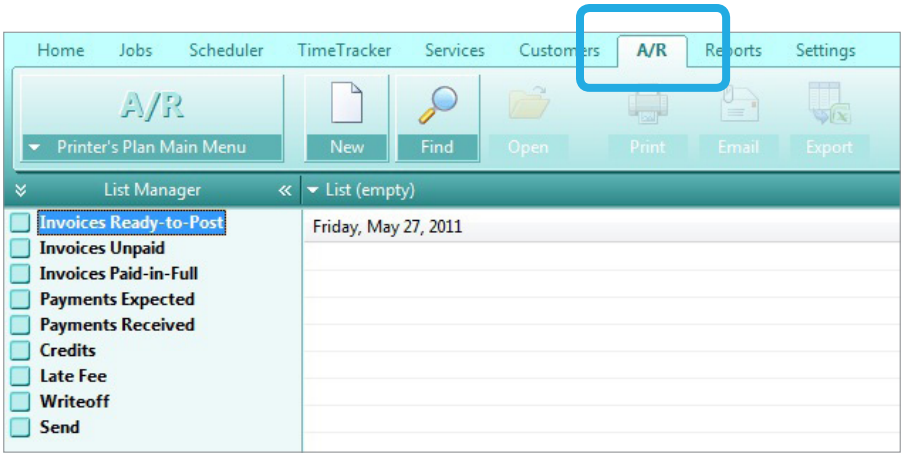
Accounts Receivable (A/R)

X.1 | About Accounts Receivable (A/R) 2
X.2 | Posting Orders to History 3
X.3 | Receiving Payments 9
X.4 | Adjusting Payments 20
X.5 | Correcting Invoices 24
X.6 | Issuing Credits 30
X.7 | Imposing Credit Limits 38
X.8 | Sending Statements 41
X.9 | Assessing a Late Fee 44
X.10 | Writing Off Upaid Balances 50
X.11 | Accounts Receivable Reports 53

X.1 | About Accounts Receivable (A/R)

To access the Accounts Receivable section, click the **A/R** tab.



Accounts Receivable Section

NOTE: *Printer's Plan reads the accounts receivable data from History Jobs. Consequently, changes made directly to History Jobs may affect accounts receivable information. Therefore, do not edit History Jobs unless it is absolutely necessary.*

If a History Job must be edited, please refer to "Correcting Invoices" in this chapter, which explains how to cancel a History Job and create a revised one.

X.2 | Posting Orders to History

About Posting

After you have shipped a job and printed an invoice for it, you no longer need the Order in your Orders list. It must be filed away to History so you can refer to it later when you need to, such as when the customer re-orders the same job. In Printer's Plan, the process of converting an Order to a History Job is called "Posting". Also posted during this process are:

- all the payments entered into Printer's Plan since the previous posting, and
- the Quick Sales (if you have the optional QuickSale tool) that have taken place since the previous posting.

In Printer's Plan, Accounts Receivable (A/R) and most of the Sales reports read the data directly from History Jobs; therefore, the pricing of an Order (subtotal, shipping and postage charges, sales tax, etc.) appears in the accounts receivable data and in most of the reports only after the Order has been posted.

When to Post

In order to keep your accounts receivable and sales reports up-to-date, we recommend that you post to history daily. Some organizations though prefer to post every few days or even once a week.

You may post at any time during the day. Before you post, close Printer's Plan on all computers except for the one on which you are posting. Since closing Printer's Plan on some computers may cause interruption of the workflow in the shop, posting at the end or the beginning of the day may be more convenient.

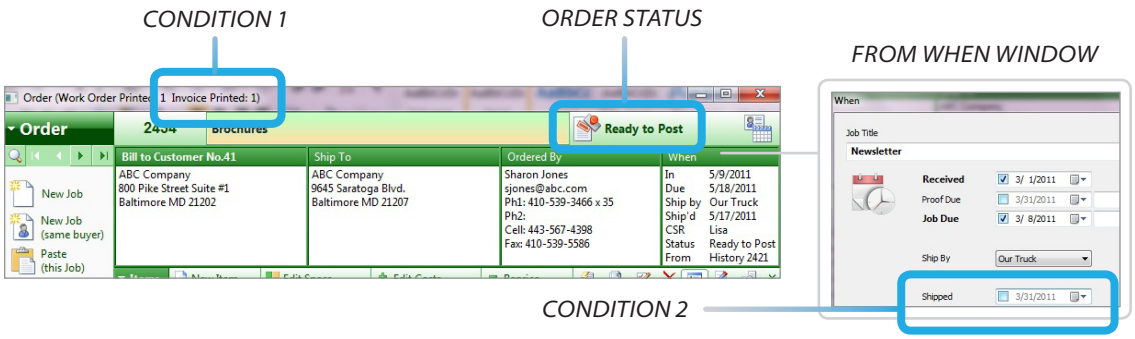
When is an Order Ready to Post?

An Order is ready to post when the following conditions have occurred:

1. Its invoice has been printed at least once, and
2. It has been assigned a Shipped Date.

The following figure illustrates an example of an Order that has met the above conditions and is ready to post.

X.2 | Posting Orders to History



NOTE: *The only way to take an Order out of the "Ready to Post" status is to remove the "Shipped" date. To do this, open the When window and click in the box in the* ***Shipped*** *field to remove the check mark.*

How to Post

CAUTION: *Posting is not reversible; that is, after an Order is posted and it becomes a History Job, you cannot convert it back to its original Order properties. (To make revisions in History Jobs, please see "Correcting Invoices".) Therefore, we strongly recommend that you verify the Orders before posting them and that you back up your database before you post. If you post an Order by mistake, restoring your backup is the only way to return to the pre-posting stage. (To perform a quick backup, go to Home | About | My Database.)*

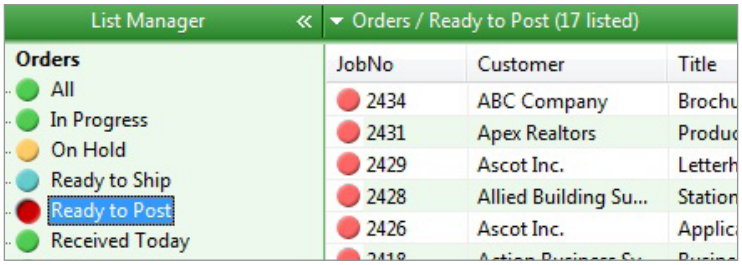
Before posting:

Wait until after all the payments of the day have been entered into Printer's Plan, then:

Back up your database.

Posting process:

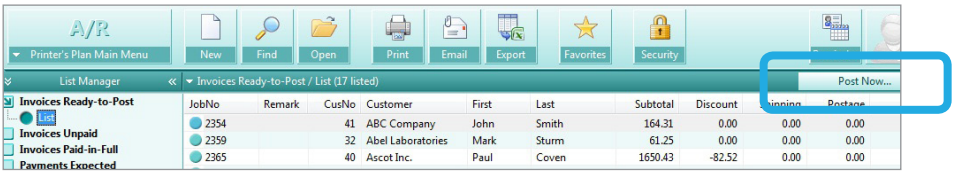
1. In the **Jobs** section, list the **Ready to Post** Orders.



Jobs Section

Verify the Orders to be posted. If an Order is not shipped yet but is accidentally marked Shipped, open the Order and remove the Shipped date.

2. In **A/R**, open **Invoices Ready-to-Post,** and click **List**. The same **Ready to Post** Orders list you saw in the Jobs section appears on the right.
3. To post all the Orders on the list, click **Post Now…**

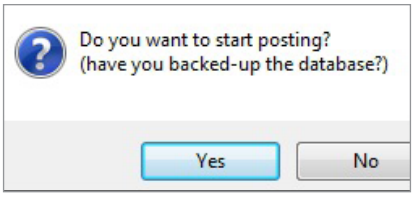


A/R Sction

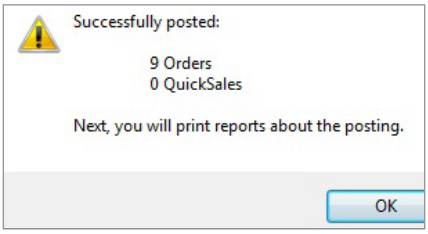
If the list includes Orders that you do not want to post yet, select (highlight) the Orders you want to post, and then click **Post Now…**

When you click **Post Now…**, the Post window appears, giving you an option to post only the highlighted Orders or all of them.

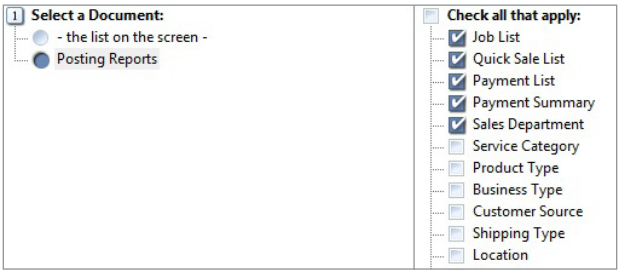
4. Select the appropriate option, and click **OK** to post. A confirmation window appears.



5. If you haven't backed up yet, click **No** to cancel the posting, and then back up your database. Otherwise, click **Yes**. A second confirmation window appears.
6. Click **Yes**. When the posting is finished, a message window appears, summarizing the posted items.



7. Click **OK**. The Print window opens, listing all the Posting Reports that are available to print.



Print Window For Posting Reports

Print Window For Posting Reports

Posting reports give information on the Orders, Payments, and QuickSale items (if you have the optional QuickSale tool) that were just posted.

8. Check/un-check any reports that you do/do not want to print.
9. Click **Print Now** or **Print to...** to print the reports.

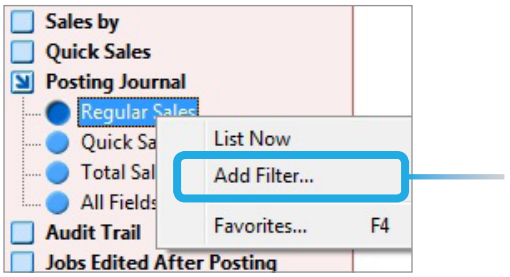
NOTE: *To change the default selections of reports in this window, go to Settings | Printing | Favorite Posting Reports.*

NOTE: *If you accidentally close the Print window before you print the reports, don't worry. See the following paragraph.*

Re-printing the Posting Reports at a Later Time

You can, at any time, re-print the Posting reports for a specific "posting" in the past.

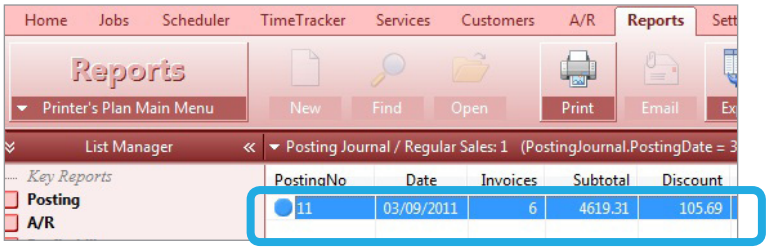
1. Go to the Reports section.
2. Open **Posting Journal**.
3. Right-click on any one of the options (**Regular Sales, Total Sales,** or **All Fields**) and select **Add Filter…**



RIGHT CLICK MENU

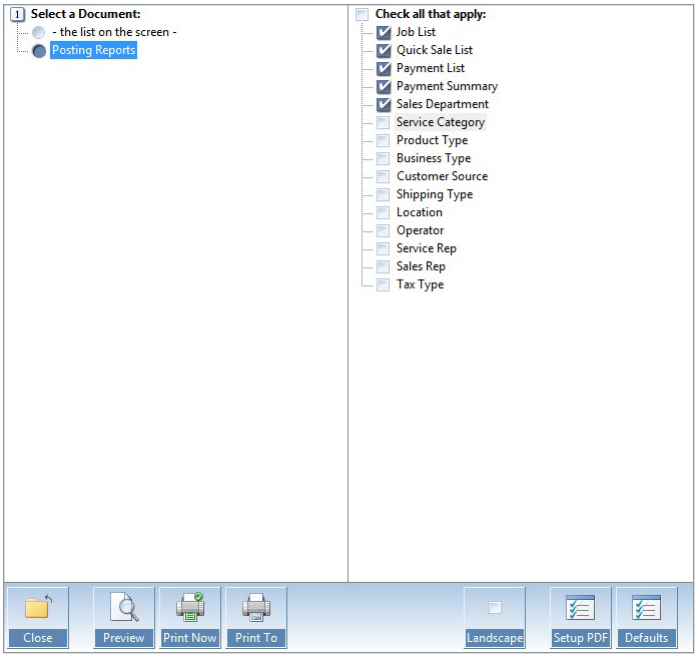
The Find window appears.

4. Define the date or the number of the "posting", and click **Find Now**. The "posting" is listed as a line item on the right.



THE REQUESTED "POSTING"

5. Select the item and click **Print**. The **Print** window appears.



6. Select **Posting Reports** to print the reports for the selected "posting".

X.3 | Receiving Payments

About Payments

Your customers may pay for products and services you provide for them at different phases of the production:

a. **Payment Before an Order has been Posted (Deposit):** The Order has been created and the job is still in the production phase.

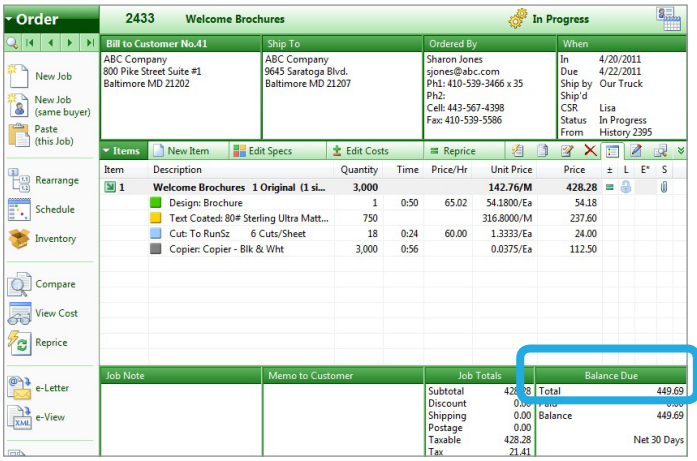
b. **Payment After an Order has been Posted (AR Payment):** The job has been delivered and the customer has received the invoice. The posted Order is now a History job.

c. **Advance Payment (Prepayment):** The customer has not placed an order for the job yet. This payment is usually applied as a credit to the customer's account. *(See also "Issuing Credits".)*

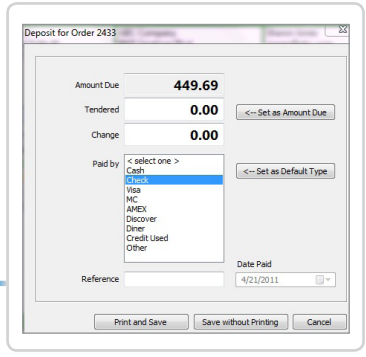
A. Applying a Payment Before an Order Has Been Posted (Deposit)

When you receive a payment for an Order before it has been posted, the payment is applied to the Order. In Printer's Plan, this type of payment is named "Deposit". To enter a Deposit:

1. Open the Order to which you want to apply the payment.
2. Click the **Balance Due** button to open the Deposit Window.

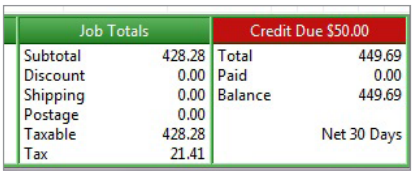


Jobs Section | Job Window

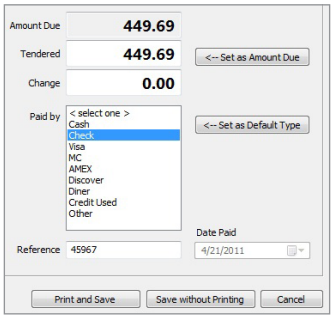


Deposit Window

NOTE: *If a credit is due on the customer's account, the **Balance Due** button name reads **Credit Due** and shows in red. When you click the **Credit Due** button, you see a window, giving you an option to apply the credit to this Order.*



3. In the Deposit window:



Jobs | Job Window | Deposit Window

   a. **Tendered:** Enter the payment amount. If the payment amount equals the total amount due, click the **<-- Set as Amount Due** button to copy the amount due to this field.

   b. **Paid by:** Select the payment type. Click **<-- Set as Default Type** field to set the selected payment type as default. (This payment type will be used as default for future jobs.)

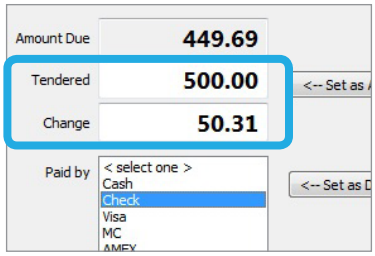
   c. **Reference:** Enter the reference number or text, such as the check number.

   d. **Date Paid:** This date is automatically set to the local computer's current date.

4. Click one of the **Save** buttons to save the payment.

Overpayment

If the payment amount is greater than the Balance, the difference between the two amounts appears in the **Change** field.



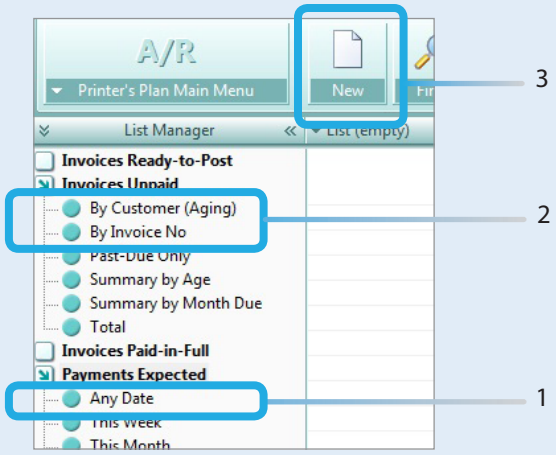
Printer's Plan assumes that you pay the amount in the **Change** field back to the customer at that time rather than keeping it as credit on the account; therefore, it assumes that the payment received is equal to the Amount Due, which is applied to the Order and which is recorded as the Payment Received in Accounts Receivable. If you want to apply the Change amount as a credit to the customer's account, see "Advance Payment".

B. Applying a Payment After an Order Has Been Posted

After an Order has been posted, a payment towards its invoice is applied in the Payment window of the customer in the **A/R** section. See the following inset to learn about the Payment window of a customer:

Payment Window of a Customer in A/R

The Payment window of a customer is available in the **A/R** section. To open it, you may choose one of the following ways:



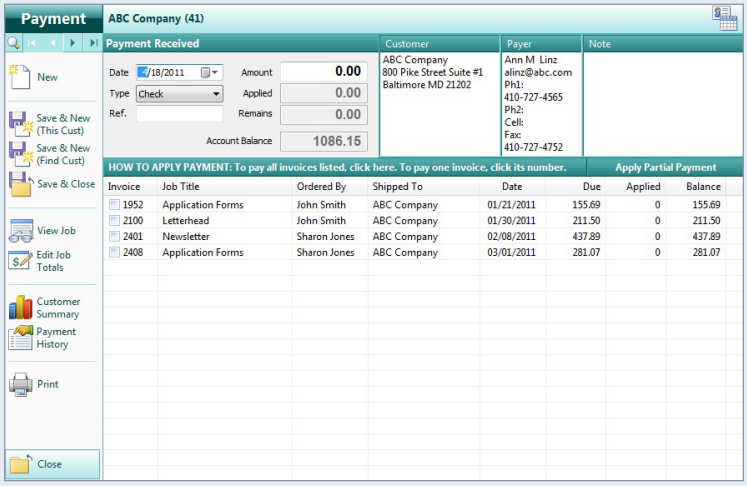
1. Using the **Payments Expected** folder:

   a. Open the **Payments Expected** folder, and click one of the six date range options (**Any Date** through **Past Due**). A list of customers, which have open (unpaid) invoices with due dates within the date range selected, appears.

      Any Date lists all customers that have open invoices—regardless of the payment due dates.

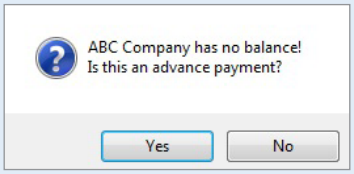
   b. Double-click a customer to open the customer's Payment window.

2. Using the **Invoices Unpaid** folder:
   a. Open the **Invoices Unpaid** folder and click **By Customer**, **By Invoice No**, or **Past-Due only** to list the unpaid invoices that fit the description.
   b. Double-click an invoice of a customer to open the customer's Payment window.
3. Using the **New** button:
   a. Click once on one of the following folders: **Invoices Ready to Post**, **Invoices Unpaid**, or **Invoices Expected**.
   b. Click the **New** button at the top. The Find window appears.
   c. Using the Find window, filter for the customer or the invoice. The Payment window of the customer opens.



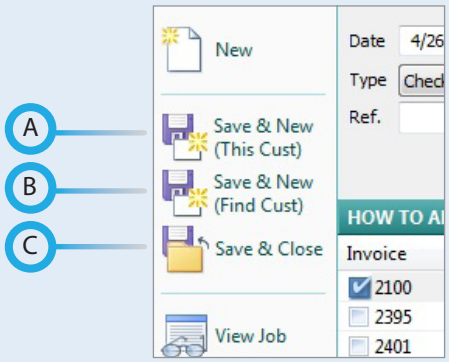
Payment Window of ABC Company

NOTE: *If the customer does not have any unpaid invoices, you will see the following message before the Payment window opens.*



If this payment is an advance payment, click **Yes** to open the Payment window. See "Advance Payment" for more information.

"Save" Buttons of the Payment Window – When To Use Them:



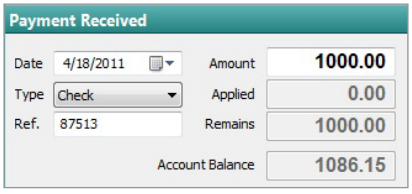
A) **Save & New (This Cust):** Saves this payment and opens the Payment window of this customer again to enter another payment.

B) **Save & New (Find Cust):** Saves this payment and opens the Find window so you can enter information to open another customer's Payment window.

C) **Save & Close:** Saves the payment and closes this Payment window. No other window is opened.

Applying a Payment in A/R

1. In **A/R**, open the Payment window of the customer.
2. In the Payment window, enter the following:



Date: Enter or select the date that you received the payment.

Type: Select a payment type.

NOTE: *Payment types can be defined by the user in Settings | Accounting | Payment Types.*

Ref: Enter a payment reference number, such as the check number.

Amount: Enter the amount and apply it to the invoice(s) which the payment pays. Following are various ways a payment or a partial payment can be applied to an invoice or invoices.

a. Enter the payment amount in the **Amount** field and check each invoice to which you want to apply the payment.

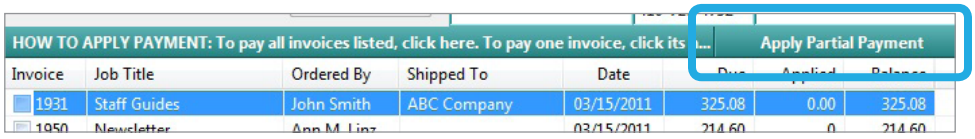
Invoice	Job Title	Ordered By	Shipped To	Date	Due	Applied	Balance
2357	Direct Mail Envelopes	John Smith	ABC Company	03/08/2011	8.05	8.05	0.00
2394	Flyers	Sharon Jones	ABC Company	03/21/2011	472.72	472.72	0.00
1930	Brochure	John Smith	ABC Company	03/24/2011	804.14	519.23	284.91
1952	Application Forms	John Smith	ABC Company	03/25/2011	155.69	0	155.69
1931	Employee Manual	John Smith	ABC Company	03/27/2011	240.00	0.00	240.00

If the sum of the invoices that you check exceeds the payment amount, the last invoice that you check will only be partially paid.

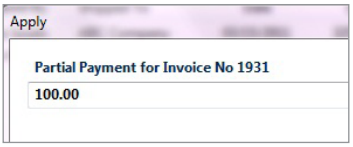
EXAMPLE: *Let's say a customer has three invoices, each one in the amount of $100, and they send you a check for $250. You would enter $250 in the Amount field and then check all three invoices; however, only the first two that you check would be paid in full, and the remaining $50 would be applied as a partial payment to the third invoice.*

b. Do not enter anything in the **Amount** field. Check each invoice to which the payment applies. As you check each invoice, the amount of the invoice is added to the number in the **Amount** field. Continue to check the invoices until the number in the **Amount** field equals the amount of the payment you received.

c. To apply a partial payment to an invoice, do not check the invoice but click on the invoice to highlight it, and then click **Apply Partial Payment**.

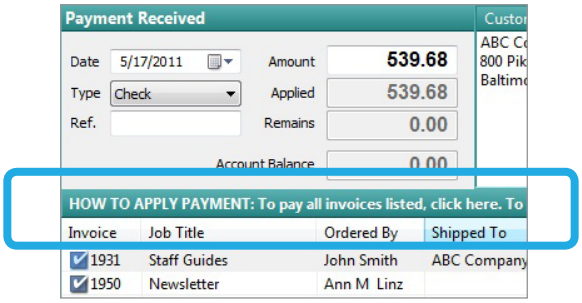


The Apply window appears.



Enter the partial payment amount.

d. If the payment pays all or most of the invoices, click the **HOW TO APPLY PAYMENT:** button to check (pay) all the invoices listed. The total payment amount will be automatically entered in the **Amount** field. Uncheck any invoices that are not paid.

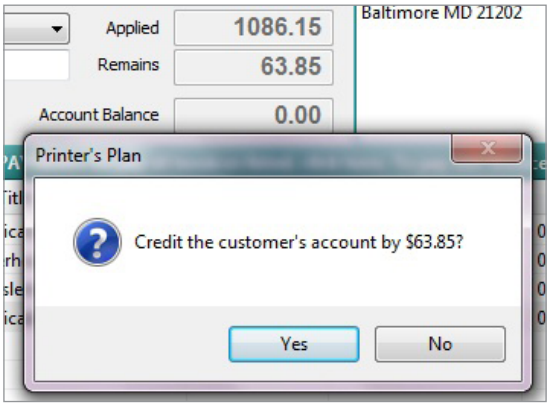


NOTE: *Verify that the **Amount** field has the correct payment amount.*

3. Click one of the **Save &…** buttons to save the payment.

Overpayment

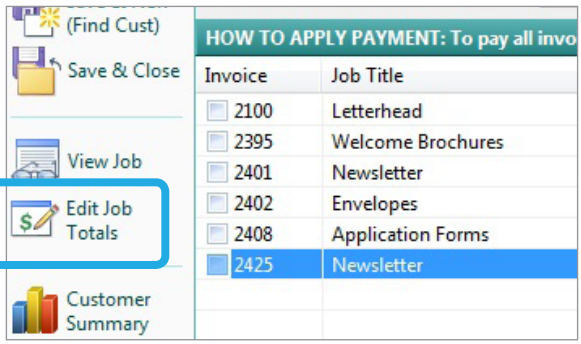
If the payment amount is greater than the amount that you must apply to a set of invoice(s), the remaining amount appears in the **Remains** field. Then, when you save the payment, Printer's Plan asks if you want to credit the remaining amount to the customer's account. Click **Yes** to accept. (*See "Credits" for information on processing credits.*)



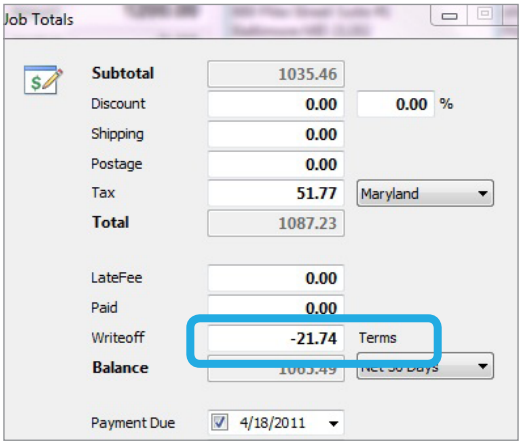
Early Payment Discount

Some businesses give their customers a discount for paying invoices sooner than the payment due date. This discount can be applied at the time of the payment. To give an early payment discount:

1. In the Payment window, highlight the invoice (do not check the invoice), and click the **Edit Job Totals** button.



The Job Totals window appears.



2. In the Job Totals window, enter the discount amount in the **Write Off** field as a negative number.

NOTE: *Do not enter the amount in the **Discount** field because the amount entered in the **Discount** field directly affects the Sales and the Tax amounts. The Early Payment Discount is in essence a partial Write Off of the invoice total.*

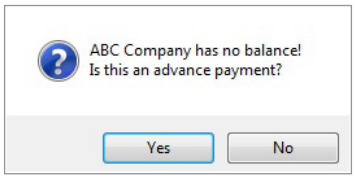
NOTE: *Apply the early payment discount before you apply a payment to the invoice.*

C. Advance Payment

When you receive an advance payment (payment received before an Order has been entered), enter it in the Payment window of the customer in the **A/R** section and apply it as a credit to the customer's account. This process is basically the same as entering a payment for an invoice:

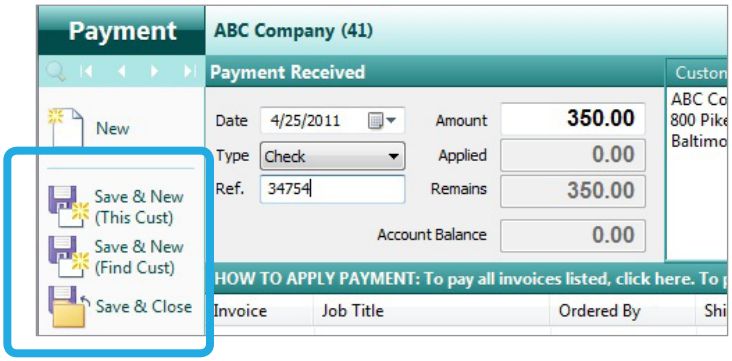
1. In the A/R section, open the customer's Payment window.

NOTE: *If the customer does not have any open invoices, you will see the following message:*



Click **Yes**. The Payment window opens.

2. In the Payment window:



Date: Enter the date of the payment.

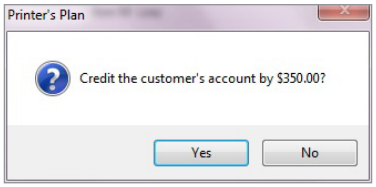
Type: Select the payment type. (This list is user defined in Settings | Accounting | Payment Types.)

Ref.: Enter the payment reference number or text, such as the check number.

Amount: Enter the amount of the payment.

CAUTION: *Do not apply the payment to any invoices.*

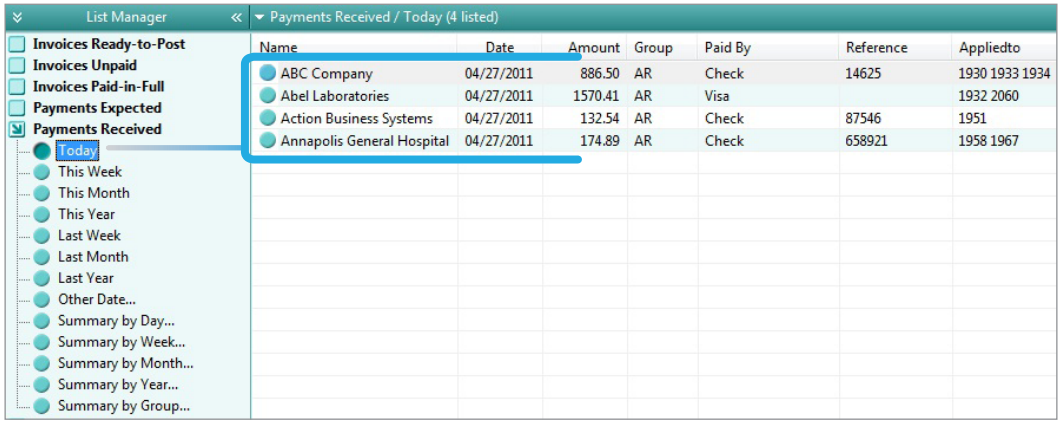
3. Click one of the **Save** buttons. A window pops up, asking if you want to credit this amount to customer's account.



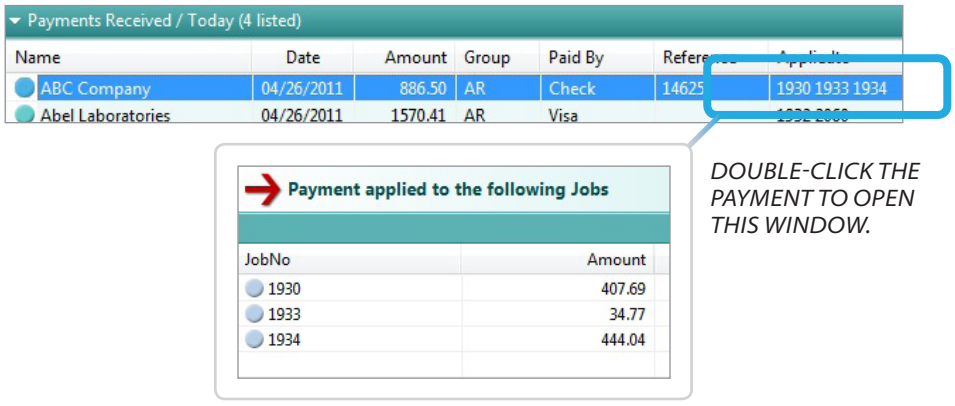
4. Click **Yes**.

Viewing Payments Received (Payment Journal)

To see a list of Payments received today, in A/R open **Payments Received** and select "Today". The list of payments entered today appears as follows:



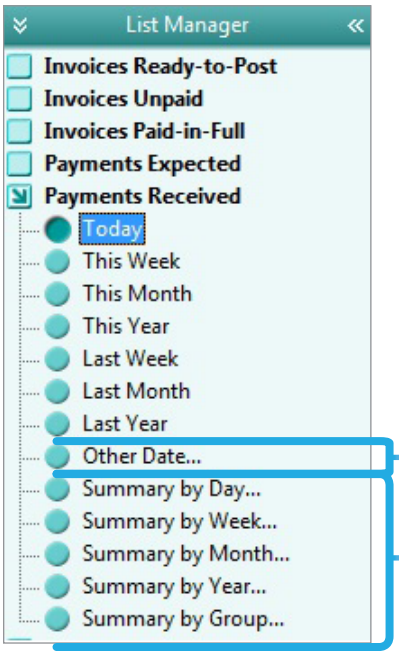
If a payment has been applied to more than one invoice, double-click the payment to see how it was distributed to each invoice as in the following figure.



DOUBLE-CLICK THE PAYMENT TO OPEN THIS WINDOW.

X.3 | Receiving Payments

Use the other options under "Payments Received" to list payments entered on other days or date ranges.



*USE **OTHER DATE**…*
TO FILTER BY ANOTHER DATE OR A DATE RANGE.

USE THESE FILTERS TO SEE A SUMMARY OF PAYMENTS. WHEN YOU CLICK ONE, THE FIND WINDOW OPENS SO YOU CAN FILTER THE SUMMARY BY CUSTOMER NAME, PAYMENT GROUP, PAYMENT TYPE, OR OTHER CRITERIA.

X.4 | Adjusting Payments

Sometimes you may make mistakes in applying payments. Some common errors are:

- Entering an inaccurate payment amount,
- Selecting the wrong payment type,
- Applying the payment to a wrong invoice, or
- Entering the payment in the Payment window of a wrong customer.

Once you enter a payment in Printer's Plan (a deposit to an Order or a payment for an invoice in the **A/R** section), you cannot delete it; however, you can reverse it. This topic covers the process of reversing payments already entered.

Adjusting Payments Entered in A/R

If you have applied a payment incorrectly in **A/R**, you need to do the following to correct the error:

1. Reverse the payment,
2. Remove the payment from the Invoice, and
3. Apply the payment correctly.

The next paragraphs explain each of these steps in detail.

1. Reversing the Payment:

1. Open the Payment window for the customer who received the incorrectly applied payment. *(For instructions on opening the Payment window of a customer, see the inset titled "Payment Window of a Customer in A/R" under "Receiving Payments".)* Then, enter the following:

   Type: Select the payment type you originally selected for the payment.

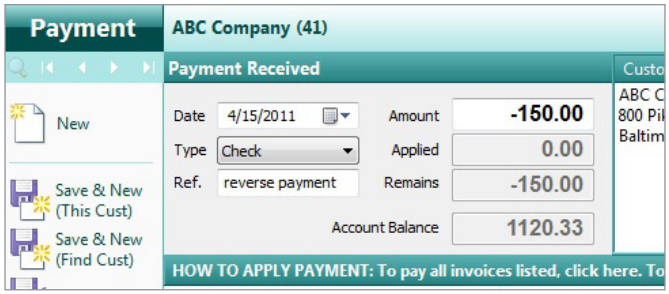
   Ref.: Type Reverse Payment. The entry in this field will serve as a reference for you in the future; therefore, you may use any other words of your choice.

   Amount: Enter the amount of the incorrect payment as a negative amount with a minus sign *(-)* in front.

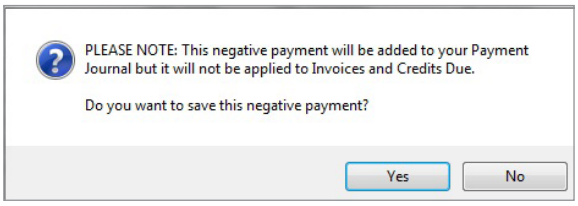
   EXAMPLE: *-150.00*

   CAUTION: *Do not apply the payment to any invoices.*

   Now the Payment window should look similar to the following:



2. Click one of the **Save** buttons. The following pop-up message appears.



3. Click **Yes**.

   Now the **Payments Received** list includes a negative payment amount, which offsets the original payment amount.

2. Removing the Payment from the Invoice.

1. In **A/R**, find the incorrectly paid invoice and open its Job Totals window as explained in the following inset.

To Open the Job Totals Window:

If the invoice was paid in full:

1. Open the **Invoices Paid in Full** folder.
2. If the date the invoice was paid is today, click on **Today**. Otherwise, click **Other Date…**, enter the invoice number, and click **Find Now**.
3. Double-click on the invoice. The History Job window opens.
4. Click **Job Totals** at the bottom. The Job Totals window opens.

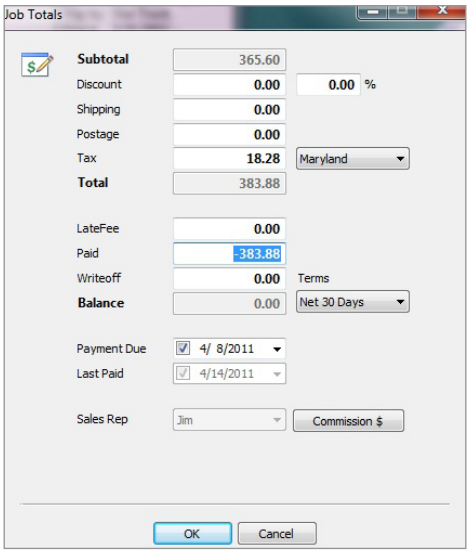
If the invoice was partially paid:

1. Open the Payment window for the customer that received the incorrectly applied payment.

2. Click on the incorrectly paid invoice to highlight it.

   CAUTION: *Do not check the box next to the invoice.*

3. Click **Edit Job Totals** on the left pane. The Job Totals window opens.



A/R | Job Totals Window

2. In the **Paid** field, highlight the amount and adjust it.
   - If the incorrectly applied payment was the only paid amount in this Job, enter *0* (zero).
   - If the incorrectly applied payment was added to an earlier paid amount, enter the earlier paid amount.

   CAUTION: *Be sure to enter any paid amount as a negative number.*

   EXAMPLE: *Previously a payment of $233.88 had been correctly applied to an invoice. Today you erroneously added a payment of $150 to the same invoice. Now the Paid field shows -383.88. To remove the incorrect payment amount, enter -233.88 (=383.88 – 150).*

3. Click **OK** to close the Job Totals window.

3. Applying the Payment Correctly:

Proceed to apply the payment correctly. (*See "Receiving Payments".*)

Adjusting Payments Applied to Orders (Deposits)

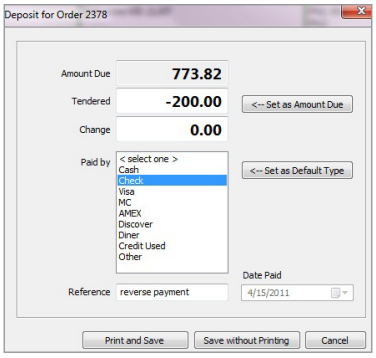
If you have applied a payment incorrectly to an Order, (incorrect payment amount, payment type, invoice, or customer), do the following to fix the error:

1. Reverse the payment, and
2. Enter the payment correctly.

These steps are described in detail below:

1. Reversing the Payment:

1. In the **Jobs** section, find the incorrectly paid Order and open it.
2. Click **Balance Due** (or **Paid-In-Full** if the balance is zero) to open the Deposit window.
3. In the Deposit window, enter the following:



Tendered: Enter the payment amount with a minus (-) sign in front.

Paid By: Select the payment type you selected for the incorrect payment.

Reference: Type `Reverse Payment`. (The entry in this field will serve as a reference for you in the future; therefore, you may use any other words of your choice.)

Date: Today's date (date of the local computer) is automatically assigned. You cannot edit the date.

4. Click one of **Save** buttons to save the and close the window.

Now the Payment is reversed and has been removed from the Order.

2. Applying the Payment Correctly

Proceed to apply the payment correctly. (*See "Receiving Payments".)*

X.5 | Correcting Invoices

Sometimes you may want to correct an invoice (history job) because, for example, you charged the wrong amount or you charged sales tax but the invoice should have been tax exempt. Or, you may want to cancel an invoice (history job) altogether.

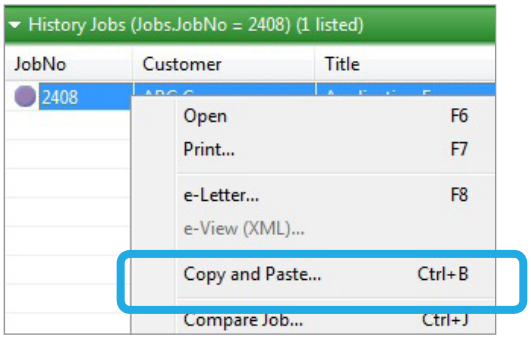
In the cases mentioned above, do not edit the history job associated with the invoice. Instead, follow the "Credit Invoice + Revised Invoice" and "Credit Invoice" procedures described in this section.

- The "Credit Invoice + Revised Invoice" procedure is used when a correction is needed in an invoice, such as removing the sales tax.
- The "Credit Invoice" procedure is used to cancel an invoice altogether.

Credit Invoice + Revised Invoice

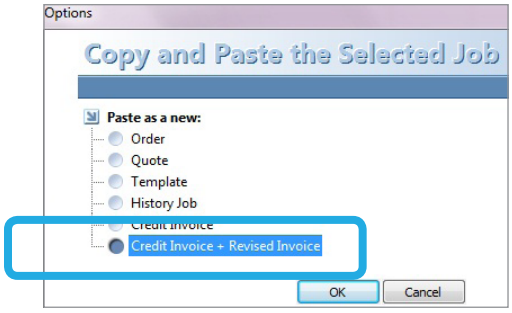
NOTE: *If the invoice to be corrected has been paid and the corrected invoice total will be lower than the payment amount, see the inset titled "Payment on the Invoice to Be Revised" at the end of this section before proceeding with the following steps.*

1. In the **Jobs** section, find the History Job to be revised.
2. Right-click on the Job and select **Copy and Paste…**.



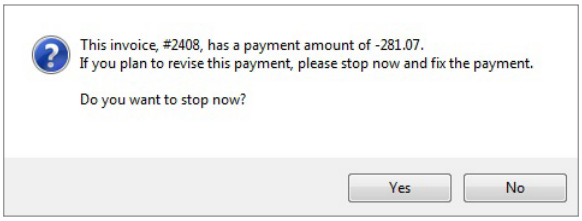
Jobs Section | A History Job

The Options window appears.



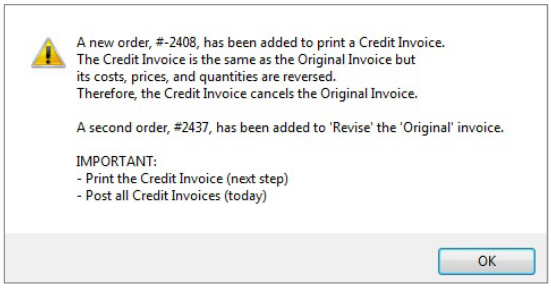
3. Select **Credit Invoice + Revised Invoice,** and click **OK**.

    a. If, on the invoice, there's a payment which you have not reversed or removed yet, the following window appears.



    If the payment amount is higher than what the amount of the revised invoice will be, click **Yes** and reverse or remove the payment. (*See the inset titled "Payment on the Invoice to Be Revised" at the end of this section.*)

    b. If there's no payment on invoice #2408 or if you click **No** in (a), the following window, which explains the newly created "Credit and Revised Invoice", appears.



4. Open the Order with the negative job number (-2408) and print the invoice ("Credit Invoice").

5. Open the second Order, which is an exact copy of the original Job except for the dates and the Order number. Make the revisions on this Order, such as removing the sales tax. Assign

today's **Shipped** date and print an invoice ("Revised Invoice").

6. Post both Orders ("Credit Invoice" and "Revised Invoice") to History on the same day they are created.

After the Posting:

- The **Credit Invoice reduces** the current period's figures (quantities, costs, sales, tax, commissions, etc.) by the totals of the Credit Invoice to reflect the reversed sale.
- The **Revised Invoice increases** the current period's figures (quantities, costs, sales, tax, commissions, etc.) by the totals of the Revised Invoice to reflect the adjusted sale.

NOTES:

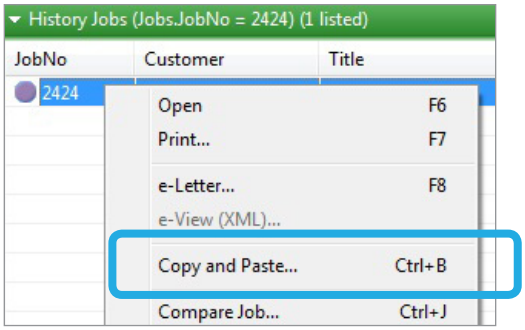
- The original invoice in History is now marked as "**Credited Invoice"**.
  (Do not confuse "**Credited Invoice"** (one with the positive Job number) with "**Credit Invoice"** (one with the same Job number, but the number is negative).
- "Credit Invoices" and "Credited Invoices" cannot be edited.
- The balances of both the "Credit Invoice" and "Credited Invoice" are set to zero.
- The Date Paid for both the "Credit Invoice" and "Credited Invoice" is set to today's date.
- "Credit Invoices" and "Credited Invoices" cannot be deleted for one year.
- If you have created a "Credit Invoice" by mistake, delete it before posting it. After it is deleted, the "Credited Invoice" will return to its original status as a regular History Job.

Credit Invoice

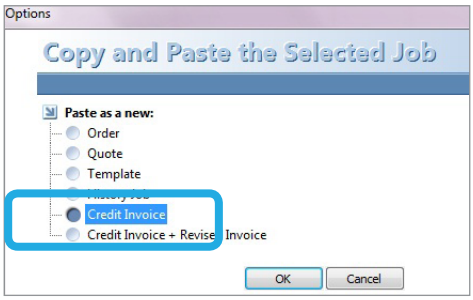
If you just want to cancel an Invoice rather than revising it, you only need to create a Credit Invoice.

NOTE: *If a payment has been made to this invoice, you do not need to remove the payment from the invoice. However, you must reverse it or issue a credit for it, depending on how your customer wants to handle it. (See step 2 in the inset named "Payment on the Invoice to be Credited" for these procedures.)*

1. In the **Jobs** section, find the History Job to be revised.
2. Right-click on the Job and select **Copy and Paste…**.

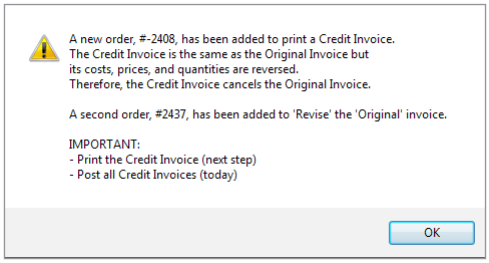


The Options window appears.



Options Window

3. Select **Credit Invoice**, and click **OK**. The following window, which explains the newly created "Credit Invoice", appears.



4. Click **OK**. The Print window for the "Credit Invoice" appears.
5. Print the invoice ("Credit Invoice").
6. Post the Order ("Credit Invoice") to History on the same day it is created.

Payment on a Revised Invoice

If the invoice to be corrected has a payment and the payment is greater than the total amount that will be assigned to the corrected invoice, do the following before you proceed with the "Credit Invoice + Revised Invoice" steps.

1) Reduce the payment on the invoice by the amount of the difference (*see "Adjusting Payments"*).
2) Then,
   - If the customer wants you to refund the money:

     Enter a negative payment in the amount of the difference. *(See "Adjusting Payments".)*
   - If the customer does not want you to refund the money but to keep it as a credit on the account instead:

     In the Credit window of the customer, add a credit in the amount of the difference. *(See "Issuing Credits".)*

EXAMPLE: *A payment of $200 has been applied to invoice #2408. Later, for miscellaneous reasons, the customer called with a complaint and, now, you need to correct the invoice by reducing the total to $150 from $200. The difference is $50 (= 200 – 150).*

Before correcting the invoice, you must:

1) *Remove the $50 from the paid amount so the payment on the invoice will show as $150.*
2) *According what the customer wants you to do, either enter a payment of $-50 (negative amount) in the customer's Payment window and save it, or enter a credit of $50 to the customer's account.*

NOTE: ***If you forget to remove the payment before creating the Revised Invoice:***

- If the customer wants you to refund the money, enter a negative Deposit in the Revised Invoice:
  1) Open the Revised Invoice (Order).
  2) Click **Paid-In-Full** (or **Over Paid** if you have already revised the Order) to open the Deposit window.
  3) Enter the amount as a negative number in the **Tendered** field.
  4) Click **Save without Printing**.

- If the customer wants to keep the money as a credit,
  1) Add it as a credit to the customer's account, and
  2) Reduce the Paid amount on the Revised Invoice (Order) by the amount of the credit. To do so:
     I. Print an invoice for the Revised Invoice (Order) and assign to it a Shipped Date so its status becomes Ready-to-Post.
     II. In **A/R**, list this invoice under "Invoices Ready-to-Post".
     III. Open the invoice and click **Job Totals**.
     IV. In the Job Totals window, replace the amount in the **Paid** field with the correct amount.

NOTE to users who export accounting data from Printer's Plan and import it into QuickBooks*: If the above adjustment is not made on a Revised Invoice, leaving the Invoice "Over-Paid", the import into QuickBooks will result in an error.*

X.6 | Issuing Credits

About Credits

Sometimes you have to give money back to a customer. You can do this by 1) writing a check to refund money you received from the customer, or 2) issuing a credit to the customer against current or future balances.

A. Writing a check to refund money:
If this money was applied to an invoice in Printer's Plan, please see "Correcting Invoices". This process does not create a credit in the customer's account.

B. Issuing a credit against current or future balances:
Each of the following processes creates a credit in customer's account.

   a. Credit created as a result of an overpayment or an advance payment:
   This process is explained in *Receiving Payments*.

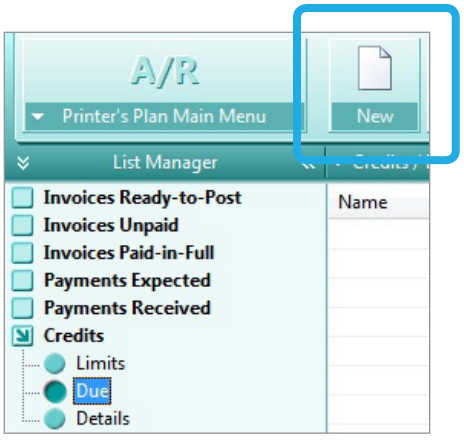
   b. Credit created at the customer's request:
   Sometimes the customer wants you to issue a credit towards current or future invoices for various reasons. An example: He has paid an invoice but is not satisfied with the job and returns it. Instead of asking for a refund, he asks you to issue a credit.

The procedure to issue a credit for condition (b) is explained below.

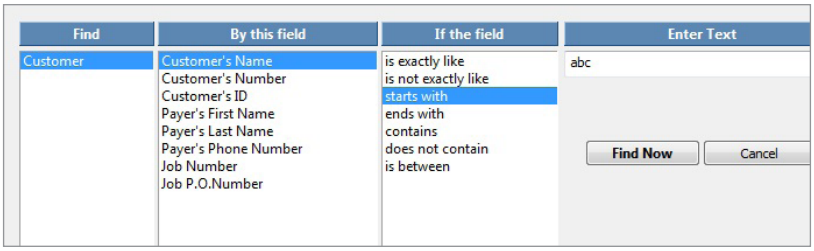
Issuing a Credit

To issue a Credit for a customer:

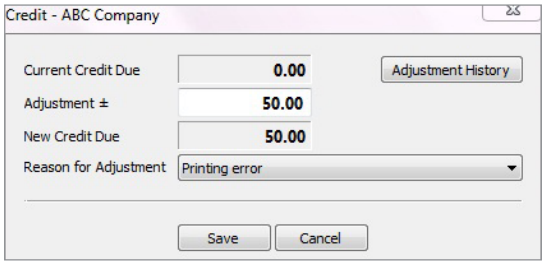
1. In **A/R**, click **Credits** and then **Due**.
2. Click **New** at the top of the screen.



The Find window appears.



3. In **By this field** column, select **Customer's Name**.
4. In the **If the field** column, make a selection.
5. In the **Enter Text** field, enter a few letters of the customer's name, and click **Find Now**. The Credit window appears.

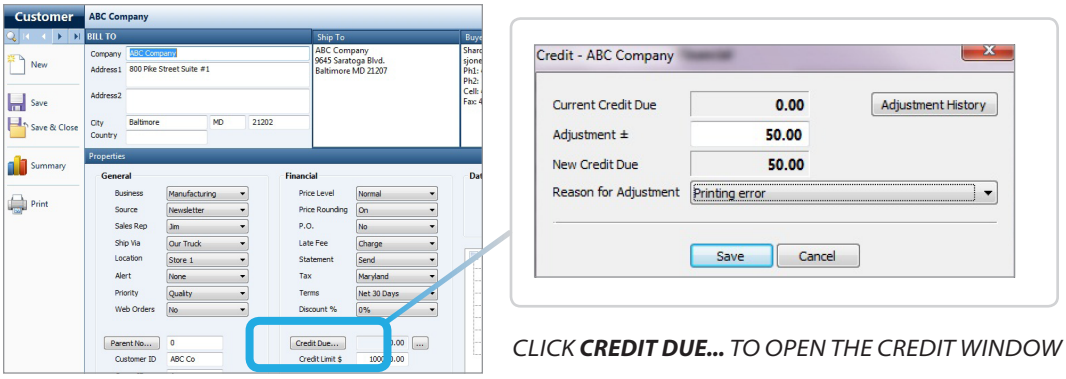


Customer Credit Window

6. In the **Adjustment +-** field, enter the credit amount as a positive number.
7. In the **Reason for Adjustment** field, make a selection which serves as a future reference for you. (The customizable Reason for Adjustment list is user defined in Settings | Accounting | Credit Reasons.)
8. Click **Save**.

NOTE: *Credits entered with the above procedure do not add a payment to the system. Therefore, do not use the Credit window to enter advance payments, which should be entered instead in the Payment window of the customer. (See "Receiving Payments".)*

NOTE: *You can open the Credit window also from the Customer setup window in the Customers section:*



*CLICK **CREDIT DUE...** TO OPEN THE CREDIT WINDOW*

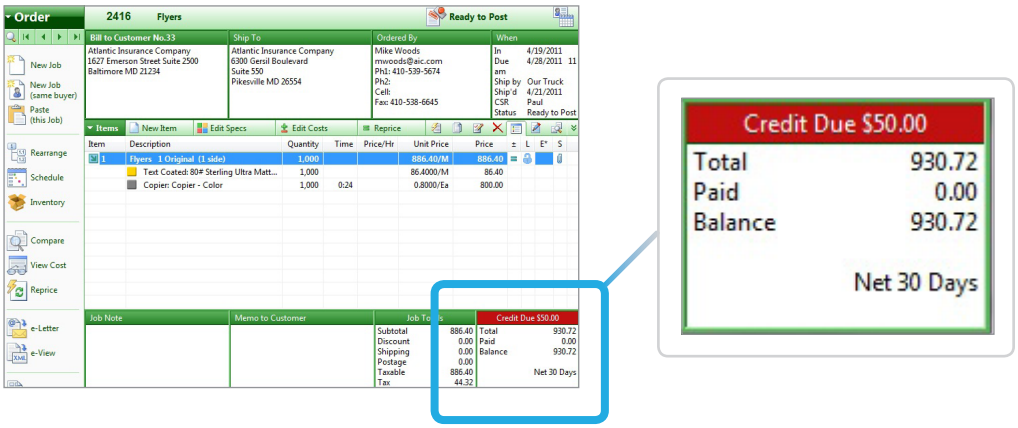
Customers Section of the Customer Setup Window

Applying a Credit to an Order and an Invoice

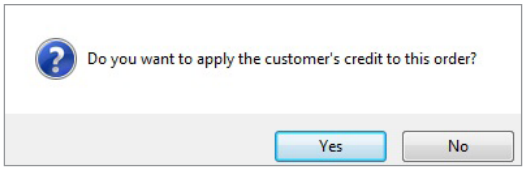
If a customer has a credit on his account, you can apply it to his Order(s) in the **Jobs** section or to his invoice(s) in the **A/R** section.

Applying a Credit to an Order

1. In the **Jobs** section, open the Order.
   When there is a credit on the customer's account, the credit amount shows in red (while a **Balance Due** would show in green).



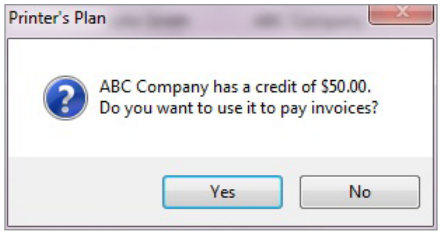
2. Click **Credit Due…** The following window appears.



3. Click **Yes** to apply the credit to this Order. If you click **No**, the Deposit window opens but the credit is not applied.

Applying a Credit to an Invoice in A/R

1. Open the Payment window of the customer as if you're going to apply a payment to an invoice (*See "Receiving Payments"*). Printer's Plan shows a window notifying you of the credit due and asks if you want to apply it to an invoice.



2. Click **Yes**, and the Payment window opens.

A description of the fields in the Payment window follows:

Type: Ignore this field because the selection in this field is not saved when you apply a credit.

Ref.: Printer's Plan automatically fills in this field as `CreditUsed`.

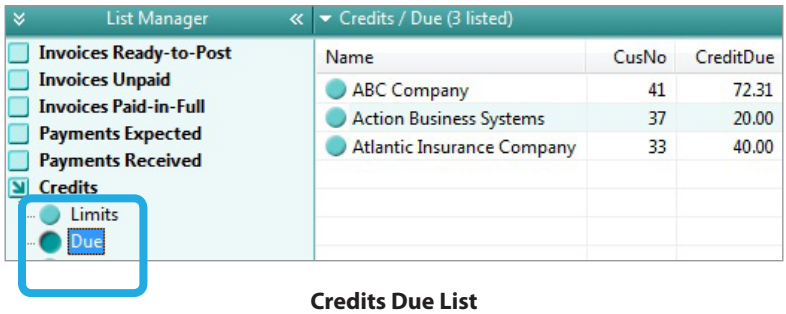
Amount: The credit due is automatically assigned to this field.

3. Check the invoice(s) to which you want to apply the credit.
4. Click one of the **Save** buttons to close the Payment window.

Viewing the Existing Credits

You can view a list of the customers with credits on their accounts. The list also shows the total amount of credit on each customer's account.

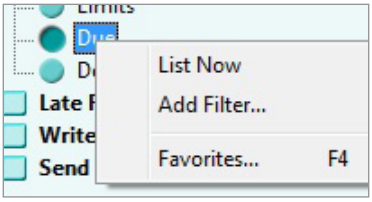
1. In **A/R**, open **Credits** and click on **Due**. A list of customers with credits on their accounts appears.



Credits Due List

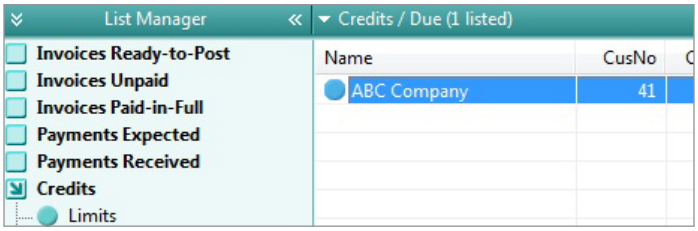
To view the credit due to only one customer:

1) Open **Credits** and right-click on **Due**. A short menu appears.



2) Select **Add Filter…**. The Find window appears.
3) Enter the customer's name or number and click **Find Now** .
4) The customer's name and the total credit due to the customer appear on the right.

2. Double-click a customer in the list to view that customer's Credit window.

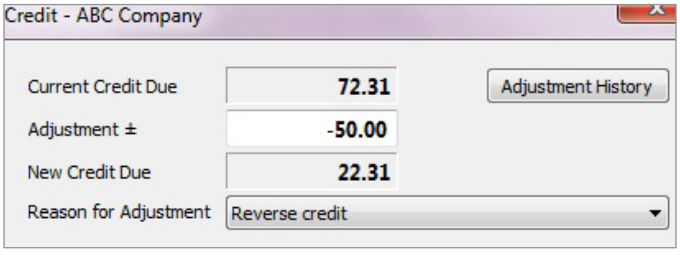


Editing the Credit Due on a Customer's Account

Sometimes you may need to edit the amount of credit due to a customer. An example of such a situation may be: After delivering a job to the customer, the customer claims that he received less than the quantity he had ordered. To compensate for the error, you issue a credit to the customer. Later the customer discovers the missing package and notifies you that the shipment was complete after all.

To edit the credit:

1. Open the Credit window of the customer. (*See Figure 1.*)
   You can open the Credit window also by double-clicking the customer's name in the **Credits Due** list *(See Figure 3.)*
2. Enter the adjustment amount in the **Adjustment +-** field.
   - Enter a positive number to increase the credit amount.
   - Enter a negative number to reduce the credit amount. (To delete the total credit amount, enter the Current Credit Due amount as a negative number.)



3. Click **Save**.

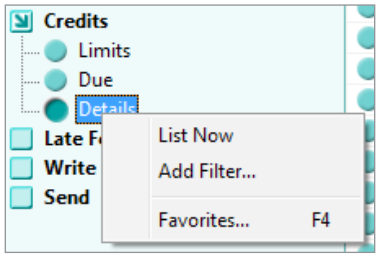
Tracking Credits

You can view all the credit transactions within any date range.

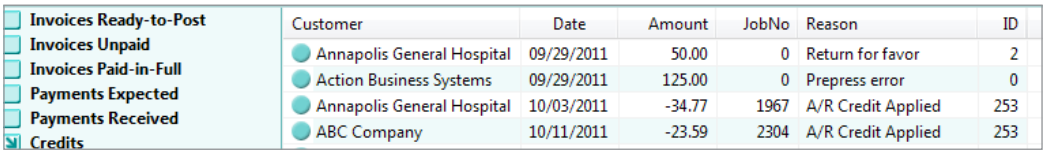
X.6 | Issuing Credits

Click **Details** under **Credits** to list all the credit transactions in your Printer's Plan. This list may be too long and include the transactions you don't care to view right now. To shorten the list, you can filter it for a date range or some other criteria. To do so:

1. Right-click on **Details**. A short menu appears.



2. Select **Add Filter…**. The Find window appears where you can select the criteria, such as the Date range or just one customer or both.
3. Click **Find Now** to display the information.



Credits List

JobNo column: For credits applied to invoices, this column shows the invoice numbers. For credits entered, this column shows *0* since credits entered into customers' accounts are not associated with invoices.

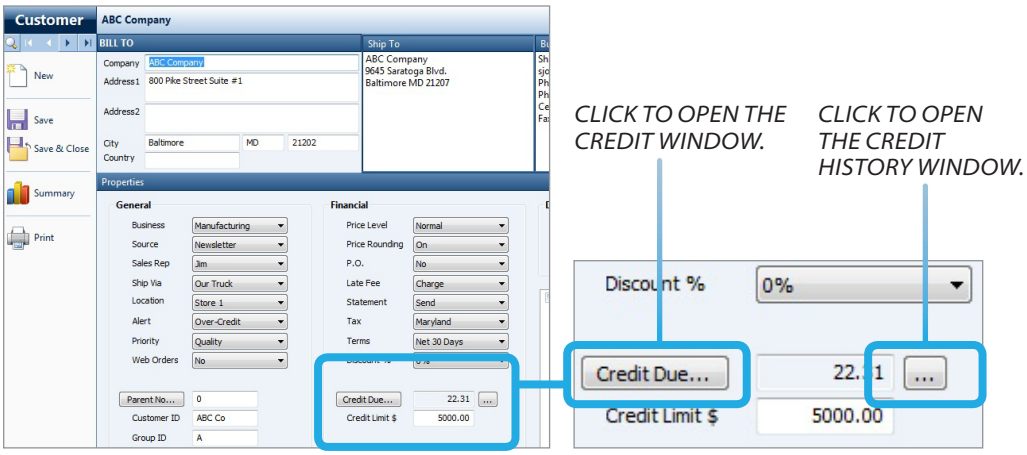
ID column: Information in this column is for Printer's Plan technical support use only. Please ignore this column.

NOTE: *The credit details for one customer are also available from the Credit window of that customer. Click the* ***Adjustment History*** *button on this window.*

Customer Credit Window

The Credit History window appears.

NOTE: *The same Credit and Credit History windows for a customer are also available from the customer's setup window in the* ***Customers*** *section. See the figure below.*



Customers Section | Customer Setup Window

X.7 | Imposing Credit Limits

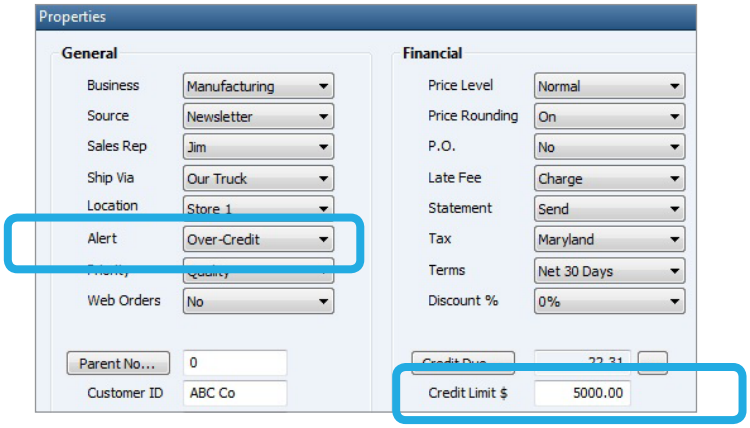
A credit limit is a way to set the maximum outstanding balance you will allow a customer to accumulate before paying your company.

Printer's Plan offers an Alert option which can be displayed when the sum of a customer's new order amount and the total amount of any unpaid invoices exceeds the credit limit.

You can password-protect the Order Entry function to prohibit additional orders for all customers who have exceeded their credit limits. (*See Settings | General Settings | Passwords.)*

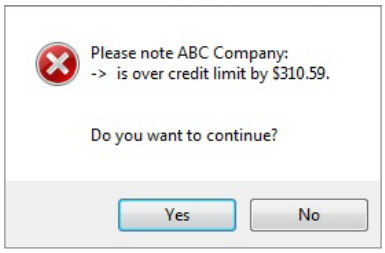
Assigning a Credit Limit and an Alert Option to a Customer

Credit limits and the option to enable or disable the Alert message are assigned in the customer's setup window in the **Customers** section.



Customers Section | Customer Setup Window

If you select Over-Credit in the **Alert** field as you are creating an order, Printer's Plan alerts you if the customer has exceeded the credit limit.

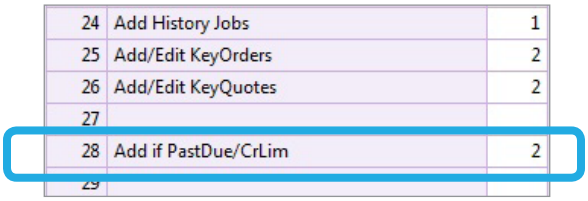


Printer's Plan does not prevent you from entering the Order unless you have password-protected this function.

Password For Entering Orders When the Customer Has Exceeded the Credit Limit

To deter your staff from entering Orders for Customers who have exceeded their credit limits, you can assign a password for this function.

Go to Settings | General Settings | Passwords. Assign a password level to #28.



24	Add History Jobs	1
25	Add/Edit KeyOrders	2
26	Add/Edit KeyQuotes	2
27		
28	Add if PastDue/CrLim	2
29		

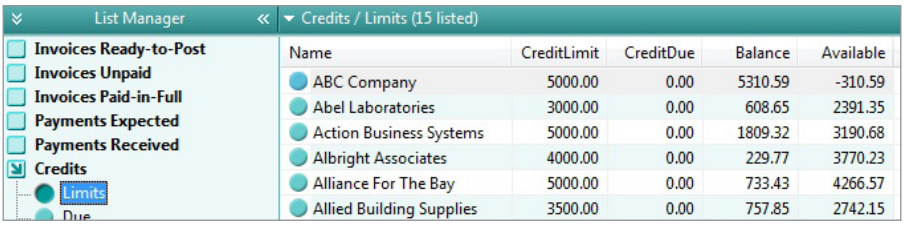
Settings Section | General Options | Passwords

Viewing Credit Limits of Customers as a Group

You can view and edit the credit limits of customers in the **A/R** section, also. To do so:

Click **Limits** under **Credits**. A list of customers, whose credit limit amounts are greater than zero (> 0), and related information appear on the right.

NOTE: *You can shorten the list by filtering it: Right-click **Limits** and select **Add Filter…***

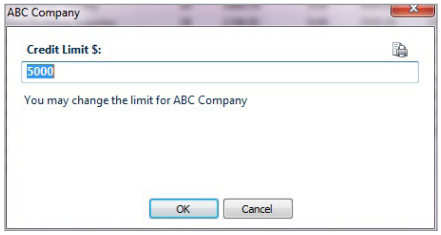


Credit Limits

NOTE: *The amounts in the Balance column include balances of both current Orders and unpaid invoices.*

X.7 | Imposing Credit Limits

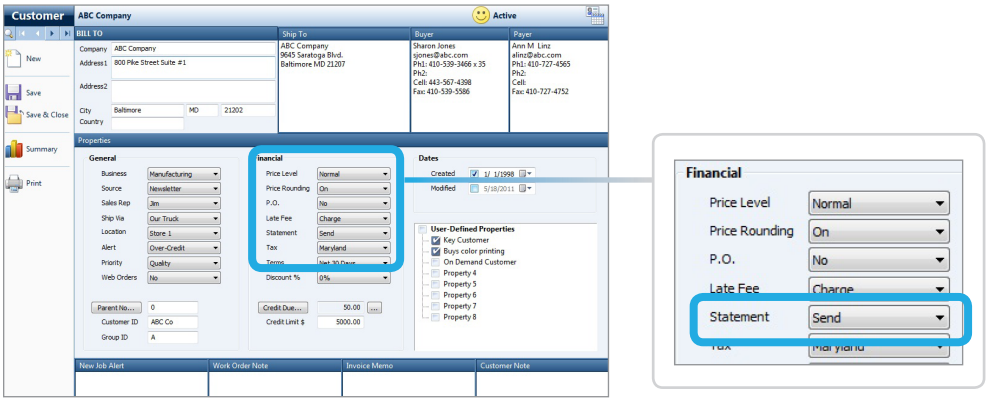
To edit the credit limit of a customer, double-click the customer's name. The Credit Limit window of the customer opens. Modify the credit limit.



X.8 | Sending Statements

You can print statements in Printer's Plan and then mail them to your customers, or you can email PDF copies of the statements.

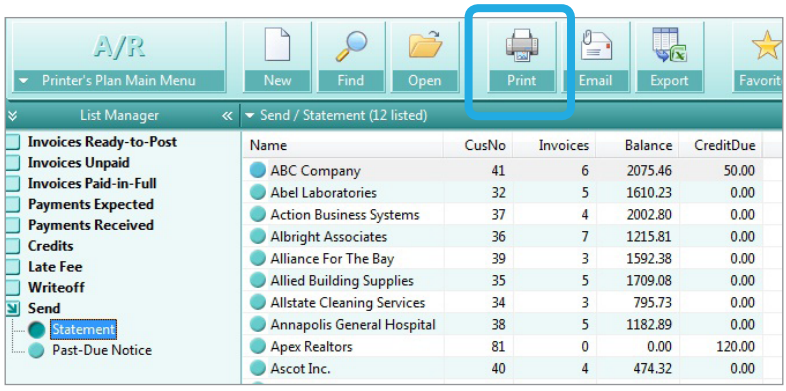
NOTE: *In order to be able to send a statement to a customer, the* ***Statement*** *field in the customer's setup window must be set to* ***Send****.*



Customers Section | Customer Setup Window

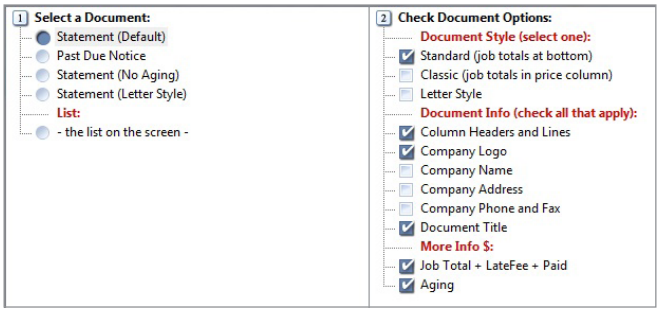
Sending a Statement

1. In the **A/R** section, open **Send** and click on **Statement**. A list of customers who have unpaid invoices or credits on their accounts appears.



2. Highlight the customers for which you want to print statements and click **Print**.

The Print window appears.



3. Select a document from the left side of the window and the options for the document from the right side.

NOTE: *To rename and modify the documents and to select the default options for each document, go to Settings | Printing | Document Options. See the "Settings" chapter in this guide for more instructions.*

4. Click **Print**. Statements for the selected customers will print sequentially.

Sending a Past-Due Notice

1. In the **A/R** section, open **Send** and click on **Past-Due Notice**. A list of customers who have past-due invoices appears.

NOTE: *If the **Statement** field of a customer is not set to **Send**, that customer will not appear in this list.*

2. Select the customers for whom you want to print past-due notices and then click **Print**. The Print window appears.

3. Select **Past-Due Notice** from the left side of the window and the print options for the document from the right side.

NOTE: *To rename and modify the documents and to select the default options for each*

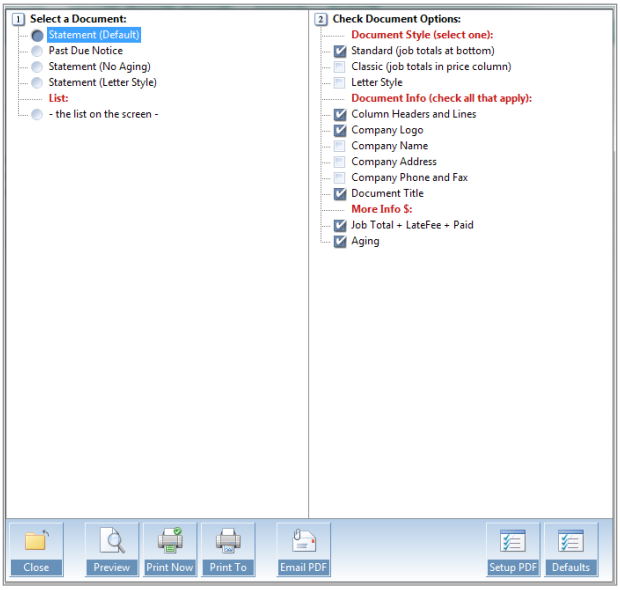
document, go to Settings | Printing | Document Options. See the "Settings" chapter in this guide for more instructions.

4. Click **Print**. Past-Due notices for the selected customers will print sequentially.

NOTE: *The printed documents will include only the past-due invoices and not the current invoices.*

Sending PDF Copies of Statements and Past-Due Notices

To send the statements and past-due notices as PDF files attached to email, click **Email PDF** in the Print window.



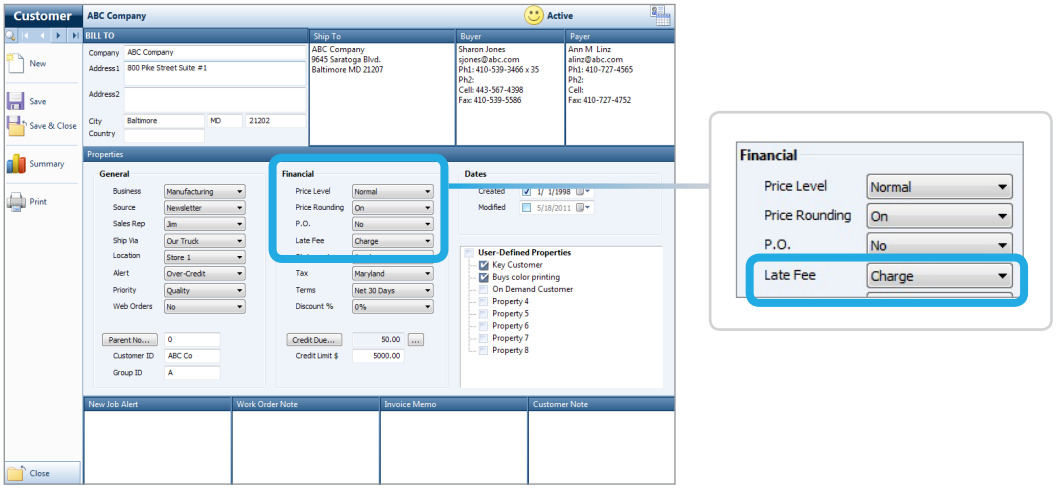
Print Window

NOTE: *To set up Printer's Plan for sending PDF copies of documents, see "Emailing PDF Attachments".*

X.9 | Assessing a Late Fee

A late fee is any penalty or interest you want to charge for a past due invoice.

NOTE: *In order to be able to charge a late fee to a customer, the **Late Fee** field in the customer's setup window must be set to **Charge**.*

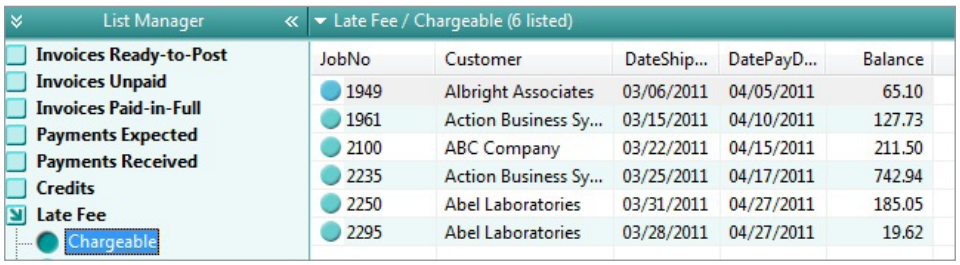


Customers Section | Customer Setup Window

Charging Late Fee

Printer's Plan does not charge Late Fee to past-due invoices automatically. Follow the steps below to charge a Late Fee:

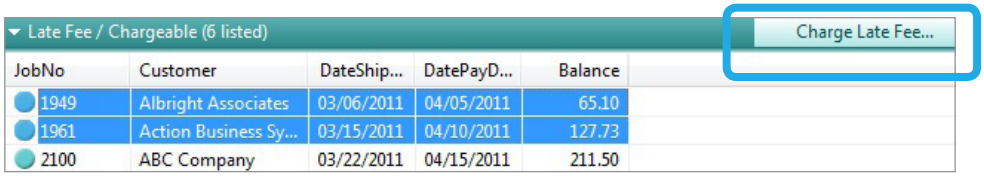
1. In List Manager of the **A/R** section, click **Chargeable** under **Late Fee**.



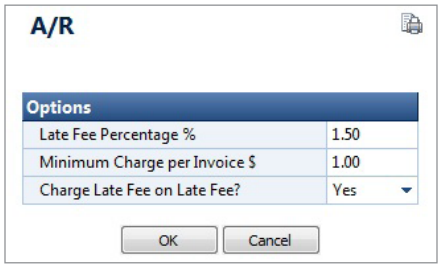
The list that appears on the right includes the past due invoices for customers whose **Late Fee** field in the Customer setup window is set to **Charge**.

2. Highlight the Invoices to which you want to apply a late fee, and click the **Charge Late Fee** button (near the upper right of the window).

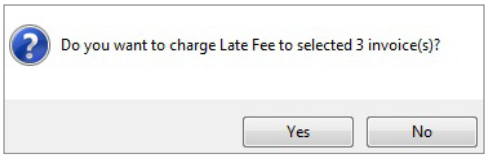
X.9 | Assessing a Late Fee



A window appears, showing the late fee options.

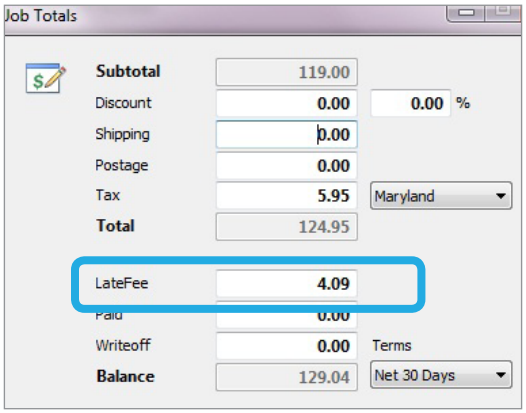


3. If you wish to change the options, do so now. Any changes you make will be saved for the next time you open this window. The options are listed below:
   - **Late Fee Percentage %:** The balance of the invoice will be multiplied by this percentage to calculate the Late Fee.
   - **Minimum Charge per Invoice $:** The Late Fee assigned to an invoice will never be less than the amount entered in this field.
   - **Charge Late Fee on Late Fee?:**
     - If you select **Yes**: If the balance of an invoice includes a late fee charged previously, the new Late Fee will be calculated based on this balance.
     - If you select **No**: The Late Fee charged previously will be excluded from the new Late Fee calculation.
4. Click **OK**. A confirmation window appears.



5. Click **Yes** to apply the Late Fee to the selected invoices.
   - The Late Fee amount will show in the **Late Fee** field of the Totals window.
   - If a Late Fee had been charged to an invoice previously, the new Late Fee will be added to the existing Late Fee.

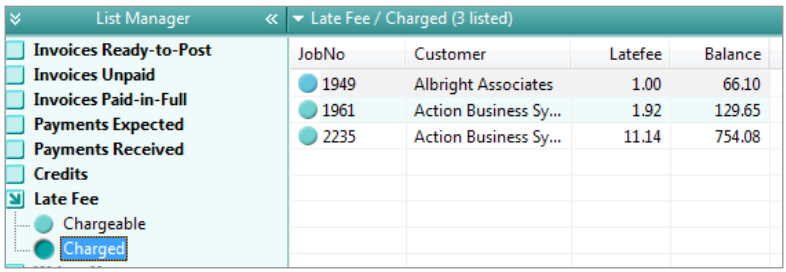
- The balance of the invoice will be updated with the new Late Fee charge.



Job Totals window

Viewing Invoices to Which a Late Fee Has Been Charged:

In the **A/R** section, click **Late Fee** under **Charged**. A list of invoices, to which Late Fee has been charged, appears on the right.

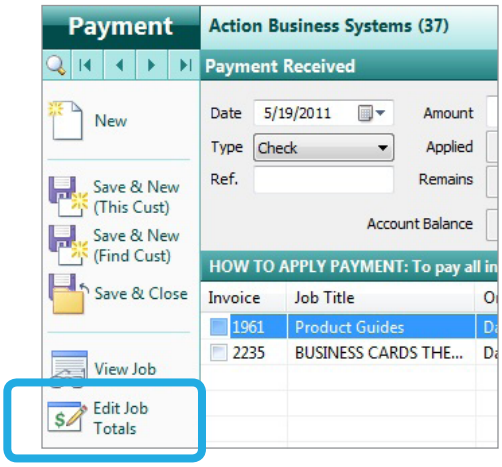


Removing a Late Fee

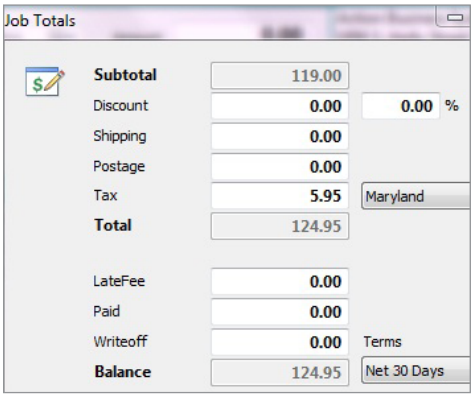
Sometimes a customer sends a payment for an invoice, and the amount of the payment equals the invoice balance minus the Late Fee amount. You may decide to apply the payment and forgo the Late Fee charges.

Removing a Late Fee While You Are in the Customer's Payment Window

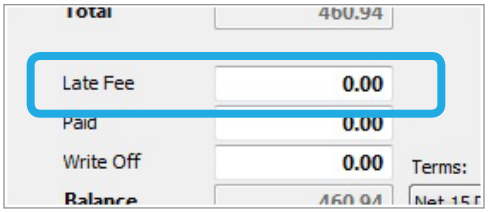
1. In the Payment window of the customer, highlight the invoice. (Do not check the box next to the invoice yet.)
2. Click the **Edit Job Totals** button on the left pane.



The Job Totals window opens.



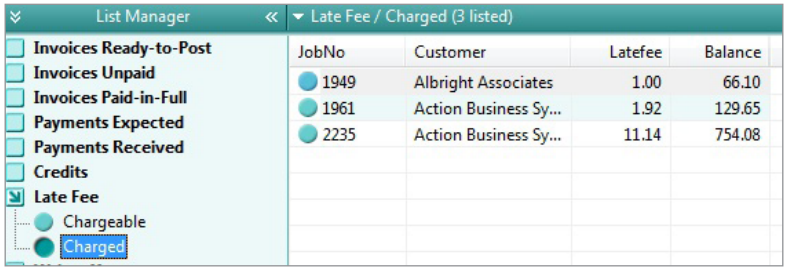
3. In the **Late Fee** field, change the amount to 0.00.



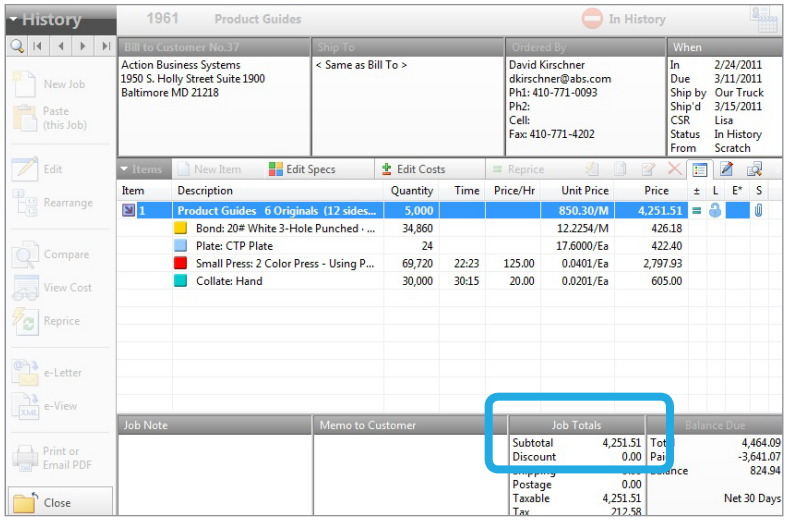
4. Click **OK** to close the Job Totals window. Now you can proceed with paying the invoice.

Removing a Late Fee While You Are in the List Manager Screen

1. In the **A/R** section, click **Charged** under **Late Fee**.

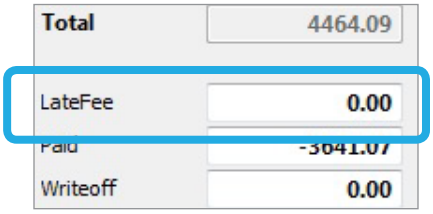


2. Double-click the invoice from which you want to remove the Late Fee. The History Job window opens.



3. Click **Job Totals**.

4. In the Job Totals window, change the amount in the **LateFee** field to 0.00.



5. Click **OK** to save.
6. In the Job window, click **Close** to return to the **Late Fee | Charged** list.

X.10 | Writing Off Unpaid Balances

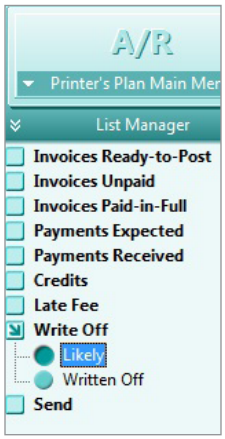
When it becomes unlikely that you will collect payment on an invoice, especially if only a small amount is due, you may want to write off the invoice.

Most of the reports that show the write-off amount are included in Reports | Posting.

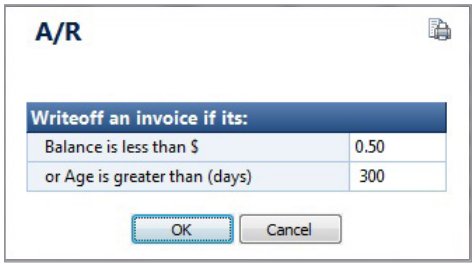
NOTE: *Printer's Plan does not deduct write-offs from sales totals.*

Writing Off Invoices

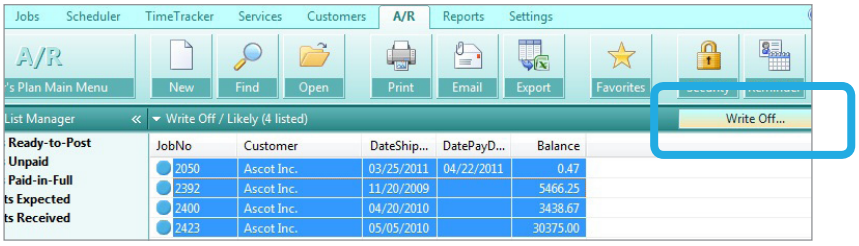
1. In the **A/R** section, click **Likely** under **Write Off**.



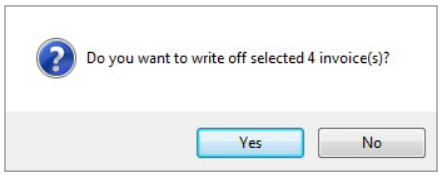
A window showing write-off conditions appears.



2. Fill in the two fields. Printer's Plan saves these values as defaults until you change them again in this window.
3. Click **OK**. Invoices that satisfy one or both of the conditions indicated appear on the right.
4. Select (highlight) the invoice(s) that you want to write off, and click the **Write off…** button to write off the selected invoices.

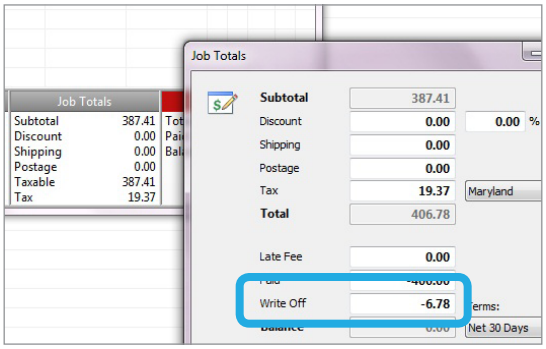


A confirmation window appears.



5. Click **OK**. A second confirmation window appears.
6. Click **OK**.

   The write-off amount appears in the **Write Off** field of the Job Totals window.

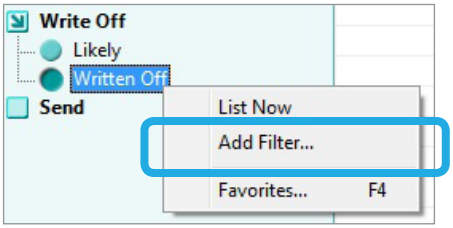


Viewing invoices written off

To see a list of the invoices to which a write-off has been applied, select **Written Off** under **Write Off**.

If you have written off many invoices, the list that appears may be long. Use the "Add Filter" feature to display a subset of the invoices:

1. Right-click **Written Off** and select **Add Filter…**.



   The Find window appears.

2. Select the criteria and click **Find Now** to list the invoice(s).

NOTE: *To view specific information on each write-off, see Reports | Audit Trail.*

Reversing a Write-Off

Sometimes a customer pays an old balance which you have written off. In this case, first remove the write-off amount from the invoice, and then apply the payment.

To remove the write-off amount from an invoice:

1. Find the invoice following the steps under "Viewing Invoices Written Off".
2. Double-click the invoice to open it.
3. Click the **Job Totals** button to open the Job Totals window.
4. Highlight the amount in the **Write Off** field and enter `0.00` (zero).

X.11 | Accounts Receivable Reports

In Printer's Plan, some of the accounts receivable reports are available from the **A/R** section while others are listed in the **Reports** section.

From the A/R section:	
Invoices Unpaid	These reports list all the unpaid invoices. Credits are not included in these lists. For Aging Reports, which include credits, see the **Reports** section.
Invoices Paid-in-Full	Invoices that are fully paid are listed in these reports. Dates and date ranges refer to the date in the **Last Paid** field of the Totals window of an invoice. The "Average Days to Pay" report shows the paying patterns of your customers.
Payments Expected	These reports show the sum of invoice balances. Dates and date ranges refer to payment due dates.
Payments Received	"Payment Journal" is another name used for these reports. Dates and date ranges refer to the dates the payments are entered in Printer's Plan. To list payments of only one group or of one payment type, right-click on the report name and select **Add Filter…**

From the Reports section:	
Posting	Sales and accounting reports are included in this group. Your accountant will find most of the information he/she needs in these reports.
A/R	Aging reports and some other accounts receivable reports are included in this group.
Audit Trail	Refer to these reports to view any changes made to totals (subtotal, shipping, postage, tax, etc.) of Orders and History jobs. Dates and date ranges refer to transaction dates of the changes.