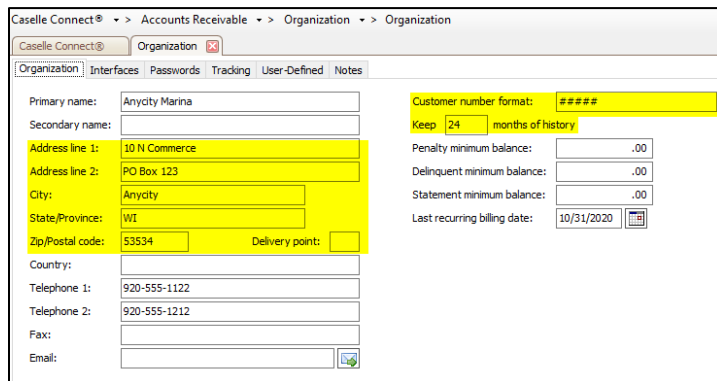


Accounts Receivable – New User

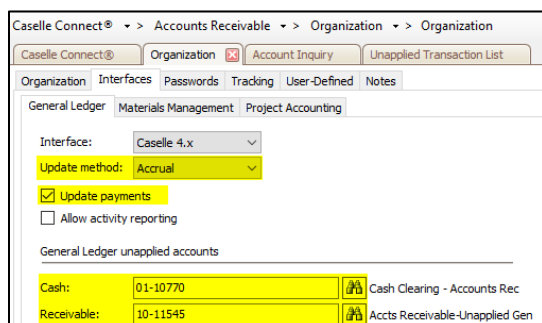
Topics will encompass basic setup for customers, categories and billing codes, processing invoicing and receiving payments. We will also take the time to understand customer term setup. Once those concepts are reviewed, reporting and how to balance will be reviewed. This document gives a brief overview of the training class. It also brushes on basic troubleshooting for issues encountered. If questions arise, please contact support at call technical support at **888-241- 1517** or email support@caselle.com.

Organization setup options



The screenshot shows the 'Organization' setup screen in Caselle Connect. The 'Organization' tab is selected. The 'Primary name' is 'Anycity Marina'. The 'Address line 1' is '10 N Commerce', 'Address line 2' is 'PO Box 123', 'City' is 'Anycity', 'State/Province' is 'WI', 'Zip/Postal code' is '53534', and 'Country' is blank. The 'Telephone 1' and 'Telephone 2' are both '920-555-1122'. The 'Fax' and 'Email' fields are blank. The 'Customer number format' is '####'. The 'Keep' field is '24' months of history. The 'Penalty minimum balance', 'Delinquent minimum balance', and 'Statement minimum balance' are all '.00'. The 'Last recurring billing date' is '10/31/2020'.

1. Change the address if necessary.
2. Customer format: Please do not change.
3. Number of years of history.



The screenshot shows the 'Organization' setup screen in Caselle Connect. The 'Organization' tab is selected. The 'Interface' is 'Caselle 4.x'. The 'Update method' is 'Accrual'. The 'Update payments' checkbox is checked. The 'Allow activity reporting' checkbox is unchecked. The 'General Ledger unapplied accounts' section shows 'Cash' with '01-10770' and 'Receivable' with '10-11545'. The 'Cash' account is 'Cash Clearing - Accounts Rec' and the 'Receivable' account is 'Accts Receivable-Unapplied Gen'.

1. Update method: Do NOT change.
2. Make sure that 'Update payments' is checked. Unapplied Accounts
3. Cash: Same on categories and billing codes.
4. Used to balance to Unapplied Invoice Report.

Understanding customers

1. Customer setup: Customers are setup in 'Setup New Customer'. The customer number will always start at the highest number plus one. Remember this when setting up a business with customer numbers.
2. Customers do not always have to be a person. A customer may be a location with changing bill-to 'customers' and addresses.
3. Customer Types: There are two type of for customers that affect the display of the statements.
 - a. Balance Forward: Displays the previous statement balance and anything new within the current period.
 - b. Open Item: Displays any open invoices and current period payments or credits. This is the recommended method.
4. Merge customers: Provides the ability to combine two customers together if they are the same customer, just different numbers. Always print a customer history for both customers prior to merging. Also, have a recent backup of the ARO database. Once a customer merge is completed, recovery will only happen with restoration of the database.

Categories and Billing Codes

1. Categories are the primary set for billing. In other words, 'categories' help to, define what is billed, organize the general ledger accounts for billing and aid in balance to the general ledger. When billing customers, a category is necessary, whereas billing codes are not. Some good examples for categories are: Hanger rental; Boat slip rental; Swimming pool.
2. Billing Codes are utilized to create a breakdown of 'category' codes. The primary note to remember is that billing codes and category codes MUST be setup utilizing the same general ledger fund number.
3. Below are some good example of the breakdown for categories and billing codes.

Hanger rental

- Small
- Medium
- Large

Boat Slips

- Temporary
- Permanent
- Electrical

Swimming pool

- Swim lessons
- Life saving
- Concessions

Invoices

There are a few items to note about Invoice entry.

1. They will increment by 1 starting with the highest number in the database.
2. Invoices are related to the 'bill-to' address.
3. If you enter a 'Terms', other than 'Open Items', the payment due date will automatically fill.

The screenshot shows the 'Enter Invoices' window in Caselle Connect. The window has a menu bar (File, Edit, Inquiry, Settings, Other, Document Management, Zoom, Help) and a toolbar. The breadcrumb trail is 'Accounts Receivable > Customers > Enter Invoices'. The main form contains the following fields:

- Invoice number: 1046
- Customer: Allan, Cynthia (101)
- Input date: 09/14/2021
- Customer information: Customer number: 101, Name: Allan, Cynthia, Address: 530 Oak Hills Dr, Anycity WI 88888
- Bill-to information: Name: Allan, Cynthia, Address: 530 Oak Hills Dr, Anycity WI 88888
- Invoice date: 09/14/2021
- Terms: Net 30
- Payment due date: 10/14/2021
- Discount date: (empty)

At the bottom, there is a table header with columns: Customer Number, Invoice Number, Sequence Number, Invoice Date, Category, Description, Amount, and GL Activity Number.

4. Invoice(s) MUST have a Category. Billing Codes are optional enhancements.
5. Taxable status can be turned on at the customer level in order to activate it automatically for a customer.
6. Filling in unit price will autofill on extended price, and vice versa.
7. Freight will default to the 'GL account override'. We suggest adding a separate invoice line a different general ledger account number is required.

This screenshot shows the detailed 'Enter Invoices' window. It includes the same breadcrumb trail and main form fields as the previous screenshot. The 'Detail' tab is selected, showing additional fields:

- Billing code: (dropdown)
- Category: Building
- Description: Building Permit
- GL activity: 0
- Job number: (empty)
- Quantity: 1.0000
- Unit price: .00000
- Extended price: .00
- Freight: .00
- Discount amount: .00
- Total amount: .00
- GL account override: (empty)
- Receivable account: 10-11500 (Accts Receivable - General)
- Revenue account: 10-32-200 (Building Permits)

The table header at the bottom remains the same: Customer Number, Invoice Number, Sequence Number, Invoice Date, Category, Description, Amount, and GL Activity Number.

Void vs Credit Memo vs Write-Off

1. Void Invoice creates a reversing transaction and association with the original invoice. This process relates directly to the original invoice because the invoices must be selected by highlighting the entire line and selecting the 'GO' button. Utilize the 'Selection Criteria' to filter to the desired customer or invoice. Additional fields are available for selection criteria.

Column	Value
customer.Customer number	101
invoice.Invoice Number	All

Customer Number	Invoice Number	Sequence	Description	Invoice Date	Total Amount	Applied Amount
101	1002	1	Monthly Recreation Center Use Fees	10/31/2020	19.99	19.99
101	1003	1	Monthly Recreation Center Use Fees	11/30/2020	19.99	19.99
101	1007	1	Monthly Recreation Center Use Fees	12/31/2020	19.99	19.99
101	1009	1	Monthly Recreation Center Use Fees	01/31/2021	19.99	19.99
101	1016	1	Monthly Recreation Center Use Fees	02/28/2021	19.99	19.99
101	1018	1	Monthly Recreation Center Use Fees	03/31/2021	19.99	19.99

2. Credit Memo adds a linked line item to illustrate an invoice reduction. Credit memos may apply a specific amount across multiple invoices with the same category and/or billing code. Please remember to always check the box to 'Immediately apply credit memo to open invoices', provided the customer has enough in charges to cover the credit.

Input date: 09/18/2020
Print default: Print later
Credit memo report title: Credit Memos - by Customer Name [Caselle Master]
☒ Immediately apply credit memo to open invoices
Buttons: Help, OK, Cancel

3. Write-off helps to track lost revenue. They provide the ability to write-off a large amount of money across multiple invoices at one time. Write-offs will read the general ledger account number from the Category code only when applied to an invoice. However, note that there is an option to change the general ledger account number when applying the amounts to each invoice. When applying write-offs, ultimately, the amount written-off must equal the applied amount.

Date	Invoice Number	Category	Balance	Allocated	G/L Account
2021/02/15	1030	UtilityFee	250.00	100.00	
2021/02/15	1030	UtilityFee	250.00	250.00	
2021/02/15	1030	UtilityFee	250.00	250.00	
2021/02/15	1030	UtilityFee	500.00	100.00	
2021/02/15	1030	UtilityFee	1,000.00	500.00	
2021/02/15	1030	UtilityFee	500.00	500.00	

Balancing to the General Ledger

There are basically five reports that assist with balancing to the general ledger.

1. Accounts Receivable by Category. This report should be setup utilizing the Master Category feature in order to combine like receivable accounts together. This will make it easier to rapidly review month end balancing.

2. Deposits. The 'Open Deposit List' or 'Deposit Register' can be utilized for balancing deposits. The deposit register will provide more detail than necessary for balancing to the liability accounts. However, it is nice to see what makes up the changes.
 - a. Use the 'Selection Criteria' section to filter for specific deposit accounts.

Selection criteria:		
Column	Value	Test
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field
Customer Type.Customer type	"Marina"	Entire field

- b. Utilize the 'Report Order' section to total by the Category deposits are applied.

Report order:						
Column	Sort	Title	Total	Page	Test	
[Report].Category	Ascending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Entire field	
Customer.Name	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field	

3. GL Reconciliation. This report provides a breakdown, by general ledger account number, of the posting to the general ledger. It provides a way to review the detail that should be in the general ledger if discrepancies are found during month-end balancing.
4. Unapplied Transaction List. This report aids in balancing transactions that have not been fully applied or applied incorrectly. It will show any amounts for pre-paid customers or unapplied balances on payments or credit memos. The account is should balance to is found under Organization – Organization – Interfaces (sub tab) – General Ledger.

General Ledger unapplied accounts		
Cash:	01-10770	Cash Clearing - Accounts Rec
Receivable:	10-11500	Accts Receivable - General

Advanced Troubleshooting

1. Checkout. Checkout is the first indicator that something may not have been completed or processed correctly. Below are the recommended setting for checkout. If Accounts Receivable has been in use for a considerable amount of time, start utilizing the 'Check for Dates prior to...' and 'Check for transactions...' options to clean up un-necessary history retention.

Use this routine to check for any database inconsistencies.

Column	Value	Compare
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field

☒ Include transactions since 09/01/2019

☒ Verify transactions have been updated to General Ledger through 08/31/2020

☒ Check for transactions that apply to more than one customer

☒ Check for overpaid invoices

☐ Verify statement balances

☐ Check for dates prior to 09/18/2020 or after 09/18/2020

☐ Check for transactions that can be deleted

☒ Include unapplied payment information

☒ Include unapplied credit memo information

☒ Verify General Ledger accounts are valid

☒ Check for invalid dates

2. Follow the Checklist. Always follow the checklist for Accounts Receivable. This should help prevent issues. If you do not have a checklist, or wish to review the processes, call technical support.
3. Inquiry.

- a. Open transactions. This option show only the transactions (invoices, payment, credit memos, etc.) that have not been fully paid or applied.

Customer: 161 Hamilton, Bryan
1875 S Lake Rd
Anywhere, UT 99999

Attention: Telephone 1:
Fax:

Last payment date: 03/10/2021
Last payment: 200.00
Balance: 200.00

Display	Open transactions	Description	Due Date	Amount	Applied	Balance	Unpaid / ...
1	02/20/2021 Invoice	1031 Cemetery Lot Sale	03/22/2021	200.00	100.00	200.00	100.00
1	02/20/2021 Invoice	1031 Cemetery Perpetual Care Fee	03/22/2021	200.00	100.00	400.00	100.00

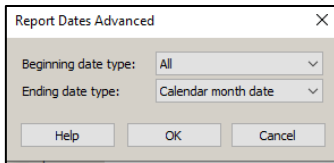
Display: ☒ Credit memos
☒ Deposits applied
☒ Deposit interest
☒ Invoices
☒ Payments
☒ Write-offs

Summarize: ☒ Credit memos
☒ Deposits and interest
☐ Invoices
☒ Write-offs

- b. The first thing to address are unapplied payments and/or credit memos. If this does not resolve the issue, continue to step 4.

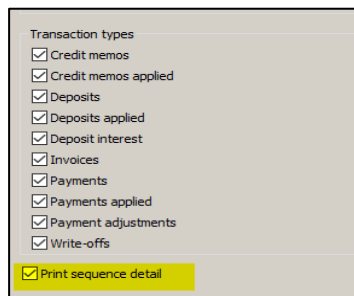
4. Void Report. Create a void report to validate that each transaction type and customer voids are balancing to zero. If a customer does not balance to zero, call support to review the issue.

- a. Dates: Set the date range to all history up to the desired month.



The 'Report Dates Advanced' dialog box has a title bar with a close button. It contains two dropdown menus: 'Beginning date type:' set to 'All' and 'Ending date type:' set to 'Calendar month date'. At the bottom are three buttons: 'Help', 'OK', and 'Cancel'.

- b. Transaction Types: Select all transactions. Initially review sequence detail. If an issue has had multiple attempts for repair, sequence detail may not be desired. Deselect the option and rerun the report.



The 'Transaction types' dialog box lists various transaction types with checkboxes. All are checked: Credit memos, Credit memos applied, Deposits, Deposits applied, Deposit interest, Invoices, Payments, Payments applied, Payment adjustments, and Write-offs. At the bottom, 'Print sequence detail' is also checked.

- c. Selection Criteria.

Selection criteria:		
Column	Value	Test
Customer.Customer number	{Prompt for value}	Entire field
Customer.Name	All	Entire field
Customer Type.Customer type	All	Entire field
[Report].Void	"yes"	Entire field

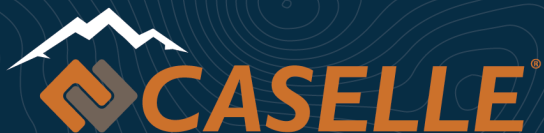
- i. To the Customer Number or Name, add 'Prompt for Value'. It is easiest to focus on one customer at a time when troubleshooting.
- ii. Add '[Report].Void' to the selection criteria with a value of 'Yes'.

- d. Report Order. Setup the report order as shown below.

Report order:					
Column	Sort	Title	Total	Page	Test
[Report].Type	Ascending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Entire field
Customer.Name	Ascending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Entire field
[Report].Invoice/Reference	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field
[Report].Sequence Number	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field

- e. Run the report for one customer at a time. This will reduce confusion on each issue on the checkout report.

5. Rerun Checkout. If checkout is not clear, or the void report does not balance to zero for a single customer, please contact support at call technical support at 888-241-1517 or email support@caselle.com.



***CHARTING NEW TERRITORIES
CONQUERING NEW FRONTIERS***