record, click **Save and Close**.

Receiving Copies from Other Clients using the Statement Assistant

The Statement Assistant provides a text-based overview of a single statement recipient's statement settings. To receive copies of statements from other clients using the Statement Assistant, in the **Show** field, select "Who receives copies of statements". Next, either click **New Recipient** to find the other client, or enter the client's name directly in the **Send Statements to** column of the grid. Select the row with the new client and click **Statement Assistant**. The Statement Assistant screen appears.

Statement Assistant for Museum of Natural History

File Edit View Statement Help

Save and Close [Printer Icon] [Navigation Icons] [Help Icon]

Whose activity shows on the statement?

Activity for: Museum of Natural History

Who receives the original statement?

Statement recipient: Museum of Natural History

Who do you want to receive the copy of the statement?

Copy recipient: Community Foundation

☒ Show the amount due on the copy sent to Community Foundation

Comment: [Text Area]

Notes: [Text Area]

Press F7 to Zoom

Whose activity shows on the statement? In the **Activity for** field, enter the client who incurred the initial charges.

Who receives the original statement? In the **Statement Recipient** field, enter the statement recipient who should receive the original statement.

Who do you want to receive the copy of the statement? In the **Copy Recipient** field, enter the statement recipient who should receive the statement copy.

Comment. In this field, you can enter comments about the statement recipient.

Notes. In this field, enter descriptive information about the statement.

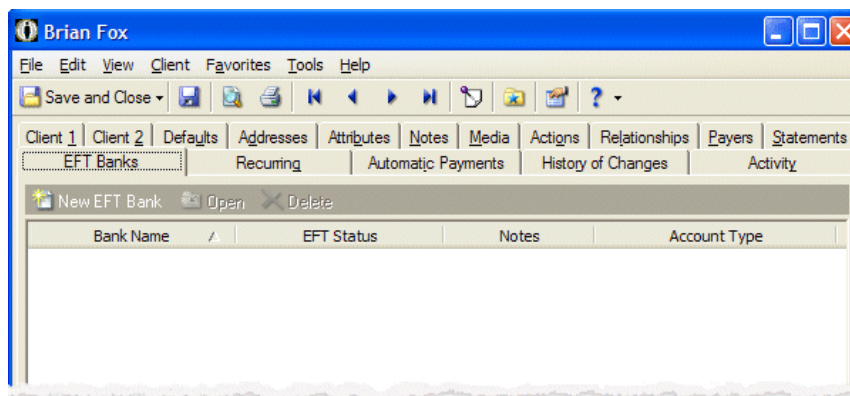
Defining EFT Bank Information

From the EFT Banks tab, you can establish the banking information necessary for clients to make electronic funds transfers for payments. When you add a new bank you can define the account type, account number, discretionary code, and contact address information.

The EFT Banks tab appears only if you have the optional module *Electronic Funds Transfer*.

► Setting up bank and account information for a payer

1. From an open client record, select the EFT Banks tab.



2. Click **New EFT Bank**. The New Bank screen appears.

 A screenshot of a form titled "New Bank for Brian Fox". The form has a menu bar with "File", "Edit", "View", "Account", and "Help". Below the menu bar is a toolbar with icons for "Save and Close", "New", "Open", "Print", "Find", "Undo", "Redo", and a help icon. The form contains several fields: "EFT status:" with a dropdown menu set to "EFT"; "Bank name:" with a text input field; "Account type:" with a dropdown menu set to "Checking"; "Address:" with a text input field; "Routing number type:" with a dropdown menu; "Routing number:" with a text input field; "Account number:" with a text input field; "GO routing number:" with a text input field; "ISO country code:" with a text input field; "Discretionary code:" with a text input field; "Contact:" with a text input field; "Contact position:" with a text input field; "Notes:" with a text area; and "Contact info:" with a table. The table has two columns: "Contact Type" and "Contact Number". The date "10/26/2009" is displayed in the bottom right corner.

Glossary: A prenote authorization file is an electronic test record sent to a bank to ensure correct transmission of information, such as coding, amounts, and account numbers. Banks often require a prenote authorization file before accepting electronic funds transfers.

3. In the **EFT Status** field, select “EFT”, “Pre-note”, or “Inactive”.
4. In the **Bank name** field, enter the name of the client’s bank.
5. In the **Account type** field, select “Checking” or “Savings”.
6. Mark **International ACH transaction** if this transaction is going to, or coming from, an international account. For international transactions, you will need the bank to provide you with the routing number type, GO routing number, and the ISO country code.
7. In the **Routing number type** field, select the code that identifies the destination bank. This field is required for all international transactions.
8. In the **Routing number** field, enter the routing number provided by the client’s bank.
9. In the **Account number** field, enter the account number assigned by the bank.
10. In the **GO routing number** field, enter the nine-digit routing number of the domestic financial institution that will accept the international transaction. This field is required for all international transactions. Ask your bank for the routing number to use for the GO routing number. GO refers to the US Gateway Operator.
11. In the **ISO country code** field, enter two-character country code to identify the destination, or origination, of the transaction. This field is required for all international transactions.
12. In the **Discretionary code** field, enter the discretionary code provided by the client’s bank.
13. To add bank address information, click **Address**. For more information about entering address information, see the *Banks Guide*.
14. To add bank contact information, click **Contact**. For more information about entering contact information, see the *Banks Guide* “Adding Address and Contact Information” on page 9.
15. In the **Contact position** field, enter the contact’s position.
16. In the **Contact info** grid, select a contact type in the **Contact Type** column and enter the contact number in the **Contact Number** column.
17. Enter any additional notes or more detailed information in the **Notes** box.
18. Click **Save and Close** to return to the EFT Banks tab.

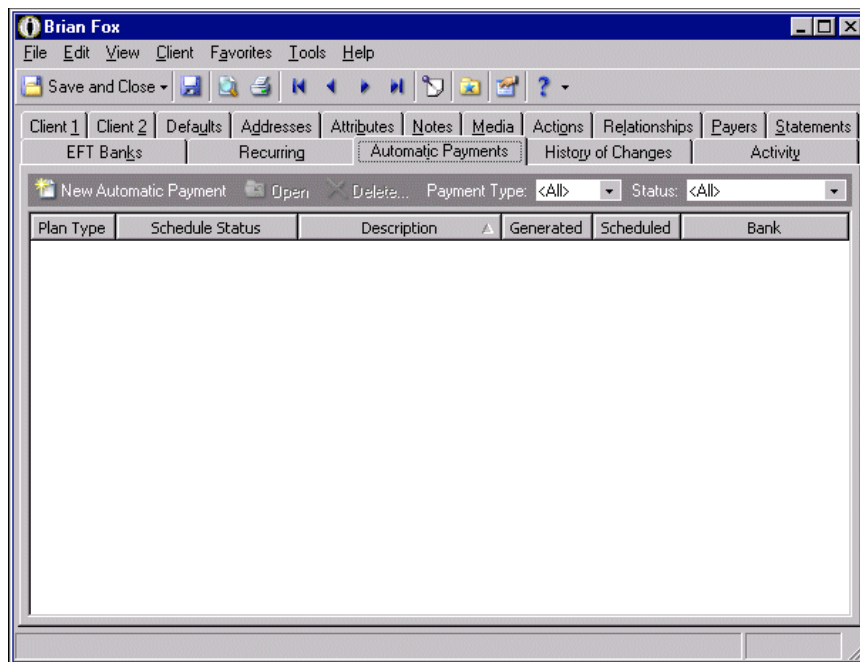
Adding Automatic Payments

On the Automatic Payments tab, you can define automatic payment plans for the client. You can define a fixed plan in which the client pays fixed amounts according to a schedule or a variable plan in which the client pays the entire balance due when the statement is generated. If you have the optional module *Electronic Funds Transfer*, you can draft automatic payments from a specified bank account. For more information about defining EFT bank information, see “Defining EFT Bank Information” on page 59.

You can generate fixed amount payments using the **Generate Payments** button on the automatic payment record and using the **Generate Fixed Amount Automatic Payments** link on the Payments page of *Records* and on the Administration page. For more information about generating fixed amount payments, see “Generating Fixed Amount Automatic Payments” on page 155. Variable payments generate when you run statements. For more information about running statements, see the *Mail Guide* “Statements” on page 123.

► Creating automatic payment plans

1. From an open client record, select the Automatic Payments tab.



2. Click **New Automatic Payment**. The Automatic Payment Plan screen appears.

The screenshot shows the 'Automatic Payment Plan for Brian Fox' window. It contains several input fields and dropdown menus:

- Description:** A text input field.
- Status:** A dropdown menu set to 'Active'.
- Plan type:** A dropdown menu set to 'Fixed'.
- Dates:** A dropdown menu set to 'Payment can be created on any date'.
- Default amount:** A text input field.
- Allow EFT transactions:** A checked checkbox and a dropdown menu.
- Payment Schedule:** A tabbed interface with 'Payment Schedule' selected. It includes a 'Number of payments' dropdown set to 'Unlimited', a 'Schedule...' button, and a 'Status: Ungenerated' label.
- Buttons:** 'Open', 'Generate Payments...', and 'View all payments'.
- Table:** A table with columns 'Status', 'Date', 'Amount', 'Deposit Number', and 'Payment Number'. It is currently empty.
- Footer:** 'OK' and 'Cancel' buttons, and a status bar showing 'Scheduled: 0' and 'Generated: 0'.

3. In the **Description** field, enter a description for the payment plan.
4. In the **Status** field, select "Active". You can later change the status to "Inactive" if you are no longer using the payment plan. Inactive records do not appear in reports or queries.

5. In the **Plan type** field, select “Fixed” or “Variable”.
 - Select “Fixed” to pay fixed amounts according to a schedule.
 - Select “Variable” to pay the entire balance due when the statement is generated.
6. If you selected “Fixed” in the **Plan type** field, in the **Dates** field you can select “Payment can be created on any date” or “Payment can only be created from”. If you select “Payment can only be created from”, enter dates in the **Start date** and **End date** fields.

If you selected “Variable” in the **Plan type** field, the **Dates** field is set to “Payment can be created on any date” automatically and cannot be changed.

7. If you selected “Fixed” in the **Plan type** field, in the **Default amount** field, enter the amount for the payments. If you later change this amount, the amount in the payment schedule grid updates for all scheduled payments.

If you selected “Variable” in the **Plan type** field, the **Default amount** field is disabled.

Note: If the default EFT transaction setting in Options is set to “Create EFT transactions”, the **Allow EFT transactions to be created for this bank []** options is marked by default.

8. If you have the optional module *Electronic Funds Transfer*, you can mark **Allow EFT transactions to be created for this bank []** to include payment transactions created from this payment plan in the EFT file creation process. Select the bank to draft payments from.
9. If you selected “Fixed” in the **Plan type** field, on the Payment Schedule tab, select “Unlimited” or “Fixed” in the **Number of payments** field. If you select “Fixed”, select the number of payments in the field to the right. Scheduled payments appear in the grid.

If you selected “Variable” in the **Plan type** field, all options on the Payment Schedule tab are disabled.

10. Click **Schedule**. The Payment Schedule Frequency screen appears.

Payment Schedule Frequency

Frequency: Monthly

☒ Every 1 month(s) on day 1

☐ Every [] month(s) on the [] [Second] [Wednesday]

Starting on: 08/01/2005

Next: 08/01/2005

Generate this payment once per month on the 1st of the month.

Date	Status
08/01/2005	Scheduled

Update

OK Cancel

11. In the **Frequency** field, select how often to issue payments. You can select “Annually”, “Monthly”, “Semi-monthly”, or “Weekly”. Extra options appear at the bottom of the screen.
 - If you select “Annually”, in the **On** field, select the date to make the payment.
 - If you select “Monthly”, mark **Every [] month(s) on day []** or **Every [] month(s) on the []**.
 - If you mark **Every [] month(s) on day []**, select the frequency of monthly payments and the date to pay them. For example, you can make payments every month on the 15th.
 - If you mark **Every [] month(s) on the []**, select the frequency of monthly payments and the day to pay them. For example, you can make payments every month on the first Friday of the month.
 - If you select “Semi-monthly”, in the **Every [] month(s) on day [] and the []** field, select the frequency of semi-monthly payments and the dates to pay them. For example, you can make payments every two months on the first and 15th days of the month.

- If you select “Weekly”, in the **Every [] week(s) on** field, select the frequency of weekly payments and mark the checkboxes for the days to make payments. For example, you can make payments every week on Thursday.
12. In the **Starting on** field, enter the date for the first payment of the schedule.
 13. The grid on the right displays details for the schedule as defined in the fields on the left. If you make changes, click **Update**.
 14. Click **OK**. You return to the Payment Schedule tab and any changes or additions you made to the scheduled payment dates appear in the grid.

Automatic Payment Plan for Brian Fox

Description: Status:

Plan type:

Dates:

Default amount:

☒ Allow EFT transactions to be created for this bank:

Payment Schedule | Accounts Receivable Detail | GL Distribution | Attributes/Notes

Number of payments: Status: Ungenerated

Status	Date	Amount	Deposit Number	Payment Number
Scheduled	08/01/2005			

Scheduled: 1 Generated: 0

15. Select the Accounts Receivable Detail tab.
16. On this tab you can view and add payee information. To add a payee, click **Add Payee**. The Open screen for clients appears.

17. After you find the client you want to add as a new payee, click **Open**. The client's information appears in the payee grid.

Automatic Payment Plan for Brian Fox

Description: Monthly Installments Status: Active

Plan type: Fixed

Dates: Payment can be created on any date

Default amount: \$150.00

☒ Allow EFT transactions to be created for this bank: Island Bank

Payment Schedule Accounts Receivable Detail GL Distribution Attributes/Notes

Add Payee Open Payee's Record Distribute Evenly Remaining: 0.000% \$ %

Reduces the Balance Of...	Client ID	Relationship	Apply This Amount
(Owner) Brian Fox	17	<Owner>	75.000
Department of Social Services	10	<Undefined>	25.000

OK Cancel

Scheduled: 0 Generated: 0

18. In the **Apply This Amount** column, enter the percentage or dollar amount for which the client is responsible for this payee.

19. Select the GL Distribution tab.

Automatic Payment Plan for Brian Fox

Description: Monthly Installments Status: Active

Plan type: Fixed

Dates: Payment can be created on any date

Default amount: \$150.00

☒ Allow EFT transactions to be created for this bank: Island Bank

Payment Schedule Accounts Receivable Detail **GL Distribution** Attributes/Notes

Distribution Interfund: 01 \$ %

CR Account Number	CR Account Desc...	Amount	Project ID	Project Description

Distribution... Load Distribution... Distribute Evenly Attributes... Delete All... Remaining: \$150.00

OK Cancel

Scheduled: 1 Generated: 0

20. In the field above the distribution grid, select "Distribution" or "Miscellaneous Entries". You can use miscellaneous entries as one-time adjustments in lieu of negative cash amounts.

Note: If you select “Never” for the Allow non-bank transactions to use cash accounts business rule in **Accounts Payable Configuration**, you cannot use cash accounts for any non-bank transactions in **Accounts Payable**, **Accounts Receivable**, **Cash Receipts**, **Payroll**, or **Student Billing** because *Cash Management* settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

21. In the **CR Account Number** column, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically.
22. Enter the percentage of the distribution in the **Percent** column. To distribute percents equally among the selected accounts, click **Distribute Evenly**.
23. If you have the optional module *Projects and Grants*, you can enter additional project information in the **Project ID**, **Class**, and transaction code columns.

24. Select the Attributes/Notes tab. For more information about adding attributes and notes, see the *Program Basics Guide*.

The screenshot shows a window titled "Automatic Payment Plan for Brian Fox". The window has several input fields and tabs. The "Attributes/Notes" tab is selected. The fields are as follows:

- Description: Monthly Installments
- Status: Active
- Plan type: Fixed
- Dates: Payment can be created on any date
- Default amount: \$150.00
- ☒ Allow EFT transactions to be created for this bank: Island Bank

Below these fields are four tabs: "Payment Schedule", "Accounts Receivable Detail", "GL Distribution", and "Attributes/Notes". The "Attributes/Notes" tab is active, showing a table with the following columns: "Attribute Type", "Description", "Short Description", "Date", "Required", and "Comments". The table is currently empty. Below the table is a "Notes" section with a text area. At the bottom of the window are "OK" and "Cancel" buttons, and a status bar showing "Scheduled: 1" and "Generated: 0".

25. Click **OK** to save and close the payment plan and return to the Automatic Payments tab. The new payment plan appears in the grid.

Managing Recurring Invoices

On the Recurring tab, you can view, add, edit, and delete recurring invoices. You may find it easier to create recurring invoices on the Recurring tab than on the Recurring Invoices page of *Records*, because much of the information is filled in automatically from the client record. For more information about recurring invoices, see the Recurring Invoices chapter.

► **Adding a recurring invoice from a client record**

1. On an open client record, click **New Recurring Invoice**. The New Recurring Invoice screen appears.

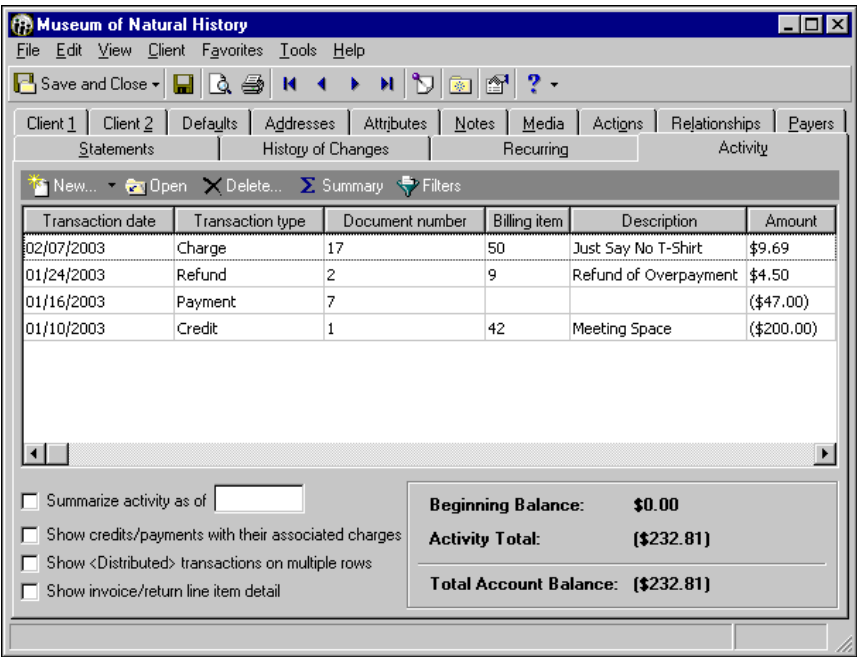
2. Enter recurring invoice information on the recurring invoice record.
3. To save the recurring invoice record and return to the Recurring tab of the client record, click **Save and Close**.

Viewing Client Activity

On the Activity tab of a client record, you can view, sort, and add charges, credits, invoices, payments, and refunds associated with a client. You can create custom filters to determine what transactions appear in the activity grid, and you can double-click a row in the grid to open the transaction record. On the Summary screen, you can view, export, and print a client's general activity, recent activity, aging summary, or lifetime statistics.

► **Viewing client activity on the Activity tab**

1. On an open client record, select the Activity tab. The grid displays charges, credits, invoices, payments, refunds, and returns associated with the client.



Museum of Natural History

File Edit View Client Favorites Tools Help

Save and Close

Client 1 Client 2 Defaults Addresses Attributes Notes Media Actions Relationships Payers

Statements History of Changes Recurring Activity

New... Open Delete... Summary Filters

Transaction date	Transaction type	Document number	Billing item	Description	Amount
02/07/2003	Charge	17	50	Just Say No T-Shirt	\$9.69
01/24/2003	Refund	2	9	Refund of Overpayment	\$4.50
01/16/2003	Payment	7			(\$47.00)
01/10/2003	Credit	1	42	Meeting Space	(\$200.00)

☐ Summarize activity as of

☐ Show credits/payments with their associated charges

☐ Show <Distributed> transactions on multiple rows

☐ Show invoice/return line item detail

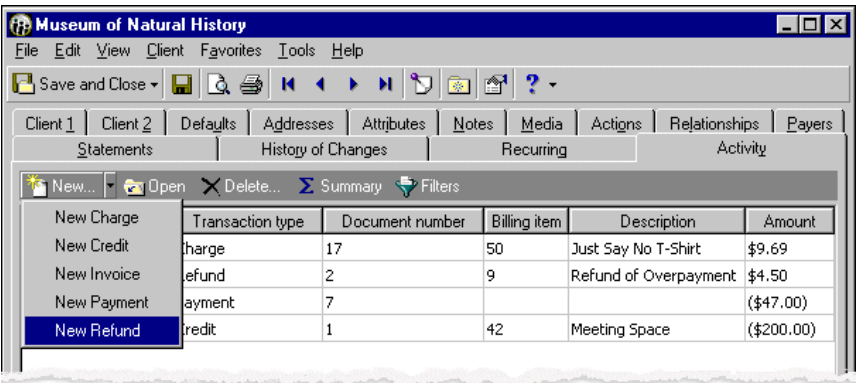
Beginning Balance: \$0.00

Activity Total: (\$232.81)

Total Account Balance: (\$232.81)

Tip: To open the transaction record, double-click a grid row.

2. To add a new transaction, click the down arrow beside **New** and select a transaction type. A new <transaction> record opens.



Museum of Natural History

File Edit View Client Favorites Tools Help

Save and Close

Client 1 Client 2 Defaults Addresses Attributes Notes Media Actions Relationships Payers

Statements History of Changes Recurring Activity

New... Open Delete... Summary Filters

- New Charge
- New Credit
- New Invoice
- New Payment
- New Refund

Transaction type	Document number	Billing item	Description	Amount
Charge	17	50	Just Say No T-Shirt	\$9.69
Refund	2	9	Refund of Overpayment	\$4.50
Payment	7			(\$47.00)
Credit	1	42	Meeting Space	(\$200.00)

3. To view, print, or export a summary of the client's activity, click **Summary**. The Summary for <Client> screen appears. For more information about client summaries, see "Creating a client summary" on page 70.

Summary for Museum of Natural History

Show summary for:

Payers: <All payers>

Recipients: <All clients>

General Summary ☒ Export to Excel ☐ Print

Display: Calendar Years Year 1: Year 2:

Item	Count	Amount	Count	Amount
Regular Charges	1	\$9.69	1	\$9.69
Finance/Late Charges	0	\$0.00	0	\$0.00
Sales Tax	0	\$0.00	0	\$0.00
Invoices	0	\$0.00	0	\$0.00
Credits	1	(\$200.00)	1	(\$200.00)
Returns	0	\$0.00	0	\$0.00
Payments	1	(\$47.00)	1	(\$47.00)
Refunds	1	\$4.50	1	\$4.50
Balance	4	(\$232.81)	4	(\$232.81)

Close

4. On the client Activity tab, to filter records that appear in the activity grid, click **Filter**. The Activity Filters screen appears. For more information about filtering client activity, see "Filtering client activity" on page 71.

Activity Filters

Filter by Date

Show transactions from to ☐ Summarize activity as of:

Filter by Client

Payers: <All payers>

Recipients: <All recipients>

Filter by Transaction Type and Status

Transaction Types	Charges/Invoices	Payments/Credits	Post Status
<input checked="" type="checkbox"/> Charges	<input checked="" type="checkbox"/> Unpaid	<input checked="" type="checkbox"/> Unapplied	<input checked="" type="checkbox"/> Not yet posted
<input checked="" type="checkbox"/> Credits	<input checked="" type="checkbox"/> Partially paid	<input checked="" type="checkbox"/> Partially applied	<input checked="" type="checkbox"/> Posted
<input checked="" type="checkbox"/> Invoices	<input checked="" type="checkbox"/> Fully paid	<input checked="" type="checkbox"/> Fully applied	<input checked="" type="checkbox"/> Do not post
<input checked="" type="checkbox"/> Invoice Line Items			
<input checked="" type="checkbox"/> Payments			

Filter by Billing Item

Show: <All billing items>

Billing Items: Selected Billing Items:

Clear All Filters OK Cancel

5. To close the Activity Filters screen and return to the client Activity tab, click **OK**.
6. On the client Activity tab, to sort the activities in ascending or descending order, click a column heading such as **Transaction date** or **Amount**.
7. To filter summarize transaction information by date, in the **Summarize activity as of** field, enter a date.
8. To display payments and credits and their associated charges, mark **Show credits/payments with their associated charges**.
9. To display each line item of distributed transactions on a separate row, mark **Show <Distributed> transactions on multiple rows**.
10. To display invoice and line item detail, mark **Show invoice/return line item detail**.
11. **Beginning Balance**, **Activity Total**, and **Total Account Balance** are for informational purposes only and display the client's beginning balance, the net total of all the client's activity, and current account balance.
12. To save your changes to the Activity tab and close the client record, click **Save and Close**.

► Creating a client summary

With the **Summary** button, you can create, print, and export custom summaries of a client's activity.

1. On an open client record, select the Activity tab.
2. On the action bar, click **Summary**. The Summary for <Client> screen appears.

Item	Count	Amount	Count	Amount
Regular Charges	1	\$9.69	1	\$9.69
Finance/Late Charges	0	\$0.00	0	\$0.00
Sales Tax	0	\$0.00	0	\$0.00
Invoices	0	\$0.00	0	\$0.00
Credits	1	(\$200.00)	1	(\$200.00)
Returns	0	\$0.00	0	\$0.00
Payments	1	(\$47.00)	1	(\$47.00)
Refunds	1	\$4.50	1	\$4.50
Balance	4	(\$232.81)	4	(\$232.81)

3. In the **Payers** field, select the payers to include in the summary report.
4. In the **Recipient** field, select the clients to include in the summary report.
5. To select a summary type, click the down arrow beside **General Summary**. Available summary types are: General Summary, Recent Activity, Aging Summary, and Lifetime Statistics.

If you select **General Summary** or **Aging Summary**, additional fields appear. In the General Summary display fields, enter the years or dates to include in the summary.

6. To export the report to Microsoft *Excel*, click **Export to Excel**.
7. To print the report, click **Print**.
8. If you change the summary parameters, to refresh the report with the new requirements, click **Refresh**.

9. To close the Summary for <Client> screen and return to the client Activity tab, click **Close**.

► Filtering client activity

Using the **Filters** button, you can specify characteristics a transaction must possess to appear in the activity grid.

1. On an open client record, select the Activity tab.
2. On the action bar, click **Filters**. The Filters screen appears.

Note: By default, all items in the **Filter by Transaction Type and Status** frame are marked. If you do not want a type or status displayed in the grid, unmark the checkbox.

3. To view only transactions from a specific time period, in the **Show transactions from** and **to** fields, enter the beginning and ending dates of the period.
4. To view a summary of transactions as of a certain date, mark **Summarize activity as of** and enter the date.
5. To filter transactions by payers, in the **Payers** field, enter a payer or select <All Payers>.
6. To filter transactions by statement recipients, in the **Recipients** field, enter a recipient or select <All Recipients>.
7. In the **Filter by Transaction Type and Status** frame, mark the transaction types and statuses you want to appear.
8. In the **Show** field, select “All billing items” or “Selected billing items”. If you select “Selected billing items”, available billing items appear in the **Billing Items** box. To add a billing item as a filter, click the right arrow to move it to the **Selected Billing Items** box. To move all filters to the **Selected Billing Items** box, click the double right arrows.
9. To remove all filters and return to the default settings, click **Clear filters**.
10. To close the Activity Filters screen and return to the Activity tab, click **OK**.

Viewing a History of Changes

The History of Changes tab displays an historic record of key changes made to the client record. If the client name, ID, status, credit limit, credit rating, or client record type have changed, the change appears on the History of Changes tab. The information provides an audit trail and is for informational purposes only. You cannot add or edit data on the History of Changes tab.

Managing Finance and Late Charges

Using the Calculate Finance and Late Charges screen, you can automatically calculate finance and late charges for selected clients. To calculate finance and late charges, on the Records page, from the menu bar, select **Tools, Calculate Finance and Late Charges**. After you enter finance and late charge information, you can click **Pre-Generation Report** to preview a report of the calculations, or to process the calculations, click **Calculate Now**.

Calculating Finance and Late Charges

Warning: If you try to calculate finance charges for a period that has already been calculated, a warning message appears when you click **Calculate Now**. To avoid overcharging, click **Cancel** to close the warning message, then correct the calculation dates.

On the Finance/Late Charge tab of the Calculate Finance and Late Charges screen, you specify either the late charge, or the finance charge method, you want to apply. You can also set the minimum balance for which to assess finance or late charges, the minimum charge to add, and how many days past due you should wait before applying charges. To access the Finance/Late Charge tab from the Records page, from the menu bar, select **Tools, Calculate Finance and Late Charges**. The Calculate Finance and Late Charges screen opens to the Finance/Late Charge tab.

► Calculating late charges

A late charge is a single fee charged to a client's account if they have a past due balance greater than the minimum balance required for assessing finance charges.

1. To calculate late charges, on the Records page, from the menu bar, select **Tools, Calculate Finance and Late Charges**. The Calculate Finance and Late Charges screen appears.

2. In the **Calculate** field, select Late charges. The late charge fields appear.
3. In the **Late charge amount** field, enter the amount of the late charge.
4. In the **Calculate finance charges as of** field, enter the date on which to calculate finance charges.
5. In the **Minimum balance required for charge** field, enter the smallest balance for which to assess late charges.
6. In the **Days past due to be eligible for charge** field, enter the number of days a payment must be late to incur late charges.
7. In the **Transaction** and **Due date** fields, enter the transaction date and the date the payment was due.
8. In the **Item/Description** field, select a finance charge item or click the binoculars to locate an item.
9. In the **Post status/date** fields, enter a post status and post date. If you select Do not post as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the **Post status/date** fields in user options. The Do not post status may not be available if the business rule excluding that status is marked.
10. In the **Comment** field, you can enter notes or special circumstances regarding this finance charge.
11. To preview the calculation results before creating transactions, mark **Preview calculation results before creating transactions**.
12. To print a control report, mark **Print control report**.
13. To select which records to apply late charges to, see "Filtering Finance and Late Charges" on page 78.

► **Calculating finance charges using the transaction past due method**

This method of calculating finance charges looks at the overdue balance for each transaction and calculates finance charges based on the number of days each transaction is overdue.

1. To calculate finance charges using the transaction past due method, on the Records page, from the menu bar, select **Tools, Calculate Finance and Late Charges**. The Calculate Finance and Late Charges screen appears.

2. In the **Calculate** field, select Finance charges using the transaction past due method. The transaction past due fields appear.
3. In the **Annual finance charge percentage** field, enter the annual interest rate for the finance charge.
4. In the **Minimum finance charge** field, enter the smallest charge to apply to an overdue balance. When the overdue balance is calculated, for all balances exceeding the minimum balance to charge, **Accounts Receivable** applies either the minimum finance charge or the percentage rate, whichever is greater.
5. In the **Calculate finance charges as of** field, enter the ending date for which you want to calculate finance charges.
6. In the **Minimum balance required for charge** field, enter the smallest balance for which to charge finance charges.
7. In the **Days past due to be eligible for charge** field, enter the number of days a payment must be late to incur finance charges.
8. To reduce balance by unapplied payments and credits, mark **Reduce balance by unapplied payments and credits**. This prevents calculating late fees for charges that have been paid.
9. In the **Transaction** and **Due date** fields, enter the transaction date and the date the payment was due.
10. In the **Item/Description** field, select a finance charge item or click the binoculars to locate an item.
11. In the **Post status/date** fields, enter a post status and post date. If you select Do not post as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the **Post status/date** fields in user options. The Do not post status may not be available if the business rule excluding that status is marked.
12. In the **Comment** field, you can enter notes or special circumstances regarding this finance charge.
13. To preview the calculation results before creating transactions, mark **Preview calculation results before creating transactions**.
14. To print a control report, mark **Print control report**.

15. To select which records to apply late charges to, see “Filtering Finance and Late Charges” on page 78.

► **Calculating finance charges using the overall past due method**

This method calculates finance charges for the entire past due balance.

1. To calculate finance charges using the overall past due method, on the Records page, from the menu bar, select **Tools, Calculate Finance and Late Charges**. The Calculate Finance and Late Charges screen appears.

2. In the **Calculate** field, select Finance charges using the overall past due method. The overall past due fields appear.
3. In the **Annual finance charge percentage** field, enter the annual interest rate for the finance charge.
4. In the **Calculate finance charges as of [] based on a period of [] []** fields, enter the last date for which to calculate finance charges, the calculation frequency, and the unit of measure. For example, to calculate finance charges once a month through December 31, 2003, enter **Calculate finance charges as of 12/31/03 based on a period of 1 month**.
5. In the **Minimum finance charge** field, enter the smallest charge to apply to an overdue balance. When the overdue balance is calculated, for all balances exceeding the minimum balance to charge, **Accounts Receivable** applies either the minimum finance charge or the percentage rate, whichever is greater.
6. The **Monthly finance charge** display is for informational purposes only and shows the annual percentage rate divided by 12 months.
7. In the **Calculate finance charges as of** field, enter the ending date for which you want to calculate finance charges.
8. In the **Minimum balance required for charge** field, enter the smallest balance for which to charge finance charges.
9. In the **Days past due to be eligible for charge** field, enter the number of days a payment must be late to incur finance charges.
10. In the **Transaction** and **Due date** fields, enter the transaction date and the date the payment was due.
11. In the **Item/Description** field, select a finance charge item or click the binoculars to locate an item.
12. In the **Post status/date** fields, enter a post status and post date. If you select Do not post as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the **Post status/date** fields in user options. The Do not post status may not be available if the business rule excluding that status is marked.

13. In the **Comment** field, you can enter notes or special circumstances regarding this finance charge.
14. To preview the calculation results before creating transactions, mark **Preview calculation results before creating transactions**.
15. To print a control report, mark **Print control report**.
16. To select which records to apply late charges to, see “Filtering Finance and Late Charges” on page 78.

► **Calculating finance charges using the loan balance method**

This method calculates finance charges for transactions as of a specific date in the future. For example, if a client purchases an expensive product or service from your organization, you may allow the client to make partial payments. In return for financing the cost of the item, you can then charge interest in the form of finance charges calculated through the date of the final payment.

1. To calculate finance charges using the loan balance method, on the Records page, from the menu bar, select **Tools, Calculate Finance and Late Charges**. The Calculate Finance and Late Charges screen appears.

2. In the **Calculate** field, select Finance charges using the loan balance method. The overall past due fields appear.
3. In the **Annual finance charge percentage** field, enter the annual interest rate for the finance charge.
4. In the **Calculate finance charges as of [] based on a period of [] []** fields, enter the last date for which to calculate finance charges, the calculation frequency, and the unit of measure. For example, to calculate finance charges once a month through December 31, 2003, enter **Calculate finance charges as of 12/31/03 based on a period of 1 month**.
5. In the **Minimum finance charge** field, enter the smallest charge to apply to an overdue balance. When the overdue balance is calculated, for all balances exceeding the minimum balance to charge, **Accounts Receivable** applies either the minimum finance charge or the percentage rate, whichever is greater.
6. The **Monthly finance charge** display is for informational purposes only and shows the annual percentage rate divided by 12 months.
7. In the **Minimum balance required for charge** field, enter the smallest balance for which to charge finance charges.
8. In the **Days past due to be eligible for charge** field, enter the number of days a payment must be late to incur finance charges.
9. In the **Transaction** and **Due date** fields, enter the transaction date and the date the payment was due.

10. In the **Item/Description** field, select a finance charge item or click the binoculars to locate an item.
11. In the **Post status/date** fields, enter a post status and post date. If you select Do not post as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the **Post status/date** fields in user options. The Do not post status may not be available if the business rule excluding that status is marked.
12. In the **Comments** field, you can enter notes or special circumstances regarding this finance charge.
13. To preview the calculation results before creating transactions, mark **Preview calculation results before creating transactions**.
14. To print a control report, mark **Print control report**.
15. To select which records to apply late charges to, see "Filtering Finance and Late Charges" on page 78.

► **Calculating finance charges using the overall past due and loan balance method**

This method calculates finance charges on the overall balance, then the loan balance, and it adds the charges together. Any unapplied payments and credits or advanced deposits are not calculated in the finance charge.

1. To calculate finance charges using the overall past due and loan balance method, on the Records page, from the menu bar, select **Tools, Calculate Finance and Late Charges**. The Calculate Finance and Late Charges screen appears.

2. In the **Calculate** field, select Finance charges using the overall past due and loan balance method. The overall past due fields appear.
3. In the **Annual finance charge percentage** field, enter the annual interest rate for the finance charge.
4. In the **Calculate finance charges as of [] based on a period of [] []** fields, enter the last date for which to calculate finance charges, the calculation frequency, and the unit of measure. For example, to calculate finance charges once a month through December 31, 2003, enter **Calculate finance charges as of 12/31/03 based on a period of 1 month**.
5. In the **Minimum finance charge** field, enter the smallest charge to apply to an overdue balance. When the overdue balance is calculated, for all balances exceeding the minimum balance to charge, **Accounts Receivable** applies either the minimum finance charge or the percentage rate, whichever is greater.
6. The **Monthly finance charge** display is for informational purposes only and shows the annual percentage rate divided by 12 months.
7. In the **Calculate finance charges as of** field, enter the ending date for which you want to calculate finance charges.

8. In the **Minimum balance required for charge** field, enter the smallest balance for which to charge finance charges.
9. In the **Transaction** and **Due date** fields, enter the transaction date and the date the payment was due.
10. In the **Item/Description** field, select a finance charge item or click the binoculars to locate an item.
11. In the **Post status/date** fields, enter a post status and post date. If you select Do not post as the status, the post date is not required. If you have the appropriate security rights, you can set default values for the **Post status/date** fields in user options. The Do not post status may not be available if the business rule excluding that status is marked.
12. In the **Comments** field, you can enter notes or special circumstances regarding this finance charge.
13. To preview the calculation results before creating transactions, mark **Preview calculation results before creating transactions**.
14. To print a control report, mark **Print control report**.
15. To select which records to apply late charges to, see “Filtering Finance and Late Charges” on page 78.

Filtering Finance and Late Charges

On the Filters tab, you select criteria that determine the records for which to calculate finance and late charges. For more information about filtering in *The Financial Edge*, see the *Program Basics Guide*.

Filters	Include	Selected Filters
Clients	All	<All Clients>
Client Attributes	All	<All Client Attributes>
Products and Billing Items	All	<All Products and Billing Items>
Product and Billing Item Attri...	All	<All Product and Billing Item Attributes>
Charges	All	<All Charges>
Invoices	All	<All Invoices>
Credits	All	<All Credits>
Payments	All	<All Payments>
Returns	All	<All Returns>
Refunds	All	<All Refunds>
Transaction Attributes	All	<All Transaction Attributes>

Tip: You can also double-click a filter in the grid to open the selection screen.

Open. To open a selection screen to designate specific filters for the form, select a filter in the grid and click **Open** on the action bar.

Clear All Filters. To reset each filter to include all, you can click **Clear All Filters**.

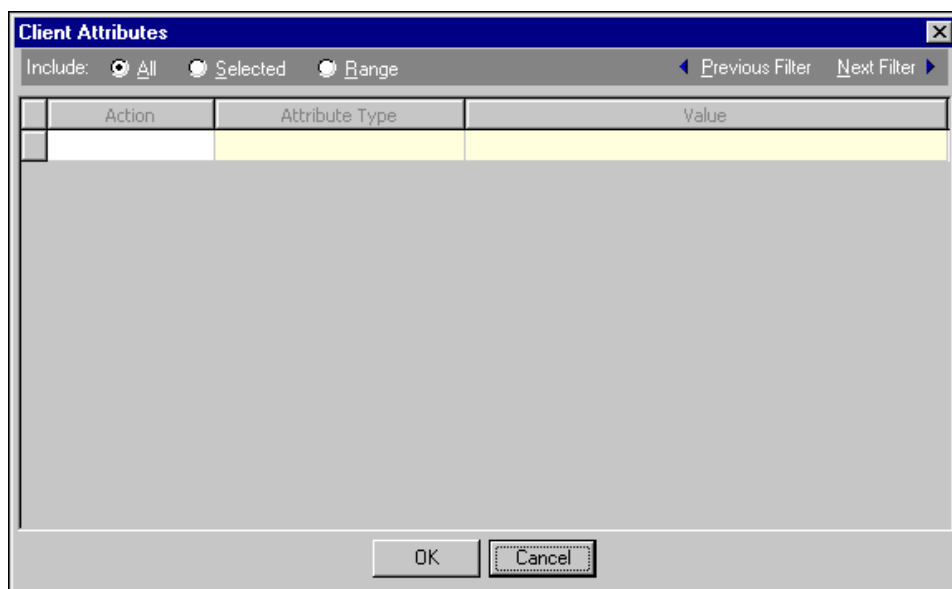
Glossary: A filter is a requirement items must meet to be included in a form. For example, if you apply the Clients filter, only transactions for the selected clients appear in the form.

Filters. The **Filters** column lists all the filters for the form. You cannot edit this column.

Include. By default, in the **Include** column, each filter is set to All. To open a selection screen to designate specific filters for the form, choose Selected.

Selected Filters. Filters you specify on the selection screen appear in the **Selected Filters** column. **Selected Filters Screen**

From the Filters tab, you can open a selection screen for a filter in several ways: by double-clicking the filter in the grid, selecting the filter in the grid and clicking **Open** on the action bar, or choosing Selected in the **Include** column for the filter.



Include. For each filter, you can select to include all or select specific filters. Depending on the filter, you may also be able to filter by a range or query.

All. If you mark **Include: All**, you cannot designate specific filters.

Selected or Range. If you mark **Include: Selected** or **Range**, a grid appears in which you can specify filters. In a field, you can click the binoculars to search for information.

Query. If you mark **Include: Query**, the **Query name** field appears for you to enter the name of the query by which to filter the form. In the field, you can click the binoculars to search for the query name.

To create a new query, click the binoculars. Then click **Add a New Query** on the Open Query screen. For more information about creating queries, see the *Query Guide* "Financial Edge Query" on page 1.

Previous Filter. To view or edit the previous filter without returning to the Filters tab, click **Previous Filter**.

Next Filter. To view or edit the next filter without returning to the Filters tab, click **Next Filter**.

Distributing Finance and Late Charges

Finance and late charge distributions contain account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. By pre-defining distributions in *Configuration*, you can quickly and easily assign activity to accounts. **Accounts Receivable** automatically verifies that all distributions balance when you save the charge, so you are assured the distributions will post.

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

Every finance or late charge must have an associated credit account, either a default from the product record or an account you enter manually. When you define credit accounts, **Accounts Receivable** automatically inserts default debit accounts, either from the Accounts Receivable Summary information on the Default Accounts page of *Configuration*, or from the Defaults tab of the client record. The Supervisor can establish security settings to hide the debit account columns.

► **Distributing a finance or late charge**

1. On the Calculate Finance and Late Charges screen, select the GL Distribution tab.

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.

2. If you defined valid interfund entries in *Configuration*, when you enter debit and credit 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, you cannot save the distribution. For more information about interfund entries and entry sets, see the *Configuration Guide for Accounts Receivable*.

Warning: If you select “Never” for the **Allow non-bank transactions to use cash accounts** business rule in **Accounts Payable Configuration**, you cannot use cash accounts for any non-bank transactions in **Accounts Payable**, **Accounts Receivable**, **Cash Receipts**, or **Payroll** because *Cash Management* settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

3. If you entered a default credit account on the finance charge record, it appears automatically in the **CR Account Number** column. You can also click **Load Distribution** to use a default account distribution from *Configuration*, or you can enter a distribution manually. When you enter a credit account number, the description appears automatically in the **CR Account Description** column.

Tip: To use a default distribution from *Configuration*, click **Load Distribution**.

4. In the **Percent** column, enter the percentage to apply to that account number. To distribute percents equally among the selected accounts, click **Distribute Evenly**.

Note: The Supervisor can establish security options to hide the **DR Account Number** column. This feature is useful if your organization always uses the default accounts receivable account.

5. If you defined a default accounts receivable account on the client record or a debit account on the finance charge record, it appears automatically in the **DR Account Number** column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the **DR Account Description** column.
6. 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.
7. In the **Class** column, select a class for the distribution.
8. 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.
9. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the row and click **Distribution**. For a debit account, select **DR Distribution**. For a credit account, select **CR Distribution**. The Transaction Distribution screen appears.

You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click **OK** to return to the charge record GL Distribution tab.

10. To preview **General Ledger** debits and credits for the distribution, click **DR/CR Entries**.
11. To add attributes to the distribution, click **Attributes**.
12. To delete all rows of the grid, click **Delete All**.
13. To save the charge and return to the Charges page, click **Save and Close**.

Credits



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Glossary: In *Accounts Receivable*, a credit is a transaction that decreases a client's balance due.

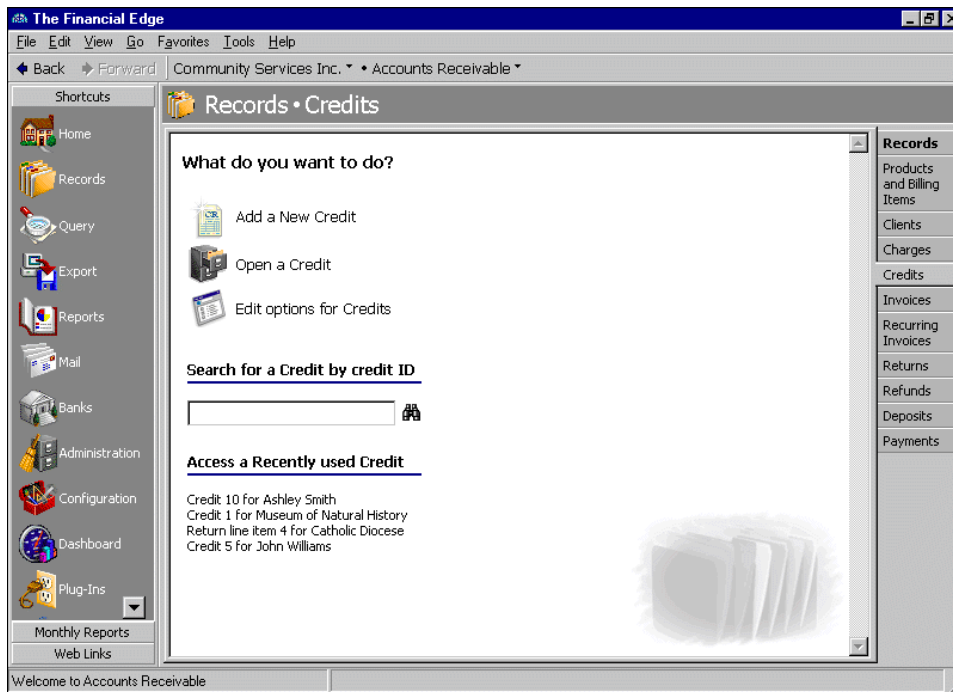
You can use the Credits page of *Accounts Receivable* to record credits, such as discounts and rebates, that you want to apply to a client's future charges. To quickly open or add credit records, you can add links on the **Favorites** menu, the Home page, or the navigation bar. For more information about favorites, see the Program Basics chapter of the *Program Basics Guide*.

In *Accounts Receivable*, credits are entered, edited, and deleted from the Credits page of *Records*.

Accessing Credit Records

Warning: For the latest documentation and information, visit our Web site at www.blackbaud.com.

Because records are such an important part of *Accounts Receivable*, we have placed all record types in one area so you can quickly access them. Think of *Records* as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open *Records*, you can directly access several record types, including credit records. To access credits, click **Records** on the navigation bar, then click **Credits**. The Credits page appears.



Consider the Credits page the starting point for credit records. From this page, you can add a new credit record or open existing credit records.

To edit credit record options, click **Edit options for Credits**.

To save time when searching for a specific credit record, use the **Search for a Credit by credit ID** field. The credits page also lists recently accessed credit records.

Finding and Opening Credit Records

Tip: To save time when searching for a specific credit record, you can use **Search for a Credit by credit ID**.

When you click **Open a Credit** on the Credits page, the Open screen for credits appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the credit you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH as the client name and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File, Open**, or on the Credits page, click **Open a Credit**.

► **Opening a credit record from the Credits page**

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Credits**. The Credits page appears.
3. Click **Open a Credit**. The Open screen for credits appears.

The screenshot shows the 'Open' window for credits. The title bar is 'Open'. Below it is a search bar with 'Credit' entered. To the right of the search bar is a 'Search using query:' dropdown set to '<Default>'. Below the search bar is a toolbar with 'Open' and 'Add a New Credit' buttons. The main area is empty. At the bottom, there is a section 'Find Credits that meet these criteria:' with various filters like Record type, Client name, Transaction date, Credit ID, Amount, Item/Product, Service provider, Post status, Post date, Last modified on, and Last modified by. There are also buttons for 'Hide Filters', 'Clear Filters', 'Find Now', 'Open', and 'Cancel'.

Note: For more information about filtering criteria on an Open screen, see the *Program Basics Guide*.

4. In the **Find Credits that meet these criteria** frame, enter the criteria you are using to search for the credit.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all credits meeting your criteria.

6. In the grid, select the credit to open.

The 'Open' window displays a search interface for credit records. At the top, there is a search bar with 'Credit' entered and a 'Search using query: <Default>' dropdown. Below the search bar are buttons for 'Open' and 'Add a New Credit'. The main area contains a table with the following data:

Credit ID	Client Name	Credit Date	Amount	Item/Product
1	Museum of Natural Hi...	01/10/2003	\$200.00	42
2	Greenville Chamber o...	01/10/2003	\$200.00	42
3	Convention & Visitor's...	01/10/2003	\$25.00	50
4	Josh Levy	01/10/2003	\$5.00	43
5	John Williams	01/10/2003	\$10.00	43
6	Sam McMillan	01/15/2003	\$10.00	44

Below the table, there is a section for 'Find Credits that meet these criteria:' with various filters like Record type, Client name, Transaction date, etc. At the bottom, there are buttons for 'Hide Filters', 'Clear Filters', 'Previous Filters', 'Filters are not applied', 'Find Now', 'Open', and 'Cancel'. A status bar at the bottom indicates '9 records found.'

Note: You can click column headings on the Open screen to sort information in ascending or descending order. You can also resize columns to fit the text.

7. Click **Open**. The credit record appears.

The 'Credit 1 for Museum of Natural History' window displays detailed information for a selected credit record. It includes a menu bar (File, Edit, View, Transaction, Favorites, Tools, Help) and a toolbar with icons for Save and Close, and navigation. The main area is divided into sections for 'Credit ID 1', 'Credit for:', 'Transaction date:', 'Post status/date:', 'Category:', 'Item/Description:', 'Quantity/price:', 'Comment:', 'Service provider:', and 'Print status:'. The 'Credit for:' section shows 'Museum of Natural History' with 'Client ID' 08. The 'Transaction date:' is 01/10/2003. The 'Post status/date:' is 'Not yet posted' with date 01/10/2003. The 'Category:' is 'Per Usage Item'. The 'Item/Description:' is '42 Meeting Space'. The 'Quantity/price:' section shows a table with the following data:

Unit of Measure	Quantity	Unit Price	Extended Amount
Day	1.000	\$200.00	\$200.00

At the bottom, there is a status bar with 'Press F7 to zoom', 'Amount: \$200.00', and 'Balance: \$200.00'.

8. To save the credit record and return to the Credits page, click **Save and Close**.

Adding Credit Records

Warning: You cannot add records such as credits until you define a default accounts receivable journal value on the Posting Information page of *Configuration*.

When you add a credit, you are creating a new record in the database. A credit record stores credit posting, client, distribution, and attribute information, and notes about credits you give your clients.

If you enter common values repeatedly for multiple credit records, you can create a default set with these values to save time during data entry. The values are defaults only and you can still change any field on a record. From the menu bar of the record, select **Transaction, Load Defaults from** to select an existing default set or create a new default set for the record type. For more information about default sets, see the Program Basics chapter in the *Program Basics Guide*.

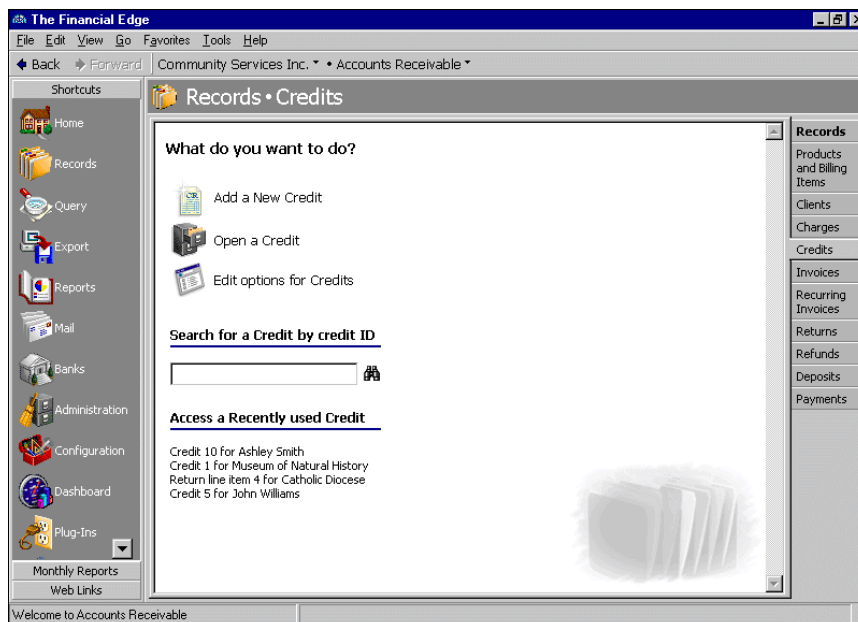
Note: Credits can be edited or deleted at any time. Just remember that deleted credits cannot be recovered!

We recommend that, in *Configuration*, you specify duplicate search criteria and set the business rule to check for duplicate credits automatically. For more information about business rules, see the *Configuration Guide for Accounts Receivable*. To search for a duplicate record from an existing record, from the menu bar, select **Transaction, Duplicate Search**.

► Adding a credit

Note: You can also add credits on the Activity tab of a client record.

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Credits**. The Credits page appears.



Tip: If you enter common values repeatedly for multiple credits, you can create a default set with these values to save time during data entry. On the menu bar, select **Transaction, Load Defaults from**.

3. Click **Add a New Credit**. The New Credit screen appears.

Note: On the Options screen, you can set General options to hide the **Client Name**, **Client ID**, or **SSN/CFDA #** columns to prevent data entry. You can also designate the default tab that appears when you add or open a credit record. To access options, from the menu bar, select **Tools, Options**. For more information about credit options, see the Program Basics Guide.

4. In the **Credit for** grid, enter a client name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
5. In the **Transaction date** field, enter the effective date of the credit.
6. In the **Post status/date** field, select the current post status of the credit. If you select “Not yet posted”, enter a post date.
7. In the **Category** field, select a credit item category.
8. In the **Item/Description** or **Product/Description** field, enter an item or use the binoculars to locate an item. When you enter an item, the description appears automatically.

Note: In the **Item** field, you can use the binoculars to search for an item or you can enter a new one.

9. If you select a flat rate, finance charge, or sales tax item in the **Item** field, in the **Amount** field, enter an amount. After you enter an amount, skip to step 15.
10. If you selected a product or per usage item in the **Product** or **Item** field, in the **Unit of Measure** column of the **Quantity/price** grid, select the units of measure for the item.
11. In the **Quantity** column, enter the number of items.
12. In the **Unit Price** field, enter the price of the item per unit of measure.
13. The **Extended Amount** column is for informational purposes and displays the total of the **Quantity** and **Unit Price** columns.

Note: If your organization does not collect sales tax, you can disable all sales tax fields on the General Business Rules page of *Configuration*. In the **Sales tax** field, select “Our organization does not collect sales tax”.

14. If you marked Product is subject to sales tax on the product record, and Subject to sales tax on the client record, click **Edit Sales Tax** to view or edit the sales tax item. You must mark both rules to apply sales tax to charges or credits for a client.
15. In the **Comment** field, you can enter additional information about the credit.
16. In the **Service Provider** field, enter the person who assisted the client.
17. In the **Dates of service from [] to []** fields, enter the date range during which service was provided.

Tip: At the bottom of each tab, in the **Amount** and **Balance** displays, you can quickly view the total credit amount and remaining unapplied balance. To view a summary of the client's account balance and available credit, click the page icon beside **Balance**.

18. In the **Print Status** field, select "Not Yet Printed", "Printed", "Do Not Print", or "Reprint" as the print status of the credit.
19. If you do not want to print this transaction on printed statements, mark **Hide this transaction on printed statements**.
20. Before you can save the credit record, you must enter a distribution on the GL Distribution tab. For more information about credit distributions, see "Adding Credit Distributions" on page 89.

Adding Credit Distributions

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

Credit distributions contain account distribution information such as debit and credit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. By pre-defining distributions in *Configuration*, you can quickly and easily assign activity to accounts. **Accounts Receivable** automatically verifies that all distributions balance when you save the credit, so you are assured the distributions will post.

Every credit must have an associated debit account, either a default from the product record or a manual entry in the **DR Account Number** column. After you define debit accounts, if you defined default accounts on the client or product records, **Accounts Receivable** automatically inserts them in the **CR Account Number** column. The Supervisor can establish security settings to hide the credit account columns. This feature is useful if your organization always uses the default accounts receivable account.

► Distributing a credit

Warning: You can edit or delete distributions at any time. Just remember that deleted distributions cannot be recovered!

1. On an open credit record, select the GL Distribution tab.

Glossary: A miscellaneous entry is a one-time adjustment you use in lieu of negative cash amounts.

2. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”.
3. If you entered a default debit account on the product record, it appears automatically in the **DR Account Number** column. You can also click **Load Distribution** to use a default account distribution from *Configuration*, or you can enter a distribution manually. When you enter a debit account number, the description appears automatically in the **DR Account Description** column.

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.

4. To enter distributions by amount, click \$. To enter distributions by percent, click %.
5. Enter the amount of the distribution in the **Amount** column or the percentage in the **Percent** column. To distribute amounts or percents equally among the selected accounts, click **Distribute Evenly**.
6. If you defined a default accounts receivable account in *Configuration* or on the client record, or if you defined a debit account on the product record, it appears automatically in the **CR Account Number** column. Otherwise, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically in the **CR Account Description** column.

Note: The Supervisor can establish security options to hide the **CR Account Number** column. This feature is useful if your organization always uses the default accounts receivable account.

7. If you enter debit and credit 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*.
8. 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.
9. In the **Class** column, select a class for the distribution.

10. 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.

Tip: At the bottom of each tab, in the **Amount** and **Balance** displays, you can quickly view the total credit amount and remaining unapplied balance. To view a summary of the client's account balance and available credit, click the page icon beside **Balance**.

11. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the row and click **Distribution**. For a credit account, select **CR Distribution**. For a debit account, select **DR Distribution**.
You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click **OK** to return to the credit record GL Distribution tab.
12. To preview **General Ledger** debits and credits for the distribution, click **DR/CR Entries**.
13. To add attributes to the distribution, click **Attributes**. For more information about adding attributes to a credit record, see "Adding Credit Attributes and Notes" on page 99.
14. To delete all rows of the grid, click **Delete All**.
15. To save the credit and return to the Credits page, click **Save and Close**.

Managing Payees and Applications

Using the Applied To tab, you designate the clients that should receive the credit, you apply any unapplied charges to reduce the credit amount, and you specify the credits due to each payee.

Managing Payees

On the Applied To tab, you can add payees that will receive the credit, find payees that were previously added, and you can view the payee's client record. You can also add specific information about the credit amount and how to apply it to each payee. To find, add, or view payees, click the down arrow beside **Find payee**. The payee submenu appears.

► **Adding a payee**

1. From the Applied To tab of an open credit record, click the down arrow beside **Find Payee** and select **Add Payee**. The Open screen for clients appears.

The 'Open' dialog box is shown with a search bar containing 'Client' and a 'Search using query' dropdown set to '<Default>'. Below the search bar are buttons for 'Open', 'Add a New Individual', and 'Add a New Organization'. The main area is a large empty box. At the bottom, there is a section titled 'Find Clients that meet these criteria:' with a checkbox for 'Exact match only'. Below this are several input fields for search criteria: Record type, Client ID, Client name, Client type, Status, Service provider, SSN/CFDA #, City, State, Document #, Last modified by, and Last modified on. At the bottom of the dialog are buttons for 'Hide Filters', 'Clear Filters', 'Previous Filters', 'Filters are not applied', 'Find Now', 'Open', and 'Cancel'.

2. To add an existing client as a payee, in the **Find Clients that meet these criteria** frame, enter criteria you are using to search for the client. To add a new client, click **Add a New Individual** or **Add a New Organization**. For more information about searching for or adding client records, see the Clients chapter.

Warning: If you are adding a co-payee, you should first add the client’s relationship to the other payees. You add relationships on the Relationships tab of the client record.

3. After you find the client you want to add as a payee, click **Open**. The new payee appears in the payee grid.

The 'Credit 1 for Museum of Natural History' window is shown with the 'Applied To' tab selected. The window has a menu bar (File, Edit, View, Transaction, Favorites, Tools, Help) and a toolbar. Below the toolbar are tabs for 'Transaction', 'GL Distribution', 'Applied To...', and 'Attributes/Notes'. The 'Applied To' tab contains a table with columns: 'Reduces the Balance Of...', 'Client ID', 'Relationship', 'Apply This Amount', and 'Available to Apply'. The table has two rows: 'Museum of Natural History' with Client ID '08' and Relationship '<Owner>', and 'Community Foundation' with Client ID '01' and Relationship '<Undefined>'. The 'Apply This Amount' and 'Available to Apply' columns show '\$200.00' for both. Below the table are buttons for 'Add Payee...', 'Add/Edit Applications', and 'Delete...'. At the bottom of the window, there is a status bar showing 'Amount: \$200.00' and 'Balance: \$200.00'.

4. To delete the payee from the client record, in the grid, select the payee and click **Delete**.
5. The **Remaining** display shows the undistributed amount of the credit remaining.
6. In the **Reduces the Balance Of** column of the payee grid, you can change the name of the payee or use the binoculars to locate another payee.

Tip: At the bottom of each tab, in the **Amount** and **Balance** displays, you can quickly view the total credit amount and remaining unapplied balance. To view a summary of the client's account balance and available credit, click the page icon beside **Balance**.

7. The **Client ID** and **Relationship** columns are for informational purposes only and display information from the client record.
8. In the **Apply this Amount** column, enter the amount to credit to the client. To enter distributions by amount, click **\$**. To enter distributions by percent, click **%**.
9. The **Available to Apply** column is for informational purposes and displays the remaining uncredited balance.
10. To save your changes and close the credit record, click **Save and Close**.

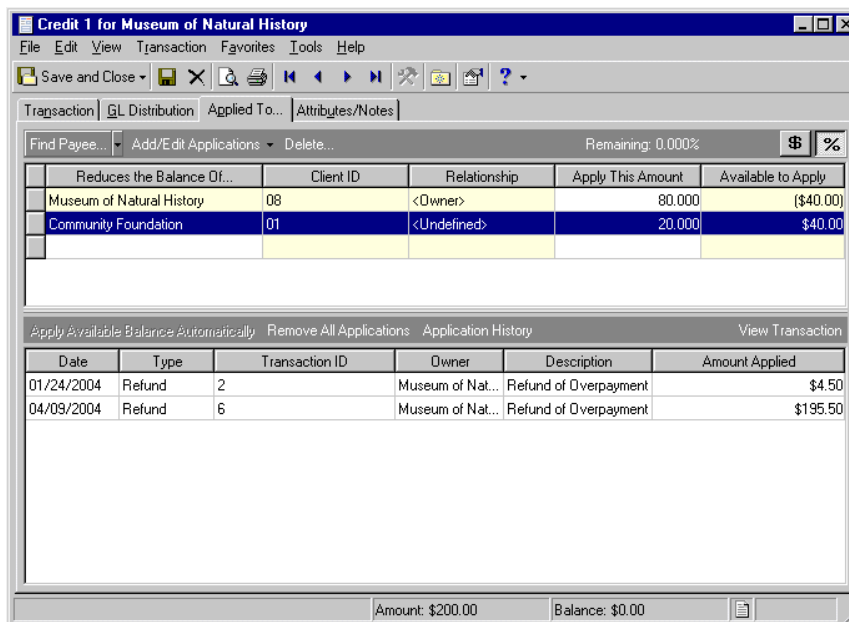
► **Finding a payee in the payee grid**

1. On the Applied To tab of an open credit record, click **Find Payee**. The Find screen appears.

2. In the **Field** field, select a search category, such as "Client ID" or "Relationship".
3. In the **Find what** field, enter specific field information you want to find. For example, if you enter "Reduces the Balance Of" in the **Field** field, you could enter the first three letters of the client's name to locate the payee.
4. In the **Match** field, select the part of the field to search.
5. To find only records with identical upper and lower case letters, mark **Match case**.
6. When you have entered your search criteria, click **Find First** or **Find Next**. *The Financial Edge* highlights the first or next record matching your criteria.
7. To close the Find screen and return to the credit record, click **Close**.
8. To save the credit record and return to the Credits page, click **Save and Close**.

► Viewing a payee

1. From the Applied To tab of an open credit record, in the payee grid, select a payee.



2. Click the down arrow beside **Find Payee** and select **View payee**. The client record opens.
3. To save the client record and return to the credit record, click **Save and Close**.

Managing Applications

On the Applied To tab, you can add and edit applications, use the credit to offset the owner's balance, or apply the credit to all payees. To save time when entering applications, you can establish default payers on the Payers tab of the client record. When you create a new credit, the client's payers automatically become the default payees. You can then use buttons on the Applied To tab to quickly distribute the amount due to the primary default payer or to all default payers evenly, or you can create a custom distribution. You can also use the Automatically apply new payments and Automatically apply new credits business rules in *Configuration*. With these business rules, payments and credits are applied automatically so you do not have to enter them manually on the Applied To tab. Before you use these business rules, make sure you always want payments and credits applied automatically.

Using the Apply Credit for <Client> screen, you can view and apply charges and other applications, and you can open and edit the charge or client records. To access the Apply Credit for <Client> screen, click **Add/Edit Applications**.

► Applying default applications

On the Applied To tab, you can quickly apply applications to the charge using default distributions. For example, you can apply all available applications, distribute applications evenly among all payees, or apply an unapplied amount to the owner's balance. For a procedure about applying only specific applications to a credit, see "Applying specific applications" on page 95.

1. On an open credit record, select the Applied To tab.

Note: If you select to automatically apply new payments or automatically apply new credits in Business Rules, applications appear automatically on the Applied To tab.

2. To apply all available applications to the amount due, click **Apply Available Balance Automatically**. All available applications appear in the applications grid.

3. To apply all unapplied credits to the current payee's balance due, click the down arrow beside **Add/Edit Applications** and select **Use Unapplied Amount to Reduce Owner's Balance**.
4. To unapply all applications and distribute the full credit evenly to all current payers, click the down arrow beside **Add/Edit Applications** and select **Unapply all and Distribute Evenly to Current Payers**. The total amount due is distributed evenly to all payers.
5. To add, edit, or view additional applications or their payers, click **Add/Edit Applications**. The Apply Credit for <Client> screen appears. For more information about the Apply Credit for <Client> screen, see "Applying specific applications".

Apply Credit 1 for Museum of Natural History

Credit owner/ID: Museum of Natural History 08 Credit: Meeting Space

Apply the amount distributed to: <All Payees> Amount/Date: \$200.00 01/10/2003

Available for <All Payees>: \$200.00 Applied: \$0.00 Available: \$200.00

Select Additional Charges... Apply Automatically View Transaction End Transaction Options

Date	Type	ID	Description	Owner	Distributed To	Available	Apply?	Applied
01/24/2003	Refund	2	Refund of Overpay...	Museum of Natural ...	Museum of Natural ...	\$4.50	<input type="checkbox"/>	
02/07/2003	Charge	17	Just Say No T-Shirt	Museum of Natural ...	Museum of Natural ...	\$9.69	<input type="checkbox"/>	

Account balance for Museum of Natural History is (\$232.81)

Save Applications Save and Close Cancel

Warning: You cannot save credits until you assign a journal value on the Posting Information page of *Configuration*.

6. After you add applications on the Apply Credit for <Client> screen, to save your changes and return to the Applied To tab of the credit record, click **Save and Close**. All applied applications appear in the applications grid.

► Applying specific applications

On the Apply Credit for <Client> screen, you can select specific applications to apply to a credit, and you can open and edit related charge and client records. For a procedure about quickly applying default application distributions, see "Applying default applications" on page 94

1. On an open credit record, select the Applied To tab.

2. Click **Add/Edit Applications**. The Apply Credit for <Client> screen appears.

Date	Type	ID	Description	Owner	Distributed To	Available	Apply?	Applied
01/24/2003	Refund	2	Refund of Overpay...	Museum of Natural ...	Museum of Natural ...	\$4.50	<input type="checkbox"/>	
02/07/2003	Charge	17	Just Say No T-Shirt	Museum of Natural ...	Museum of Natural ...	\$9.69	<input type="checkbox"/>	

3. The **Credit owner/ID**, **Credit**, and **Amount/Date** fields are for informational purposes only, and display information from the credit record.
4. In the **Apply the amount distributed to** field, select a payee to apply this application to, or select "All Payees".
5. The **Available for**, **Applied**, and **Available** displays are for informational purposes and show the primary payee, applied credit amounts, and available credits.
6. To add more charges to the client's account, in the applications grid, click **Select Additional Charges**. The Open screen for charges appears, so you can find the charge records.

Find Charges that meet these criteria: ☐ Exact match only

Record type: Item/Product:

Client name: Service provider:

Transaction date: Post status:

Due date: Post date:

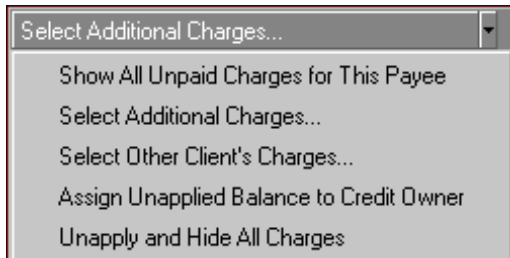
Charge ID: Last modified by:

Amount: Last modified on: any time

7. In the **Find <Charges> that meet these criteria** frame, enter criteria you are using to search for the charges.
8. Click **Find Now**. The program searches the database and displays all charges meeting your criteria.

Note: Before you can save a credit record, the **Remaining** display on the action bar must show a zero balance.

9. In the grid, select a charge and click **Open**. The Open screen closes and the charge information appears in the applications grid of the Apply Credit for <Client> screen.
10. To make other changes to applications, you can use the down arrow beside **Select Additional Charges**.



- To view all of the client's unpaid charges, select **Show All Unpaid Charges for This Payee**.
- To apply the credit to charges other than those listed, click **Select Additional Charges**. The Open screen for charges appears so you can locate the other charge records.
- To apply the credit to a different client's balance due, select **Select Other Client's Charges**. The Open screen for clients appears so you can locate the other client.

Note: You establish default payers and their distribution amounts or percentages on the Payers tab of the client's record.

- To apply the credit to only the primary default payer, select **Assign Unapplied Balance to Credit Owner. Accounts Receivable** automatically applies the credit to the primary default payer's balance due.
 - To unapply all charges and remove them from the payer grid, select **Unapply and Hide All Charges**.
11. To automatically apply the credit to the first charge in the grid, click **Apply Automatically**. If the credit amount exceeds the charge amount, the credit is deducted from subsequent charges from top to bottom until the credit balance reaches zero.

To unapply all applications, click **Unapply All**.

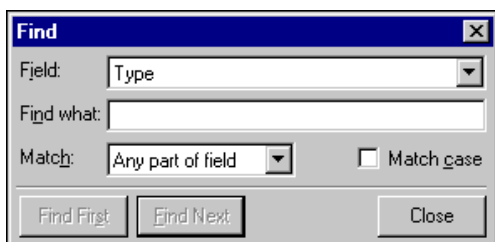
To apply only specific applications, in the applications grid, in the **Apply?** column, mark the applications you want to apply.

12. To view a charge record, in the grid, select a charge and click **View Transaction**.
13. To view the payer's record, in the grid, select a payer. Then, click the down arrow beside **View Transaction** and select **View Payer**.
14. To find a specific transaction in the grid, click **Find Transaction**. The Find screen appears. For more information about the Find screen, see "Using the Find screen" on page 98.
15. To change credit options, click **Options**. For more information about options, see the *Program Basics Guide*.
16. To save your changes and return to the Applied To tab, click **Save and Close**. The applications you applied appear in the applications grid.

► Using the Find screen

On the Applied To tab, you can use the Find screen to locate a payee. On the Apply Credit for <Client> screen, you can use the Find screen to locate a transaction.

1. On the Applied To tab of an open credit record, right-click in the payee or transaction grid and select **Find Transaction**. On the Apply Credit for <Client> screen, click **Find Transaction**. The Find screen appears.



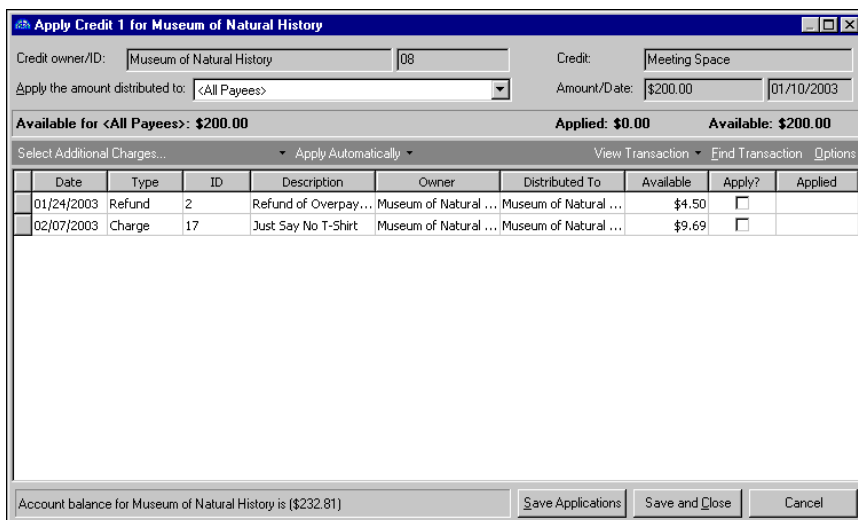
The Find screen is a small dialog box with a title bar that says 'Find'. It contains the following fields and controls:

- Field:** A dropdown menu currently showing 'Type'.
- Find what:** A text input field.
- Match:** A dropdown menu currently showing 'Any part of field'.
- Match case:** An unchecked checkbox.
- Buttons:** 'Find First', 'Find Next', and 'Close'.

2. In the **Field** field, select a search category, such as "Owner" or "Type".
3. In the **Find what** field, enter specific field information you want to find. For example, if you enter "Owner" in the **Field** field, you could enter the first three letters of the payee's name to locate the payee.
4. In the **Match** field, select the part of the field to search.
5. To find only records with identical upper and lower case letters, mark **Match case**.
6. When you have entered your search criteria, click **Find First** or **Find Next**. *The Financial Edge* highlights the first or next record matching your criteria.
7. To close the Find screen and return to the credit record, click **Close**.

► Opening payee and transaction records from a credit

1. On the Applied To tab of an open credit record, click **Add/Edit Applications**. The Apply Credit for <Client> screen appears.



The 'Apply Credit 1 for Museum of Natural History' screen displays the following information:

- Credit owner/ID:** Museum of Natural History | 08
- Credit:** Meeting Space
- Apply the amount distributed to:** <All Payees>
- Amount/Date:** \$200.00 | 01/10/2003
- Available for <All Payees>: \$200.00**
- Applied: \$0.00**
- Available: \$200.00**
- Select Additional Charges...** (dropdown)
- Apply Automatically** (checkbox)
- View Transaction** (button)
- End Transaction** (button)
- Options** (button)

Date	Type	ID	Description	Owner	Distributed To	Available	Apply?	Applied
01/24/2003	Refund	2	Refund of Overpay...	Museum of Natural ...	Museum of Natural ...	\$4.50	<input type="checkbox"/>	
02/07/2003	Charge	17	Just Say No T-Shirt	Museum of Natural ...	Museum of Natural ...	\$9.69	<input type="checkbox"/>	

Account balance for Museum of Natural History is (\$232.81)

Buttons: Save Applications, Save and Close, Cancel

2. To view a transaction record, in the applications grid, select a transaction.
3. Click View Transaction. The transaction record opens.
4. To close the transaction record and return to the Apply Credit for <Client> screen, in the upper right corner of the transaction record, click **X**.
5. To view a payee's record, in the applications grid, select a transaction from the payee whose record you want to view.
6. Click the down arrow beside **View Transaction** and select **View Payer**. The payer's client record opens.

7. To close the payer's record and return to the Apply Credit for <Client> screen, click **Save and Close**.

Adding Credit Attributes and Notes

You can further define a credit record by adding information to the Attributes/Notes tab. 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 specification— a useful feature for sorting or filtering credits for reports. You can also define the type of data stored for each credit. For example, if you have defined an attribute for expense categories, you can track credits by expense.

With notes, you can easily maintain helpful pieces of information about the credit record. For example, you can record special information about the credit, payee, or application information you may need later. The note text box accepts free-form text.

Note: If you mark an attribute as required in *Configuration*, the attribute automatically appears on the credit and you must select a description before saving.

For more information about attributes, including adding attribute types, see the *Configuration Guide for Accounts Receivable*.

► Adding an attribute to a credit

Note: You can edit attributes at any time. You can delete attributes unless they are marked “Required” in *Configuration*.

1. On an open credit record, select the Attributes/Notes tab.

Note: The **Short Description** column and the **Required** checkbox are for informational purposes only. You designate required attributes on the Attributes page of *Configuration*.

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

5. In the **Date** column, enter a date.

Tip: For faster data entry when entering dates, press **F3** for today's date or **F7** for a calendar.

6. In the **Comments** column, enter comments.
7. When you exit the Attributes/Notes tab, your changes are saved automatically.

► **Adding a note to a credit**

1. On an open credit record, select the Attributes/Notes tab.

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

2. In the **Notes** field, enter additional information about the credit.
3. When you exit the Attributes/Notes tab, your changes are saved automatically.

Managing Credit Adjustments and Refunds

Note: You can adjust only credits that have been posted. Credits that have not been posted can be edited or deleted at any time.

To change a saved credit record, you can use either an adjustment or a refund. Adjustments are corrections you make to a posted credit that reverse the incorrect post and then create another post with the new distributions. The Adjustments tab appears only if the credit has adjustments. You can make a new adjustment to a credit only if all existing adjustments are posted, and once an adjustment is added to a credit record and posted, it cannot be deleted. To add a new adjustment to a posted credit, from the menu bar of the credit record, select **Transaction, New Adjustment**.

For credits, a reversal is a refund that offsets line items a credit and results in the client receiving a check for the refund, less applicable charges. To refund a credit, from the menu bar of the credit record, select **Transaction, Reverse this Credit as a Refund**.

Adding Adjustments

The Adjustments tab appears only if the credit has adjustments. You can add a new adjustment to a credit only if all existing adjustments are posted. To make a new adjustment to a posted credit, from the menu bar of the credit record, select **Transaction, New Adjustment**.

► **Adding an adjustment to a credit record**

Note: The Adjustments tab does not appear until you add an adjustment to the credit record.

1. On a posted credit record, from the menu bar, select **Transaction, New Adjustment**. The New Adjustment screen appears.

New Adjustment for Credit 5

Adjustment | New Distribution | Previous Distribution

Entered by: Supervisor

Adjustment date: 02/19/2004

New transaction amount: \$10.00 Current transaction amount: \$10.00

Adjustment post status: Not yet posted

Adjustment post date: 01/10/2004 Use Transaction Post Date

Reason:

Notes:

OK Cancel

Press F3 for today's date, F7 for calendar

2. On the Adjustments tab, the **Entered by** field is for informational purposes only and displays your user name.
3. In the **Adjustment date** field, enter the adjustment date.
4. In the **New transaction amount** field, enter the new amount. The **Current transaction amount** field is for informational purposes only and displays the posted credit amount.
5. The **Adjusted post status** field is for informational purposes only and displays the current post status.
6. In the **Adjustment post date** field, enter a post date or click **Use Transaction Post Date**. The post date must be in an open period.
7. In the **Reason** field, enter a reason for the adjustment, such as "Overpayment".
8. In the **Notes** field, enter notes for the adjustment.
9. To view the previous distribution, select the Previous Distribution tab.

10. To enter a new credit distribution, select the New Distribution tab.

DR Account Number	DR Account Des...	Amount	CR Account Number	CR Account Des...	Project ID	
01-4900-02	Miscellaneous Inc...	\$4.50	01-1199-00	Accounts Receiva...	1005	L&M Groc
01-4900-02	Miscellaneous Inc...	\$195.50	01-1199-00	Accounts Receiva...	9999	None

11. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”.

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.

12. In the **DR Account Number** column, the debit account from the client record appears automatically. You can also click **Load Distribution** to use a default account distribution from *Configuration*, or you can enter a distribution manually. When you enter a debit account number, the description appears automatically in the **DR Account Description** column.
13. To enter distributions by amount, click **\$**. To enter distributions by percent, click **%**.
14. Enter the amount of the distribution in the **Amount** column or the percentage in the **Percent** column. To distribute amounts or percents equally among the selected accounts, click **Distribute Evenly**.

Note: The Supervisor can establish security options to hide the **CR Account Number** column.

15. In the **CR Account Number** column, the credit account from the client record appears automatically. Otherwise, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically in the **CR Account Description** column.
16. If you enter debit and credit 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*.
17. 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.
18. In the **Class** column, select a class for the distribution.
19. 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.

Tip: At the bottom of each tab, in the **Amount** and **Balance** displays, you can quickly view the total credit amount and remaining unapplied balance. To view a summary of the client’s account balance and available credit, click the page icon beside **Balance**.

20. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the row and click **Distribution**. For a credit account, select **CR Distribution**. For a debit account, select **DR Distribution**.

You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click **OK** to return to the credit record GL Distribution tab.

21. To preview **General Ledger** debits and credits for the distribution, click **DR/CR Entries**.
22. To add attributes to the distribution, click **Attributes**. For more information about adding attributes to a credit record, see “Adding Credit Attributes and Notes” on page 99.
23. To delete all rows of the grid, click **Delete All**.
24. To save the adjustment and return to the credit record, click **OK**.

Adding Refunds

When you reverse a credit, **Accounts Receivable** creates a refund record containing default information, including distributions, from the credit record. After you save the refund record, you can apply it to the client’s balance.

► Printing a refund check

Note: You cannot print refund checks until you define an accounts payable cash account in *Banks*. For more information about defining cash accounts, see the *Banks Guide*.

1. On a posted credit record, from the menu bar, select **Transaction, Reverse this Credit as a Refund**. The New Refund screen appears.

New Refund for Museum of Natural History

File Edit View Transaction Favorites Tools Help

Save and Close Print Undo Redo ?

Refund GL Distribution Payments/Credits Attributes/Notes

Refund ID

Refund for:

Client Name	Client ID	SSN / CFDA #
Museum of Natural History	15	

Transaction date: 02/19/2004

Post status/date: Not yet posted 02/19/2004 ☐ Hide this transaction on printed statements

Item/Description: [Dropdown] [Icon]

Amount: \$10.00

Comment:

Create Refund Check

Press F3 for today's date, F7 for calendar Amount: \$10.00 Balance: \$10.00

2. On the New Refund screen, enter information about the refund. For more information about adding new refunds, see the Refunds chapter.

- After you enter refund information, to print a refund check, from the menu bar select **Transactions, Create Refund Check**. The Create Refund Check screen appears.

- In the **Bank account** field, select the account from which to print the check.
- In the **Print Check to** field, select the payee.
- Click **OK**. The Create Refund Check screen closes and the Add a One-Time Check screen appears.

- On the Add a One-Time Check screen, enter information about the check. For more information about adding a one-time check, see the *Banks Guide*.
- After you enter information about the check, to print the refund check, click **Print Now**. *The Financial Edge* prints the check and the Payment Printing Status screen appears.
- If the check printed successfully, click **OK** to close the Payment Printing Status screen and return to the refund record.

If the check did not print successfully, unmark the **Successful?** checkbox and click **OK**. To re-print the check click **Print Now**.

- To close the refund record and return to the credit record, click **Save and Close**.

Adding Credits to a Group of Client Records

If you need to add the same credits to multiple client records, you can save time by adding the credits to a group, rather than on each individual record. To add credits to a group of records, create a new credit record and select **Transaction, Add this credit to a group of clients**. You will need to create a query to specify which client records to add the credit.

► **Adding credits to a group of client records**

1. On an open credit record, from the menu bar, select **Transaction, Add this credit to a group of clients**. The Add Credits to a Group screen appears.

2. In the **Add this credit to clients in this query** field, click the binoculars to find a client query or add a new client query.
3. To prevent the current client from appearing in the report twice, mark **Skip the current client if they are included in the query**.
4. To designate the printer on which to print a control report, mark **Print control report on []**. In the printer field, select a printer. If no printers appear in the printer field, you must add printers in *Windows*.

Note: For information about setting up printers, see the *Program Basics Guide*.

5. To preview the list of clients before adding credits to the group of client records, mark **Preview clients before credits are added**.
6. To view a list of all the credits that are successfully added, mark **Create an output query of credits that were added**.
7. To view a list of clients to which credits were not added, mark **Create an exception query of clients to whom credits could not be added**.
8. To add credits to the client records and return to the credit record, click **Add Credits Now**.

Deposits



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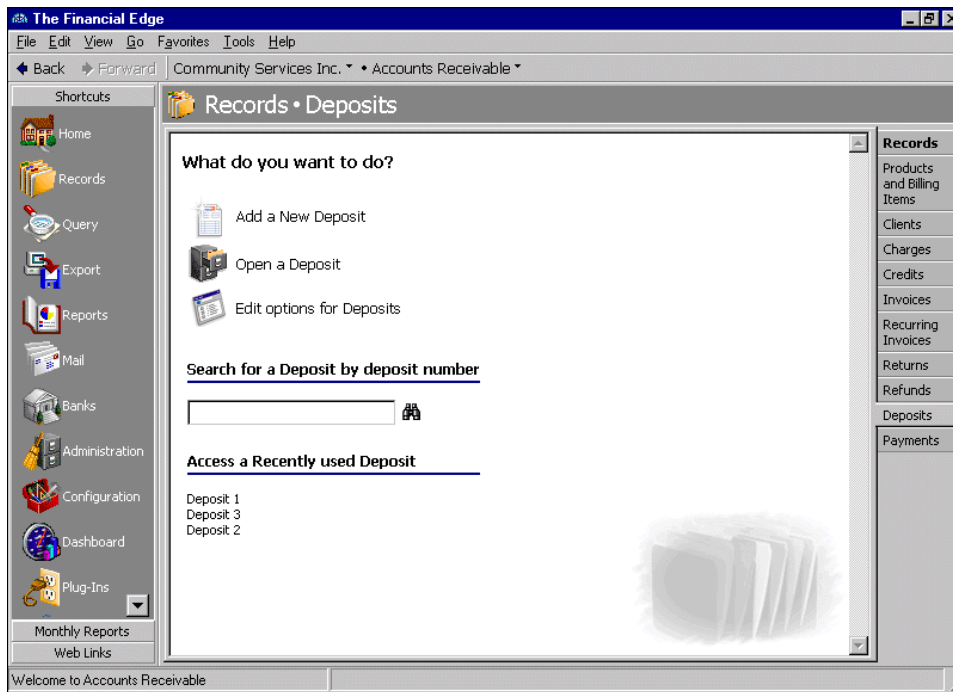
Note: For the latest documentation and information, visit our Web site at www.blackbaud.com.

In **Accounts Receivable**, you use deposit records to record the amount of cash, checks, EFTs, or other payments you receive and deposit into your bank account. After you create a deposit, you add payment receipts to the deposit to specify how to apply the money you deposited. Think of it this way — when you write out a deposit slip, it can consist of many line items, including cash, credit card receipts, or checks, but they all add up to a single deposit amount. Similarly, in **Accounts Receivable**, you create a deposit record to specify how much you received in payment, then you create payment records to explain which clients “own” the payments and whose charges they should pay. Deposits made in **Accounts Receivable** can contain payments for either **Accounts Receivable** or **Cash Receipts** charges. For information about creating and managing payments, see the Payments chapter.

You can create deposit records on the Deposits page of **Records**, or using the **Create a new deposit** link in Deposit tasks for **Banks**. Before you can create deposits or payments, you must define cash account information for each bank account you plan to use for **Accounts Receivable** transactions. For more information about defining cash accounts, see the *Banks Guide*.

Accessing Deposit Records

Because records are such an important part of **Accounts Receivable**, we have placed all record types on the **Records** page so you can quickly access them. Think of **Records** as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open **Records**, you can directly access several record types, including deposit records. To access a new deposit record, on the navigation bar, click **Records**, then click **Deposits**. The Deposits page appears.



Tip: To save time when searching for a specific deposit record, you can use the **Search for a Deposit by deposit number** field.

Consider the Deposits page the starting point for deposit records. On this page, you can add a new deposit record or open an existing one. You can also edit deposit options by clicking **Edit options for Deposits**.

The Deposits page also lists recently accessed deposit records and provides a quick find option. Procedures for accessing records on the Records page are discussed thoroughly in the *Program Basics Guide*, but this chapter gets you started by showing you how to add a new record and open an existing record on the Deposits page.

Finding and Opening Deposit Records

When you click **Open a Deposit** on the Deposits page, the Open screen for deposits appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the deposit you want to open. The search process is not case-sensitive, so to find a bank account in the **Bank** field, you can enter Operating, operating, or OPERATING and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the *Query Guide*.

To access the Open screen, select **File, Open**, or on the Deposits page, click **Open a Deposit**.

► Opening a deposit record from the Deposits page

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Deposits**. The Deposits page appears.
3. Click **Open a Deposit**. The Open screen for deposits appears.

Note: For more information about filtering criteria on an Open screen, see “Filtering Criteria” in the *Program Basics Guide*.

4. In the **Find Deposits that meet these criteria** frame, enter the criteria you are using to search for the deposit.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all deposits meeting your criteria.

6. In the grid, select the deposit to open.

The 'Open' dialog box displays a table of deposits. The fifth row is highlighted.

Deposit number	Description	Deposit date	Entry date	System
1	Patient Counseling	01/15/2004	01/15/2004	Accounts Receivable
2	Medicare Deposits for...	01/16/2004	01/16/2004	Accounts Receivable
3	Receivables/Receipts ...	01/16/2004	01/16/2004	Accounts Receivable
4	Medicaid Deposits	01/16/2004	01/16/2004	Accounts Receivable
5	Receivables for Febru...	03/03/2004	01/16/2004	Accounts Receivable

Find Deposits that meet these criteria: ☐ Exact match only

Deposit #: Deposit ID:
 Payment #: Deposit date:
 Description: Entry date:
 Status: Post date:
 Bank: Last modified by:
 System: Last modified on:

Filters are applied

5 records found.

7. Click **Open**. The deposit record appears.

The 'Deposit 5' form displays the details of the selected deposit.

Accounts Receivable Deposit

Bank account: SB & AR Deposit number: 5
 Deposit date: 03/03/2004 Deposit ID:
 Entry date: 03/03/2004 Post status: Not yet posted
 Status: Open Post date: 07/06/2004
 Description: Receivables for February 15-28
☐ Deposit ticket printed on
☐ Deposit cleared on Not Reconciled

Deposit Worksheet

	Projected	Actual	Difference
# of Receipts		1	1
Total Amount	\$1,500.00	\$200.00	(\$1,300.00)

8. To save the deposit record and return to the Deposits page, click **Save and Close**.

Adding Deposit Records

Note: In *Banks*, the Supervisor can prevent users from adding **Accounts Receivable** or **Cash Receipts** deposits.

On the Deposit tab, you enter basic information about the deposit, such as the deposit method, source, description, and posting dates. For faster data entry, you can set default values for deposit record fields. To add default field values, on the menu bar, select **Tools, Options**. For more information about deposit options, see the Options chapter of the *Program Basics Guide*.

Note: When you post a deposit, its individual payments, not the deposit record itself, post to the general ledger.

Deposit distributions default from related payment records, so the Distribution tab on a new deposit record is blank until you add payments.

For information about creating deposits in *Banks*, see the Deposits Tasks chapter of the *Banks Guide*.

► **Adding a deposit on the Records page**

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Deposits**. The Deposits page appears.

Tip: For faster data entry, you can set default values for deposit fields. To add default field values, on the menu bar, select **Tools, Options**. For more information about deposit options, see the *Program Basics Guide*.

3. Click **Add a New Deposit**. The Add a New Deposit screen appears displaying the Deposit tab.

	Projected	Actual	Difference
# of Receipts		0	0
Total Amount		\$0.00	\$0.00

4. In the **Bank account** field, select the bank account to which to add the deposit.
5. The **Deposit number** field is for informational purposes only. The program generates the deposit number based on the next number in sequence for the selected bank account. The field displays "<Auto-Generated>" until the deposit record is saved, then the deposit number appears in the field.

Tip: For faster data entry when entering dates, press **F3** for today's date or **F7** for a calendar.

6. In the **Deposit date** field, enter the date the deposit is made to the bank account.
7. In the **Deposit ID** field, you can enter an alphanumeric identifier for the deposit.
8. In the **Entry date** field, enter the date the deposit is entered into the program.
9. In the **Post status** field, select a post status for the deposit. If you mark the business rule to disallow Do Not Post as a post status, only Not Yet Posted appears. Information in the **Post status** field appears automatically on payments you add to the deposit. For more information about business rules, see the *Configuration Guide for Accounts Receivable*.

Note: When you post a deposit, its individual payments, not the deposit record itself, post to the general ledger.

10. In the **Status** field, select Open or Closed as the current status of the deposit. You cannot add new payments to a closed deposit.
11. In **Post date** field, enter the date to post the deposit. Information in the **Post date** field appears automatically on payments you add to the deposit.
12. In the **Description** field, you can enter a description or identifying information about the deposit.
13. If you have printed a report of this deposit, mark **Deposit ticket printed on** and enter the print date. For more information about printing deposit tickets, see the *Reports Guide for Accounts Receivable*.
14. Once the deposit clears the bank account, mark **Deposit cleared on** and enter the date. If you have the optional module *Cash Management*, the reconciliation status appears next to the date.
15. After you add payments to the deposit, you can use the **Deposit Worksheet** to compare the projected number of receipts and the projected total deposit amount with what is actually contained in the deposit. The grid displays the actual number of receipts contained in the deposit and calculates the difference between the projected and actual amounts.
16. To save the deposit and return to the Records page, click **Save and Close**.

Adding Payment Defaults

On the Defaults tab of a deposit record, you can assign default field values that apply to all payments added to that deposit. For example, you can assign a default payment date. When you create payments for that deposit, the default payment date appears in the **Payment date** field of every payment record added to the deposit. You can change the defaults at any time, and on the payment record, you can edit or delete the default field entries if you do not want to use them.

You can also select the payment types that appear on the payment record. Unmark any payment types you do not want to appear in the **Payment method** field.

▶ Creating payment defaults

1. On an open deposit record, select the Defaults tab.

The screenshot shows the 'Add a New Deposit' window with the 'Defaults' tab selected. The window has a menu bar (File, Edit, View, Deposit, Favorites, Tools, Help) and a toolbar with icons for 'Save and Close', 'Print', 'Back', 'Forward', 'Home', 'Find', and 'Help'. Below the toolbar are tabs for 'Deposit', 'Defaults', 'Distribution', and 'Payments'. The 'Defaults' tab is active, showing a 'Payment Defaults' section with a table for field names and default values, and a 'Payment Methods' section with checkboxes for 'Check', 'Cash', 'COD', and 'Credit Card'. At the bottom, there is a section for 'By default, include these miscellaneous components in the payment:' with a 'New Miscellaneous Payment' button and a table with columns for 'Payment Type', 'Details', and 'Amount'.

Field Name	Default Value
Payment date	
Amount	
Comment	
Source	

Payment Methods:

- ☒ Check
- ☒ Cash
- ☒ COD
- ☒ Credit Card

By default, include these miscellaneous components in the payment:

Payment Type	Details	Amount

Tip: For faster data entry when entering dates, press **F3** for today's date or **F7** for a calendar.

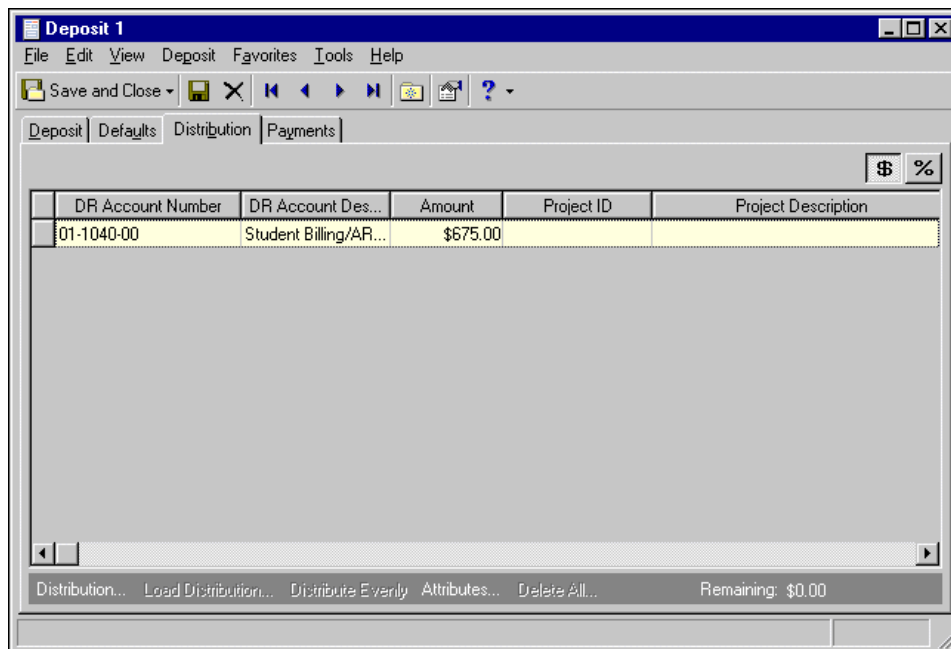
2. In the **Payment Defaults** grid, in the **Default value** column, enter default values for the **Payment date**, **Amount**, **Description**, and **Category** fields.
3. All payment methods in the **Payment Methods** box are marked by default. Unmark any that you do not want to appear in the **Payment method** field.
4. When you exit the Defaults tab, your changes are saved automatically.

Viewing Distributions

Deposits cannot be posted, so deposit records do not contain unique distributions. Instead, when you select a bank account on the deposit record, its cash account becomes the debit account for all payments attached to the deposit. You add credit accounts, which do not appear on the deposit record, directly on the payment record. When you create a payment and add credit accounts, **Accounts Receivable** debits the cash account from the deposit's bank account. In other words, the deposit provides the cash side of the distribution, and the payment provides the revenue or receivables side.

On the Distribution tab of a deposit record, you can view the payment debit accounts and transaction distributions, including projects, classes, and transaction codes. Projects and transaction codes are available only with the optional module *Projects and Grants*. The Distribution tab of a new deposit record is blank until you add a payment.

To view the debit account distribution, on an open deposit record, select the Distribution tab.



Adding Payments to Deposits

Tip: You can add default field values for payments on the deposit record. For more information about adding defaults, see "Adding Payment Defaults" on page 112.

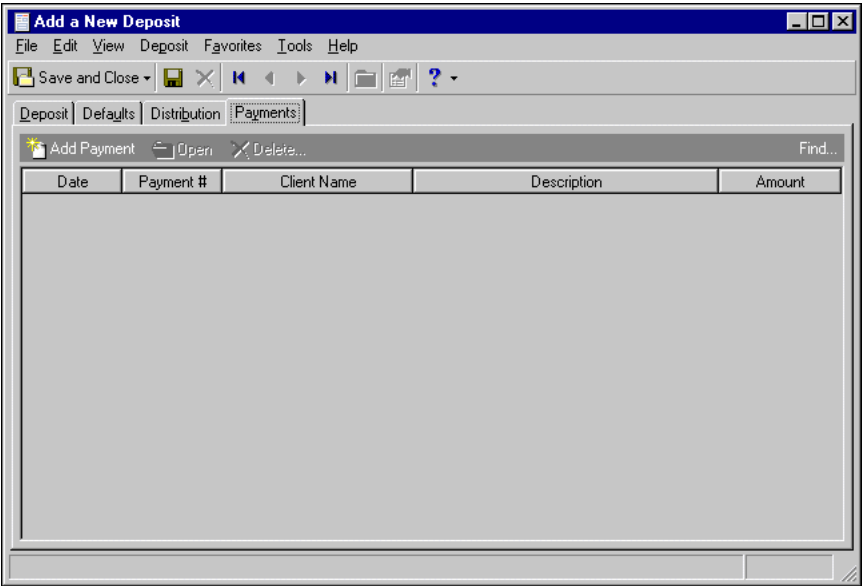
The Payments tab displays all payments contained in a deposit. If a balance remains undistributed, you can also use the Payments tab to create new payments directly on the deposit record. When you click **Add Payment**, the New Payment screen appears displaying the Payments tab. You enter information for the payment just as you would if you were adding the record on the Payments page of *Records*. For more information about payments, see the Payments chapter.

To speed data entry, on the deposit record, you can create default field values for payments. For more information about adding defaults, see “Adding Payment Defaults” on page 112.

► **Adding a payment from a deposit record**

Warning: You can edit or delete unposted payments at any time. You can void posted payments. Just remember, deleted or voided payments cannot be recovered!

- 1. On an open deposit record, select the Payments tab.



2. Click **Add Payment**. The New Payment screen appears. For detailed procedures about adding payments, see the Payments chapter.

3. After you enter payment information, to close the payment record and return to the deposit record, click **Save and Close**.

Voiding Posted Deposits

Using the **Void this Deposit** option, you can void a posted deposit and all the payments contained in the deposit. You cannot void a deposit that is marked cleared or closed, or if it is reconciled.

When you void a deposit, adjustments are created for each payment in the deposit, bringing each payment amount (and the deposit total) to \$0. For information about voiding payments, see the Payments chapter.

To void a deposit, open the deposit record and select **Deposit, Void this Deposit** on the menu bar.

► Voiding a posted deposit

1. On the menu bar of a posted deposit, select **Deposit, Void this Deposit**. A message appears asking if you are sure you want to void the deposit.
2. To void the deposit, click **Yes**. **Accounts Receivable** voids the deposit and its payments.
3. To close the deposit record, on the menu bar, click **File, Close**.

Invoices



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

The **Accounts Receivable** Invoices page is essential for maintaining information about client bills and tracking outstanding accounts receivable. On an invoice record, you can easily view line items added to the invoice, apply sales tax or discounts, and view applied payments and credits. If necessary, you can also create returns from the Invoices page. To quickly access invoices, the **Add a New Invoice**, or **Open an Invoice** links from anywhere in **The Financial Edge**, you can add them as links on the **Favorites** menu, the Home page, or the navigation bar. For more information about favorites, see the Program Basics chapter of the *Program Basics Guide*.

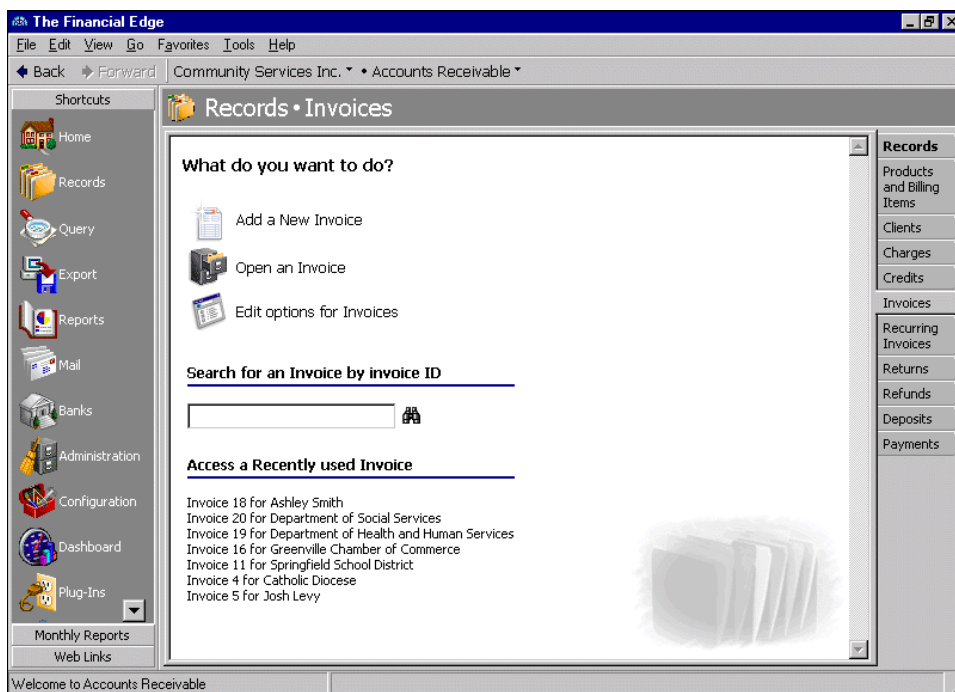
Note: In **Accounts Receivable**, you manage recurring invoices on the Recurring Invoices page of **Records**. For more information about recurring invoices, see the Recurring Invoices chapter.

In **Accounts Receivable**, you can create two types of invoices: regular and recurring. A regular invoice is a payment request you send to for goods or services rendered, while a recurring invoice is a template you use to create a regular invoice according to a schedule. **Accounts Receivable** invoices are not posted, instead, you post the invoice's line items. Recurring invoices are also never posted or included in any balance calculation. In **Accounts Receivable**, recurring invoices are entered, edited, and deleted from the Recurring Invoices page of **Records**.

Accessing Invoice Records

Note: We can create custom invoices, checks, student bills, statements, purchase orders, tax forms, envelopes and other computer forms that are specifically designed for use with **The Financial Edge**. These forms are pre-printed in color with your organization's logo and contact information. For more information, visit: <http://forms.blackbaud.com> or send an e-mail to: forms@blackbaud.com.

Because records are such an important part of **Accounts Receivable**, we have placed all record types on the Records page so you can quickly access them. Think of **Records** as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open **Records**, you can directly access several record types, including invoice records. To access invoices, click **Records** on the navigation bar, then click **Invoices**. The Invoices page appears.



Consider the Invoices page the starting point for invoice records. On this page, you can add a new invoice or open existing invoice records. To edit invoice options, click **Edit options for Invoices**.

To save time when searching for a specific invoice record, you can use the **Search for an Invoice by invoice ID** field. The Invoices page also lists recently accessed invoice records.

Finding and Opening Invoice Records

Note: For more information about using filters on the Open screen to search for records, see the *Program Basics Guide*.

When you click **Open an Invoice** on the Invoices page, the Open screen for invoices appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the invoice you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

Note: You can also access the Open screen by selecting **File, Open** from *Records*.

To access the Open screen, select **File, Open**, or from the Invoices page, click **Open an Invoice**.

► Opening an invoice record from the Invoices page

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Invoices**. The Invoices page appears.
3. Click **Open an Invoice**. The Open screen for invoices appears.

Note: For more information about filtering criteria on the Open screen for invoices, see “Filtering Criteria” in the *Program Basics Guide*.

4. In the **Find Invoices that meet these criteria** frame, enter criteria you are using to search for the invoice.

5. After you enter search criteria, click **Find Now**. The program searches the database and displays all invoices meeting your criteria.
6. In the grid, select the invoice to open.

7. Click **Open**. The invoice record appears.
8. To save the invoice record and return to the Invoices page, click **Save and Close**.

Adding Invoice Records

On the Invoice tab, you enter basic information about the invoice, such as the posting date and status, client name, billing and shipping information, and any discounts or payment terms applied.

In **Accounts Receivable**, you can add payment terms to invoices. **Accounts Receivable** applies the terms discount if, before the deadline, you enter a single payment for the full amount due, minus the discount percent. To enter payments for the discount credit, you can either auto-apply invoices or payments. However, no credits are created when you combine multiple payments to pay an invoice. If you delete or unapply the payment that created the discount credit, **Accounts Receivable** also deletes the credit.

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

If you enter common values repeatedly for multiple invoice records, you can add default information on the client record, or you can create a default set with these values to save time during data entry. Client default information appears automatically on the invoice, but the values are defaults only so you can still change any field on a record. To select an existing default set or create a new default set for the record type, from the menu bar of the record, select **Transaction, Load Defaults from**. For more information about default sets, see the Program Basics chapter in the *Program Basics Guide*.

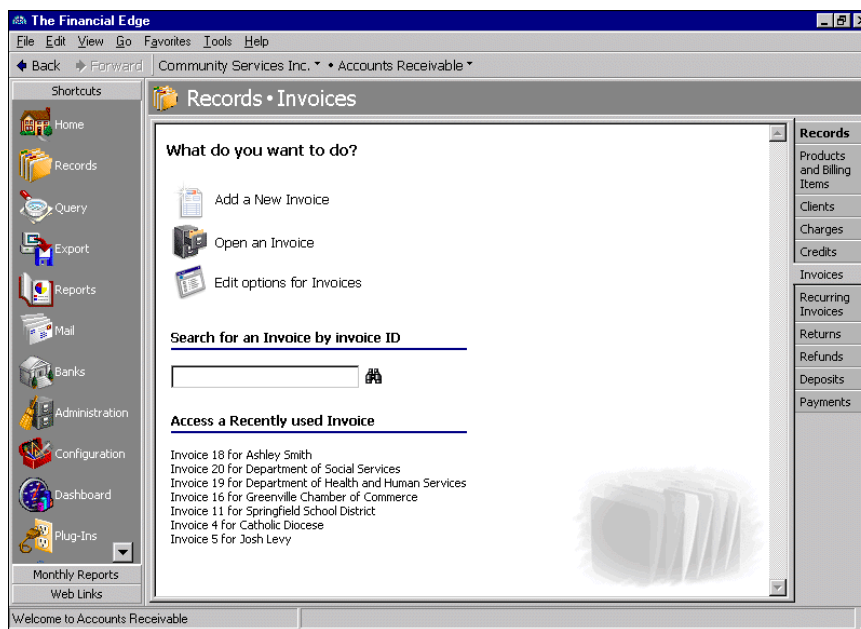
Note: In *Configuration*, we recommend you specify duplicate criteria and select to automatically check for duplicate invoices. For more information about business rules, see the *Configuration Guide for Accounts Receivable*.

We recommend that, in *Configuration*, you specify duplicate search criteria and set the business rule to check for duplicate invoices automatically. For more information about business rules, see the *Configuration Guide for Accounts Receivable*. To search for a duplicate record from an existing record, on the menu bar, select **Transaction, Duplicate Search**.

► Adding an invoice record

Tip: You can use default sets to define common information for records, and you can also add default information on the client record. For more information about using default sets, see the *Program Basics Guide*. For more information about client defaults, see the *Clients* chapter.

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Invoices**. The Invoices page appears.



Tip: At the bottom of each tab, in the **Amount** and **Balance** displays, you can quickly view the total invoice amount and remaining balance. To view a summary of the client's account balance and available credit, click the page icon beside **Balance**.

3. Click **Add a New Invoice**. The New Invoice screen appears.

Note: If you mark the **Automatically generate invoice IDs starting with** business rule in Configuration, an invoice ID number appears automatically in the **Invoice ID** field. You can remove this number if you are using preprinted invoice forms.

4. In the **Invoice ID** field, enter an invoice identification number.
5. In the **Invoice for** grid, enter a client name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
6. In the **Invoice date** field, enter the invoice date.
7. In the **Print Status** field, select the current print status of the invoice. To place the invoices on hold, mark **On hold**.

Note: If you delete a payment that creates a terms discount, the discount is also deleted.

8. To apply a discount for early payments, in the **Terms** field, enter the payment terms.
9. In the **Due date** field, enter the last date the payment must be received in order to qualify for a discount.
10. In the **Terms Discount** field, enter the percentage of the discount.
11. If the discount is subject to finance charges and late fees, mark **Subject to finance and late charges**.
12. In the **Discount Expires** field, enter the date payments must be received to qualify for a terms discount.

Note: If you selected “Our organization does not collect sales tax” business rule in *Configuration*, the **Sales tax** field is not active. For more information about sales tax items, see the Products and Billing Items chapter.

13. In the **Client PO** field, enter the client’s purchase order number.
14. In the **Ship via/date** fields, select a delivery method and enter the shipping date.
15. In the **Ordered by** field, enter the name of the person who placed the order.
16. In the **Freight on board** field, enter the point at which the client assumes ownership of the order.
17. In the **Ordered on** field, enter the date the client placed the order.

Note: If you created a custom term for “Service Provider” on the General Business Rules page of *Configuration*, that field name replaces the **Service Provider** field name.

18. If you offer this client a trade discount, in the **Trade discount %** field, enter the percentage of the discount.
19. In the **Sales tax** field, enter a sales tax item.
20. In the **Service provider** field, enter the name of the person who assisted the client.
21. In the **Bill to** field, enter the client’s billing address or click the magnifying glass to open the billing address.

Warning: If you need to change a client’s billing or shipping address, add a new address on the client record instead of editing the old address on the invoice record. If you make changes in the **Bill to** and **Ship to** fields, they do not appear on the client record.

22. In the **Ship to** field, enter the client’s shipping address or click the magnifying glass to open the shipping address.
23. In the **Print on Statement** field, enter comments you want to appear on the statement.
24. In the **Print on Invoice** field, enter a comments you want to appear on the invoice.
25. To save the invoice and return to the Invoices page, click **Save and Close**.

Managing Invoice Line Items and Comments

Note: In *Configuration*, you can set a business rule preventing users from adding invoices and invoice line items if the client record is marked “Inactive” or “On hold”.

In **Accounts Receivable**, you cannot post an invoice, but you can post the invoice’s line items. In other words, invoices are “containers” that hold line items. Invoice line items are individual charges added to a client’s record so you can maintain an accurate accounting of purchases and bill accordingly. The charge records you create when you add an invoice line item can be posted later. For more information about charge records, see the Charges chapter. The status bar at the bottom of the Line Items tab is for informational purposes, and displays the invoice subtotal, sales tax, applied discounts, and total. You can also add comments about the line item on the Line Items page.

► **Adding a line item**

1. On the Line Items tab of an open invoice record, click **New Line Item**. The Edit Line Item for Invoice screen appears.

Edit Line Item for Recurring Invoice 20 for Department of Social Services

File Edit View Transaction Favorites Tools Help

Save and Close

Line Item | GL Distribution | Payments/Credits | Notes

Line Item ID: Invoice 20 Line item 2

Line item for: Client Name Client ID SSN / CFDA #

Department of Social Services 10

Transaction date: 02/27/2004 Due date: 02/26/2004

Post status/date: Not yet posted 02/27/2004

Category:

Product/Description:

Quantity/price:

Unit of Measure	Quantity	Unit Price	Extended Amount

Edit Sales Tax

Comment:

Service provider: Dates of service from to

☐ Offer potential terms discount of

☒ Include transaction in finance charge calculations

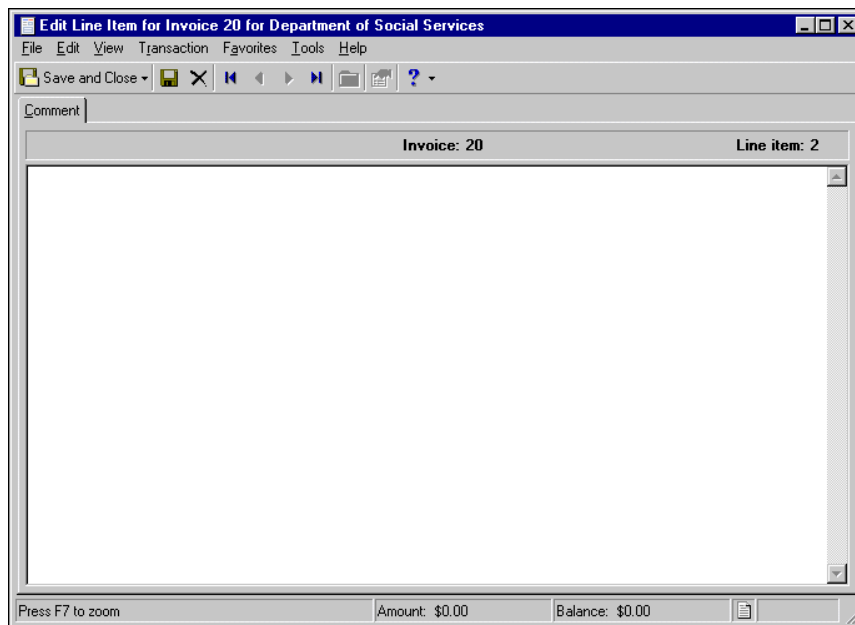
Press F3 for today's date, F7 for calendar Amount: \$0.00 Balance: \$0.00

Tip: At the bottom of each tab, in the **Amount** and **Balance** displays, you can quickly view the total invoice amount and remaining balance. To view a summary of the client's account balance and available credit, click the page icon beside **Balance**.

2. On the Edit Line Item for Invoice screen, enter information about the charge. For more information about charges, see the Charges chapter.
3. After you enter the line item information, to close the Edit Line Item for Invoice screen and return to the invoice record, click **Save and Close**.
4. To save the invoice record and return to the Invoices page, click **Save and Close**.

► **Adding a comment**

1. On an open invoice record, select **New Line Item, New Comment**. The Edit Line Item for Invoice Comment screen appears.



2. In the text box, enter additional information about the invoice.
3. To close the Edit Line Item for Invoice Comment screen and return to the invoice record, click **Save and Close**.
4. To save the invoice record and return to the Invoices page, click **Save and Close**.

Managing Invoice Payments and Credits

On the Payments/Credits tab of an invoice record you can apply payments and credits to invoice line items to reduce the balance due. You can also open and view the transaction records.

► **Applying invoice payments and credits**

1. On an open invoice record, select the Payments/Credits tab. Payments and credits for this client appear in the transactions grid.

Type	Transaction ID	Owner Name	Description	Amount Applied
Payment	10	Department of Social S...	Credit Card Payment	\$466.12
Payment	14	Department of Social S...	Check #121	\$1,251.00
Payment	12	City Youth Program	Cash Payment	
Credit	9	Ashley Smith	State and Local Option ...	
Credit	10	Ashley Smith	Drug Awareness Video	

Total: \$2,557.44 Balance: \$840.32

2. To view transactions you can apply to the invoice, in the grid, select a transaction and click **Open Transaction**. The payment or credit record appears. To close the payment or credit record and return to the invoice record, on the menu bar, select **File, Close**.
3. To apply all of this client's existing payments and credits to the invoice, click **Auto Apply**.
4. To unapply all applied payments and credits, click **Unapply All**.
5. To apply payments and credits to this invoice to reduce the amount due, select an application and click **Select Application**. The Apply <Application> screen appears.

Payment owner/ID: Department of Social Services 10 Payment: Amount: \$1,251.00 Date: 02/24/2004

Apply the amount distributed to: <All Payees>

Available for <All Payees>: \$1,251.00 Applied: \$1,251.00 Available: \$0.00

Date	Type	ID	Description	Owner	Distributed To	Available	Apply?	Applied
02/26/2003	Line Item	23	Drug Awareness Vi...	Department of Soci...	Department of Soci...	\$840.32	<input checked="" type="checkbox"/>	\$1,251.00
12/23/2002	Charge	7	Drug Awareness Vi...	Department of Soci...	Department of Soci...	\$250.00	<input type="checkbox"/>	
12/23/2002	Line Item	3	Drug Awareness Vi...	Department of Soci...	Department of Soci...	\$240.00	<input type="checkbox"/>	
12/23/2002	Charge	12	Alcohol & Drug Tre...	Sam McMillan	Sam McMillan	\$40.00	<input type="checkbox"/>	
01/06/2003	Charge	14	Alcohol & Drug Tre...	Ted Samson	Ted Samson	\$50.00	<input type="checkbox"/>	
01/06/2003	Line Item	14	Alcohol & Drug Tre...	Ted Samson	Ted Samson	\$50.00	<input type="checkbox"/>	
01/16/2003	Line Item	12	Alcohol & Drug Tre...	Sam McMillan	Sam McMillan	\$50.00	<input type="checkbox"/>	
02/24/2003	Refund	9	Refund of Overpay...	City Youth Program	Ashley Smith	\$2.00	<input type="checkbox"/>	
02/24/2003	Refund	10	Refund of Overpay...	Ashley Smith	Ashley Smith	\$0.50	<input type="checkbox"/>	

Account balance for Department of Social Services is (\$210.14)

Save Applications Save and Close Cancel

6. In the grid, mark the checkbox in the **Apply?** column. For more information about applying payments, see the Payments chapter. For more information about applying credits, see the Credits chapter.
7. To close the application record and return to the invoice Payments/Credits tab, click **Save and Close**.
8. To save the invoice and return to the Invoices page, click **Save and Close**.

Managing Invoice Attributes and Notes

Note: If you mark an attribute as required in *Configuration*, the attribute automatically appears on the invoice and you must select a description before saving.

You can further define an invoice record by adding information to the Attributes/Notes tab. 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 specification — a useful feature for sorting or filtering invoices for reports. You can also define the type of data stored for each invoice.

With notes, you can easily maintain helpful pieces of information about the invoice record. For example, you can record special information about the invoice, payer, or delivery instructions.

For more information about attributes, including adding attribute types, see the *Configuration Guide for Accounts Receivable*.

This section contains a procedure for applying invoice attributes.

► Adding an attribute to an invoice

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

1. On an open invoice record, select the Attributes/Notes tab.

Attribute Type	Description	Short Description	Date	Required	Comments
fdsf	No			<input checked="" type="checkbox"/>	
				<input type="checkbox"/>	

Notes:

Total: \$2,557.44 Balance: \$840.32

2. In the **Attribute type** field, enter a specific attribute type or “All Categories”.
3. In the **Attribute type** column, enter an attribute. Attribute types are established in *Configuration*.
4. In the **Description** column, enter 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 comments.
7. When you exit the Attributes/Notes tab, your changes are saved automatically.

► **Adding a note to an invoice**

1. On an open invoice record, select the Attributes/Notes tab.
2. In the **Notes** field, enter additional information about the invoice.

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

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

Creating Returns

In **Accounts Receivable**, if you make an error when entering invoices, you can create a return record that reverses all or part of the invoice. The return record then appears on the Payments/Credits tab. You cannot reverse standalone invoices that do not contain line items. To reverse an entire invoice, from the menu bar, select **Transaction, Reverse Entire Invoice**. To reverse part of an invoice, select **Transaction, Reverse Portion of Invoice**. For more information about returns, see the Returns chapter.

► **Reversing an entire invoice record**

1. On an open invoice record, on the menu bar, select **Transaction, Reverse Entire Invoice**. If no payments and credit are applied to the invoice, a confirmation message appears. If payments and credits are applied, the Reverse Invoice as Return screen appears, displaying payments and credits that will be unapplied from the invoice.

Type	Transaction ID	Owner Name	Total Amount	Unapplied Balance
Payment	10	Department of ...	\$500.00	\$466.12
Payment	14	Department of ...	\$1,251.00	\$1,251.00

2. To view a payment or credit record, select the application and click **Open**. The payment or credit record appears.
3. To view the new return record, click **View Return**.
4. To unapply the payments and credits and return to the invoice record, click **Close**.

► **Reversing a portion of an invoice record**

1. On an open invoice record, on the menu bar, select **Transaction, Reverse Portion of Invoice**. A new return record appears. For more information about return records, see the Returns chapter.

The screenshot shows a window titled "New Return for 4". It has a menu bar (File, Edit, View, Transaction, Favorites, Tools, Help) and a toolbar with icons for Save and Close, Open, Delete, Find, and a help icon. Below the toolbar are tabs for "Return", "Line Items", and "Attributes/Notes". The "Return" tab is active, showing a "New Comment" button and a "Columns" header. A table with 8 columns is displayed:

	Category	Item Name	Description	Original Qty	Original A...	Return Qty	Return A...	Post Status
1	Per Usage Item	42	Meeting S...	5.00	\$1,000.00			Not yet po...

At the bottom, there are fields for "Return Subtotal: \$0.00", "Sales Tax: \$0.00", and "Return Total: \$0.00". The status bar at the very bottom shows "Total: \$0.00" and "Balance: \$0.00".

2. On the Line Item tab, select the line items you want to change and click **Open**. The Edit Line Item for <Return> screen appears.

The screenshot shows a window titled "Edit Line Item for Return 0 for Catholic Diocese". It has a menu bar (File, Edit, View, Transaction, Favorites, Tools, Help) and a toolbar with icons for Save and Close, Open, Delete, Find, and a help icon. Below the toolbar are tabs for "Line Item", "GL Distribution", "Applied To...", and "Notes". The "Line Item" tab is active, showing "Line item 1".

Fields include:

- Line item for: Client Name (Catholic Diocese), Client ID (03), SSN / CFDA #
- Transaction date: 02/27/2004
- Post status/date: Not yet posted, 02/27/2004
- Category: Per Usage Item
- Item/Description: 42, Meeting Space
- Quantity/price table:

Unit of Measure	Quantity	Unit Price	Discount %	Extended Amount
Day		\$200.00		

Other fields include "Edit Sales Tax", "Comment: Meeting Space", "Service provider", and "Dates of service from" to "to". The status bar at the bottom shows "Press F7 for Client Search", "Amount: \$0.00", and "Balance: \$0.00".

3. In the **Quantity** field, enter the quantity of items returned. The new quantity must be fewer than the original quantity.

- After you make your changes to the The Edit Line Item for <Return> screen, to return to the return record, click **Save and Close**. The Line Items tab of the return record displays the amount of items returned and the return amount.

- To save the return record and return to the invoice record, click **Save and Close**.

Adding Invoices to a Group of Client Records

If you need to create the same invoice for multiple client records, you can save time by adding the charges to a group rather than on each individual record. To add invoices to a group of records, create a new invoice record and select **Transaction, Add this Invoice to a Group of Clients**. You will need to create a query to specify which client records to add the invoice.

► Adding invoices to a group of client records

- On an open invoice record, on the menu bar, select **Transaction, Add this Invoice to a Group of Clients**. The Add Invoices to a Group screen appears.

2. In the **Add this invoice to clients in the query** field, click the binoculars to find a client query or add a new client query.
3. To prevent the current client from appearing in the report twice, mark **Skip the current client if they are included in the query**.

Note: If the invoice template does not contain posted line items, the **Post status/date** fields do not appear.

4. If the invoice you select as the template contains posted line items, in the **Post status/date** fields, select a post status and date.
5. To designate the printer on which to print a control report, mark **Print control report on []**. In the printer field, select a printer. If no printers appear in the printer field, you must add printers in *Windows*.

Note: For information about setting up printers, see the Program Basics Guide.

6. To preview a list of clients before adding invoices to the group of client records, mark **Preview clients before invoices are added**.
7. To view a list of all the invoices that are successfully added, mark **Create an output query of invoices that were added**.
8. To view a list of clients to which invoices were not added, mark **Create an exception query of clients to which invoices could not be added**.
9. To add invoices to the client records and return to the invoice record, click **Add Invoices Now**.

Payments



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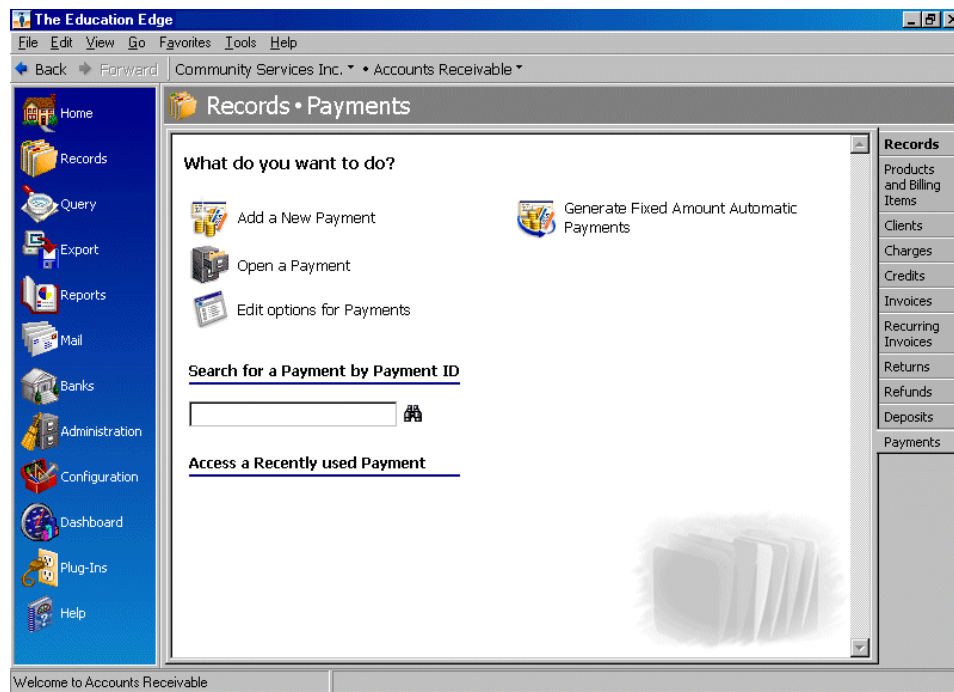
Note: For the latest documentation and information, visit our Web site at www.blackbaud.com.

In **Accounts Receivable**, a payment record is part of a bank account deposit and cannot stand alone. Think of it this way — when you write out a deposit slip, it can consist of many payments, including cash, checks, or EFTs, but they all add up to a single deposit amount. Similarly, in **Accounts Receivable**, you create a deposit record to specify how much you received in payment, then you create payment records to explain which clients “own” the payments and whose charges they should pay. You can link accounts receivable payments to deposits made in either **Accounts Receivable** or **Cash Receipts**.

Because each payment is part of a deposit, to create a new payment you must first locate its deposit. To add a new payment, on the Records page, click **Payments**. The Payments page appears. Click **Add a New Payment**. The Open screen for deposits appears so you can find the deposit. You can also add payments directly on the deposit record in **Banks**.

Managing Payment Records

Because records are such an important part of **Accounts Receivable**, we have placed all record types on the Records page so you can quickly access them. Think of *Records* as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open *Records*, you can directly access several record types, including payment records. To access payment records, on the navigation bar, click **Records**, then **Payments**. The Payments page appears.



Tip: To save time when searching for a specific payment record, you can use the **Search for a Payment by payment number** field.

Consider the Payments page the starting point for payment records. On this page, you can add a new payment record or open an existing one.

To save time when searching for a specific payment record, you can use the **Search for a Payment by payment number** field. The Payments page also lists recently accessed payment records. Procedures for accessing records from the Records page are discussed thoroughly in the *Program Basics Guide*, but this chapter gets you started by showing you how to add a new record and open an existing record from the Payments page.

Finding and Opening Payment Records

When you click **Open a Payment** on the Payments page, the Open screen for payments appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the payment you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File, Open**, or from the Payments page, click **Open a Payment**.

► Opening a payment record from the Payments page

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Payments**. The Payments page appears.
3. Click **Open a Payment**. The Open screen for payments appears.

The screenshot shows the 'Open' dialog box with the following elements:

- Title Bar:** 'Open' with standard window controls.
- Find:** A text field containing 'Payment'.
- Search using query:** A dropdown menu set to '<Default>'.
- Buttons:** 'Open' (disabled), 'Add a New Payment' (with a plus icon), and 'Options'.
- Find Payments that meet these criteria:** A section with a checkbox for 'Exact match only'.
- Filter Fields:**
 - Deposit #: [Dropdown]
 - Payment #: [Dropdown]
 - Payment date: [Text field with calendar icon]
 - Check/Reference #: [Dropdown]
 - Check/Reference date: [Text field with calendar icon]
 - System: [Dropdown set to 'Accounts Receivable']
 - Payer Name: [Dropdown]
 - Receipt Status: [Dropdown]
 - Amount: [Text field with currency icon]
 - Last modified by: [Dropdown]
 - Last modified on: [Dropdown set to 'any time']
- Action Buttons:** 'Hide Filters', 'Clear Filters', 'Previous Filters', 'Filters are not applied' (in red), 'Find Now', 'Open' (disabled), and 'Cancel'.
- Footer:** 'Press F7 to zoom'.

Note: For more information about filtering criteria on an Open screen, see “Filtering Criteria” in the *Program Basics Guide*.

4. In the **Find Payments that meet these criteria** frame, enter criteria you are using to search for the payment.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all payments meeting your criteria.

6. In the grid, select the payment to open.

The 'Open' dialog box displays a list of payments. The selected payment is ID 4, dated 01/16/2003, with a deposit number of 2 and an amount of \$76.00.

Payment ID	Payment date	Deposit number	Comment	Payment amount
2	01/16/2003	1		\$50.00
6	01/16/2003	1		\$25.00
10	01/16/2003	1		\$500.00
12	01/24/2003	1		\$100.00
13	02/24/2003	1		\$131.00
4	01/16/2003	2		\$76.00

Find Payments that meet these criteria: ☐ Exact match only

Deposit #: Client Name:
 Payment #: Client ID:
 Payment date: Source:
 Check/Reference #: Amount:
 Check/Reference date: Last modified by:
 System: Last modified on: any time

Buttons: Hide Filters, Clear Filters, Previous Filters, Filters are applied, Find Now, Open, Cancel

15 records found.

7. Click **Open**. The payment record appears.

The 'Payment 4 for Department of Social Services' form displays details for Payment ID 4, Deposit Number 2.

Payment for: Client Name: Department of Social Services, Client ID: 10, SSN / CFDA #: , Reference #:

Payment date: 01/16/2004, Post status/date: Posted, 01/30/2004

Total amount: \$76.00, Receipt status: Not yet printed

Source: Mail, Receipt address:

Comment:

Payment method: Cashiers Check

Check number: 5567

Check date: 01/26/2004

Buttons: New Miscellaneous Payment, Open, Delete..., Adjust Total

Payment Type	Details	Amount
Accounts Receivable	<Fully applied>	\$76.00

Press F3 for today's date, F7 for calendar

8. To save the payment record and return to the Payments page, click **Save and Close**.

Adding Payment Records

Warning: You cannot add records such as payments until you define a default accounts receivable journal value on the Posting Information page of *Configuration*.

Before you can add information to a payment record, you must first find the deposit that contains the payment. When you click **Add a New Payment** on the Payments page, the Open screen for deposits appears so you can locate the original deposit. After you select a deposit and click **Open**, the New Payment screen appears. If you selected a **Cash Receipts** deposit, the New Payment screen contains fewer fields.

With miscellaneous payments, you can split a payment between both **Accounts Receivable** and **Cash Receipts** accounts for better revenue tracking and reconciliation. Miscellaneous payments are available only with the optional module **Cash Receipts**. For more information about miscellaneous payments, see “Adding Miscellaneous Payments” on page 142.

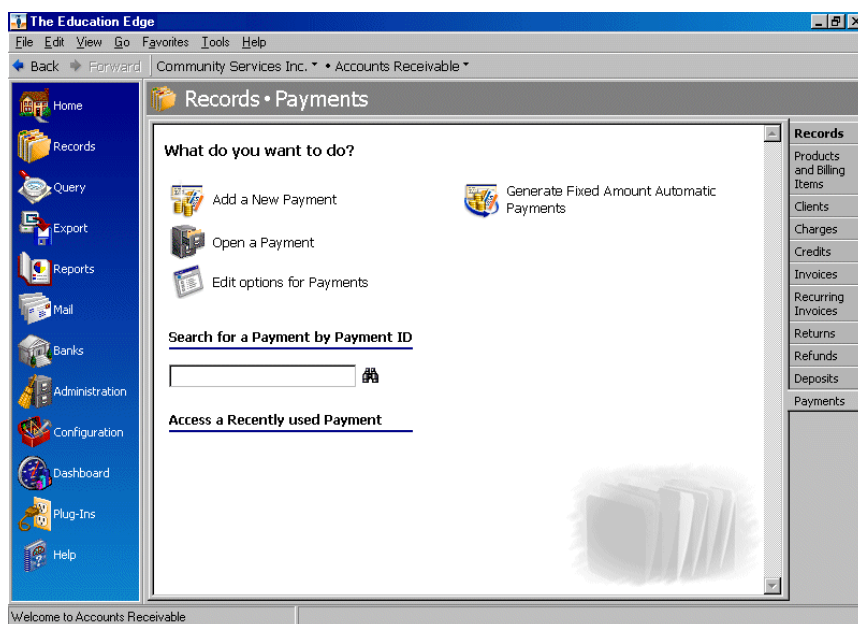
Note: You can set business rules for payments in *Configuration*. For more information about business rules, see the *Program Basics Guide*.

We recommend that, in *Configuration*, you specify duplicate search criteria and set the business rule to check for duplicate payments automatically. For more information about business rules, see the *Configuration Guide for Accounts Receivable*. To search for a duplicate record from an existing record, from the menu bar, select **Payment, Duplicate Search**.

► Adding a payment to an Accounts Receivable deposit

Note: You can edit or delete payments at any time. Just remember that deleted payments cannot be recovered!

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Payments**. The Payments page appears.



3. Click **Add a New Payment**. The Open screen for deposits appears, so you can find the deposit containing the payment.

Open

Find: Deposit Search using query: <Default>

Options

Find Deposits that meet these criteria: ☐ Exact match only

Deposit #:	<input type="text"/>	Deposit ID:	<input type="text"/>
Payment #:	<input type="text"/>	Deposit date:	<input type="text"/>
Description:	<input type="text"/>	Entry date:	<input type="text"/>
Status:	Open	Post date:	<input type="text"/>
Bank:	<input type="text"/>	Last modified by:	<input type="text"/>
System:	<input type="text"/>	Last modified on:	any time

Hide Filters Clear Filters Previous Filters Filters are not applied Find Now Open Cancel

Press F7 to zoom

4. In the **Find Deposits that meet these criteria** frame, enter the criteria you are using to search for the deposit.
5. After you enter your search criteria, click **Find Now**. The program searches the database and displays all deposits meeting your criteria.

Note: If necessary, you can void payments. If the **Void this Payment** option is not enabled, click **Why can't I void this payment?** to view a list of reasons why the payment cannot be voided. For more information about voiding payments, see "Voiding Payments" on page 153.

6. In the grid, select the deposit containing the payment, and click **Open**. The Open screen for deposits closes and the New Payment screen appears.

Tip: You can select a default print status in **Options**. For more information, see the Options chapter of the *Program Basics Guide*.

7. In the **Payment from** grid, enter a client name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
8. In the **Payment date** field, enter the effective date of the payment.
9. The **Post status/date** fields are for informational purposes and display the current post status and the status date.
10. In the **Total amount** field, enter the total amount of payment received.
11. In the **Receipt status** field, select the current print status of the receipt.
12. In the **Source** field, select a payment source category. For example, "Via Mail".

Note: You must have the appropriate security rights to view, add, delete, edit, or output credit card numbers. If you do not have rights, these numbers are masked. For more information, see the Security chapter of the *Administration Guide for The Financial Edge*.

13. In the **Receipt Address** field, select an address. After you select an address, to view or edit the address information, click the magnifying glass. The Edit Address screen appears.
14. In the **Comment** field, you can enter additional information about the payment.
15. In the **Payment Method** field, select the method the client used to make the payment. Depending on the field entry you select, other payment fields appear.

In compliance with Payment Card Industry Data Security Standard (PCI DSS) requirements, the **Card number** field allows only 4 digits. For information about PCI DSS, visit <http://www.blackbaud.com/pci> or the PCI Security Standards Council website at www.pcisecuritystandards.org.

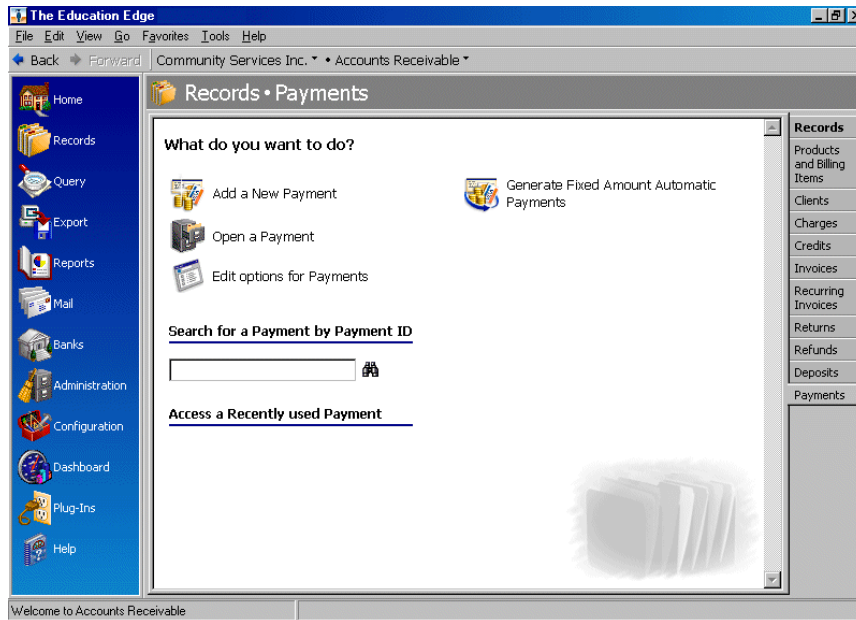
Glossary: Miscellaneous payments are payment line items used to split a single payment (such as a check) between accounts in **Accounts Receivable** or **Student Billing** and **Cash Receipts**. Miscellaneous payments ensure accurate revenue accounting and easy reconciliation.

16. To add miscellaneous payments to split the payment between **Accounts Receivable** and **Cash Receipts**, click **New Miscellaneous Payment**. For more information about miscellaneous payments, see “Adding Miscellaneous Payments” on page 142. Miscellaneous payments are available only with the optional module **Cash Receipts**.
17. Before you can save the payment record, you must enter a distribution on the GL Distribution tab. For more information about payment distributions, see “Adding Payment Distributions” on page 143.

► **Adding a payment to a Cash Receipts deposit**

Note: You can edit or delete payments at any time. Just remember that deleted payments cannot be recovered!

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Payments**. The Payments page appears.



3. Click **Add a New Payment**. The Open screen for deposits appears, so you can find the deposit containing the payment.

The 'Open' dialog box is shown with a search criteria section. The 'Find' field contains 'Deposit' and the 'Search using query' field contains '<Default>'. Below these fields is a large empty grid for search results. At the bottom, there are buttons for 'Hide Filters', 'Clear Filters', 'Previous Filters', 'Filters are not applied', 'Find Now', 'Open', and 'Cancel'. A status bar at the bottom indicates 'Press F7 to zoom'.

4. In the **Find Deposits that meet these criteria** frame, enter the criteria you are using to search for the deposit.
5. After you enter your search criteria, click **Find Now**. The program searches the database and displays all deposits meeting your criteria.
6. In the grid, select the deposit containing the payment, and click **Open**. The Open screen for deposits closes and the New Payment screen appears.

The 'New Payment' screen is shown with a menu bar (File, Edit, View, Payment, Favorites, Tools, Help) and a toolbar. The 'Payment' tab is selected, showing fields for 'Payment ID', 'Deposit Number 1', 'Payment from', 'Payment date' (02/25/2004), 'Total amount', 'Category', 'Description', 'Receipt status' (Not yet printed), 'Post status' (Not yet posted), 'Post date' (02/25/2004), 'Payment method', and a 'Print this address on receipts' section. A status bar at the bottom indicates 'Press F3 for today's date, F7 for calendar'.

7. In the **Payment from** field, enter identifying information about the payer.
8. In the **Payment date** field, enter the effective date of the payment.

Note: You must have the appropriate security rights to view, add, delete, edit, or output credit card numbers. If you do not have rights, these numbers are masked. For more information, see the Security chapter of the *Administration Guide for The Financial Edge*.

9. In the **Total amount** field, enter the total amount of payment received.
10. In the **Category** field, select a payment category.
11. In the **Description** field, enter a description of the payment.
12. In the **Payment Method** field, select the method the client used to make the payment. Depending on the field entry you select, other payment fields appear.

Tip: You can select a default print status in **Options**. For more information, see the Options chapter of the *Program Basics Guide*.

13. In the **Receipt status** field, select the current print status of the receipt.
14. The **Post status** and **Post date** fields are for informational purposes and display the current post status and the status date.
15. In the **Print this address on receipts** field, enter an address.
16. Before you can save the payment record, you must enter a distribution on the GL Distribution tab. For more information about payment distributions, see “Adding Payment Distributions” on page 143.

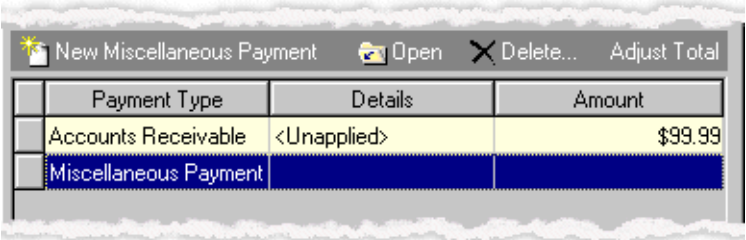
Adding Miscellaneous Payments

Glossary: Miscellaneous payments are payment line items used to split a single payment (such as a check) between accounts in **Accounts Receivable** or **Student Billing** and **Cash Receipts**. Miscellaneous payments ensure accurate revenue accounting and easy reconciliation.

Using the miscellaneous payments grid, you can add miscellaneous payment line items to the payment record. Miscellaneous payments are payment line items used to split a payment between accounts in **Cash Receipts**, and in this case, **Accounts Receivable**. Miscellaneous payments provide better revenue accounting and easier reconciliation for payments containing cash payments. In the miscellaneous payments grid, you can add and view miscellaneous payments and you can update the payment total to reflect changes you make in the grid. Miscellaneous payments are available only with the optional module **Cash Receipts**.

► **Adding a miscellaneous payment to a payment record**

1. On an open payment record, in the **Miscellaneous Payments** grid, click **New Miscellaneous Payment**. A new miscellaneous payment appears in the grid.



New Miscellaneous Payment			Open	Delete...	Adjust Total
	Payment Type	Details	Amount		
	Accounts Receivable	<Unapplied>	\$99.99		
	Miscellaneous Payment				

2. Select the **Miscellaneous Payment** row.
3. In the **Details** column, select a payment type category.
4. In the **Amount** column, enter the new payment amount.

5. To add additional details, click **Open**. The New Payment screen appears.

6. In the **Payment from** field, enter the payer's name.
7. The **Payment date**, **Receipt status**, **Post status**, and **Post date** fields are for informational purposes only, and display information from the deposit record.
8. In the **Amount** field, enter the amount of the miscellaneous payment.
9. In the **Category** field, select a payment category.
10. In the **Description** field, enter a description.
11. To update the payment total with the new miscellaneous payment amounts, click **Adjust Total**.
12. Before you can save the payment record, you must enter a distribution on the GL Distribution tab. For more information about payment distributions, see "Adding Payment Distributions".

Adding Payment Distributions

Payment distributions contain account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. By pre-defining distributions in *Configuration*, you can quickly and easily assign activity to accounts. **Accounts Receivable** automatically verifies that all distributions balance when you save the payment, so you are assured the distributions will post.

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

Every payment must have an associated credit account, but you do not have to enter a debit account. Debit account information defaults from the deposit record after you save the payment. The deposit displays the cash side of the distribution, and the payment displays the revenue or receivables side.

► Distributing a payment

Warning: You can edit or delete distributions at any time. Just remember that deleted distributions cannot be recovered!

1. On an open payment record, select the GL Distribution tab.

Glossary: A miscellaneous entry is a one-time adjustment you use in lieu of using negative cash amounts.

2. In the field above the distribution grid, select “Distribution” or “Miscellaneous Entries”. You can use miscellaneous entries as one-time adjustments in lieu of negative cash amounts.
3. In the **CR Account Number** column, enter credit accounts for the distribution. When you enter a credit account number, the description appears automatically.

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.

4. To enter distributions by amount, click \$. To enter distributions by percent, click %.
5. Enter the amount of the distribution in the **Amount** column or the percentage in the **Percent** column. To distribute amounts or percents equally among the selected accounts, click **Distribute Evenly**.
If you select “Never” for the **Allow non-bank transactions to use cash accounts** business rule in **Accounts Payable Configuration**, you cannot use cash accounts for any non-bank transactions in **Accounts Payable**, **Accounts Receivable**, **Cash Receipts**, or **Payroll** because *Cash Management* settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.
6. If you enter a credit account from different fund than the deposit’s debit account, **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*.

Tip: To use a default distribution from *Configuration*, click **Load Distribution**.

7. 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.
8. In the **Class** column, select a class for the distribution.
9. 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.

Note: Transaction distributions must meet fund balancing requirements. If the distributions do not balance, you must create a balancing interfund entry before you can save the distribution. For more information about interfund entries, see the *Configuration Guide for Accounts Receivable*.

10. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the row and click **Distribution**. For a debit account, select **DR Distribution**. For a credit account, select **CR Distribution**. The Transaction Distribution screen appears.
You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click **OK** to return to the charge record GL Distribution tab.
11. To preview **General Ledger** debits and credits for the distribution, click **DR/CR Entries**.
12. To add attributes to the distribution, click **Attributes**. For more information about adding attributes to a charge record, see “Adding Payment Attributes and Notes” on page 151.
13. To delete all rows of the grid, click **Delete All**.
14. To save the payment and return to the Records page, click **Save and Close**.

Managing Accounts Receivable Detail Information

Warning: The payment amounts at the bottom of the Payments/Credits tab do not include sales tax.

On the Accounts Receivable Detail tab, you can add and edit payee information, and you can apply the payment to charges and line items. You can also specify which payees’ balances to reduce, and you can view the amount left after all charges are paid. With the **Find Transaction** button, you can quickly search through line items you have paid with the payment.

Managing Payees

Payer information defaults automatically from the client record, but you can also add, edit, or remove payers on the Accounts Receivable Detail tab. The Payee grid of the Accounts Receivable Detail tab displays payees that are responsible for the charges, and it provides an easy place for you to add and view a payee’s client record. To find, add, or view payees, click the down arrow beside **Find payee**.

► **Adding a payer**

1. On the Accounts Receivable Detail tab of an open payment record, click the down arrow beside **Find Payee** and select **Add Payee**. The Open screen for clients appears.

The 'Open' dialog box is shown with the title bar 'Open'. It has a 'Find:' field with 'Client' selected and a 'Search using query:' field with '<Default>' selected. Below these are three buttons: 'Open', 'Add a New Individual', and 'Add a New Organization'. The main area is a large empty box. Below this is a section titled 'Find Clients that meet these criteria:' with a checkbox for 'Exact match only'. There are several dropdown menus for filtering: Record type, Client ID, Client name, Client type, Status, Service provider, SSN/CFDA #, City, State, Document #, Last modified by, and Last modified on (set to 'any time'). At the bottom are buttons: 'Hide Filters', 'Clear Filters', 'Previous Filters', 'Filters are not applied', 'Find Now', 'Open', and 'Cancel'.

2. To add an existing client as a payee, in the **Find Clients that meet these criteria** frame, enter criteria you are using to search for the client. To add a new client, click **Add a New Individual** or **Add a New Organization**. For more information about searching for or adding client records, see the Clients chapter.
3. After you find the client you want to add as a payee, click **Open**. The new payee appears in the payee grid.

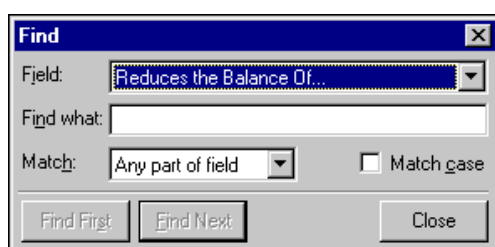
The 'Payment 13 for Ashley Smith' window is shown with the title bar 'Payment 13 for Ashley Smith'. It has a menu bar with 'File', 'Edit', 'View', 'Payment', 'Favorites', 'Tools', and 'Help'. Below the menu bar is a toolbar with icons for 'Save and Close', 'Print', 'Back', 'Forward', 'Home', 'Find', and 'Help'. The main area has tabs: 'Payment', 'Accounts Receivable Detail', 'GL Distribution', and 'Attributes/Notes'. The 'Accounts Receivable Detail' tab is active. It shows a table with columns: 'Reduces the Balance Of...', 'Client ID', 'Relationship', 'Apply This Amount', and 'Available to Apply'. The table has two rows: 'Ashley Smith' (Client ID 14, Relationship <Owner>, Apply This Amount \$131.00, Available to Apply \$111.00) and 'Brian Fox' (Client ID 17, Relationship <Undefined>, Apply This Amount, Available to Apply). Below the table is a section titled 'Apply Available Balance Automatically' with buttons 'Remove All Applications' and 'Application History'. There is also a 'View Transaction' button. At the bottom is a table with columns: 'Date', 'Type', 'Transaction ID', 'Owner', 'Description', and 'Amount Applied'. The table has one row: '12/23/2002', 'Line Item', '1', 'Ashley Smith', 'Patient Counseling', '\$20.00'.

4. To delete the payee from the client record, in the grid, select the payee and click **Delete**.
5. The **Remaining** display shows the undistributed amount of the payment remaining.

6. In the **Reduces the balance of** column of the payee grid, you can change the name of the payee or use the binoculars to locate another payee.
7. The **Client ID** and **Relationship** columns are for informational purposes and display information from the client record.
8. In the **Apply this amount** column, enter the amount of the payment to apply to this client's balance. To enter distributions by amount, click the \$ button. To enter distributions by percent, click %.
9. The **Available to Apply** column is for informational purposes and displays the remaining unapplied amount.
10. To save your changes and close the payment record, click **Save and Close**.

► Finding a payee

1. On the Accounts Receivable Detail tab of an open payment record, click **Find payee**. The Find screen appears.



2. In the **Field** field, select a search category, such as "Client ID" or "Relationship".
3. In the **Find what** field, enter specific field information you want to find. For example, if you entered "Reduces the Balance of" in the **Field** field, you could enter the first three letters of the client's name to find the payee.
4. In the **Match** field, select the part of the field to search.
5. To find only records with identical upper and lower case letters, mark **Match case**.
6. When you have entered your search criteria, click **Find First** or **Find Next**. *The Financial Edge* highlights the first or next record matching your criteria.
7. To close the Find screen and return to the payment record, click **Close**.

► Viewing a payee

1. On the Payments/Credits tab of an open payment record, in the payer grid, select a payer.
2. Click the down arrow beside **Find Payer** and select **View payer**. The client record opens.
3. To save the client record and return to the payment record, click **Save and Close**.

Managing Applications

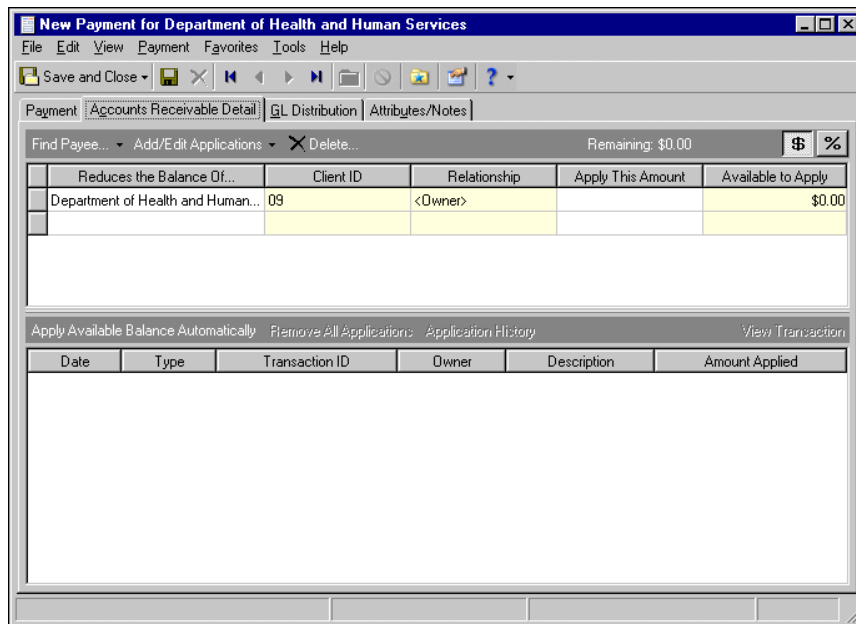
On the Accounts Receivable Detail tab, you can add and edit charges and line items, and apply the payment to charges or line items.

Using the Apply Payment for <Client> screen, you can view and apply charges and other applications, and you can open and edit the charge or client records. To access the Apply Payment for <Client> screen, click **Add/Edit Applications**.

► Applying default applications

On the Accounts Receivable Detail tab, you can quickly apply charges and line items using default distributions such as applying the available balance to all payees, distributing applications evenly among all payees, and applying the unapplied amount to the owner's balance. For a procedure about applying only specific applications to a payment, see "Applying specific applications" on page 149.

1. On an open payment record, select the Accounts Receivable Detail tab.



2. To apply all applications automatically, click **Apply Available Balance Automatically**. All available applications appear in the applications grid.
3. To apply the payment to the current payee's balance due, click the down arrow beside **Add/Edit Applications** and select **Use Unapplied Amount to Reduce Owner's Balance**.
4. To unapply all applications and distribute the full payment evenly to all current payees, click the down arrow beside **Add/Edit Applications** and select **Unapply all and Distribute Evenly to Current Payers**. The payment amount is distributed evenly to all payers.

- To add, edit, or view additional applications or their payers, click **Add/Edit Applications**. The Apply Payment for <Client> screen appears. For more information about the Apply Payment for <Client> screen, see “Applying specific applications”.

Date	Type	ID	Description	Owner	Distributed To	Available	Apply?	Applied
12/23/2002	Charge	9	Patient Counseling	John Williams	John Williams	\$17.00	<input type="checkbox"/>	
12/23/2002	Line Item	10	Patient Counseling	John Williams	John Williams	\$20.00	<input type="checkbox"/>	
12/23/2002	Charge	4	Alcohol & Drug Tre...	Brian Fox	Brian Fox	\$50.00	<input type="checkbox"/>	
12/23/2002	Line Item	2	Alcohol & Drug Tre...	Brian Fox	Brian Fox	\$50.00	<input type="checkbox"/>	
12/23/2002	Charge	10	Patient Counseling	Department of Hea...	Department of Hea...	\$20.00	<input type="checkbox"/>	
12/30/2002	Line Item	5	Patient Counseling	Department of Hea...	Department of Hea...	\$20.00	<input type="checkbox"/>	

- After you add applications on the Apply Payment for <Client> screen, to save your changes and return to the Accounts Receivable Detail tab of the payment record, click **Save and Close**. All applied applications appear in the applications grid.

► Applying specific applications

On the Apply Payment for <Client> screen, you can select specific applications to apply to a payment. You can also open and edit related charge and client records. For a procedure about using quickly applying default application distributions, see “Applying default applications” on page 148

- On an open payment record, select the Accounts Receivable Detail tab.
- Click **Add/Edit Applications**. The Apply Payment for <Client> screen appears.

Date	Type	ID	Description	Owner	Distributed To	Available	Apply?	Applied
12/23/2002	Charge	9	Patient Counseling	John Williams	John Williams	\$17.00	<input type="checkbox"/>	
12/23/2002	Line Item	10	Patient Counseling	John Williams	John Williams	\$20.00	<input type="checkbox"/>	
12/23/2002	Charge	4	Alcohol & Drug Tre...	Brian Fox	Brian Fox	\$50.00	<input type="checkbox"/>	
12/23/2002	Line Item	2	Alcohol & Drug Tre...	Brian Fox	Brian Fox	\$50.00	<input type="checkbox"/>	
12/23/2002	Charge	10	Patient Counseling	Department of Hea...	Department of Hea...	\$20.00	<input type="checkbox"/>	
12/30/2002	Line Item	5	Patient Counseling	Department of Hea...	Department of Hea...	\$20.00	<input type="checkbox"/>	

- The **Payment owner/ID**, **Payment**, and **Amount/Date** fields are for informational purposes only, and display information from the payment record.
- In the **Apply the amount distributed to** field, select a payee to apply this application to, or select “All Payees”.

5. The **Available for**, **Applied**, and **Available** displays are for informational purposes and show the primary payee, applied amounts, and the payment amount remaining.
6. To add more charges to the client's account, in the applications grid, click **Select Additional Charges**. The Open screen for charges appears, so you can find the charge records.

7. In the **Find <Charges> that meet these criteria** frame, enter criteria you are using to search for the charges.
8. Click **Find Now**. The program searches the database and displays all charges meeting your criteria.

Note: Before you can save a payment record, the **Remaining** display on the action bar must show a zero balance.

9. In the grid, select a charge and click **Open**. The Open screen closes and the charge information appears in the applications grid of the Apply Payment for <Client> screen.
10. To make other changes to applications, you can use the down arrow beside **Select Additional Charges**.
 - To view all of the client's unpaid charges, select **Show All Unpaid Charges for This Payee**.
 - To apply the payment to charges other than those listed, click **Select Additional Charges**. The Open screen for charges appears so you can locate the other charge records.
 - To apply the payment to a different client's balance due, click **Select Other Client's Charges**. The Open screen for clients appears so you can locate the other client.

Note: You establish default payers and their distribution amounts or percentages on the Payers tab of the client's record.

- To apply the payment to only the primary default payee, select **Assign Unapplied Balance to Credit Owner. Accounts Receivable** automatically applies the payment to the primary default payee's balance due.
 - To unapply all charges and remove them from the payee grid, select **Unapply and Hide All Charges**.
11. To automatically apply the payment to the first charge in the grid, click **Apply Automatically**. If the payment amount exceeds the charge amount, the payment is applied to charges from top to bottom until the payment balance reaches zero.

You can further define a payment record by adding information to the Attributes/Notes tab. 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 specification— a useful feature for sorting or filtering payments for reports. You can also define the type of data stored for each payment. For example, if you have defined an attribute for revenue categories, you can track payments by income.

With notes, you can easily maintain helpful pieces of information about the payment record. For example, you can record special information about the payment, payer, or application information you may need later.

For more information about attributes, including adding attribute types, see the *Configuration Guide for Accounts Receivable*.

► **Adding an attribute**

Note: You can edit attributes at any time, and you can delete attributes that are not marked “Required” in *Configuration*.

1. On an open payment record, select the Attributes/Notes tab.

Attribute Type	Description	Short Description	Date	Required	Comments
				<input type="checkbox"/>	

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

2. In the **Attribute type** field, enter a specific attribute type or “All Categories”.
3. In the **Attribute type** column, enter an attribute. Attribute types are established in *Configuration*.
4. In the **Description** column, enter a description of the attribute.
5. In the **Date** column, enter a date.

Tip: For faster data entry when entering dates, press **F3** for today’s date or **F7** for a calendar.

6. In the **Comments** column, enter comments.
7. When you exit the Attributes/Notes tab, your changes are saved automatically.

► **Adding a note**

1. On an open payment record, select the Attributes/Notes tab.

Note: You can edit or delete notes at any time. Just remember that deleted notes cannot be recovered!

2. In the **Notes** field, enter additional information about the payment.
3. When you exit the Attributes/Notes tab, your changes are saved automatically.

Changing Posted Payments

Note: You can adjust only payments that have been posted. Unposted payments can be edited or deleted at any time.

Before you post a payment, you can make changes as needed directly on the payment record. After you post the payment, however, you must void, reverse, or redistribute the payment to make changes.

If you want to completely invalidate an entire payment or reduce the payment amount, from the menu bar, select **Payment, Void this Payment**. You can also click the **Void this Payment** button on the toolbar.

To reverse all or part of the payment and print a refund check, select **Payment, Reverse this Payment as Refund**. You can use this function only if the client has no outstanding charges.

To modify the distribution of miscellaneous payment line items within a payment, select **Payment, Redistribute Payment Amounts**.

Voiding Payments

Using the **Void this Payment** option, you can void a posted payment unless its deposit is marked as cleared or closed, or if the deposit is reconciled. You cannot change a voided payment, therefore you should make any changes or add notes or attributes before voiding the payment.

If you are unable to void a payment, click **Why can't I void this payment?** on the Payment tab of a payment record. A help file topic appears offering reasons why the payment cannot be voided, such as the deposit has been reconciled or cleared, the payment is open in ready only mode, or the payment has not been posted. The **Why can't I void this payment?** link only appears on payment records that have not yet been voided.

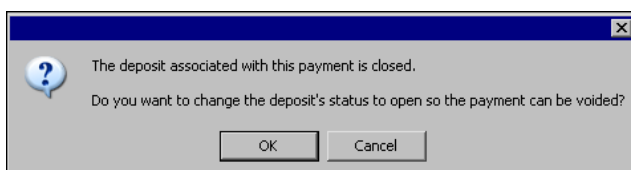
When you void a payment, you have two options for adjusting the deposit amount. You can keep the current deposit amount or reduce the deposit by the payment amount. Retaining the current deposit amount is useful when you receive a payment that is later invalidated because the payment check is returned for insufficient funds. When you click **Void Payment Now, Accounts Receivable** creates an adjustment, or reversal, for the payment amount while maintaining the same deposit amount.

Reducing the deposit by the payment amount is helpful if you make an error and need to change the deposit amount. When you click **Void Payment Now, Accounts Receivable** reverses the incorrect payment and creates a new post with the correct deposit amount. After you void a payment, "Voided" appears on the status bar of the Payment tab.

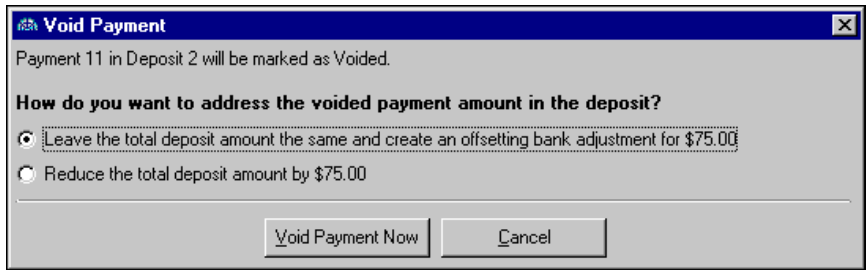
For information about voiding deposits, see the Deposits chapter.

► Voiding a posted payment

1. On an open posted payment record, from the menu bar, select **Payment, Void this Payment**. If the deposit associated with the payment is closed, a screen appears prompting you to change the deposit's status to open.



2. Click **OK**. The deposit's status is changed to open and the Void Payment screen appears.



Void Payment

Payment 11 in Deposit 2 will be marked as Voided.

How do you want to address the voided payment amount in the deposit?

☒ Leave the total deposit amount the same and create an offsetting bank adjustment for \$75.00

☐ Reduce the total deposit amount by \$75.00

Void Payment Now **Cancel**

3. To void the payment and retain the same deposit amount, mark **Leave the total deposit amount the same and create an offsetting bank adjustment for <payment amount>**. To void the payment and subtract the payment amount from the deposit, mark **Reduce the total deposit amount by <payment amount>**.
4. To save your changes and return to the voided payment record, click **Void Payment Now**.
5. To save the payment record and return to the Payments page, click **Save and Close**.

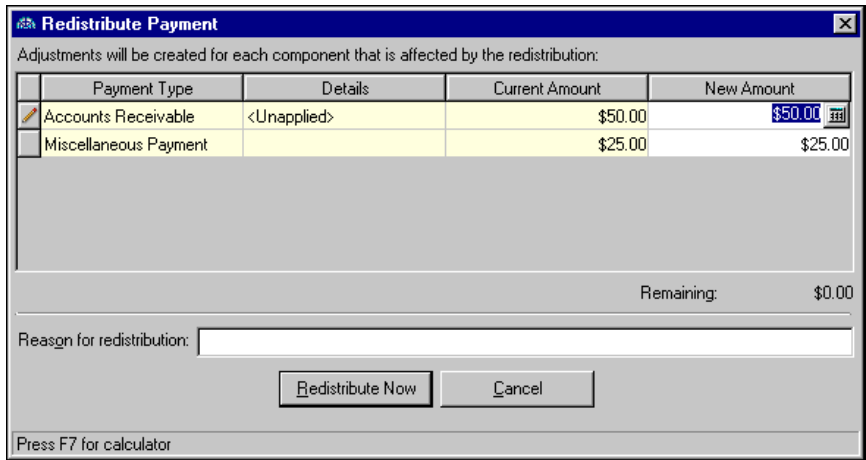
Redistributing Payments

Glossary: Miscellaneous payments are payment line items used to split a single payment (such as a check) between accounts in **Accounts Receivable** or **Student Billing** and **Cash Receipts**. Miscellaneous payments ensure accurate revenue accounting and easy reconciliation.

If the total amount of a posted payment is correct but its miscellaneous payments are distributed incorrectly, you can redistribute them. When you redistribute a payment, you cannot change the total payment amount, and you must enter a reason for the redistribution. After you enter the new distribution amounts and click **Redistribute Now**, **Accounts Receivable** creates unposted adjustments for any payment items that changed. You can redistribute payments only if they contain miscellaneous payments.

Redistributing payments

1. On an open posted payment record, from the menu bar, select **Payment, Redistribute Payment Amounts**. The Redistribute Payment screen appears.



Redistribute Payment

Adjustments will be created for each component that is affected by the redistribution:

	Payment Type	Details	Current Amount	New Amount
	Accounts Receivable	<Unapplied>	\$50.00	\$50.00
	Miscellaneous Payment		\$25.00	\$25.00

Remaining: \$0.00

Reason for redistribution:

Redistribute Now **Cancel**

Press F7 for calculator

2. The **Payment Type**, **Detail**, and **Current Amount** columns of the grid are for informational purposes and display information from the payment record.

3. In the **New Amount** column, enter the new distribution amounts. The new amounts must total the same as the original payment total, and the balance in the **Remaining** display must equal zero before you can save the new distribution.
4. In the **Reason for redistribution** field, enter an explanation for redistributing the payment.
5. To close the Redistribute Payment screen and return to the payment record, click **Redistribute Now**.

Creating Refunds from Payments

If a client has either a zero or credit balance, you can reverse all or part of a payment and print a refund check. When you enter information and save the refund record, **Accounts Receivable** reverses the original posted payment and creates another post with the new distributions.

To reverse a posted payment, from the menu bar of the payment record, select **Payment, Reverse this Payment as Refund**.

► Reversing a payment record

1. On a posted payment record, from the menu bar, select **Payment, Reverse this Payment as Refund**. The New Refund for <Client> screen appears. For more information about refund records, see the Refunds chapter.

2. On the New Refund screen, you can refund all or part of the payment as long as the client does not have a balance due.
3. After you enter refund information, to close the refund record and return to the payment record, click **Save and Close**.
4. To save the payment record and return to the Payments page, click **Save and Close**.

Generating Fixed Amount Automatic Payments

Fixed automatic payments are set up on a regular schedule for a pre-determined amount. By generating fixed amount automatic payments, you create fixed amount payments for selected client records. For each client selected in the payment run, **Accounts Receivable** automatically creates one deposit record for the process and a payment record for each of the fixed amount scheduled payments.

► **Generating fixed amount automatic payments**

1. On the Payments page, click **Generate Fixed Amount Automatic Payments**.

Generate Fixed Amount Automatic Payments

File Help

1: Filters | 2: Deposit | 3: Payment

☒ For fixed schedules, include payments with these dates
 Dates: Include all dates

☒ For unlimited schedules, include payments that meet this criteria
 Generate payments through 07/13/2005

Open Clear All Filters

Filters	Include	Selected Filters
Organizations/Individuals	All	<All Organizations/Individuals>
Clients	All	<All Clients>
Client Attributes	All	<All Client Attributes>

☐ Create output query of payment records

< Back Next > Cancel Preview Generate

2. On the Filters tab of the Generate Fixed Amount Automatic Payments screen, select filters to use for this automatic payment.
3. Mark the **For fixed schedules, include payments with these dates checkbox to include payments for fixed schedules with specified dates.**
 In the **Dates** field, select a date or a date range for the payments.
4. Mark the **For unlimited schedules, include payments that meet this criteria checkbox to include payments with unlimited schedules.** In the field for unlimited schedules, select to “Generate payments through” and enter a date or “Generate specific number of payments” and enter a number in the field.
5. In the Filters grid, filter by record types. For more information about filtering, see the *Program Basics Guide*.
6. Mark the **Create output query of payment records checkbox** to create an output query of clients included.

7. Select the Deposit tab.

Generate Fixed Amount Automatic Payments

File Help

1: Filters 2: Deposit 3: Payment

Deposit Information

Deposit date: 07/13/2005 Post status: Not yet posted

Entry date: 07/13/2005 Post date: 07/13/2005

Status: Open

Description:

Bank account: GL cash account:

Projected Deposit Totals

Projected # of payments: Projected total:

< Back Next > Cancel Preview Generate

8. On the Deposit tab, enter deposit information. This information appears on the deposit record created as a result of the automatic payment generation process.
9. In the **Deposit date** field, enter a transaction date for the deposit.
10. In the **Entry date** field, enter an entry date for the deposit.
11. In the **Status** field, select "Open" or "Closed."
12. In the **Description** field, enter a description for the deposit.
13. In the **Post status** field, select "Not yet posted" or "Do not post".
14. In the **Post date** field, enter a posting date for the deposit.
15. In the **Bank account** field, select an Accounts Receivable bank account.
16. The **GL cash account** field displays the cash account assigned to the selected Accounts Receivable bank account.
17. In the **Projected Deposit Totals** frame, enter the Projected # of payments and Projected total. Use these numbers as accuracy checks before posting.

18. Select the Payment tab.

The screenshot shows the 'Generate Fixed Amount Automatic Payments' dialog box with the 'Payment' tab selected. The 'Payment Information' section contains the following fields:

- Payment date:** A dropdown menu with 'Use scheduled date' selected.
- Post status:** A text box containing 'Not yet posted'.
- Post date:** A text box containing '07/13/2005'.
- Source:** A dropdown menu.
- Comment:** A large text area.

At the bottom of the dialog are buttons for '< Back', 'Next >', 'Cancel', 'Preview', and 'Generate'.

19. In the **Payment date** field, select “Use scheduled date” or “Use specific date” and enter the date.
20. The **Post status** and **Post date** fields display the post information for the payment.
21. In the **Source** field, select a payment source.
22. In the **Comment** field, enter a comment.
23. Click **Preview** to view payment records. The Payments to Generate screen appears listing the payments that met the specified criteria.
24. In the **Generate** column, you can mark all the payments you want to generate.

The screenshot shows the 'Payments to Generate' dialog box. It features a table with the following columns: Generate, Payer, Payment Description, Payment Date, Payment Amount, and Schedule Type. The table contains three rows of data, all of which are checked in the 'Generate' column.

Generate	Payer	Payment Description	Payment Date	Payment Amount	Schedule Type
<input checked="" type="checkbox"/>	Paul Beisel	Monthly	07/13/2005	\$100.00	Fixed
<input checked="" type="checkbox"/>	Lisa Beisel	Monthly	07/13/2005	\$250.00	Fixed
<input checked="" type="checkbox"/>	Mrs. Claire Louise Willi...	Monthly	07/13/2005	\$300.00	Fixed

At the bottom of the dialog are buttons for 'Generate Now' and 'Cancel'. The status bar at the very bottom indicates 'Payments found: 3' and 'Payments to generate: 3'.

25. To generate directly from the preview screen, click **Generate Now**.

Or, if you did not preview, click **Generate** on the Generate Fixed Amount Automatic Payments screen. The automatic payments begin generating and a completion screen message appears when the process is complete listing information about the payments generated.

26. Mark **View Control Report** to view a detailed report about the payments.
27. Click **OK**. The control report appears. When finished viewing, click **X** to return to the Generate Fixed Amount Automatic Payments screen.
28. Select **File, Close** from the menu bar to return to the Payments page.

Products and Billing Items



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Note: Visit our Web site at www.blackbaud.com for the latest documentation and information.

On the Products and Billing Items page of **Accounts Receivable**, you can create records of products and billing items you provide your 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. For maximum security, the Supervisor can hide the Products and Billing Items page of *Records* from most users, and use the Products and Billing Items page of *Configuration*.

Warning: For maximum security, you can hide the Products and Billing Items page of *Records* and manage products and billing items from *Configuration* in **Accounts Receivable**.

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, identification number, and quantity for items that are purchased on a regular basis, you can be sure the data entries match. You simply select the product or item from previously created product records that 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.

Glossary: A product is an object purchased by a person or organization. In **Accounts Receivable**, product records maintain information about items you sell to your organization's clients, such as self-help books, audio tapes, or T-shirts. A billing item is a service, automatic item, charge, refund, tax, or other item you include on records such as charges, credits, or refunds.

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 services that are always the same price and are not offered in a quantity. For example, a returned check fee. For more information about flat rate items, see "Adding Flat Rate Items" on page 165.

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 you can also set up pricing schedules for seasonal price changes or other scheduled price fluctuations. For more information about products, see "Adding Products" on page 166.

Per Usage Items. Per usage items are helpful if you offer services that are billed incrementally. For example, a per usage item could be an hourly rate for counseling services or meeting space. For more information about per usage items, see "Adding Per Usage Items" on page 169.

Refund Items. If your organization offers refunds to your clients, you can set up refund items to make the refund process more efficient. For more information about refund items, see "Adding Refund Items" on page 171.

Finance Charge Items. If your organization assesses finance charges or late fees to overdue balances, you can set up finance charge items. For more information about finance charge items, see "Adding Finance Charge Items" on page 172.

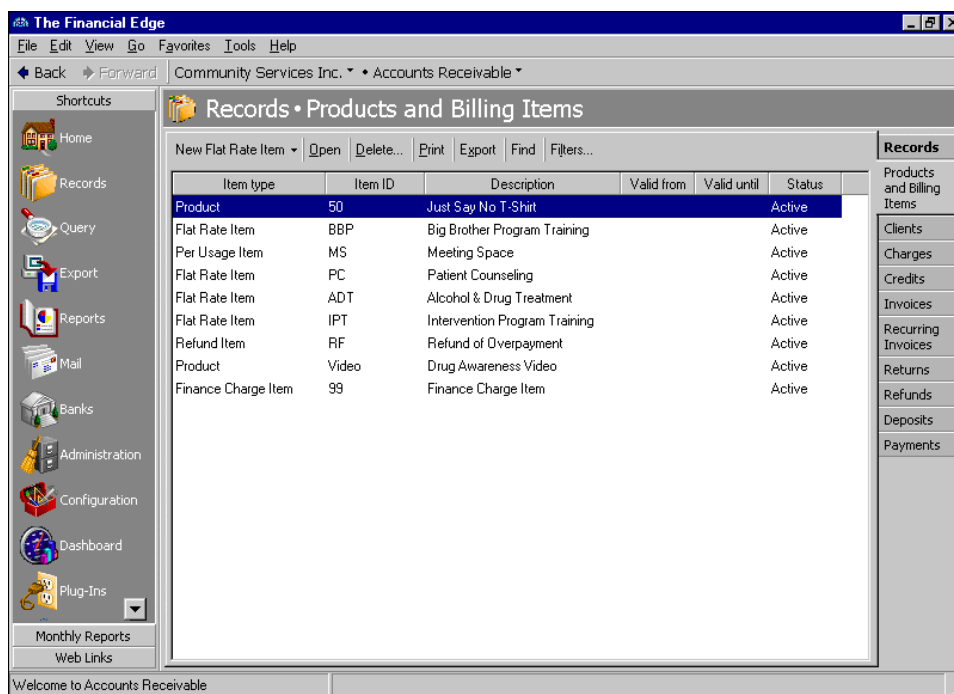
Sales Tax Items. If your organization collects sales tax on behalf of government bodies for items or services rendered, you can establish sales tax items. Once you establish sales tax items, you can associate them with subsequent billing item records and transactions. For more information about sales tax items, see "Adding Sales Tax Items" on page 173.

You create product and billing item records on the Products and Billing Items page of *Records*. For increased security, you can hide the Products and Billing Items page of *Records*, and create product and billing item records in *Configuration*.

For more information about products and billing items, see the *Configuration Guide for Accounts Receivable*.

Accessing Product and Billing Item Records

For maximum security, you can hide the Products and Billing Items page in *Records*, and require users to access products and billing items from *Configuration*. Only users with the proper security rights can access *Configuration*. For more information about *Configuration*, see the *Configuration Guide for Accounts Receivable*. To access a new product or billing item record from the Records page, on the navigation bar, click **Records**, then **Products and Billing Items**. The Products and Billing Items page appears.



Tip: To save time when searching for specific client records, use **Find** or **Filter**.

Consider the Products and Billing Items page the starting point for product and billing item records. On this page, you can add new products and billing items, open existing items, and delete unused products or billing items.

To edit product and billing item options, from the menu bar, select **Tools, Options**. The Options screen for products and billing items appears.

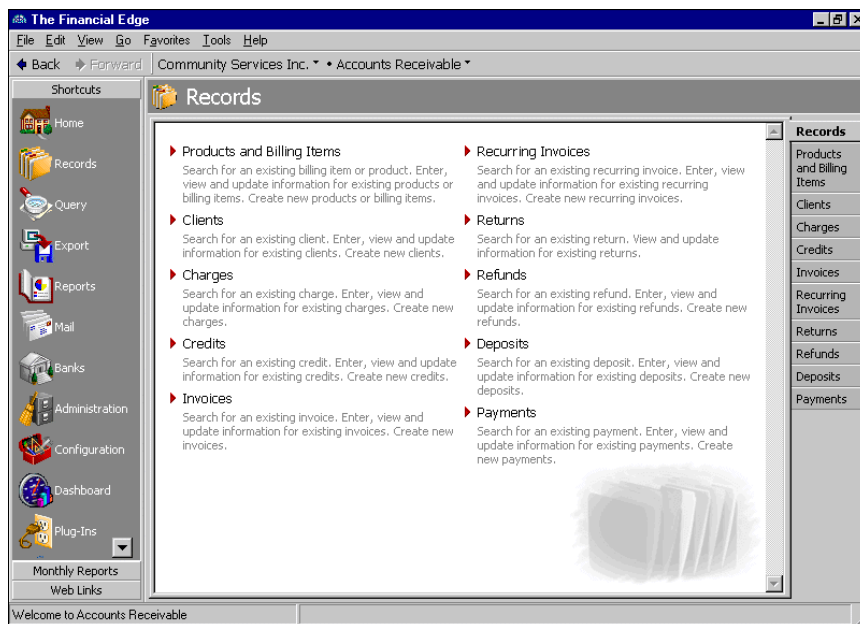
Finding and Opening Products and Billing Items

Tip: To add a new product record from the Open screen, from the action bar, click **Add a New Product**.

To help you find and open a product or billing item, you need to be familiar with the Products and Billing Items page. Using **Find**, you can search products or items for field entries meeting criteria you define, and with **Filter**, you can customize the Products and Billing Items page to sort records by a certain date range or by record type. The sort feature provides a method for you to arrange records by field in ascending or descending order, so that the records you want to see appear at the top of the page.

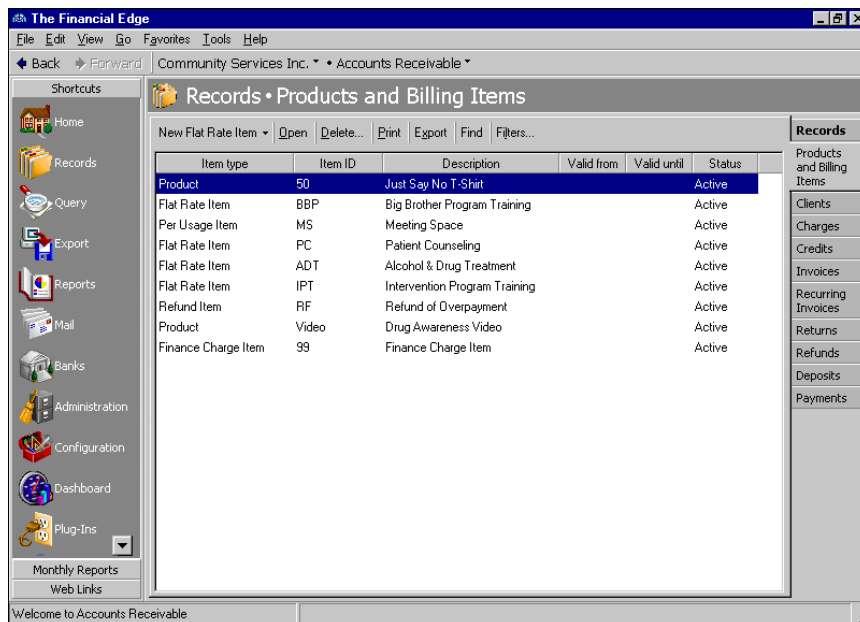
► **Finding and opening products and billing items from the Products and Billing Items page**

1. On the navigation bar, click **Records**. The Records page appears.



Note: To find only the product or billing item records you want, use the sort, **Find**, or **Filter** features.

2. Click **Products and Billing Items**. The Products and Billing Items page appears.



3. In the grid, highlight the product or billing item you want to view, and click **Open**. The product or billing item record opens.

4. To save the record and return to the Products and Billing Items page, click **Save and Close**.

Adding Flat Rate Items

A flat rate item is a billing item for which you charge a specific amount, regardless of quantity or other factors. For example, a \$29.00 returned check fee. When you create a default flat rate item distribution on the GL Distribution tab, it appears automatically on related charges, credits, and invoice line items.

The following procedure guides you through adding a flat rate item from the Products and Billing Items page of *Records*. However, you can also add products and billing items on the fly when adding new charge and invoice records. You can also add products and billing items in *Configuration*.

► Adding flat rate item information

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

1. On the Records page, click **New Flat Rate Item**. The New Flat Rate Item screen appears.

Tip: You can also create products and billing items “on the fly” when adding new charges, credits, or invoice line items.

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**.
6. If the flat rate item is subject to sales tax, mark **Item is subject to sales tax**. In the sales tax field, select a sales tax billing item.
7. If clients can receive a terms discount for early payment of this item, mark **Item is eligible for terms discount**.
8. If clients are assessed finance and late charges for this item, mark **Item is subject to finance and late charges**.
9. In the **Service Provider** field, enter the name of the person who assisted the client.
10. In the **Comment** field, you can enter default comments for the item that will appear on statements.
11. 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 “Managing Default Distributions” on page 174.

Adding 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 repeatedly on charges and invoices. Using product records also provides consistency in product information.

After you add a product in **Accounts Receivable**, you can edit or delete the record, as long as the product is not in use by one or more line items. When you create a default product distribution on the GL Distribution tab, it appears automatically on related charges, credits, and invoice line items.

► Adding product information

Tip: You can load previously created default set information by selecting **Product, Load Defaults from**. For more information, see the Program Basics chapter of the *Getting Started Guide*.

1. On the Products and Billing Items page, click the down arrow beside **New Flat Rate Item** and select **New Product**. The New Product screen appears.

Tip: You can also create products and billing items “on the fly” when adding new charges, credits, or invoice line items.

2. In the **Item ID** field, enter a unique identification number 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.
6. On the Product tab, in the **Unit price decimals** field, enter the number of decimal places you want 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**. This checkbox is inactive until you enter a unit price.
8. In the **Quantity decimals** field, enter the number of decimal places you want to allow when defining the quantity of a product.

Tip: To quickly add units of measure, enter a new unit in the **Unit of Measure** field. **Accounts Receivable** asks if you want to add the new field entry. To quickly edit existing field entries, click the **Unit of Measure** link. The **Unit of Measure** table appears.

9. In the **Unit of Measure** field, select the unit of measure to use when measuring the product's quantity. You can add or edit units of measure on the Tables page of *Configuration*.
10. If the product is subject to sales tax, mark **Product is subject to sales tax**. In the sales tax field, select a sales tax billing item.
11. If clients can receive a terms discount for early payment of this product, mark **Product is eligible for terms discount**.
12. If clients are assessed finance and late charges for this item, mark **Product is subject to finance and late charges**.
13. If clients can receive a trade discount for this product, mark **Product is eligible for trade discount**.
14. In the **Service Provider** field, enter the name of the person who assisted the client.

Note: 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**.

15. In the **Comment** field, you can enter default comments for the product that will appear on statements.
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 GL Distribution tab. For detailed procedures about entering information on the GL Distribution tab, see "Managing Default Distributions" on page 174.

► Adding product pricing schedules

By adding pricing schedules, you can define the current unit price for each product, and any known price changes and the dates they take effect. For example, if a price will increase on January 1, you can create a pricing schedule that automatically changes the price after that date. You can define either a single price for all quantities, or multiple schedules based on the amount of products or items purchased.

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

The screenshot shows a software window titled "New Product". It has a menu bar with "File", "Edit", "View", "Billing Item", "Favorites", "Tools", and "Help". Below the menu bar is a toolbar with icons for "Save and Close", "Cancel", "Print", "Previous", "Next", "Find", and "Help". The main form area has fields for "Item ID:" (a dropdown menu), "Status:" (a dropdown menu set to "Active"), "Description:" (a text box), and "Dates:" (a dropdown menu set to "Item can be used on any date"). Below these fields are four tabs: "Product", "Pricing Schedule" (which is selected), "GL Distribution", "Attributes", and "Notes". The "Pricing Schedule" tab contains a sub-toolbar with "New Pricing Schedule", "Open", and "Delete..." buttons. Below the sub-toolbar is a table with three columns: "Effective Date", "Description", and "Unit Price". The table is currently empty.

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. To close the Add a Pricing Schedule screen and return to the product record, click **OK**.
7. To continue adding information for this product, select the GL Distributions tab. For detailed procedures about entering information on the GL Distribution tab, see “Managing Default Distributions” on page 174.

Adding 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.

Glossary: A per usage item is a billing item for which you charge a client based on the number of times the item is used.

After you add a per usage item in **Accounts Receivable**, you can edit or delete the record, as long as the per usage item is not in use by one or more line items. When you create a default per usage item distribution on the GL Distribution tab, it appears automatically on related charges, credits, and invoice line items.

► 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. On the Products and Billing Items page, click the down arrow beside **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 identification number 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 item can be used.
6. On the Item tab, in the **Unit price decimals** field, enter the number of decimal places you want 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 you want to allow when defining the quantity of an item.

Tip: To quickly add units of measure, enter a new unit in the **Unit of Measure** field. **Accounts Receivable** asks if you want to add the new field entry. To quickly edit existing field entries, click the **Unit of Measure** link. The **Unit of Measure** table appears.

9. In the **Default values** grid, in the **Unit of Measure** column, select the unit of measure to use when measuring the product’s quantity. You can add or edit units of measure on the Tables page of *Configuration*.
10. If the item is subject to sales tax, mark **Item is subject to sales tax**. In the sales tax field, select a sales tax billing item.
11. If clients can receive a terms discount for early payment of this item, mark **Item is eligible for terms discount**.
12. If clients are assessed finance and late charges for this item, mark **Item is subject to finance and late charges**.
13. If clients can receive a trade discount for this item, mark **Item is eligible for trade discount**.
14. In the **Service Provider** field, enter the name of the person who assisted the client.

Note: 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**.

15. In the **Comment** field, you can enter default comments for the item that will appear on statements.
16. To save the 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 “Managing Default Distributions” on page 174.

Adding Refund Items

Glossary: A refund is a type of credit that is generally disbursed by printing a check payable to the client, or by applying the refund to another active charge.

When you create a refund record, **Accounts Receivable** asks for an associated refund item. For example, if you are refunding part of a client’s payment because they paid more than they owed, you could create a refund item with the description “Refund of Overpayment”. On the refund record, you can define a default distribution and specify whether to allow the user to create a refund check.

► Adding a refund item

1. On the Products and Billing Items page, click the down arrow beside **New Flat Rate Item** and select **New Refund Item**. The New Refund Item screen appears.

2. In the **Item ID** field, enter a unique identification number 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 item can be used.
6. On the **Item** tab, to print a check to disburse the refund, mark **Automatically create a one-time check to be paid through Accounts Payable**.

7. In the **Pay from bank account** field, select an account from which to pay the refund.
8. In the **Comment** field, you can enter default comments for the item that will appear on statements.
9. To save the 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 “Managing Default Distributions” on page 174.

Adding Finance Charge Items

Glossary: A finance charge item is a billing item to charge clients for the costs of financing a debt.

If you charge clients fees for late payments or for the cost of financing a debt over a period of time, you can create finance charge items to track the charges. For example, suppose a client purchases one year of training from your organization but they are unable to pay the entire billing amount up front. With a finance charge items, you can allow the client to make monthly payments, and you can add the finance charge to cover your extra costs.

► Adding finance charges

Note: Finance charge items can be edited or deleted at any time. Just remember that deleted finance charge items cannot be recovered!

1. On the Products and Billing Items page, click the down arrow beside **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 identification number 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 item can be used.
6. On the Item tab, if you want the finance charge item to be subject to finance and late charges, mark **Item is subject to finance and late charges**.

7. In the **Comment** field, you can enter default comments for the item that will appear on statements.
8. To save the 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 “Managing Default Distributions” on page 174.

Adding Sales Tax Items

Glossary: A sales tax item is a billing item charged to clients for purchasing certain taxable items designated by state and/or local law.

If your organization must collect sales taxes on products you sell to others, you can create sales tax items and add them to the product record. Then, when you create a charge for the product or item, the sales taxes are calculated automatically and added to the charge.

► Adding a sales tax item

Note: Sales tax items can be edited or deleted at any time. Just remember that deleted sales tax items cannot be recovered!

1. On the Products and Billing Items page, click the down arrow beside **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 identification number 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 item can be used.
6. On the Item tab, in the **Sales Tax Entity** column of the distribution grid, select the entity for which you collect sales tax. For example, “Department of Revenue”.
7. In the **Percent** column, enter tax percentage rate.

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.

8. In the **CR Account Number** column, enter a default credit account number. When you enter a credit account number, the description appears automatically in the **CR Account Description** column.
9. If you defined a default Accounts Receivable Summary Account in *Configuration*, it appears automatically in the **DR Account Number** column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the **DR Account Description** column.
10. If you enter debit and credit 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*.
11. 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.
12. In the **Class** column, select a class for the distribution.
13. 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.
14. If you defined multiple entities in the sale tax distribution grid, to add taxes for the first tax entity when you calculate taxes for subsequent entities, mark **When calculating taxes for [] through the [] entities, include <first entity>**. In the entity fields, select the first and last entities to include in the compound tax calculation.
15. If you want the finance charge item to be subject to finance and late charges, mark **Item is subject to finance and late charges**.
16. In the **Comment** field, you can enter default comments for the item that will appear on statements.
17. 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 tab. For detailed procedures about entering information on the Attributes tab, see “Managing Attributes and Notes” on page 176.

Managing Default Distributions

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. On refund item, you cannot enter a debit account because that information defaults from the charge record.

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

► Distributing products and billing items

Tip: To use a default distribution from *Configuration*, click **Load Distribution**.

Distributing refund items is identical to distributing any other product or item, except that debit accounts are not required. Debit account information defaults automatically from the original charge record, and it does not appear on the refund item record.

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

Product 50 - Just Say No T-Shirt

File Edit View Billing Item Favorites Tools Help

Save and Close

Item ID: 50 Status: Active

Description: Just Say No T-Shirt

Dates: Item can be used on any date

Product Pricing Schedule **GL Distribution** Attributes Notes

Interfund: 01

CR Account Number	CR Account Des...	Percent	DR Account Number	DR Account Des...	Project ID
01-4900-02	Miscellaneous Inc...	100.000	01-1199-00	Accounts Receiva...	1007

Distribution... Load Distribution... Distribute Evenly Attributes... Delete All... Remaining: 0.000

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.

2. In the **CR Account Number** column, if you enter a default credit account, it appears automatically in charge, credit, and line item distributions. You can click **Load Distribution** to use a default account distribution from *Configuration*, or you can enter a distribution manually. When you enter a credit account number, the description appears automatically in the **CR Account Description** column.

If you select "Never" for the **Allow non-bank transactions to use cash accounts** business rule in **Accounts Payable Configuration**, you cannot use cash accounts for any non-bank transactions in **Accounts Payable**, **Accounts Receivable**, **Cash Receipts**, or **Payroll** because *Cash Management* settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

3. Enter the amount of the distribution in the **Amount** column or the percentage in the **Percent** column. To distribute amounts or percents equally among the selected accounts, click **Distribute Evenly**.

Note: If you enter a default distribution on the product or billing item record, it appears automatically on charges, credits, and line items.

4. If you defined a default accounts receivable summary account in *Configuration*, it appears automatically in the **DR Account Number** column. Otherwise, enter debit accounts for the distribution. When you enter a debit account number, the description appears automatically in the **DR Account Description** column.
5. If you enter debit and credit 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*.
6. 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.
7. In the **Class** column, select a class for the distribution.

8. 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.
9. To enter different transaction distributions for the debit and credit accounts in a distribution row, select the row and click **Distribution**. For a debit account, select **DR Distribution**. For a credit account, select **CR Distribution**. The Transaction Distribution screen appears.

You can also use this screen to split transaction distributions among multiple projects, classes, or transaction codes for a single debit or credit account. When you have finished entering information, click **OK** to return to the charge record GL Distribution tab.

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

10. To preview **General Ledger** debits and credits for the distribution, click **DR/CR Entries**.
11. To add attributes to the distribution, click **Attributes**. For more information about adding attributes, see “Managing Attributes and Notes” on page 176.
12. 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 “Managing Attributes and Notes” on page 176.

Managing Attributes and Notes

You can further define product and billing item records 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 product or item record.

Adding Attributes

Note: If you mark an attribute as required in *Configuration*, the attribute automatically appears on the item and you must select a description before saving.

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 specification— 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 revenue categories, you can track products and billing items by revenue.

For more information about attributes, including adding attribute types, see the *Configuration Guide for Accounts Receivable*.

► Adding an attribute to a product or billing item

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

1. On an open item record, select the Attributes tab.

Product 50 - Just Say No T-Shirt

File Edit View Billing Item Favorites Tools Help

Save and Close Print Copy Paste Undo Redo Help

Item ID: 50 Status: Active

Description: Just Say No T-Shirt

Dates: Item can be used on any date

Product Pricing Schedule GL Distribution **Attributes** Notes

Attribute type: <All Categories> Up Down

Attribute Type	Description	Short Description	Date	Required	Comments
				<input type="checkbox"/>	

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*.

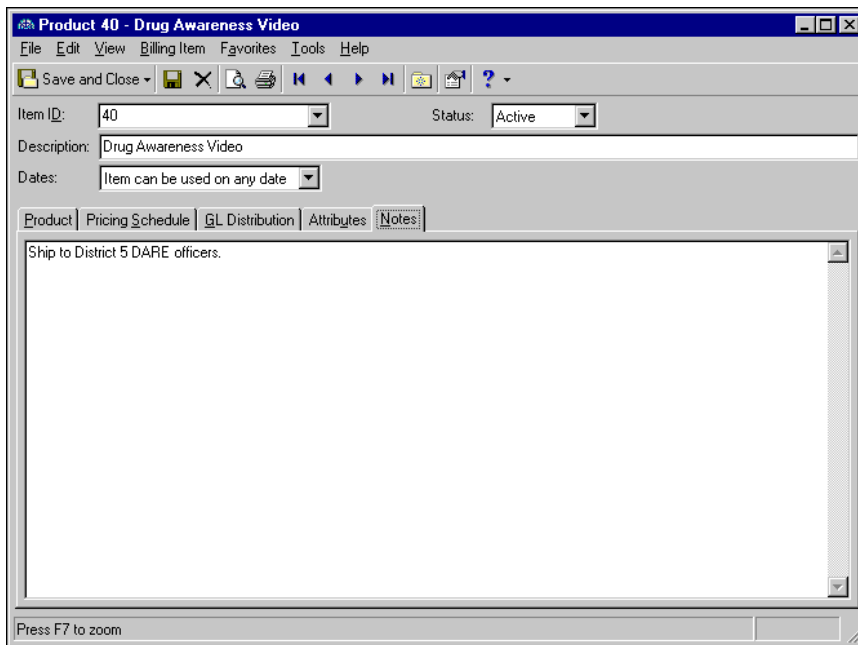
5. In the **Date** column, enter a date.
6. In the **Comments** column, enter additional information about the attribute.
7. To close the item record and return to the Products and Billing Items page, click **Save and Close**.

Adding Notes

The Notes tab of a product or billing item record is an open text field where you can enter additional information about the product or item. You can maintain data such as a product’s catalog number, the delivery date, or other important information.

► **Adding a note to a product or billing item**

1. On an open item record, select the Notes tab.



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

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

3. To close the item record and return to the Products and Billing Items page, click **Save and Close**.

Printing and Exporting Products and Billing Items

Before you can print or export products and billing items, you must create a parameter file specifying which records to include. This process is designed to prevent you from accidentally printing or exporting the entire list of records, but you can still print the entire list if you include all records in the parameter file. Regardless of whether you use a parameter file for printing or exporting records, the process is the same. You can save the parameter files you create and use them for future reports or exports, and you can use them to create queries.

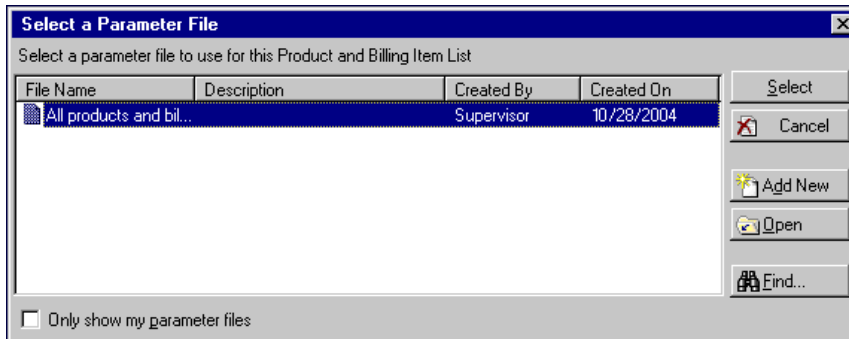
Glossary: A parameter file is a set of parameters that determine the results of reports, export files, and queries. You can save parameter files and reuse them in *Reports*, *Mail*, *Global Change*, *Visual Chart Organizer*, and other areas of **The Financial Edge**.

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 or create a parameter file to specify what records should appear in the results of the printed report or export. After you create a parameter file, you can save it and reuse it to print or export records later. 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 Web site. You can also use parameter files to create queries. For more information about product and billing item parameter files, see the Product and Billing Item Reports chapter of the *Reports Guide for Accounts Receivable*. For more information about exporting parameter files, see the *Export Guide*. For more information about queries, see the *Query Guide*.

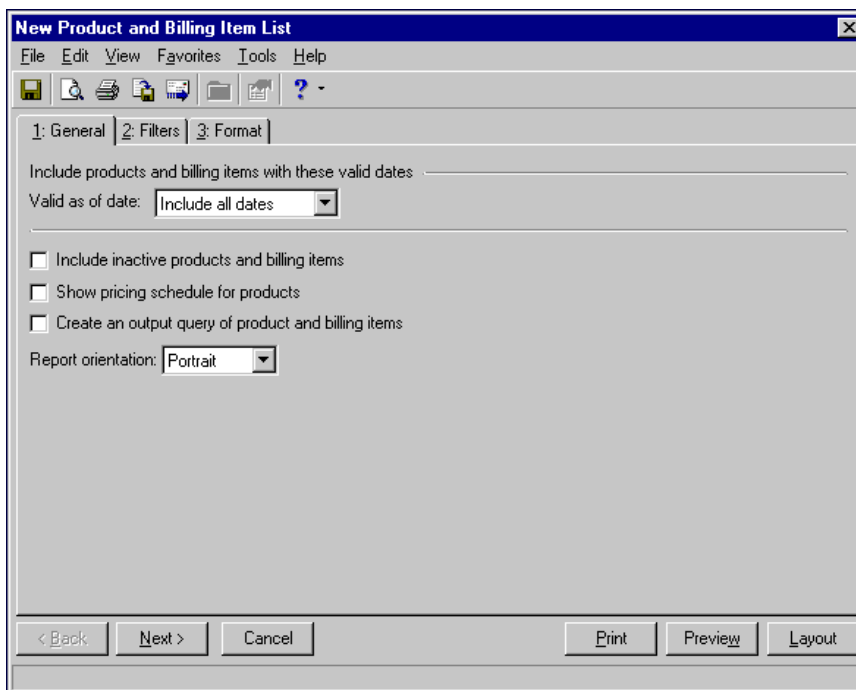
► **Creating a parameter file for printing or exporting products and billing items**

Tip: You can also create custom product and billing item reports in *Reports*.

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.



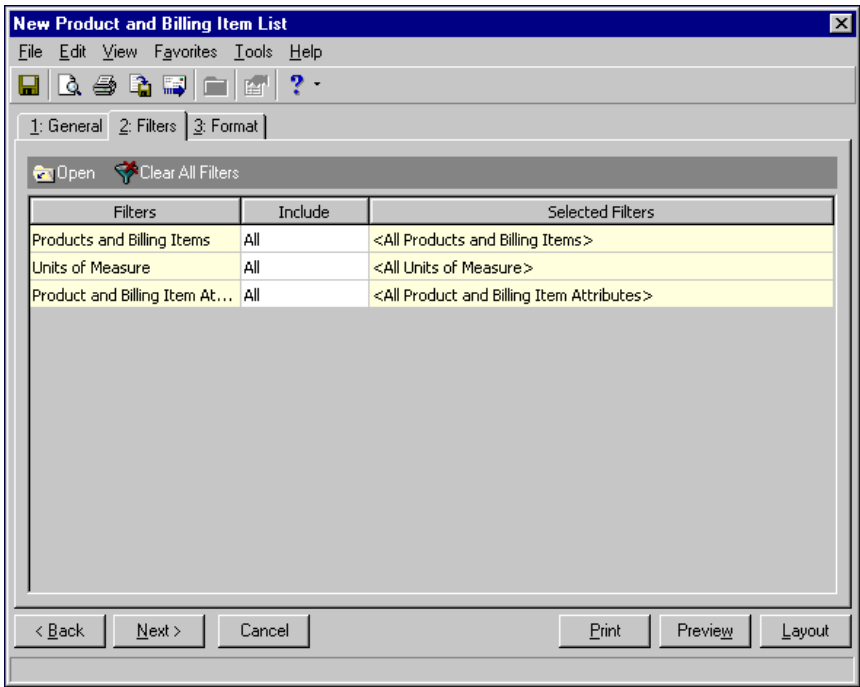
2. To create a new parameter file, click **Add New**. The New Product and Billing Item List screen appears.



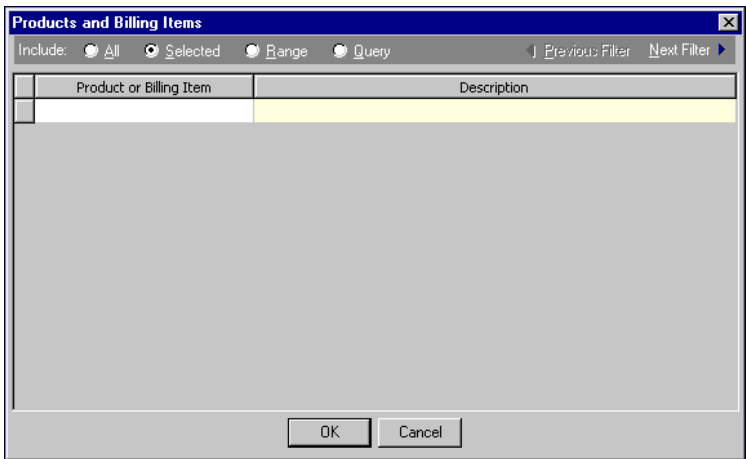
3. On the General tab, in the **Valid as of date** field, you can select a date range limiting records to a specific time frame. If you select <Specific date> or <Specific range>, in the date fields, select a date or date range for products and billing items to include in the report or export.
4. To 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. For procedures for entering information on the filters tab, see "Filtering print or export parameter files".

► **Filtering print or export parameter files**

1. On the New Product and Billing Item List screen, select the Filters tab.

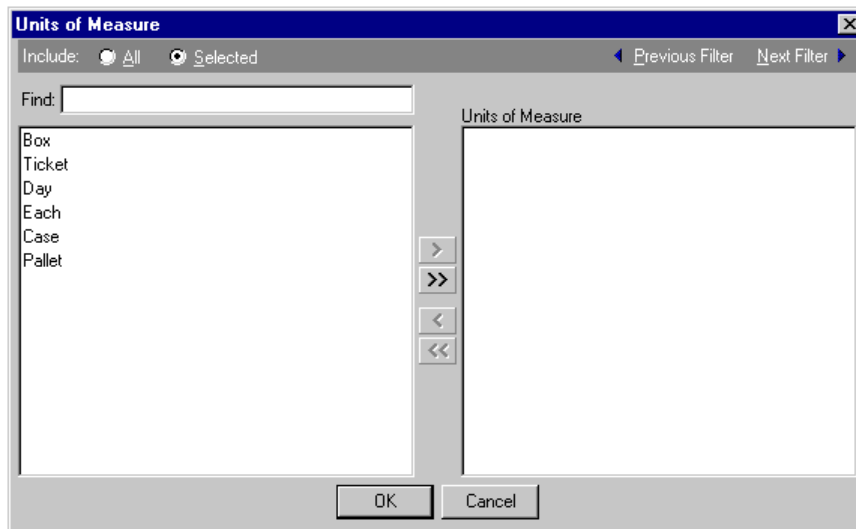


2. To filter the products and billing items by item ID, in the filters grid, select the **Products and Billing Items** row and click **Open**. The Products and Billing Items screen appears.

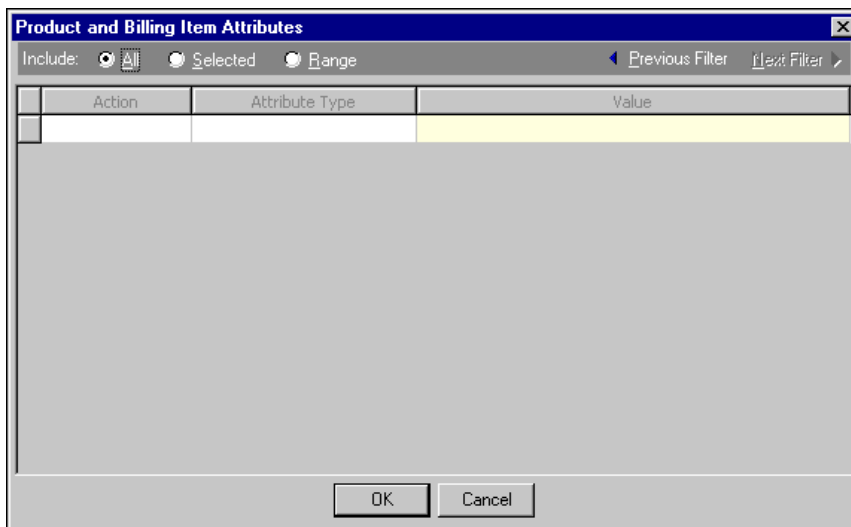


3. To include only selected records, mark **Selected**. In the grid, enter the ID number of products or billing items to include, or click the binoculars to locate items. When you enter an ID number, its description appears in the **Description** column. This column is for informational purposes and cannot be edited.
4. 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 automatically in the **Description** column.
5. 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.
6. To close the Product and Billing Items screen and return to the filters tab, click **OK**.

7. To filter 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.



8. 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.
9. To save your changes and return to the Filters tab, click **OK**.
10. 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.



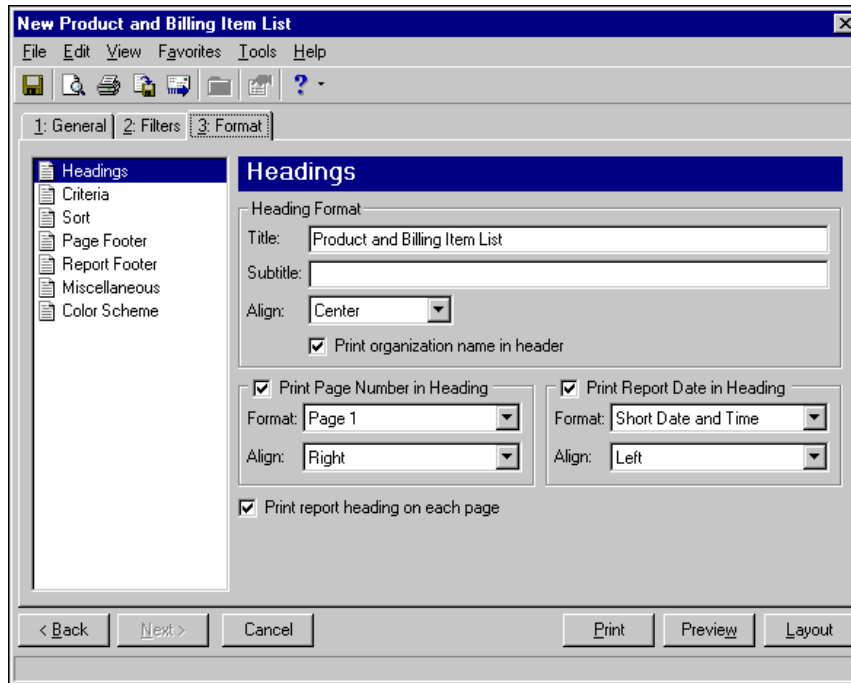
11. To include only selected records, mark **Selected**. In the grid, in the **Action** column, select whether to include or exclude records containing the attribute value. In the **Attribute Type** column, select an attribute. In the **Value** column, enter the attribute value you want to filter.
12. 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 to filter. 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.
13. To save your changes and return to the Filters tab, click **OK**.

14. When you are finished entering information on the Filters tab, click **Next** or select the Format tab. For procedures for entering information on the format tab, see “Formatting print or export parameter files”.

► **Formatting print or export parameter files**

On the Format tab, you specify how the report looks.

1. On the New Product and Billing Item List screen, select the Format tab.



2. To create custom report headings, in the box on the left, select **Headings**.
3. In the **Heading Format** frame, in the **Title** and **Subtitle** fields, enter the Report titles.
4. In the **Align** field, select a position for the titles. To include your organization's name in the header, mark **Print organization name in header**.
5. To include the page number or report date in the heading, mark the checkboxes. In the **Format** fields, select a format. In the **Align** fields, select an alignment for the page number or date.
6. To print the heading on every page of the report, mark **Print report heading on each page**.
7. To specify what information to print and a location, in the box on the left, select **Criteria**.
8. To print the criteria, mark **Print these criteria on** and select a location.
9. To exclude specific criteria, unmark the checkbox.
10. To sort the report information, in the box on the left, select **Sort**.
11. In the **Sort by** column of the grid, select your sort criteria.
12. In the **Order by** column, select an ascending or descending sort order.
13. To create a new page for each new sort criteria, mark **Page break on each new <criteria>**.
14. To create custom page footers, in the box on the left, select **Page Footer**.
15. In the **Page Footer Text** frame, in the **Text** field, enter the footer text you want to appear.
16. In the **Align** field, select a position for the footer.
17. To include the page number or report date in the footer, mark the checkboxes. In the **Format** fields, select a format. In the **Align** fields, select an alignment for the page number or date.

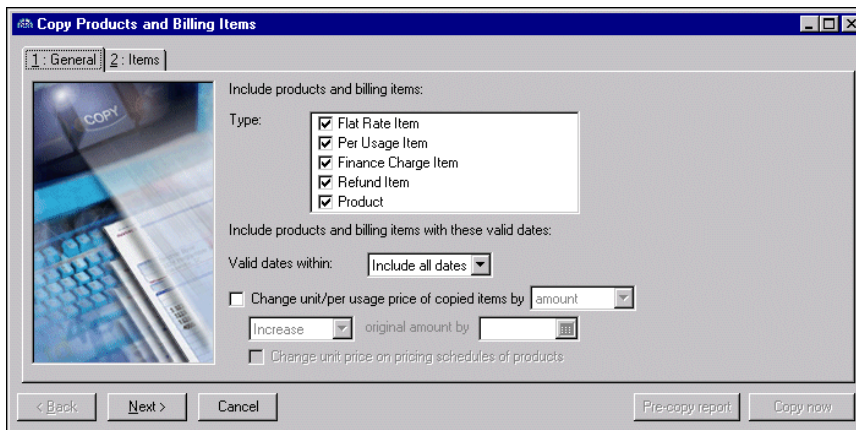
18. To create custom report footers, in the box on the left, select **Report Footer**.
19. In the **Report Footer Text** frame, in the **Text** field, enter the footer text you want to appear.
20. In the **Align** field, select a position for the footer.
21. To customize miscellaneous settings, in the box on the left, select **Miscellaneous**.
22. To create a custom color scheme, in the box on the left, select **Color Scheme**.
23. To print the list of records meeting your criteria, click **Print**.
24. To preview the list of records, click **Preview**.
25. To edit the print layout before printing, click **Layout**.

Copying Products and Billing Items

On the Products and Billing Items page, you can copy products and items and increase or decrease the amount by a specific dollar value, or by a percent. You can select specific records you want to copy, or you can copy all products and billing items. If you copy an item with pricing schedules, the last schedule is copied and changed if necessary to reflect your new prices. To copy products and billing items, from the menu bar, select **Tools, Copy Products/Billing Items**.

► Copying products and billing items

1. On the Products and Billing Items page, on the menu bar, select **Tools, Copy Products/Billing Items**. The Copy Products and Billing Items screen appears.



2. In the **Type** frame, select the product or billing item types to copy.
3. In the **Valid dates within** field, select a date or date range for products and billing items to copy. If you select <Specific range>, specify a start and end date. If the start date is blank, all activity prior to the end date is included. If the end date is blank, all activity after the start date is included.
4. To change the unit or per usage price of the copied items, mark **Change unit/per usage price of copied items by []**, and select "Amount" to change the dollar value, or "Percent" to change the value by a percentage.
Select to increase or decrease the amount or percentage, then enter the change value in the amount or percent field.
5. To change the price on copied product pricing schedules, mark **Change unit price on pricing schedules of products**.

6. Select the Items tab, or click **Next** to access the Items tab. Products and billing items that meet your specifications appear in the grid.

Copy Products and Billing Items

1: General 2: Items

Select All Deselect All Start date: [calendar icon] Apply End date: [calendar icon] Apply

Copy?	Item	Type	Old Start	Old End	New Start	New End	Old Amount	New Amount
-------	------	------	-----------	---------	-----------	---------	------------	------------

< Back Next > Cancel Pre-copy report Copy now

7. To copy all products and items, click **Select All**.
8. To deselect all items, click **Deselect All**.
9. To select only records after a certain date, in the Start date field, enter a start date and click **Apply**.
10. To select only records before a certain date, in the End date field, enter an end date and click **Apply**.
11. To view a report of the records that will be copied, click **Pre-copy report**.
12. To copy the products or billing items, click **Copy now**. A message appears, telling you the process is complete. The number of items that did not copy successfully appears in the **Exceptions** row of the grid.
13. To view a control report of the copied records, click **View Control Report**.
14. To close the message screen and return to the Products and Billing Items page, click **Close**.

Recurring Invoices



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

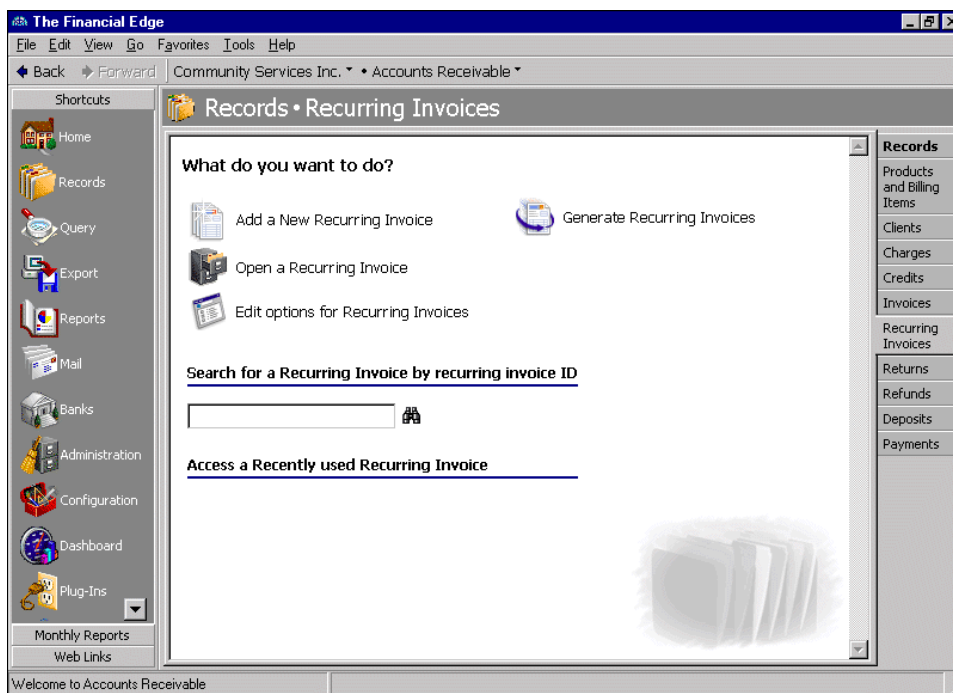
Recurring invoices are templates from which you create regular invoices quickly and easily according to a schedule. They are extremely handy for tracking recurring revenues such as monthly rental income, planned giving donations, and grant reimbursement requests. They also provide basic information such as the client's name, invoice amount, and payment method, so you do not have to enter the entire invoice from scratch. Recurring invoices, like **Accounts Receivable** invoices, are never posted or included in any balance calculation. When it is time to generate invoices, **Accounts Receivable** reminds you with a pop-up reminder or message on the **Accounts Receivable** Home page. To quickly access recurring invoice records, the **Add a New Recurring Invoice**, **Open a Recurring Invoice** or **Generate Recurring Invoices** links from anywhere in **The Financial Edge**, you can add them as links on the **Favorites** menu, the Home page, or the navigation bar. For more information about favorites, see the Program Basics chapter of the *Program Basics Guide*.

While a recurring invoice is simply a template that creates invoices on a schedule you set up, a regular invoice is a request for payment from a client for goods or services rendered. In **Accounts Receivable**, regular invoices are entered, edited, and deleted from the Invoices page of **Records**. For more information about invoices, see the Invoices chapter.

Accessing Recurring Invoice Records

Note: We can create custom invoices, checks, student bills, statements, purchase orders, tax forms, envelopes and other computer forms that are specifically designed for use with **The Financial Edge**. These forms are pre-printed in color with your organization's logo and contact information. For more information, visit: <http://forms.blackbaud.com> or send an e-mail to: forms@blackbaud.com.

Because records are such an important part of **Accounts Receivable**, we have placed all record types on the Records page so you can quickly access them. Think of **Records** as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open **Records**, you can directly access several record types, including recurring invoice records. To access recurring invoices, click **Records** on the navigation bar, then click **Recurring Invoices**. The Recurring Invoices page appears.



Consider the Recurring Invoices page the starting point for recurring invoice records. On this page, you can add a new recurring invoice record or open an existing recurring invoices. To edit recurring invoice options, click **Edit options for Recurring Invoices**.

To save time when searching for a specific recurring invoice record, you can use the **Search for a Recurring Invoice by recurring invoice ID** field. The Recurring Invoices page also lists recently accessed recurring invoices.

Finding and Opening Recurring Invoice Records

When you click **Open a Recurring Invoice** on the Recurring Invoices page, the Open screen for recurring invoices appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the recurring invoice you want to open. The search process is not case-sensitive, so you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File, Open**, or from the Recurring Invoices page, click **Open a Recurring Invoice**.

► Opening a recurring invoice from the Recurring Invoices page

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Recurring Invoices**. The Recurring Invoices page appears.
3. Click **Open a Recurring Invoice**. The Open screen for recurring invoices appears.

4. In the **Find Recurring Invoices that meet these criteria** frame, enter criteria you are using to search for the recurring invoice.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all recurring invoices meeting your criteria.
6. In the grid, select the recurring invoice to open.

7. Click **Open**. The recurring invoice record appears.

8. To save the recurring invoice record and return to the Recurring Invoices page, click **Save and Close**.

Adding Recurring Invoice Records

On the Recurring Invoice tab, you enter basic information about the recurring invoice, such as the posting date and status, client name, and the recurring invoice amount. You can add recurring invoices from the Recurring Invoices page of *Records*, the Open screen for recurring invoices, or by selecting **File, New** from a recurring invoice record.

Note: In *Accounts Receivable*, regular invoices are managed on the Invoices page of *Records*. See the Invoices chapter for detailed instructions.

If you enter common values repeatedly for multiple recurring invoices, you can add default information on the client record, or you can create a default set with these values to save time during data entry. Client default information appears automatically on the recurring invoice, but the values are defaults only so you can still change any field on a record. To select an existing default set or create a new default set for the record type, from the menu bar of the record, select **Transaction, Load Defaults from**. For more information about default sets, see the Program Basics chapter in the *Program Basics Guide*.

► Adding a recurring invoice

1. On the navigation bar, click **Records**. The Records page appears.
2. Click **Recurring Invoices**. The Recurring Invoices page appears.

Tip: If you enter common values repeatedly for multiple recurring invoices, you can create a default set with these values to save time during data entry. On the menu bar, select **Transaction, Load Defaults from**. The values are only defaults and you can still change any field on a record. For more information about using default sets, see the *Program Basics Guide*.

- Click **Add a New Recurring Invoice**. The New Recurring Invoice screen appears.

Note: In the **Invoice for** grid, you can edit only the leftmost column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left.

- In the **Invoice for** grid, enter a client name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
- If this recurring invoice is on hold, mark **On Hold**.
- To apply a discount for early payments, in the **Terms** field, enter the payment terms.
- In the **Terms Discount** field, enter the percentage of the discount.

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

- If the discount is subject to finance charges and late fees, mark **Subject to finance and late charges**.
- In the **Discount Expires** field, enter the number of days from the invoice date until the discount expires.
- To set a number of days from the invoice date until payment is due, mark **Due in [] days** and enter the number of days until the payment is due. To set a specific due date, mark **Due on [] day of [] month** and enter the date information.
- In the **Client PO** field, enter the client's purchase order number.
- In the **Ship via** field, select a delivery method.
- In the **Ordered by** field, enter the name of the person that placed the order.
- In the **Freight on board** field, enter the point at which the client assumes ownership of the order.
- In the **Ordered on** field, enter the date the client placed the order.

Note: If you marked the "Our organization does not collect sales tax" business rule in *Configuration*, the **Sales tax** field is not active. For more information about sales tax items, see the Products and Billing Items chapter.

16. If you offer this client a trade discount, in the **Trade discount %** field, enter the percentage of the discount.
17. In the **Sales tax** field, enter a sales tax item.
18. In the **Service provider** field, enter the name of the person who assisted the client.
19. In the **Bill to** field, enter the client's billing address or click the magnifying glass to open the billing address.
20. In the **Ship to** field, enter the client's shipping address or click the magnifying glass to open the shipping address.
21. In the **Print on Statement** field, enter comments you want to appear on the statement.
22. In the **Print on Invoice** field, enter a comments you want to appear on the invoice.
23. To save the invoice and return to the Invoices page, click **Save and Close**.

Managing Recurring Invoice Line Items and Comments

Note: In *Configuration*, you can set a business rule preventing users from adding recurring invoices and invoice line items if the client record is marked "Inactive" or "On hold".

In **Accounts Receivable**, you cannot post invoices or recurring invoices, but you can post invoice line items. Invoice line items are individual charges added to a client's record so you can maintain an accurate accounting of purchases and bill accordingly. The charge records you create when you add an invoice line item can be posted later. For more information about charge records, see the Charges chapter. The status bar at the bottom of the Line Items tab is for informational purposes, and displays the invoice subtotal, sales tax, applied discounts, and total. You can also add comments about the line item on the Line Items page.

► Adding a line item

1. On an open recurring invoice record, click **New Line Item**. The Edit Line Item for Recurring Invoice screen appears.

Edit Line Item for Recurring Invoice 20 for Department of Social Services

File Edit View Transaction Favorites Tools Help

Save and Close

Line Item GL Distribution Payments/Credits Notes

Line Item ID: Invoice 20 Line item 2

Line item for:

Client Name	Client ID	SSN / CFDA #
Department of Social Services	10	

Transaction date: 02/27/2004 Due date: 02/26/2004

Post status/date: Not yet posted 02/27/2004

Category:

Product/Description:

Unit of Measure	Quantity	Unit Price	Extended Amount

Edit Sales Tax:

Comment:

Service provider: Dates of service from: to:

☐ Offer potential terms discount of

☒ Include transaction in finance charge calculations

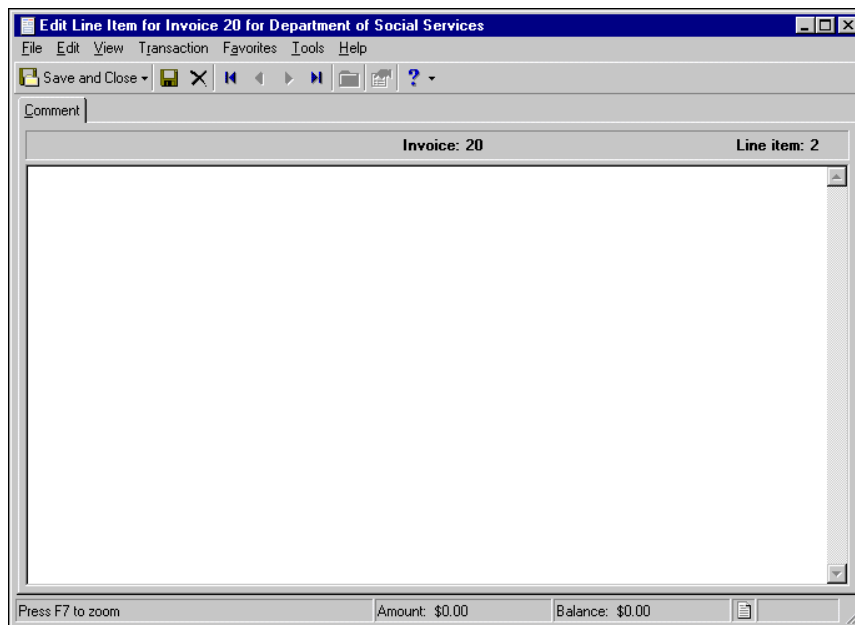
Press F3 for today's date, F7 for calendar Amount: \$0.00 Balance: \$0.00

Tip: At the bottom of each tab, in the **Amount** and **Balance** displays, you can quickly view the total invoice amount and remaining balance. To view a summary of the client's account balance and available credit, click the page icon beside **Balance**.

2. On the Edit Line Item for Recurring Invoice screen, enter information about the charge. For more information about charges, see the Charges chapter.
3. After you enter the line item information, to close the Edit Line Item for Recurring Invoice screen and return to the invoice record, click **Save and Close**.
4. To save the recurring invoice record and return to the Recurring Invoices page, click **Save and Close**.

► Adding a comment

1. On an open recurring invoice record, click the down arrow beside **New Line Item** and select **New Comment**. The Edit Line Item for Invoice Comment screen appears.



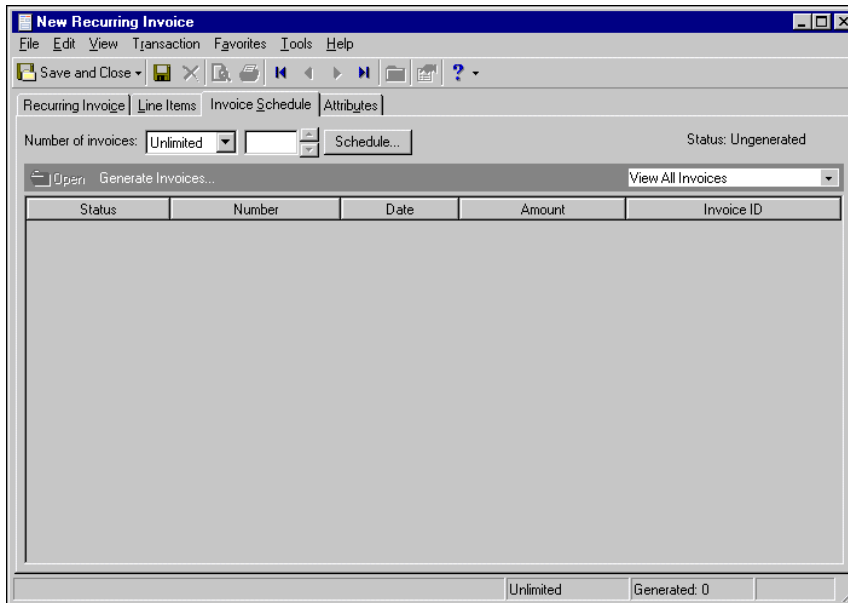
2. In the comment field, enter additional information about the recurring invoice.
3. To close the Edit Line Item for Invoice Comment screen and return to the recurring invoice record, click **Save and Close**.
4. To save the recurring invoice record and return to the Recurring Invoices page, click **Save and Close**.

Managing Invoice Schedules

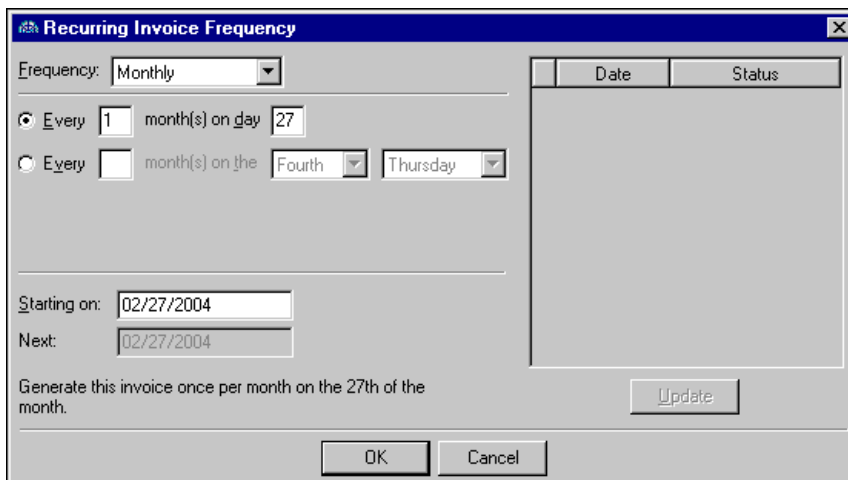
Recurring invoices generate invoices based on a schedule you determine. It is a simple process — you designate when and how often to generate invoices, and **Accounts Receivable** reminds you when it is time to generate them. Recurring invoice business rules determine when and how the reminders appear.

► **Adding a scheduled invoice**

1. On an open recurring invoice, select the Invoice Schedule tab.



2. In the **Number of Invoices** field, select an unlimited or fixed amount of invoices to generate. If you select "Fixed", enter the number of invoices you want to generate.
3. Click **Schedule**. The Recurring Invoices Frequency screen appears.



Note: You cannot use the "Irregular" frequency if you selected to create an unlimited number of invoices.

4. In the **Frequency** field, select "Annually", "Monthly", "Semi-monthly", "Weekly", or "Irregular" as the frequency of the invoices. With the semi-monthly option, you can schedule two invoices per month. An irregular invoice schedule generates invoices for any dates and amounts you enter in the payment grid.
5. If you select "Annually" in the **Frequency** field, enter the date on which to produce the recurring invoice. If you select "Monthly" in the **Frequency** field, you can mark one of two options:
 - **Every [] month(s) on day []**. Enter the monthly schedule and the date for the invoice. For example, you can schedule an invoice every two months on the 16th.
 - **Every [] month(s) on the []**. Enter the monthly schedule and the day of the month for the invoice. For example, you can schedule an invoice every two months on last Friday of the month.

If you select “Semi-monthly” in the **Frequency** field, enter the monthly schedule and the days or dates for the invoices in the **Every [] month(s) on the [] and the []** field. For example, you can schedule an invoice every two months on the first and 15th days of the month.

If you select “Weekly” in the **Frequency** field, enter the weekly schedule and the day of the week for the invoice in the **Every [] week(s) on []** field. For example, you can schedule an invoice every two weeks on Thursday.

If you select “Irregular” in the **Frequency** field, in the **Date** column of the grid, enter the invoice date or dates. In the **Amount** column, enter the amounts of the invoices.

6. In the **Starting on** field, enter the date of the first invoice.
7. The **Next** field automatically displays the next scheduled invoice.
8. To update the grid after you make changes, click **Update**.
9. When you finish entering invoice schedule information, click **OK** to return to the Invoice Schedule tab.
10. To save the recurring invoice and return to the Recurring Invoices page, click **Save and Close**.

Managing Recurring Invoice Attributes and Notes

Note: If you mark an attribute as required in *Configuration*, the attribute automatically appears on the recurring invoice and you must select a description before saving.

You can further define a recurring invoice record by adding information to the Attributes/Notes tab. 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 specification— a useful feature for sorting or filtering invoices for reports. You can also define the type of data stored for each invoice.

With notes, you can easily maintain helpful pieces of information about the recurring invoice record. For example, you can record special information about the recurring invoice, payer, or delivery instructions. The note text box accepts up to 1000 characters of free-form text.

For more information about attributes, including adding attribute types, see the *Configuration Guide for Accounts Receivable*.

This section contains a procedure for applying recurring invoice attributes.

► Adding an attribute to a recurring invoice

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

1. On an open recurring invoice record, select the Attributes/Notes tab.

The screenshot shows the 'New Recurring Invoice' window with the 'Attributes/Notes' tab selected. The window has a menu bar (File, Edit, View, Transaction, Favorites, Tools, Help) and a toolbar with icons for Save and Close, Print, and navigation. Below the toolbar, there are tabs for 'Recurring Invoice', 'Line Items', 'Invoice Schedule', and 'Attributes'. The 'Attributes' tab is active, showing a table with columns: Attribute Type, Description, Short Description, Date, Required, and Comments. The 'Attribute type' dropdown is set to '<All Categories>'. Below the table is a 'Notes' section with a large text area. At the bottom of the window, there are status indicators: 'Unlimited' and 'Generated: 0'.

Attribute Type	Description	Short Description	Date	Required	Comments
				<input type="checkbox"/>	

Notes:

Unlimited Generated: 0

2. In the **Attribute type** field, enter a specific attribute type or "All Categories".
3. In the **Attribute type** column, enter an attribute. Attribute types are established in *Configuration*.
4. In the **Description** column, enter a description of the attribute.
5. In the **Date** column, enter a date.
6. In the **Comments** column, enter comments.
7. When you exit the Attributes/Notes tab, your changes are saved automatically.

► **Adding a note to a recurring invoice**

1. On an open recurring invoice record, select the Attributes/Notes tab.
2. In the **Notes** field, enter additional information about the recurring invoice.
3. When you exit the Attributes/Notes tab, your changes are saved automatically.

Generating Invoices

When it is time to generate a scheduled invoice, **Accounts Receivable** reminds you by displaying either a pop-up message or the Generate Invoices screen on the Home page, depending on your business rules. You can also generate invoices on your own schedule by opening the Generate Invoices screen from the Invoice Schedule tab of a recurring invoice.

► **Generating invoices from a recurring invoice record**

1. On an open recurring invoice record, select the Invoice Schedule tab.

2. Click **Generate Invoices**. The Generate Invoices screen appears.

Generate Invoices for Department of Health and Human Services

Invoice total: \$20.00
 Scheduled: 12
 Generated: 0

Generate invoices through: 02/27/2004
 Post status: Not yet posted
 Post date: Invoice date
☐ View control report before creating invoices

OK Cancel

3. In the generate field, select “Generate invoices through”, “Generate specific number of invoices”, or “Generate all invoices”. If you select “Generate invoices through”, enter the last invoice date to generate. If you select “Generate specific number of invoices”, enter the number of invoices to generate. If you select “Unlimited” in the **Number of invoices** field of the Invoice Schedule tab, you cannot select “Generate all invoices”.
4. In the **Post Status** field, select a post status.
5. In the **Post Date** field, select “Invoice date”, “Due date”, or “Specific date”. If you select “Specific date”, enter a post date.
6. To view a report before generating the invoices, mark **View control report before creating invoices**.
7. Click **OK**. If you marked **View control report before creating invoices**, the control report appears. Review and close the control report.
8. The Generate Recurring Invoices screen appears, displaying all invoices meeting your criteria.

Generate Recurring Invoices

These invoices match the criteria you specified:

Number	Recurring Invoice ID	Client	Date Due	Amount
1	1	Department of Health an...	12/23/2002	\$20.00
2	1	Department of Health an...	01/23/2003	\$20.00
3	1	Department of Health an...	02/23/2003	\$20.00
4	1	Department of Health an...	03/23/2003	\$20.00
5	1	Department of Health an...	04/23/2003	\$20.00
6	1	Department of Health an...	05/23/2003	\$20.00
7	1	Department of Health an...	06/23/2003	\$20.00
8	1	Department of Health an...	07/23/2003	\$20.00
9	1	Department of Health an...	08/23/2003	\$20.00
10	1	Department of Health an...	09/23/2003	\$20.00
11	1	Department of Health an...	10/23/2003	\$20.00
12	1	Department of Health an...	11/23/2003	\$20.00

Generate Now Cancel

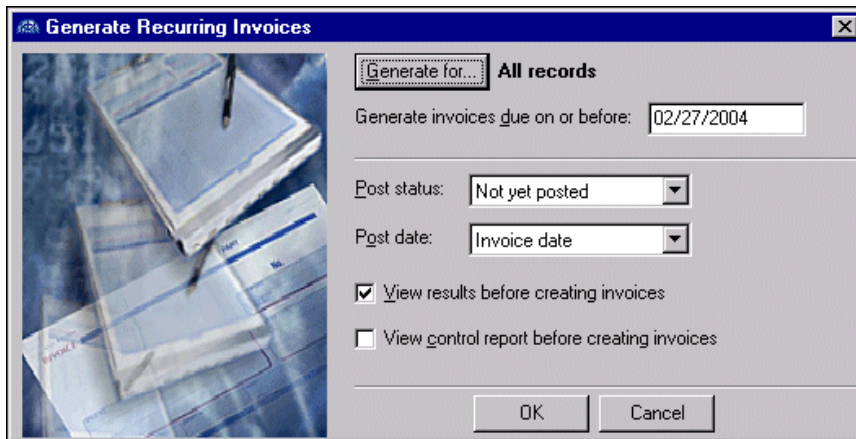
Invoices found: 12

9. To generate the invoices, click **Generate Now**.
10. If all invoices do not generate, a control report appears listing the reasons the invoices did not generate. If all invoices successfully generate, you receive a confirmation message. To close the control report and return to the Invoice Schedule tab, click **OK**.
11. To view a generated invoice from the Invoice Schedule tab, select the invoice and click **Open**.

12. To close the invoice record and return to the Invoice Schedule tab of the recurring invoice record, click **Save and Close**.

► **Generating invoices from the Recurring Invoices page of Records**

1. On the navigation bar, click **Records**.
2. Click **Recurring Invoices**. The Recurring Invoices page appears.
3. Click **Generate Recurring Invoices**. The Generate Recurring Invoices screen appears.



4. Click **Generate for** and select to create invoices for all recurring invoice records, selected records, or selected records using a query. If you choose "Selected recurring invoices using query", you must select a query of records.
5. In the **Generate invoices due on or before** field, enter the last invoice date to include.
6. In the **Post Status** field, select a post status.
7. In the **Post Date** field, select "Invoice date", "Due date", or "Specific date". If you select "Specific date", enter a post date.
8. To display all invoices meeting your criteria before creating invoices, mark **View results before creating invoices**.
9. To view a report before generating the invoices, mark **View control report before creating invoices**.
10. To begin generating the invoices, click **OK**.
11. If you marked **View control report before creating invoices**, the control report appears.

12. If you marked **View results before creating invoices**, the Generate Recurring Invoices screen appears, listing all invoices matching your specified criteria.

These invoices match the criteria you specified:

Generat...	Recurring Invoice ID	Client	Total Invoices	Total Amount
<input checked="" type="checkbox"/>	1	Department of Health and Hum...	3	\$60.00
<input checked="" type="checkbox"/>	3	Mrs. Martha Masters	2	\$100.00
<input checked="" type="checkbox"/>	2	Sam McMillan	3	\$150.00
<input checked="" type="checkbox"/>	5	YMCA	2	\$800.00

Select All Deselect All Find Generate Now Cancel

Recurring invoices found: 4 Recurring invoices selected: 4 Invoices to generate: 10

13. To include invoices, mark the checkboxes in the **Generate?** column.
14. To generate the selected invoices, click **Generate Now**.
15. If all invoices do not generate, a control report appears listing reasons the invoices did not generate. If all invoices successfully generate, you receive a confirmation message. To return to the Recurring Invoices page, click **OK**.

Refunds



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Glossary: A refund is a type of credit that is generally disbursed by printing a check payable to the client, or by applying the refund to another active charge.

A refund is a type of credit that is generally disbursed by printing a check payable to the client, or by applying the refund to another active charge. If, for example, a client ordered an item that is no longer available, you can subtract any current charges and print a check to refund the remaining balance.

When you create a refund, you can create only one check for the full amount. The refund check can be payable to only a single payee.

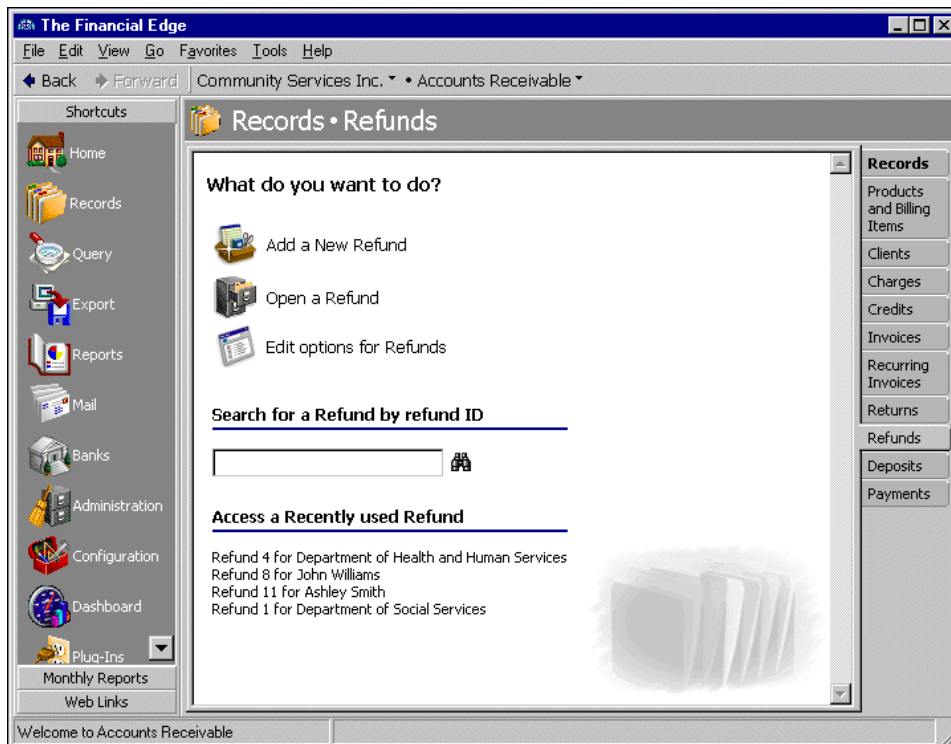
Note: You cannot print refund checks until you define an accounts payable cash account in *Banks*. For more information about defining cash accounts, see the *Banks Guide*.

You can create refund records from the Refunds page of *Records*, or to save time, from client, payment, or credit records.

Accessing Refund Records

Note: Visit our Web site at www.blackbaud.com for the latest documentation and information.

Because records are such an important part of **Accounts Receivable**, we have placed all record types on the Records page so you can quickly access them. Think of *Records* as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open *Records*, you can directly access several record types, including refund records. To access a new refund record, from the navigation bar, click **Records**, then click **Refunds**. The Refunds page appears.



Tip: To save time when searching for a specific product, you can use the **Search for a Product by product ID** field.

Consider the Refunds page the starting point for refund records. On this page, you can add a new refund record or open an existing one. You can also edit refund options by clicking **Edit options for Refunds**. This link accesses the Options screen for records.

To save time when searching for a specific refund record, you can use the **Search for a Refund by refund ID** field. The Refunds page also lists recently accessed refund records. Procedures for accessing records from the Records page are discussed thoroughly in the *Program Basics Guide*, but this chapter gets you started by showing you how to add a new record and open an existing record from the Refunds page.

Finding and Opening Refund Records

When you click Open a refund on the Refunds page, the Open screen for refunds appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the refund you want to open. The search process is not case-sensitive, so to locate a refund by the client name, you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters.

To access the Open screen, select **File, Open**, or on the Refunds page, click **Open a Refund**.

► Opening a refund record from the Refunds page

1. On the navigation bar, click Records. The Records page appears.
2. Click Payments. The Payments page appears.
3. Click **Open a Refund**. The Open screen for Refunds appears.

Note: We recommend that you search by only one or two of the most helpful criteria types because results appearing in the grid must match all criteria you enter. Adding too many criteria in the filter fields can actually prevent you from finding a record.

4. In the **Find Refunds that meet these criteria** frame, enter criteria you are using to search for the refund.
5. After you enter search criteria, click **Find Now**. The program searches the database and displays all refunds meeting your search criteria.

6. In the grid, select the refund to open.

The 'Open' dialog box displays a grid of refund records. The selected record is:

Client Name	Refund Amount	Refund ID	Refund Date	Item/Product
Department of Social ...	\$10.00	1	01/24/2004	9
Museum of Natural Hi...	\$4.50	2	01/24/2004	9
Department of Social ...	\$32.00	3	01/24/2004	9
Department of Health...	\$7.00	4	01/24/2004	9
Mrs. Martha Masters	\$10.00	5	01/24/2004	9
Ashley Smith	\$9.99	6	02/07/2004	9

Find Refunds that meet these criteria: ☐ Include deleted records ☐ Exact match only

Record type: Item/Product:
 Client name: Post status:
 Transaction date: Post date:
 Amount: Last modified by:
 Refund ID: Last modified on: any time
 Check Status:

Buttons: Hide Filters, Clear Filters, Previous Filters, Filters are applied, Find Now, Open, Cancel

14 records found.

7. Click **Open**. The refund record appears.

The 'Refund 4 for Department of Health and Human Services' form displays the following information:

Refund ID 4

Refund for:

Client Name	Client ID	SSN / CFDA #
Department of Health and Human Services	09	

Transaction date: 01/24/2004
 Post status/date: Not yet posted 01/24/2004 ☐ Hide this transaction on printed statements

Item/Description: 9 Refund of Overpayment
 Amount: \$7.00
 Comment:

Create Refund Check

Press F3 for today's date, F7 for calendar | Amount: \$7.00 | Balance: \$0.00

8. To save the refund record and return to the Refunds page, click **Save and Close**.

Adding Refund Records

A refund record consists of a series of tabs designed to break information into manageable chunks so you can easily view only the data you need at a particular time. Although refund information is entered on separate tabs, **Accounts Receivable** consolidates the information into a single record and uses data from all refund tabs when processing refunds.

If you enter common values repeatedly for multiple refund records, you can create a default set with these values to save time during data entry. The values are defaults only and you can still change any field on a record. From the menu bar of the record, select **Transaction, Load Defaults from** to select an existing default set or create a new default set for the record type. To manage default sets for all record types in the program, select **Tools, Organize/Create Defaults**. For more information about default sets, see the *Program Basics Guide*.

We recommend that, in *Configuration*, you specify duplicate search criteria and set the business rule to check for duplicate refunds automatically. For more information about business rules, see the *Configuration Guide for Accounts Receivable*. To search for a duplicate record from an existing record, from the menu bar, select **Transaction, Duplicate Search**.

► Adding refund information from the Refunds page

Tip: If you enter common values repeatedly for multiple refunds, you can create a default set with these values to save time during data entry. On the menu bar, select **Transaction, Load Defaults from**.

1. On the Records page, click Refunds. The Refunds page appears.
2. Click **New Refund**. The New Refund screen appears.

3. The **Item ID** field is for informational purposes and displays the default identification number for the refund.
4. In the **Refund for** grid, enter a client name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
5. In the **Transaction date** field, enter the effective date of the refund.
6. In the **Post status/date** field, select the current post status of the refund. If you select "Not yet posted", enter a post date.
7. If you want to exclude this transaction from printed statements, mark **Hide this transaction on printed statements**.
8. In the **Item/Description** field, select a refund item or use the binoculars to locate a refund item. When you enter a refund item, the description appears automatically. Refund items are added on the Products and Billing Items page. For more information about refund items, see the Products and Billing Items chapter.
9. In the **Amount** field, enter the amount of the refund.
10. In the **Comment** field, you can enter additional information about the refund.

11. To create a refund check, click **Create Refund Check**. The Create Refund Check screen appears. If you do not have security rights to create a check in **Accounts Receivable**, this button is disabled. If a refund check already exists, a **View Check** button appears. Click this button to view the One-Time Check page. For more information about printing refund checks, see “Printing Refund Checks” on page 214.
12. To save the refund record and return to the Refunds page, click **Save and Close**. To continue adding refund information, click the GL Distribution tab. For more information about adding distributions, see “Adding Refund Distributions” on page 207.

► **Adding refund information from a payment record**

1. On an open payment record, on the menu bar, select **Payment, Reverse this Payment as a Refund**. The New Refund screen appears.

2. The **Item ID** field is for informational purposes and displays the default identification number for the refund.
3. In the **Refund for** grid, enter a client name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
4. In the **Transaction date** field, enter the effective date of the refund.
5. In the **Post status/date** field, select the current post status of the refund. If you select “Not yet posted”, enter a post date.
6. If you want to exclude this transaction from printed statements, mark **Hide this transaction on printed statements**.
7. In the **Item/Description** field, select a refund item or use the binoculars to locate a refund item. When you enter a refund item, the description appears automatically. Refund items are added on the Products and Billing Items page. For more information about refund items, see the Products and Billing Items chapter.
8. In the **Amount** field, enter the amount of the refund.
9. In the **Comment** field, you can enter additional information about the refund.
10. To create a refund check, click **Create Refund Check**. The Create Refund Check screen appears. If you do not have security rights to create a check in **Accounts Receivable**, this button is disabled. If a refund check already exists, a **View Check** button appears. Click this button to view the One-Time Check page. For more information about printing refund checks, see “Printing Refund Checks” on page 214.

11. To save the refund record and return to the Records page, click **Save and Close**. To continue adding refund information, click the GL Distribution tab. For more information about adding distributions, see “Adding Refund Distributions” on page 207.

► **Adding refund information from a client record**

1. On an open client record, on the Activity tab, click the down arrow beside **New Invoice** and select **New Refund**. The New refund screen appears.

2. The **Item ID** field is for informational purposes and displays the default identification number for the refund.
3. In the **Refund for** grid, enter a client name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
4. In the **Transaction date** field, enter the effective date of the refund.
5. In the **Post status/date** field, select the current post status of the refund. If you select “Not yet posted”, enter a post date.
6. If you want to exclude this transaction from printed statements, mark **Hide this transaction on printed statements**.
7. In the **Item/Description** field, select a refund item or use the binoculars to locate a refund item. When you enter a refund item, the description appears automatically. Refund items are added on the Products and Billing Items page. For more information about refund items, see the Products and Billing Items chapter.
8. In the **Amount** field, enter the amount of the refund.
9. In the **Comment** field, you can enter additional information about the refund.
10. To create a refund check, click **Create Refund Check**. The Create Refund Check screen appears. If you do not have security rights to create a check in **Accounts Receivable**, this button is disabled. If a refund check already exists, a **View Check** button appears. Click this button to view the One-Time Check page. For more information about printing refund checks, see “Printing Refund Checks” on page 214.
11. To save the refund record and return to the Records page, click **Save and Close**. To continue adding refund information, select the GL Distribution tab. For more information about adding distributions, see “Adding Refund Distributions” on page 207.

► **Adding refund information from a credit record**

Note: You cannot print refund checks until you define an accounts payable cash account in *Banks*. For more information about defining cash accounts, see the *Banks Guide*.

1. On a posted credit record, from the menu bar, select **Transaction, Reverse this Credit as a Refund**. The New Refund screen appears.

2. The **Item ID** field is for informational purposes and displays the default identification number for the refund.
3. In the **Refund for** grid, enter a client name, identification number, or Social Security or Catalog of Federal Domestic Assistance number. You can enter data only in the left column. To move a column to the left, drag the column heading to the left until a red insertion mark appears in front of the left column. When you release your mouse button, the moved column appears on the left side of the grid.
4. In the **Transaction date** field, enter the effective date of the refund.
5. In the **Post status/date** field, select the current post status of the refund. If you select "Not yet posted", enter a post date.
6. If you want to exclude this transaction from printed statements, mark **Hide this transaction on printed statements**.
7. In the **Item/Description** field, select a refund item or use the binoculars to locate a refund item. When you enter a refund item, the description appears automatically. Refund items are added on the Products and Billing Items page. For more information about refund items, see the Products and Billing Items chapter.
8. In the **Amount** field, enter the amount of the refund.
9. In the **Comment** field, you can enter additional information about the refund.
10. To create a refund check, click **Create Refund Check**. The Create Refund Check screen appears. If you do not have security rights to create a check in **Accounts Receivable**, this button is disabled. If a refund check already exists, a **View Check** button appears. Click this button to view the One-Time Check page. For more information about printing refund checks, see "Printing Refund Checks" on page 214.
11. To save the refund record and return to the credit record, click **Save and Close**. To continue adding refund information, select the GL Distribution tab. For more information about adding distributions, see "Adding Refund Distributions" on page 207.

Adding Refund Distributions

Refund distributions contain account distribution information such as credit and debit accounts, amounts to distribute, and whether to classify distributions using projects, classes, or transaction codes. On refund records, credit accounts appear by default from the refund item record, and debit accounts default from the accounts receivable summary account from *Configuration* or the client record. You can change the default distributions if necessary.

► Distributing a refund

Note: Default credit and debit accounts appear on refund records. The credit account defaults from the refund item record, and the debit account defaults from the accounts receivable summary account from *Configuration* or the client record.

1. On an open refund 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*.

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

4. To preview **General Ledger** debits and credits for the refund, 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.

If you select “Never” for the **Allow non-bank transactions to use cash accounts** business rule in **Accounts Payable Configuration**, you cannot use cash accounts for any non-bank transactions in **Accounts Payable**, **Accounts Receivable**, **Cash Receipts**, or **Payroll** because *Cash Management* settings are shared by these programs. If you attempt to, a message appears telling you to choose a different account.

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 AR 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.
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”.

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

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 refund and return to the Refunds page, click **Save and Close**.

Managing Refund Payments and Credits

On the Payments/Credits tab, you can manage payers and their payments and credits. You can add payers who should receive the refund, or delete payers who are not associated with the refund. Using the applications grid, you can view the client’s payments and credits, and determine which should apply to the refund. With the **Apply Payments/Credits Automatically** feature, you can maintain a current balance due without having to manually apply payments and credits.

Managing Payers

On refund records, you can view the client’s default payers and define the amounts of the charge each payer contributed. However, when you create a refund check, only a single payer can receive the refund. Payer information defaults automatically from the client record, but you can also add, edit, or remove payers on the Payments/Credits tab. To find, add, or view payers, click the down arrow beside the **Find payer** button. A submenu appears so you can access payer records.

► Adding a payer

1. On the Payments/Credits tab of an open Refund record, click the down arrow beside **Find Payer** and select **Add payer**. The Open screen for clients appears.

Find Clients that meet these criteria: ☐ Exact match only

Record type: SSN/CFDA #:

Client ID: City:

Client name: State:

Client type: Document #:

Status: Last modified by:

Service provider: Last modified on: any time

Hide Filters Clear Filters Previous Filters Filters are not applied Find Now Open Cancel

2. To add an existing client as a payer, in the **Find Clients that meet these criteria** frame, enter criteria you are using to search for the client. To add a new client as a payer, click **Add a New Individual** or **Add a New Organization**. For more information about searching for or adding client records, see the Clients chapter.
3. After you enter or locate the client you want to add as a payer, click **Open**. The new payer appears in the payer grid.

Refund 15 for Department of Health and Human Services

File Edit View Transaction Favorites Tools Help

Save and Close X H L R P ?

Refund GL Distribution Payments/Credits Attributes/Notes

Add Payer... Add/Edit Applications X Delete Remaining: \$0.00 \$ %

Refund Payments from...	Client ID	Relationship	Responsible For	Unpaid
Department of Health and Human...	09	<Owner>	\$99.99	\$0.00
Department of Social Services	10	<Undefined>		

Apply Payments/Credits Automatically Unapply All Payments/Credits Application History View Transaction

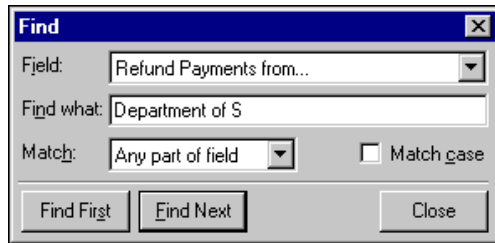
Date	Type	Transaction ID	Owner	Description	Amount Applied
12/28/2003	Payment	17	Department of ...		\$99.99

Amount: \$99.99 Balance: \$0.00

► Finding a payer

Warning: If you apply payments or credits to a refund, **Accounts Receivable** automatically updates all applicable sales tax transaction records.

1. On the Payments/Credits tab of an open refund record, click **Find payer**. The Find screen appears.



2. In the **Field** field, select a search category, such as “Client ID” or “Relationship”.
3. In the **Find what** field, enter specific field information you want to find. For example, if you entered “Refund Payments from” in the **Field** field, you could enter the first three letters of the client’s name to narrow the search.
4. In the **Match** field, select the part of the field to search.
5. To find only records with identical upper and lower case letters, mark **Match case**.
6. When you have entered your search criteria, click **Find First** or **Find Next**. *The Financial Edge* highlights the first or next record matching your criteria.
7. To close the Find screen and return to the refund record, click **Close**.
8. To save the refund record and return to the Refunds page, click **Save and Close**.

► Viewing a payer

1. On the Payments/Credits tab of an open refund record, in the payer grid, select a payer.
2. Click the down arrow beside **Find Payer**. A submenu appears.
3. From the submenu, select **View payer**. The client record opens.
4. To save the client record and return to the refund record, click **Save and Close**.

Managing Applications

Warning: If you create a refund for an amount greater than the client’s applied payments and credits, *Accounts Receivable* asks if you want to create a charge to offset the difference.

With the applications submenu, you can add and edit applications, apply payments and credits to the refund, and unapply applications. To save time when entering applications, you can establish default payers on the Payers tab of the client record, then use buttons on the Payments/Credits tab to quickly apply the applications to the client’s account. To access the applications submenu, click the down arrow beside the **Add/Edit Applications** button. The applications submenu appears.

► **Adding an application**

1. On the Payments/Credits tab of an open refund record, click **Add/Edit Applications**. The Apply Payments/Credits to <Refund> screen appears.

Apply Payments/Credits to Refund 15 for Department of Health and Human Services

Refund owner/ID: Department of Health and Human Services 09 Refund: Refund of Overpayment

Pay the balance due from: <All Payers> Amount/Date: \$99.99 03/07/2004

Balance due from <All Payers>: \$99.99 Paid: \$99.99 Unpaid: \$0.00

Select Additional Payments or Credits... Apply Automatically View Transaction Find Transaction Options

Date	Type	ID	Description	Owner	Distributed To	Available	Apply?	Applied
02/28/2003	Payment	17		Department of Heal...	Department of Heal...	\$0.00	<input checked="" type="checkbox"/>	\$99.99
01/10/2003	Credit	4	Patient Counseling	Josh Levy	Josh Levy	\$5.00	<input type="checkbox"/>	
01/16/2003	Payment	6	Check #56	Brian Fox	Brian Fox	\$25.00	<input type="checkbox"/>	
03/06/2003	Payment	18	Check #5623	Brian Fox	Brian Fox	\$12.14	<input type="checkbox"/>	

Account balance for Department of Health and Human Services is \$40.00

Save Applications Save and Close Cancel

2. The **Refund owner/ID**, **Refund**, and **Amount/Date** fields are for informational purposes only, and display information from the refund record.
3. In the **Pay the Balance Due from** field, select a payer to apply this payment or credit to, or select "All Payers".
4. The **Balance due from**, **Paid**, and **Unpaid** displays show the liable payers, outstanding balances, and paid amounts.
5. To add more payments or credits, in the applications grid, click **Select Additional Payments or Credits**. The Open screen for payments and credits appears.
6. In the **Find** field, select "Payment" or "Credit".
7. In the **Find <Payments or Credits> that meet these criteria** frame, enter criteria you are using to search for the payment or credit. Criteria can include the client name, record type, and transaction date.
8. Click **Find Now**. The program searches the database and displays all payments or credits meeting the search criteria.
9. In the grid, select a payment or credit and click **Open**. The Open screen closes and the payment or credit information appears in the applications grid.
10. You can use the down arrow beside **Select Additional Payments or Credits** to access a submenu where you can make other changes to applications:

Add All Payments/Credits That Can Be Applied

Select Additional Payments or Credits...

Select Other Client's Payments or Credits...

Assign Unapplied Balance to Refund Owner

Unapply and Hide All Payments/Credits

- To display all payments and credits for the default payers, click **Add All Payments/Credits That Can Be Applied**.
- To apply the payments and credits other than those listed, select **Select Additional Payments or Credits**. The Open screen for payments and credits appears so you can locate the other payment and credit records.
- To apply the refund to a different client's payments and credits, select **Select Other Client's Payments or Credits**. The Open screen for clients appears so you can locate the other client.

Note: You establish default payers and their distribution amounts or percentages on the Payers tab of the client's record.

- To apply the refund to only the primary default payer, select **Assign Unapplied Balance to Refund Owner. Accounts Receivable** automatically applies an unapplied balance to the primary default payer.
- To unapply all payments and credits and remove them from the payer grid, select **Unapply and Hide All Payments and Credits**.

11. To save the refund record and return to the Refunds page, click **Save and Close**.

► **Applying the unpaid amount to the primary default payer**

1. On the Payments/Credits tab of an open refund record, click the down arrow beside **Add/Edit Applications** and select **Make <Primary Default Payer> Responsible for the Unpaid Amount**. All payers except the primary default payer disappear and the total refund amount appears in the **Responsible for** column.
2. To save the refund record and return to the Refunds page, click **Save and Close**.

► **Unapplying applications**

1. To unapply all applications and refund the full amount due to the default payer, on the Payments/Credits tab of an open refund record, click the down arrow beside **Add/Edit Applications** and select **Unapply all and restore default payers**. All payers except the default payers disappear and the total refund amount appears in the **Responsible for** column.

Note: You establish default payers and their distribution amounts or percentages on the Payers tab of the client's record.

2. To unapply all applications and distribute the full amount due evenly to all payers, from the submenu, select **Unapply all and Distribute Evenly to All Current Payers**. The total refund amount is distributed evenly to all payers.
3. To save the refund record and return to the Refunds page, click **Save and Close**.

Adding Refund Attributes and Notes

You can further define a refund record by adding information to the Attributes/Notes tab. 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 specification— a useful feature for sorting or filtering refunds for reports. You can also define the type of data stored for each refund. For example, if you have defined an attribute for revenue categories, you can track refunds by income.

With notes, you can easily maintain helpful pieces of information about the refund record. For example, you can record special information about the refund, payer, or application information you may need later.

Note: If you mark an attribute as required in *Configuration*, the attribute automatically appears on the refund and you must select a description before saving.

For more information about attributes, including adding attribute types, see the *Configuration Guide for Accounts Receivable*.

► **Adding an attribute to a refund**

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

1. On an open refund record, select the Attributes/Notes tab.

Refund 15 for Department of Health and Human Services

File Edit View Transaction Favorites Tools Help

Save and Close Undo Redo

Refund | GL Distribution | Payments/Credits | **Attributes/Notes**

Attribute type: <All Categories> Up Down

Attribute Type	Description	Short Description	Date	Required	Comments
				<input type="checkbox"/>	

Notes:

Amount: \$99.99 Balance: \$0.00

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

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

Tip: For faster data entry when entering dates, press **F3** for today's date or **F7** for a calendar.

6. In the **Comments** column, enter comments.
7. When you exit the Attributes/Notes tab, your changes are saved automatically.

► Adding a note to a refund

1. On an open refund record, select the Attributes/Notes tab.

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

2. In the **Notes** field, enter additional information about the refund.
3. When you exit the Attributes/Notes tab, your changes are saved automatically.

Printing Refund Checks

From a refund record, you can create a refund check to reimburse a client's payment. You cannot print refund checks until you define a cash account for **Accounts Receivable** in *Banks*. For more information about formatting refund checks and defining cash accounts, see the Bank Basics chapter of the *Banks Guide*.

► Printing a refund check

Note: You cannot print a refund check if you do not have the proper security rights.

You must have security rights to print a refund check. If a check already exists for a refund, a **View Check** button appears and you cannot print another refund check for that record.

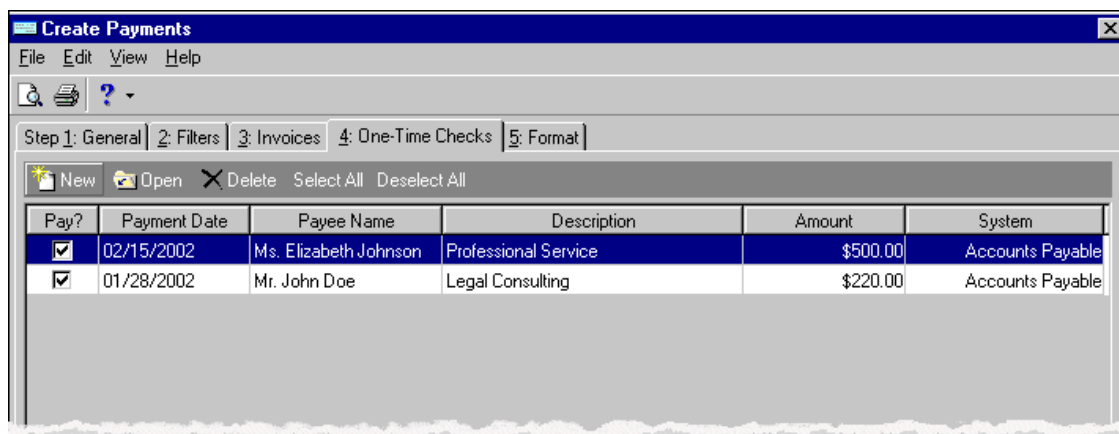
1. From an open refund record, click **Create Refund Check**. The Create Refund Check screen appears.

2. In the **Bank account** field, select the account from which to print the check.
3. In the **Print Check to** field, select the payee.

4. Click **OK**. The Create Refund Check screen closes and the Add a One-Time Check screen appears.

5. Bank information and today's date automatically appear in the **Bank account** and **Check date** fields.
6. The check amount from the refund record appears automatically in the **Amount** field. This field entry cannot be edited.
7. A default description appears in the **Description** fields. You can edit the default or enter a custom description.
8. In the **Check format** field, select a check form.
9. The client's name appears automatically in the **Payee name** field. You can edit the default or enter a different name.
10. The client's address appears automatically in the Address field. To change the client's address information, click **Address**.
11. To include the payee's tax ID number in the check record, enter that number in the **Tax ID number** field.
12. In the **Contact** field, enter a contact name.
13. In the contact grid, in the **Contact Type** column, select a contact type.
14. In the **Contact Number** column, enter a contact number.
15. In the **Post status/date** fields, select posting information for the check.
16. To designate the check cleared when you print it, mark **Cleared on** and enter the clear date in the field.
17. On the Distribution tab, default distribution information appears from the refund record. You can also define a custom distribution. For more information about distributions, see the *Configuration Guide for Accounts Receivable*.
18. To format the check for printing, select the Format tab. Formatting options appear in the grid.
19. To change formatting options for the check, click **Payment Options** on the action bar. The Payment Options for Accounts Payable One-Time Checks screen appears so you can make changes to check and address alignment, check stub information, electronic signatures, and notes. For more information about payment options, see the *Banks Guide*.
20. Click **OK**. You return to the Format tab.

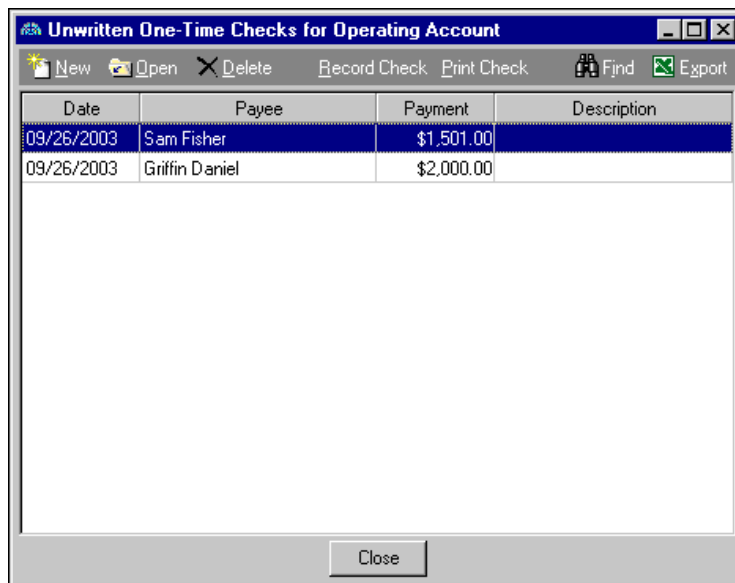
21. To select printers, click **Printer Options** on the action bar. The Printer Options screen appears so you can select a printer for the check.
22. Click **OK**. You return to the Format tab.
23. To print the refund check, click **Print Now**. This automatically records the check in the register.
 - To save the check for later printing, click **Print Later and Close**. You return to the Banks page. The check will not be recorded until you print it later.
 - To save the check for later printing and create another refund check, click **Print Later and New**. The saved check will not be recorded until you print it later.
 - To save the check to print at another time, click **Print Later**.
24. To record the check in the register and close the check record, click **Record and Close**.
 - To record the check and create another refund check, click **Record and New**.
 - **To record the check but not close the record, click Record. Once you record a check, you cannot print it.**
25. If you print the check now, the Payment Printing Status screen appears.



26. Review the printed check. If it prints successfully, leave the **Successful?** checkbox marked. You can also mark the **Clear All Payments** checkbox to efficiently designate and clear the one-time check. The clearing option is available only for successful checks. If successful, proceed to step 28. If not successful, proceed to the next step.

Warning: If you void and purge checks, the next check number is NOT automatically set back to what it was before the check run. The next check number will be the last check number attempted plus one. If you need to adjust this number, you have that option before the next check run.

27. If the check prints unsuccessfully or incorrectly, unmark the checkbox in the **Successful?** column. The void and purge options at the bottom of the screen are enabled. You can either void and purge, void only, or void and reprint (if the related business rule is marked) the erroneous check by selecting the corresponding option.



The screenshot shows a software window titled "Unwritten One-Time Checks for Operating Account". It features a menu bar with options: New, Open, Delete, Record Check, Print Check, Find, and Export. Below the menu is a table with four columns: Date, Payee, Payment, and Description. The table contains two entries. The first entry has a date of 09/26/2003, payee Sam Fisher, and a payment of \$1,501.00. The second entry has a date of 09/26/2003, payee Griffin Daniel, and a payment of \$2,000.00. The Description column is empty for both. At the bottom of the window is a "Close" button.

Date	Payee	Payment	Description
09/26/2003	Sam Fisher	\$1,501.00	
09/26/2003	Griffin Daniel	\$2,000.00	

After voiding and/or purging a check, a screen appears notifying you that an unprinted copy of the check has been created, which you can print or delete from the Banks page.

28. Click **OK** to return to the refund record.

Returns



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If a client purchases a product and returns it for a credit, you can create a return record. A return is an invoice reversal containing credit line items which offset the charges for the returned items. Because returns reverse previous purchases, they cannot be created independently, but must be added from an existing invoice record. After you add a return, it becomes a standalone record you can view and edit just like any other record you access on the Records page. Even after you create the return, it remains linked to the original invoice, so you can access the invoice from the return record and vice-versa. Also, like an **Accounts Receivable** invoice, a return is not posted. Instead, you post the return's line items.

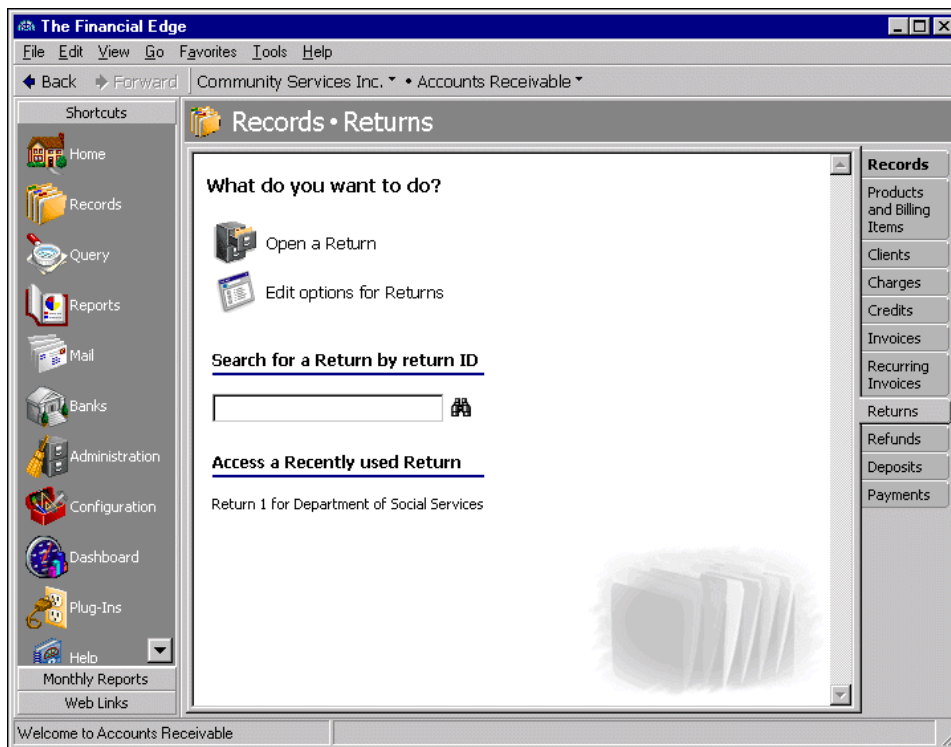
Note: Visit our Web site at www.blackbaud.com for the latest documentation and information.

The return record contains general information about the return, including the original invoice, the client name and ID, line items, payments and credits, and attributes and notes. It also provides two date fields, so you can specify the date the invoice was reversed and the actual date your organization received the returned items.

Accessing Return Records

Tip: You can also access existing returns on the Payments/Credits tab of an invoice record.

Because records are such an important part of **Accounts Receivable**, we have placed all record types on the Records page so you can quickly access them. Think of *Records* as a filing cabinet. You open a filing cabinet to pull out a record, or file. When you open *Records*, you can directly access several record types, including return records. To access an existing return record, from the navigation bar, click **Records**, then click **Returns**. The Returns page appears. To create a new return, on the menu bar of an open invoice record, select **Transaction**, **Reverse Entire Invoice**, or **Reverse Portion of Invoice**.



Consider the Returns page the starting point for return records. On this page, you can open an existing return record.

To change return options, click **Edit options for Returns**.

Tip: You can save time when searching for a specific return by using the **Search for a Return by return number** field.

To save time when searching for a specific return record, you can use the **Search for a Return by return ID** field. The Returns page also lists recently accessed return records.

Finding and Opening Return Records

Note: For detailed information about the Open screen and each filter you can use, see the *Program Basics Guide*.

When you click **Open a Return** on the Returns page, the Open screen for returns appears. The Open screen has a number of filters you can use to narrow your search and quickly locate the return you want to open. The search process is not case-sensitive, so to locate a return by the client's name, you can enter Smith, smith, or SMITH and get the same results. You can also use wildcard characters if you are not sure how a word is spelled — use a question mark to replace a single character and an asterisk to replace a series of characters. For more information about wildcards, see the Query chapter of the *Query Guide*.

To access the Open screen, select **File, Open**, or from the Returns page, click **Open a Return**.

► Opening a return from the Returns page of Records

1. On the navigation bar, click Records. The Records page appears.
2. Click Returns. The Returns page appears.
3. Click **Open a Return**. The Open screen for returns appears.

Note: On the menu bar of a return record, you access tools and processes common to all records, as well as those exclusive to returns, including adding line items and creating invoices. For information about the common menus, see the *Program Basics Guide*.

4. In the **Find Returns that meet these criteria** frame, enter criteria you are using to search for the return.

5. After you enter search criteria, click **Find Now**. The program searches the database and displays all returns meeting your search criteria.
6. In the grid, select the return to open.

Open

Find: Return Search using query: <Default>

Options

Return ID	Return Date	Client Name	Return Amount	Balance
4	01/15/2004	Catholic Diocese	\$400.00	\$0.00
5	01/15/2004	Dr. Mary Young	\$200.00	\$0.00
6	01/15/2004	Greenville Chamber o...	\$125.00	\$0.00
7	02/27/2004	Department of Social ...	\$2,557.44	\$0.00
8	02/27/2004	Springfield School Dist...	\$200.00	\$200.00
9	02/27/2004	Catholic Diocese	\$400.00	\$0.00

Find Returns that meet these criteria: ☐ Include deleted records ☐ Exact match only

Client name: Client PO:

Return ID: Returned by:

Reversed Invoice ID: Returned on:

Return amount: Last modified by:

Return date: Last modified on: any time

Print status:

Hide Filters Clear Filters Previous Filters **Filters are applied** Find Now Open Cancel

12 records found.

7. Click **Open**. The return record appears.

Return 6 for Greenville Chamber of Commerce

File Edit View Transaction Favorites Tools Help

Save and Close

Return Line Items Attributes/Notes

Return ID: 6 Reversed from Invoice 16

Return for:

Client Name	Client ID	SSN / CFDA #
Greenville Chamber of Commerce	06	

Return date: 01/15/2004

Print status: Not Yet Printed

Item status:

Client PO:

Returned by:

Returned on: 01/15/2004

Bill to: <Client address> Service Provider:

Print on statement:

Print on return:

Press F3 for today's date, F7 for calendar Total: \$125.00 Balance: \$0.00

8. To save the return record and return to the Returns page, click **Save and Close**.

Adding Return Records

Because returns reverse invoices, you create new returns on invoice records. You cannot reverse standalone invoices that do not contain line items. To reverse an entire invoice, from the menu bar, select **Transaction, Reverse Entire Invoice**. To reverse part of an invoice, select **Transaction, Reverse Portion of Invoice**. For more information about invoices, see the Invoices chapter.

► Returning an entire invoice record

If a client returns all line items on an invoice, you can create a return to reverse the entire invoice.

Note: By setting return user options, you can set return defaults, including field entries and the tab that opens when you access a return record. For more information about options, see the Options chapter of the *Program Basics Guide*.

1. On an open invoice record, on the menu bar, select **Transaction, Reverse Entire Invoice**. If no payments and credit are applied to the invoice, a confirmation message appears. If payments and credits are applied, the Reverse Invoice as Return screen appears, displaying payments and credits that will be unapplied from the invoice.

Type	Transaction ID	Owner Name	Total Amount	Unapplied Balance
Payment	10	Department of ...	\$500.00	\$466.12
Payment	14	Department of ...	\$1,251.00	\$1,251.00

2. To view a payment or credit record, select the payment or credit and click **Open**. The payment or credit record appears.
3. To view the new return record, click **View Return**.
4. To unapply the payments and credits and return to the invoice record, click **Close**.

► **Returning a portion of an invoice record**

If a client returns only certain invoice line items, you can create a return for only that portion of the invoice.

1. On an open invoice record, on the menu bar, select **Transaction, Reverse Portion of Invoice**. A new return record appears. For more information about return records, see the Returns chapter.

The screenshot shows a window titled "New Return for 4". It has a menu bar (File, Edit, View, Transaction, Favorites, Tools, Help) and a toolbar with icons for Save and Close, a printer, and navigation arrows. Below the toolbar are tabs for "Return", "Line Items", and "Attributes/Notes". The "Line Items" tab is active, showing a table with columns: Category, Item Name, Description, Original Qty, Original A..., Return Qty, Return A..., and Post Status. There is one line item with Category "Per Usage Item", Item Name "42", Description "Meeting S...", Original Qty "5.00", Original A... "\$1,000.00", and Post Status "Not yet po...". At the bottom, there are fields for "Return Subtotal: \$0.00", "Sales Tax: \$0.00", and "Return Total: \$0.00".

Category	Item Name	Description	Original Qty	Original A...	Return Qty	Return A...	Post Status
1 Per Usage Item	42	Meeting S...	5.00	\$1,000.00			Not yet po...

Return Subtotal: \$0.00 Sales Tax: \$0.00 Return Total: \$0.00

Total: \$0.00 Balance: \$0.00

2. On the Line Items tab, select the line items you want to change and click **Open**. The Edit Line Item for <Return> screen appears.

The screenshot shows a window titled "Edit Line Item for Return 0 for Catholic Diocese". It has a menu bar (File, Edit, View, Transaction, Favorites, Tools, Help) and a toolbar with icons for Save and Close, a printer, and navigation arrows. Below the toolbar are tabs for "Line Item", "GL Distribution", "Applied To...", and "Notes". The "Line Item" tab is active, showing a form with fields for "Line Item ID: Line item 1", "Line item for: Catholic Diocese", "Client Name", "Client ID: 03", "SSN / CFDA #", "Transaction date: 02/27/2004", "Post status/date: Not yet posted", "Category: Per Usage Item", "Item/Description: 42 Meeting Space", "Quantity/price: Unit of Measure, Quantity, Unit Price, Discount %, Extended Amount", "Day", "\$200.00", "Comment: Meeting Space", "Service provider:", and "Dates of service from to". At the bottom, there are fields for "Amount: \$0.00" and "Balance: \$0.00".

Line Item ID: Line item 1

Line item for: Catholic Diocese Client Name Client ID: 03 SSN / CFDA #

Transaction date: 02/27/2004

Post status/date: Not yet posted 02/27/2004

Category: Per Usage Item

Item/Description: 42 Meeting Space

Quantity/price: Unit of Measure Quantity Unit Price Discount % Extended Amount

Day \$200.00

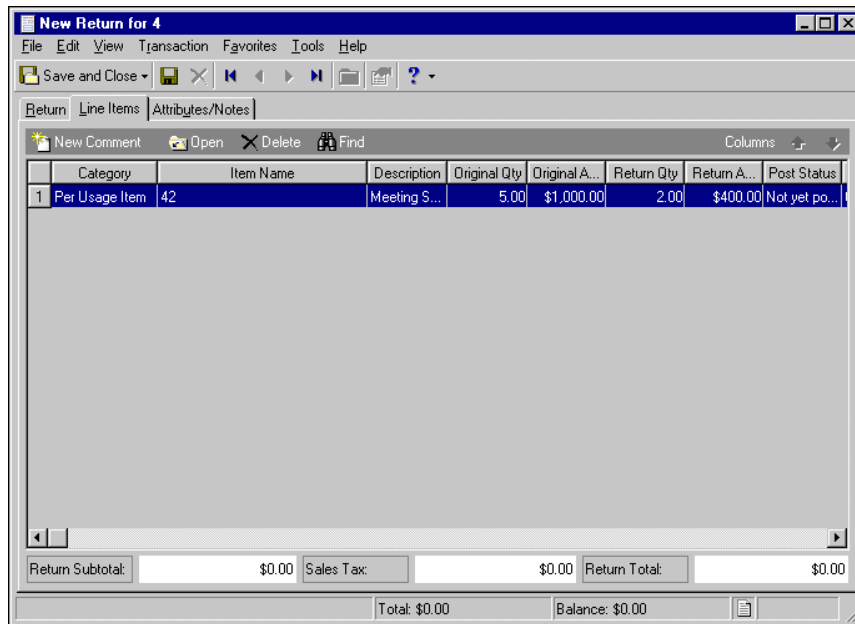
Comment: Meeting Space

Service provider: Dates of service from to

Amount: \$0.00 Balance: \$0.00

3. In the **Quantity** or **Amount** field, enter the quantity of items returned. The new quantity must be equal to or fewer than the original quantity.

- After you make your changes to the The Edit Line Item for <Return> screen, to return to the return record, click **Save and Close**. The Line Items tab of the return record displays the amount of items returned and the return amount.



Category	Item Name	Description	Original Qty	Original A...	Return Qty	Return A...	Post Status
1 Per Usage Item	42	Meeting S...	5.00	\$1,000.00	2.00	\$400.00	Not yet po...

Return Subtotal: \$0.00 Sales Tax: \$0.00 Return Total: \$0.00

Total: \$0.00 Balance: \$0.00

- To save the return record and return to the invoice record, click **Save and Close**.

Managing Line Item Information

On the Line Items tab of a return record, you can add line item comments, and you can find and open existing invoice line items.

► **Adding return line item information**

1. From an open return record, select the Line Items tab.

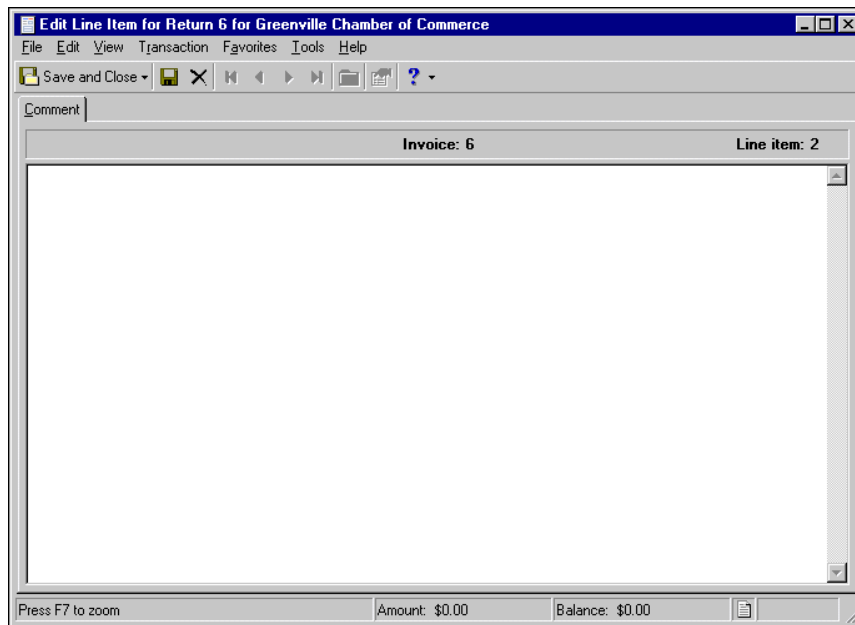
2. To add a new line item comment, on the action bar, click **New Comment**. The Edit Return Line Item for Return for <Client> screen appears.

After you enter your comments, to save the line item comment and return to the return record, click **Save and Close**.

3. To view an existing line item, select a line item in the grid and click **Open**. The Edit Line Item for Return screen appears.

4. To find a line item, click **Find**. The Find screen appears. For more information about the Find screen, see “Finding a line item” on page 228.
5. To close the Find screen and return to the return record, click **Close**.

6. To add a new line item comment, on the action bar, click **New Comment**. The Edit Return Line Item for <Return> screen appears.



Note: Not all fields listed in this section appear on all product or billing items. Also, some fields cannot be edited if the return is already posted.

7. To edit the product or billing item description, in the grid, click in the **Description** column and make your changes.
8. In the **Return Qty** column, enter the number of items being returned.
9. To reverse sales tax charges, in the **Sales Tax ID** column, enter a sales tax identification number.
10. In the **Post status** field, select “Not yet posted” or “Do not post” as the current post status of the charge.
11. In the **Post Date** column, enter the line item posting date.
12. In the **Service Provider** field, enter the person who assisted the client.
13. Information in the **Return Subtotal**, **Sales Tax**, and **Return Total** columns of the grid at the bottom of the page are for informational purposes and display the pre-tax amount, the amount of sales tax, and the total amount included in the return.
14. The **Total** and **Balance** displays are for informational purposes and display the total charges less return line items, and the client’s remaining balance due.
15. To close the Edit Return Line Item for <Return> screen and return to the return record, click **Save and Close**.

► Finding a line item

1. From Line Items tab of a return record, click **Find**. The Find screen appears.



Note: On the Records tab of the Options screen, you can set a user option that designates a default reversal post date for returns. For more information, see the Options chapter of the *Program Basics Guide*.

2. In the **Field** field, select a search category, such as “Product/Item Name” or “Description”.
3. In the **Find what** field, enter specific field information you want to find. For example, if you entered “Product/Item Name” in the **Field** field, you could enter the first three letters of the billing item name to narrow the search.
4. In the **Match** field, select the part of the field to search.
5. To find only records with identical upper and lower case letters, mark **Match case**.
6. When you have entered your search criteria, click **Find First** or **Find Next**. *The Financial Edge* highlights the first or next record matching your criteria.
7. To close the Find screen and return to the return record, click **Close**.
8. To save the return record and return to the Returns page, click **Save and Close**.

Adding Return Attributes and Notes

Warning: The return amounts at the bottom of the Payments/Credits tab do not include sales tax.

You can further define a return record by adding information to the Attributes/Notes tab. 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 specification— a useful feature for sorting or filtering returns for reports. You can also define the type of data stored for each return. For example, if you have defined an attribute for return reasons, you can track returns by the reason the items were returned.

With notes, you can easily maintain helpful pieces of information about the return record. For example, you can record special information about the return, invoice, or client information you may need later.

Note: If you mark an attribute as required in *Configuration*, the attribute automatically appears on the return and you must select a description before saving.

For more information about attributes, including adding attribute types, see the *Configuration Guide for Accounts Receivable*.

► Adding an attribute

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

1. From an open return record, select the Attributes/Notes tab.

Return 6 for Greenville Chamber of Commerce

File Edit View Transaction Favorites Tools Help

Save and Close Print Navigation

Return | Line Items | Attributes/Notes

Attribute type: <All Categories> Up Down

Attribute Type	Description	Short Description	Date	Required	Comments
				<input type="checkbox"/>	

Notes:

Press F7 to zoom Total: \$125.00 Balance: \$0.00

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

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

Tip: For faster data entry when entering dates, press **F3** for today's date or **F7** for a calendar.

6. In the **Comments** column, enter comments.
7. When you exit the Attributes/Notes tab, your changes are saved automatically.

► **Adding a note**

1. From an open return record, select the Attributes/Notes tab.

Return 6 for Greenville Chamber of Commerce

File Edit View Transaction Favorites Tools Help

Save and Close Print ?

Return Line Items Attributes/Notes

Attribute type: <All Categories> Up Down

Attribute Type	Description	Short Description	Date	Required	Comments
				<input type="checkbox"/>	

Notes:

Press F7 to zoom Total: \$125.00 Balance: \$0.00

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

2. In the **Notes** field, enter additional information about the return.
3. When you exit the Attributes/Notes tab, your changes are saved automatically.

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