ACCOUNTS RECEIVABLE

User Guide

Revision 1.0.2

Setup

There are two (2) main areas that are important in the setup of Accounts Receivable: **Categories** and **Billing Codes**. Each of these are explained in more detail below.

Categories

Accounts Receivable utilizes **Categories** to organize the types of invoices that are sent by the organization. Primarily, they tell the system what accounts receivable and revenue account number to code the invoice. There is a one-to-many relationship between **Categories** and **Billing Codes** (discussed in the next section). A **Category** can act as a department, for example. **Billing Codes** then are all the types of invoices receipts that department sends.

To setup a **Category**, follow these steps:

1. In **Connect**, go to **Accounts Receivable | Organization | Categories**.

2. Click the **New** button in the upper left.

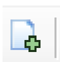
   

   Illustration 1: New button

3. Fill in the fields. Below is information about certain fields:
   - **Type** - The **Type** indicates what type of category this should be. There are three (3) options: Penalty, Standard, and Tax. Most **Categories** are going to be "Standard". A "Penalty" type indicates that this **Category** will be used to calculate a penalty for those customers who are delinquent in paying their invoices. The "tax" type indicates that this **Category** will be used to calculate sales tax on an invoices.
   - **Master Category** – Using a **Master Category** provides the ability to group **Categories** together from a reporting standpoint. You might have multiple **Categories** that you want to group together on the "Accounts Receivable by Category" report, for example. Using **Master Categories** allows you to produce reports quickly to reconcile to the General Ledger.
   - **GL Accounts** – This tab provides the ability to specify the account numbers this **Category** will be recorded to. If account numbers are specified on the **Billing Code**, those account numbers will supersede the accounts specified on the **Category**.

4. Click the **Save** button on the toolbar to save the **Category**.

Billing Codes

A **Billing Code** lets you setup default information such as quantity, unit price, general ledger account numbers, and more. Using a **Billing Code** saves time when entering an invoice. **Billing Codes** are associated with a **Category**.

To setup a **Billing Code**, follow these steps:

1. In **Connect**, go to **Accounts Receivable | Organization | Billing Codes**.

2. Click the **New** button in the upper left.

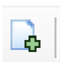
   

   Illustration 1: New button

3. Fill in the fields**.** Below is information about certain fields:
   - **Description** - The **Description** is what will default into the description field when entering an invoice for a customer. This **Description** can be edited during the invoice entry process.
   - **Category** - The **Billing Code** needs to be associated with a Category. Select the appropriate **Category** from the drop-down.
   - **Quantity, Unit Price,** and **Extended Price** - These fields are also used to default into the invoice entry screen when entering an invoice for a customer.
   - **GL Accounts** – This tab provides the ability to specify the account numbers an invoice using this **Billing Code** will be recorded to. If account numbers are specified on the **Category**, those account numbers will be superseded by the accounts specified on the **Billing Code**.

4. Click the **Save** button on the toolbar to save the **Billing Code**.

Setting Global Default Invoice Form

A global invoice form can be set for the entire organization. In addition, a default invoice form can be specified by each user. To learn about how a user can set their own default invoice form, click here.

To set a global default invoice form, follow these steps:

1. In miViewPoint, go to **Administration | Organization**.

2. Click on the **Workflows** tab.

3. Scroll down until you see the field **AR Form**. Select the invoice you would like to set as the default from the drop-down.

4. Click **Save** in the upper right.

New Customer Workflow

Departments can request the creation of a new customer in Accounts Receivable. This request will then be routed to the specified group/user for review and approval.

To setup the **New Customer Workflow**, follow these steps:

1. In **miViewPoint**, go to **Administration | Organization**.

2. Click on the **Account Receivable** tab.

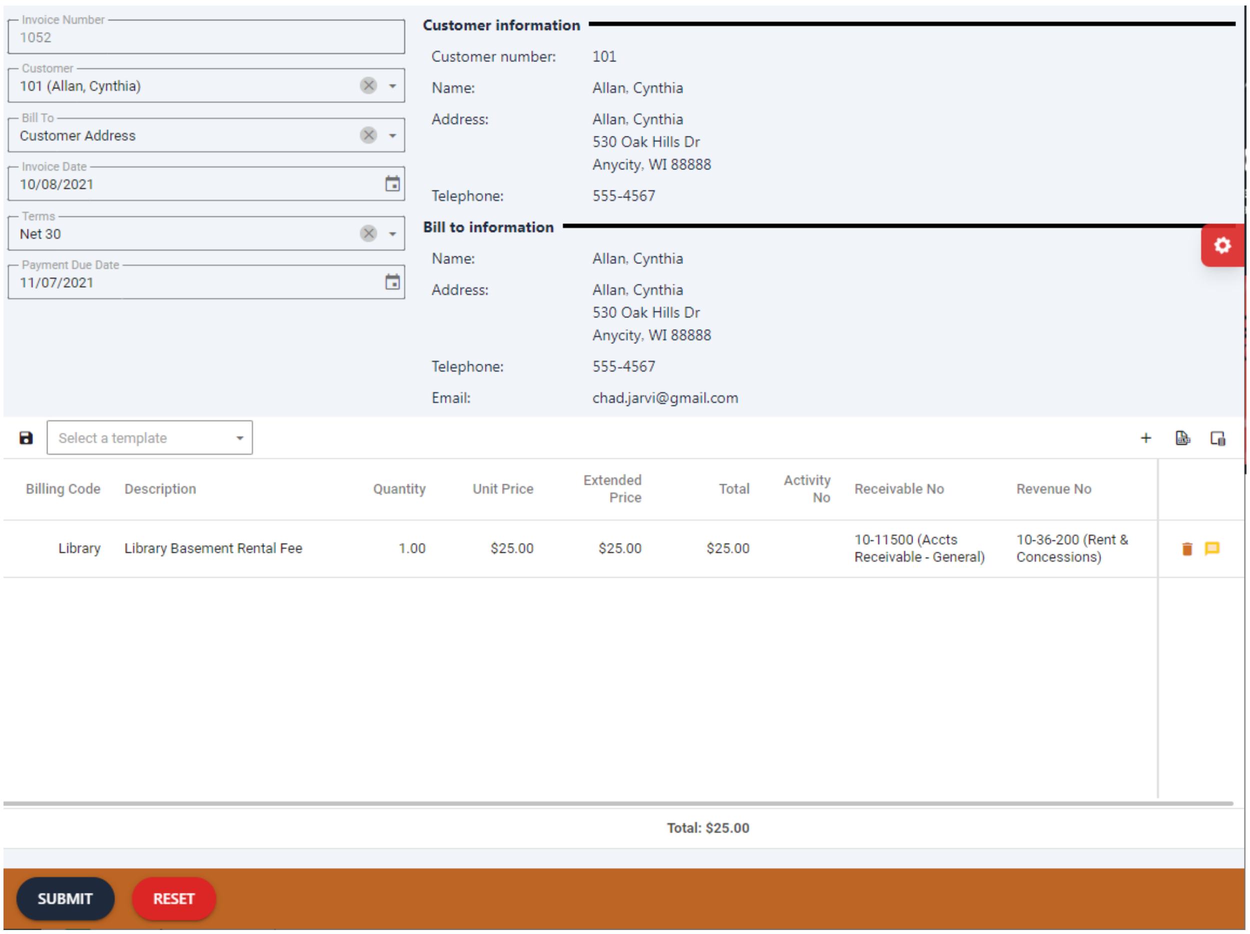
3. Specify the group that will approve new customer requests in the **Approval Group** drop-down field.

4. Click the **Require Attachment** checkbox if you some sort of information from the customer needs to be submitted with the request.

5. Click **Save** in the upper right corner.

Invoice Entry

Invoice Entry allows you to create an invoice to be sent to a customer for payment. The following sections will review the different aspects of creating an invoice.



Navigation

To navigate from one field to the next, you have two options: *TAB* key or mouse.

Tab Key

The most efficient way to navigate from one field to the next is by using the *TAB* key on your keyboard. *Tab* will move you through each field in order allowing you to enter the appropriate information.

Mouse

You can click from one field to the next by using your mouse also.

Creating an Invoice Without Selecting a Template

To create an invoice without utilizing an invoice template, follow these steps:

1. In **miViewPoint**, go to **Accounts Receivable | Invoice Entry**.
2. The next invoice number in the system will default into the **Invoice Number** field. This field is not editable.
3. Select the **Customer** you would like to create an invoice for. You can type a customer name or customer number. As you type, the closest matches in the customer list will appear. You can also click the drop-down arrow to scroll and find the customer. Once you have selected a customer, their **Customer information** and **Bill to information** will appear to the right.
4. The default bill to name will appear in the **Bill To** field. If a customer has more than one address whereby invoices can be sent, you can click the drop-down to select a different **Bill To**.
5. The current date will default into the **Invoice Date** field. You can change this date, though, it is not recommended unless you are not sending the invoice until a future date.
6. The terms for this customer will default into the **Terms** field. You can change the terms by clicking on the drop-down and specifying a different terms option. The **Terms** will impact the calculation of the **Payment Due Date**.
7. Based on the **Terms** specified in the previous step, the **Payment Due Date** will automatically calculate. You can change the due date, though, it is not recommended.

8. To create an invoice line, click the **Add a row** plus button over to the right of the screen.

Illustration 1: Add a row button

9. Select a **Billing Code** from the drop-down.

10. Once a **Billing Code** has been specified, the default description from the **Billing Code** will appear in the **Description** field. You may edit this description to add additional information you choose.

11. The default **Quantity**, **Unit Price**, **Extended Price**, and **Total** will default into these fields based on the **Billing Code** chosen in the previous step. You may edit any of these fields.

12. **Optional:** If this invoice should be associated with a GL activity number, enter the number in the **Activity Number** field. If you do not see this field, please see **Column Chooser**.

13. **Optional:** You can enter a **Comment** for the invoice line. This provides you with the ability to type unlimited text. To do so, click the yellow icon to the right of the invoice line.

14. To enter another invoice line, repeat steps 8 through 13.

15. Once finished, click the **Submit** button at the bottom to save the invoice or **Reset** to cancel the invoice you were entering.

16. If this customer has an email address entered into the system, a popup will appear asking if you would like to **Print**, **Email**, **Print/Email**, or not print or email (i.e. **No**). Click the appropriate option.

    If the customer does not have an email address entered into the system, a popup will appear asking if you would like to **Print** or not print (i.e. **No**) the invoice. Click the appropriate option.

17. If you click to print and/or email the invoice, you may select the form you would like the invoice to be printed on from the drop-down.

    Reminder: You can default a specific invoice form to appear for you. See **Specifying a Default AR Form**.

18. If you are printing the invoice, the invoice will open in another tab in your browser where you will be able to print the invoice.

19. Click back to the invoice entry tab and repeat steps 2 through 18 to enter another invoice.

Creating an Invoice by Selecting a Template

To create an invoice by utilizing an invoice template, follow these steps:

1. In **miViewPoint**, go to **Accounts Receivable | Invoice Entry**.

2. The next invoice number in the system will default into the **Invoice Number** field. This field is not editable.

3. Select the **Customer** you would like to create an invoice for. You can type a customer name or customer number. As you type, the closest matches in the customer list will appear. You can also click the drop-down arrow to scroll and find the customer. Once you have selected a customer, their **Customer information** and **Bill to information** will appear to the right.

4. The default bill to name will appear in the **Bill To** field. If a customer has more than one address whereby invoices can be sent, you can click the drop-down to select a different **Bill To**.

5. The current date will default into the **Invoice Date** field. You can change this date, though, it is not recommended unless you are not sending the invoice until a future date.

6. The terms for this customer will default into the **Terms** field. You can change the terms by clicking on the drop-down and specifying a different terms option. The **Terms** will impact the calculation of the **Payment Due Date**.

7. Based on the **Terms** specified in the previous step, the **Payment Due Date** will automatically calculate. You can change the due date, though, it is not recommended.

8. Select a template from the **Select a template** drop-down. If you are seeing templates created by other users, you can filter on the **User** field. Type in your username to then only see the templates that you have created. You only need to do this one time and the system will remember this filtering the next time you come to this screen. To learn how to create a template, see **Creating a Template**.

9. Once a template is selected, the invoice lines for that template will appear in the grid. Edit any information in those fields and on any line.

10. **Optional:** To add another invoice line, click the **Add a row** button to the right and enter the information needed for that additional line.

Illustration 1: Add a row button

11. Once finished, click the **Submit** button at the bottom to save the invoice or **Reset** to cancel the invoice you were entering.

12. Click **Yes** if you would like to print the invoice or **No** to not print the invoice.

13. If you click **Yes**, you may select the form you would like the invoice to be printed on from the drop-down.

    Reminder: You can default a specific invoice form to appear for you. See **Specifying a Default AR Form**.

14. The invoice will open another tab in your browser where you will be able to print the invoice.

15. Click back to the invoice entry tab and repeat steps 2 through 17 to enter another invoice.

Creating a Template

Templates are useful when you are billing out the same lines on an invoice repeatedly. It is not recommended to setup a template when only billing out one invoice line. There is no time savings in those situations. However, when you are billing out 2 or more invoice lines, setting up a template can be useful in saving time when creating an invoice. To create a template, follow these steps:

1. While entering an invoice, add the appropriate lines into the grid that you repeatedly bill.

2. Once you have those lines in the grid, click the **Save coding template** button next to the **Select a template** drop-down.

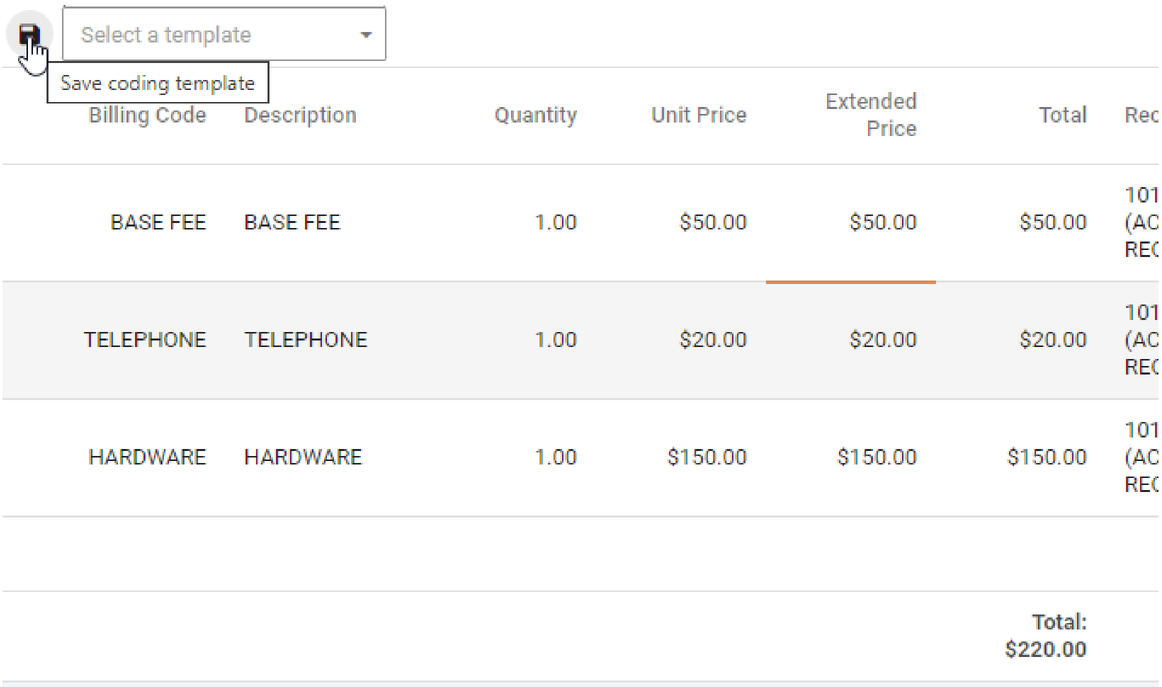


Illustration 1: Save a coding template button

3. Enter a name for the template you wish to save.

4. Click **OK** to save the template or **Cancel** to cancel saving the template.

   This template will now be available in the drop-down for future use when creating a new invoice.

Specifying a Default AR Form

When you finish entering an invoice, the system will ask you to specify the invoice form you would like to print on. This form can default a specific form that your department utilizes so that you don't need to change it every time.

To specify a default form, follow these steps:

1. In **miViewPoint**, click on the **Profile** icon in the upper right.

Illustration 1: Profile button

2. Select **Profile**.

3. Select the form you want to default from the **Default AR Form** field.

4. Click the **Save** button.

New Customer

Departments can request the creation of a new customer. This request will then be routed to the proper users for approval. Once approved, the new customer will be available in **Invoice Entry**.

New Customer Entry

To create a request for a new customer, follow these steps:

1. In **miViewPoint**, go to **Accounts Receivable | New Customer Workflow | Customer Entry**.

2. The next available customer number will default in the **Customer Number** field.

3. Enter the necessary information in the following fields:

    - **Name*** - Name of customer.
    - **Address 1** – The address of the customer.
    - **Address 2** – Secondary field to enter more address information.
    - **City** – The city of the customer.
    - **State** – The state of the customer.
    - **Zip** – The zip code of the customer.
    - **Delivery Point** – The delivery point (i.e. the plus 4 digits after the zip code) of the customer.
    - **Attention** – A name to direct correspondence to for the customer.
    - **Telephone1** – The telephone number of the customer.
    - **Telephone2** – Secondary telephone number of the customer.
    - **Fax** – The fax number of the customer.
    - **Email** – Email address of the customer.
    - **Activation Date** – The date you would like to activate the customer. Leaving this field blank will activate the customer immediately once approved.
    - **Tax Status*** - Specify the tax status as *Taxable* or *Exempt* for the customer.
    - **Default Tax Rate** – Specify the default tax rate, if applicable.
    - **Customer Type*** - Specify a customer type from the drop-down. Typically, this will coincide with the department requesting the new customer.
    - **Statement Type*** - Specify the statement type as *Balance Forward* or *Open Item*. When a *Balance Forward* customer makes a payment, that payment will be applied to the overall balance rather than to a specific invoice. When an *Open Item* customer makes a payment, that payment will need to be applied to a specific invoice or invoices. *Open Item* is the **Statement Type** most commonly used.
    - **Terms*** - Specify the default terms for the customer.

4. Attach any necessary documents.

5. Click **Submit** to submit the request for approval.

New Customer Approval

To approve a request for a new customer, follow these steps:

1. In **miViewPoint**, go to **Accounts Receivable | Customer Queues**.

2. Click on the customer you would like to review from the list.

3. The information entered by the previous person will appear. Review the information entered and any documents submitted. Make changes as necessary.

4. Once complete, click **Approve** to approve the creation of the new customer, **Save** to come back to this customer and approve at a later date, or **Reject** to reject the customer back to the previous user. Please note that if you reject the customer, you will need to enter a rejection reason. The submitter of the new customer request will see this rejection reason.

5. Repeat steps 2 through 4 to review other requests.

Customer Lookup

The **Customer Lookup** screen provides the ability to lookup a customer to see all invoices, payments, and adjustments on the customer's account. To do this, follow these steps:

1. In **miViewPoint**, go to **Accounts Receivable | Customer Lookup**.

2. Start typing a customer name or number in the **Customer** field at the top. You can also select a customer by clicking on the drop-down arrow and scrolling to the appropriate customer.

   Once a customer is selected, customer information will appear under that field. Fields that appear are as follows: **Customer Number**, **Name**, **Address**, **Attention**, **Telephone 1**, and **Balance**. In addition, all invoices, payments, and adjustments will appear in the grid.

3. **Optional:** To only see those invoices that are open or unpaid, click the **Only Show Open Amounts** checkbox in the upper right.

4. **Optional:** You can filter the grid to only show those transactions you want to appear. Simply click into the filter field in any column in the grid. Enter how you want the grid to be filtered. There is no need for wildcards such as % or *. To learn more about filtering, click here.

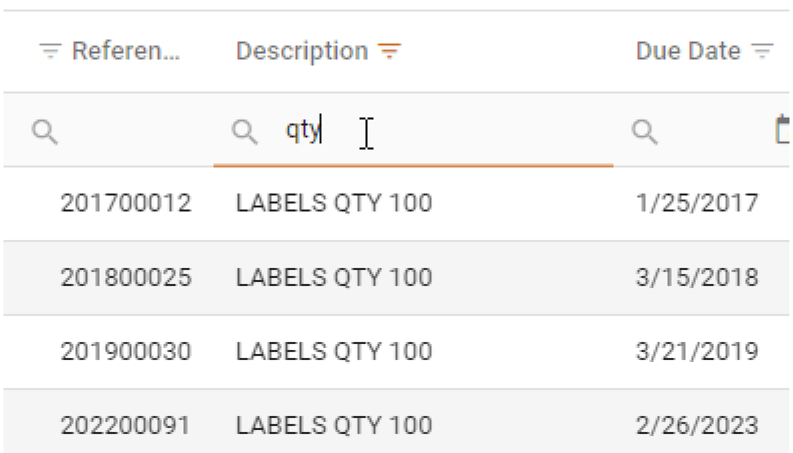
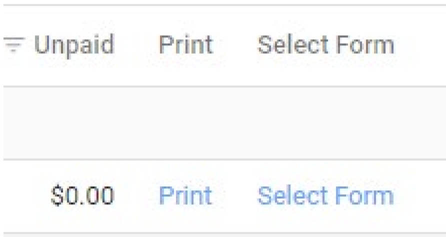


Illustration 1: Filtering on Description column for those lines with "qty" in it

Important: The filter will continue to be there even after you exit and come back to this screen. Clear the filtering you entered so that you always see all transactions.

Tip: Learn more about Filtering, Grouping, and the Column Chooser to customize your grids and the information you see in them.

5. You have the ability to reprint the invoice by clicking the **Print** hyperlink to the right. The invoice will be reprinted using the default global form. To reprint the invoice using a different form, click the **Select Form** hyperlink to the right and choose the appropriate form from the drop-down.



Category Lookup

The **Category Lookup** screen provides the ability to lookup which customers have open invoices when the grid is collapsed and all invoices for that **Category** if expanded. To do this, follow these steps:

1. In **miViewPoint**, go to **Accounts Receivable | Category Lookup**.

2. Select a category from the **Category** drop-down.

3. Once a category is selected, the information you see depends on whether you are seeing the grid in expanded or collapsed view. To toggle between views, click the **Expand/Collapse** button in the upper right.

   Collapsed View: The **Collapsed** view will show customers who have open invoices and what their unpaid balance is. You can click on any customer to expand to see all invoices, payments, and adjustments.

   Expanded View: The **Expanded** view will show all transactions for all customers.

4. **Optional:** To search for something specific, such as a case number stored in the **Comments** field for example, you can use the **Search** field on the right. You can search for an invoice number, customer, customer number, etc. Enter a something in the **Search** field. Once you are done typing, the grid will filter.

5. **Optional:** You can filter the grid to only show those transactions you want to appear. Simply click into the filter field in any column in the grid. Enter how you want the grid to be filtered. There is no need for wildcards such as % or *.

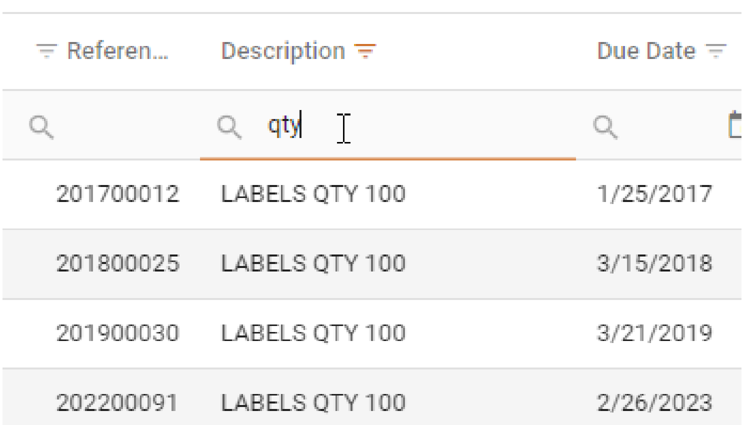


Illustration 1: Filtering on Description column for those lines with “qty” in it

Important: The filter will continue to be there even after you exit and come back to this screen. Clear the filtering you entered so that you always see all transactions.

6. **Optional:** You can view only those invoices that are past due by clicking the **Only Show Past Due Amounts** in the upper right.

   Tip: Learn more about Filtering, Grouping, and the Column Chooser to customize your grids and the information you see in them.

Column Chooser

All grids can be customized to only show the columns/fields that you want to appear.

Adding a Column

To add a columns/fields that appear in the grid, follow these steps:

1. In the appropriate screen, click the **Column Chooser** button on right.

Illustration 1: Column Chooser

2. In the **Column Chooser** screen, click and drag the field(s) that you want to show into the grid. You can place the field in the appropriate order to which you want it to appear.

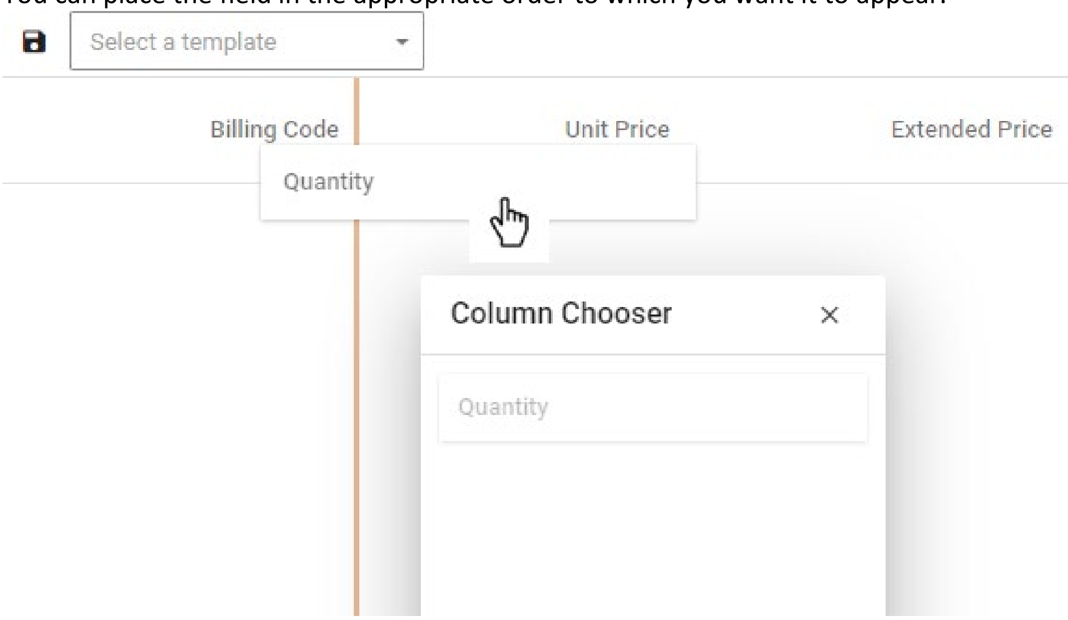


Illustration 2: Click and drag field into grid

3. Repeat step 2 to add additional columns.

4. Once finished, click the X in the upper right corner of the **Column Chooser**.

   The changes you made will be saved automatically.

Removing a Column

To remove a columns/fields that appear in the grid, follow these steps:

1. In the appropriate screen, click the **Column Chooser** button on right.

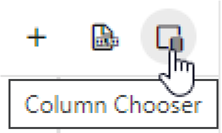


Illustration 1: Column Chooser

2. To remove a field from the grid, click and drag the column header back into the **Column Chooser** screen.

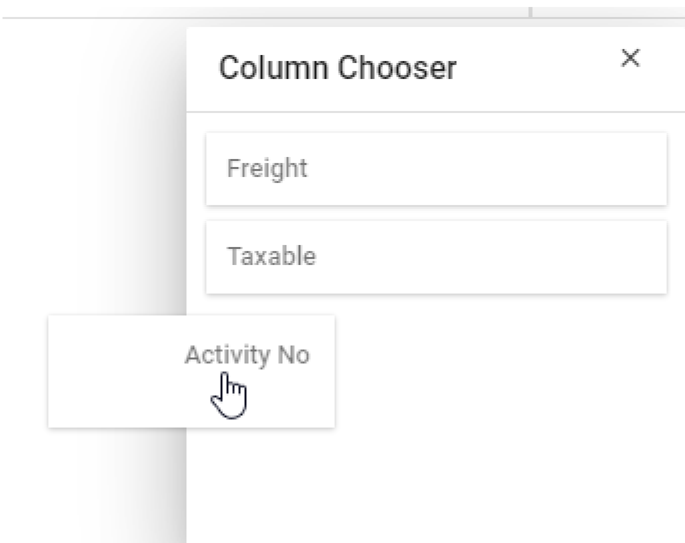


Illustration 2: Click and drag field to remove from grid

3. Repeat step 2 to remove additional columns.

4. Once finished, click the X in the upper right corner of the **Column Chooser**.

   The changes you made will be saved automatically.

Filtering

You have the ability to filter or narrow down your results in the grid. There are two (2) options to filtering the grid.

Option 1

Follow these steps to filter the grid under Option 1:

1. Above any column, you can click on the filter.

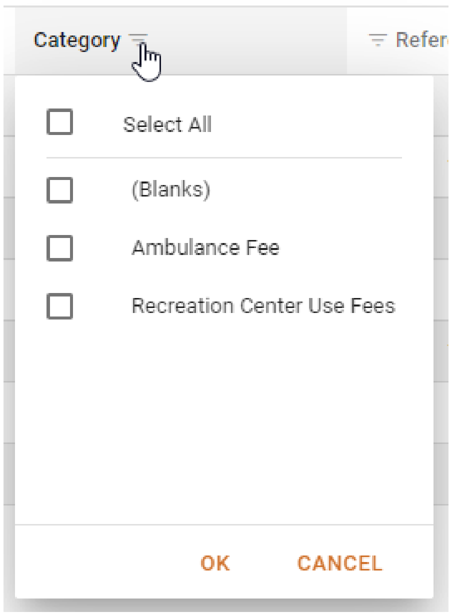


Illustration 1: Filtering

2. Check all the options you would like to filter on.

3. Click **OK** to filter on these options or **Cancel** to cancel.

4. Repeat steps 1 through 3 to filter on other columns.

Important: The system remembers your **Filters**. These same filters will be in place the next time you login. If you are not seeing the results you expect, look to see if there is a filter turned on. Click here to learn how to clear your **Filter**.

Reminder: You can see that a filter is on by looking in the lower left of the grid. This will tell you the current filters.

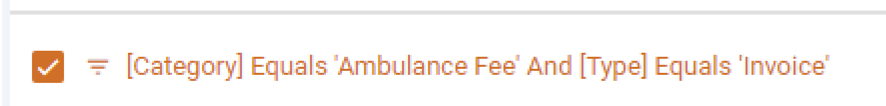


Illustration 2: Current Filter settings

Option 2

Follow these steps to filter the grid under Option 2:

1. Above every column is a magnifying glass. Click into this field under the column you want to filter.

2. Start typing what it is you would like to filter on. The system will try to find the string you typed anywhere in that column regardless of whether the string appears at the beginning, middle, or end. No wildcard characters are needed.

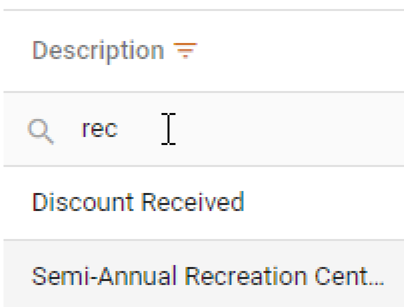


Illustration 1: Filtering

3. Repeat steps 1 and 2 to filter on other columns.

Important: The system remembers your **Filters**. These same filters will be in place the next time you login. If you are not seeing the results you expect, look to see if there is a filter. Click here to learn how to clear your **Filter**.

Reminder: You can see that a filter is on by looking in the lower left of the grid. This will tell you the current filters.

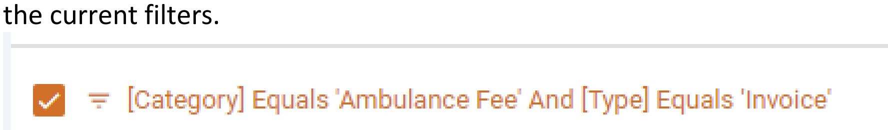


Illustration 2: Current Filter settings

Clear Filters

Follow these steps to clear **Filters**:

1. In the lower right corner of the grid, click the **Clear** hyperlink.

Illustration 1: Clear filtering hyperlink

Grouping

You have the ability to group the grid by different parameters. This can be helpful to organize the grid if there are numerous entries. For example, you can use the **Grouping** to group all transactions by transaction type in the **Customer Lookup** screen.

Create a Grouping

To utilize **Grouping**, follow these steps:

1. Click and drag the column header into the area where it says **Drag a column header here to group by that column**.

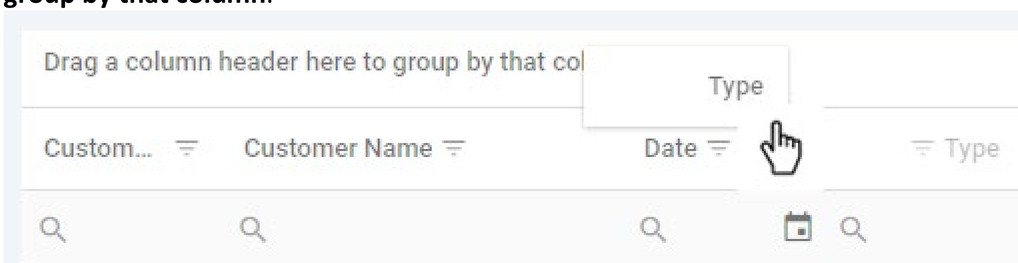


Illustration 1: Dragging column header to Group By area

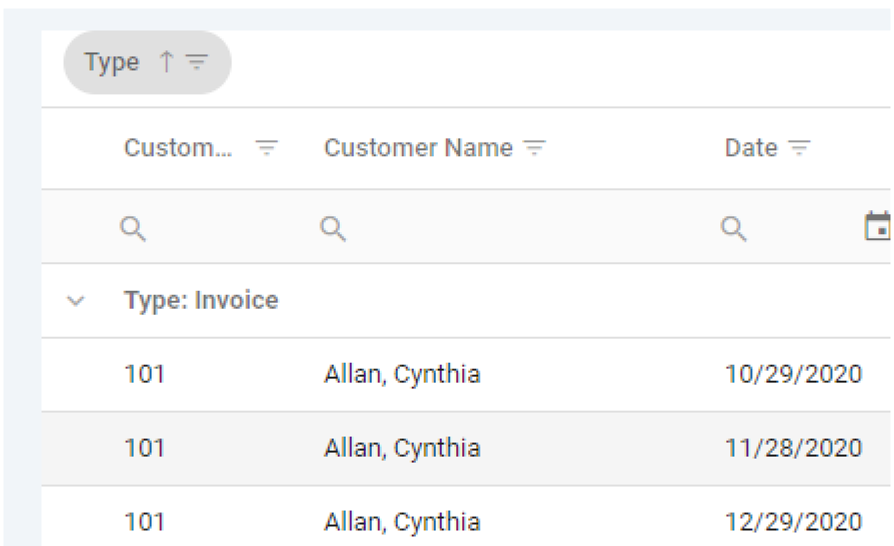


Illustration 2: Group by Transaction Type example

2. Repeat step 1 to create additional **Groupings**.

Important: The system remembers your **Groupings**. These same groupings will be in place the next time you login. Click here to learn how to clear your **Grouping**.

Clearing a Grouping

To clear a **Grouping**, follow these steps:

1. Click and drag the column header from the **Grouping** area back into the grid.

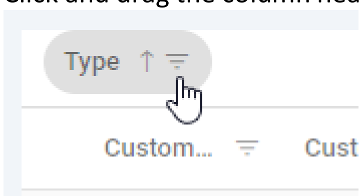


Illustration 1: Current Grouping settings

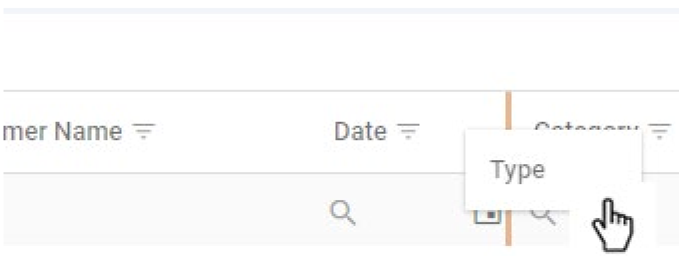


Illustration 2: Dragging column header back to grid

Repeat step 1 to clear other **Groupings** that you may have created.