Chapter X | Printer's Plan User's Guide

# Accounts Receivable (A/R)

X.1	About Accounts Receivable (A/R)2
X.2	Posting Orders to History3
X.3	Receiving Payments9
X.4	Adjusting Payments20
X.5	Correcting Invoices24
X.6	Issuing Credits
X.7	Imposing Credit Limits
X.8	Sending Statements
X.9	Assessing a Late Fee44
X.10	Writing Off Upaid Balances50
X.11	Accounts Receivable Reports53

### X.1

### About Accounts Receivable (A/R)

#### Jobs Scheduler Home TimeTracker Services Custon A/R Re orts Settings C A/RList Manager « 🔻 List (empty) Invoices Ready-to-Post Friday, May 27, 2011 Invoices Unpaid Invoices Paid-in-Full Payments Expected Payments Received Credits Late Fee Writeoff Send

#### 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.

## X.2 **Posting Orders to History**

List Manager	« 🔻 Orders / R	eady to Post (17 listed)	
Orders	JobNo	Customer	Title
All	0 2434	ABC Company	Broch
In Progress	0 2431	Apex Realtors	Produ
On Hold	0 2429	Ascot Inc.	Letter
Ready to Snip     Ready to Doct	0 2428	Allied Building Su	Station
Received Today	0 2426	Ascot Inc.	Applic
- Received roday	A 2/10	Action Dusiness Cu	During

**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...**

5	A/R Printer's Plan Main Menu		New	ې Find	Open	Print Ema	il Export	Favorites	Security			<b>E</b>
×	List Manager		🕶 Invoices Re	eady-to-Post								Post Now
N	Invoices Ready-to-Post		JobNo	Remark	CusNo	Customer	First	Last	Subtotal	Discount	vinning	Postage
	C List		2354		41	ABC Company	John	Smith	164.31	0.00	0.00	0.00
_	Invoices Unpaid		2359		32	Abel Laboratories	Mark	Sturm	61.25	0.00	0.00	0.00
	Invoices Paid-in-Full Payments Expected		2365		40	Ascot Inc.	Paul	Coven	1650.43	-82.52	0.00	0.00



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.

Pos	st
W W	nich orders do you want to post?
WI	nich orders do you want to post? All listed orders: 6

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

### X.2 | Posting Orders to History



- 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.

## X.2 | Posting Orders to History

**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...**



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.

### X.2 | Posting Orders to History



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

### **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.

Jobs Section | Job Window

2. Click the Balance Due button to open the Deposit Window.

- 0	rder	243	13	Welcom	e Brochu	res				🔷 🖑 I	In Progress			8				
Q	H + F FI	Bill to Cu	ston	ner No.41	5	Ship To			Ordered By	(	When							
*	New Job New Job (same buyer)	ABC Com 800 Pike S Baltimore	pany treet MD	/ : Suite #1 21202	A 9i B	ABC Company 645 Saratoga E laltimore MD 2	Blvd. 11207		Sharon Jon sjones@abi Ph1: 410-53 Ph2: Cell: 443-56	es 1.com 9-3466 x 35 7-4398	In Due Ship by Ship'd CSR	4/20/. 4/22/. Our T Lisa	2011 2011 'ruck					
-	Paste						Fax: 410-53	9-5586	Status From	Status In Progress From History 2395			Deposit for Order 2433		R. Company	22		
	(this Job)	▼ Items		New Item	Edit S	Specs	🛓 Edit Cost	5	= Reprice	2	1 2 X		2	2 ×				
Q.	Permanan	Item	De	scription			Quantity	Time	Price/Hr	Unit Price	Price	±	L E*	S		Amount Due	449.69	
1	Realiange	1	W	elcome Broch	ures 10r	riginal (1 si	3,000			142.76/M	428.28	= (	9	Ú			0.00	
÷.,	Schedule		-	Design: Brock	nure		1	0:50	65.02	54.1800/Ea	54.18			_		Tendered	0.00	< Set as Amount Due
-			-	Cut To Runs	80# Sterlin	g Ultra Matt	/50	0.24	60.00	1 2222/Es	237.00					Change	0.00	
1	Inventory		÷.	Copier: Copie	er - Bik & V	Wht	3.000	0:56	00.00	0.0375/Ea	112.50						< colort one >	
			_													Paid by	Cash	< Set as Default Type
0	Compare																Visa	
3																	AMEX .	
G	View Cost													_			Discover Diner	
4	Provine																Credit Used Other	
10	Keprice																	Date Paid
		Job Note				Memo to Cust	omer		loh	Totals	Ra	ance I	Due			Reference		4/21/2011
0	e-Letter	Job Hote				incino to cust	onner		Subtotal	428 28	Total	uncer	Juc	449.69				
									Discount	0.00	r olio			0.00		Dei	at and Saus	without Drinting
ХМ	e-View								Postage	0.00	Balance			449.69			ave Jave	walducerinalig Caliber
									Taxable	428.28			Net	30 Days				
[mil									Tax	21.41								

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.

Job	<b>Fotals</b>	Credit [	Due \$50.00
Subtotal	428.28	Total	449.69
Discount	0.00	Paid	0.00
Shipping	0.00	Balance	449.69
Postage	0.00		
Taxable	428.28		Net 30 Days
Tax	21.41		10.000

3. In the Deposit window:

Amount Due	449.69	
Tendered	449.69	< Set as Amount Due
Change	0.00	
Paid by	< select one > Cash	< Set as Default Type
	Visa MC AMEX Discover Diner Credit Used Other	Date Paid
	45967	4/21/2011

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.)</p>
- 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.

Amount Due	449.69	
Tendered	500.00	< Set as
Change	50.31	
Paid by	< select one > Cash Check Visa MC	< Set as I

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	ABC Con	npany (41)					8,
8 IA A F FI	Payment	Received		Customer	Payer	Note	
New	Date 🛃 Type Che	18/2011 🖉 Amount eck V Applied	<b>0.00</b>	ABC Company 800 Pike Street Suite #1 Baltimore MD 21202	Ann M Linz alinz@abc.com Ph1: 410-727-4565		
Save & New	Ref.	Remains	0.00	j	Ph2: Cell:		
Save & New		Account Balance	1086.15		Fax: 410-727-4752		
(Find Cust)	HOW TO	APPLY PAYMENT: To pay all i	nvoices listed, clic	k here. To pay one invoice	, click its number.	Apply Partia	l Payment
Save & Close	Invoice	Job Title	Ordered By	Shipped To	Date	Due Applied	Balance
	1952	Application Forms	John Smith	ABC Company	01/21/2011 1	55.69 0	155.69
View Job	2100	Letterhead	John Smith	ABC Company	01/30/2011 2	11.50 0	211.50
	2401	Newsletter	Sharon Jones	ABC Company	02/08/2011 4	37.89 0	437.89
Edit Job Totals	2408	Application Forms	Sharon Jones	ABC Company	03/01/2011 2	31.07 0	281.07
Customer Summary							
Rayment History							
Print							
Close							

#### **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.

? <sup>4</sup>	ABC Company ha s this an advance	s no balance! payment?
	Yes	No

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

#### Date 4/26 New Type Ched Ref. Save & New (This Cust) Save & New (Find Cust) HOW TO A Save & Close Invoice 2100 2395 View Job 2401

### "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.

Date 4/	/18/2011	Amount	1000	.00	ABC Compa 800 Pike Stre Baltimore M	ny eet Suite #1 ID 21202	Ann M Linz alinz@abc.con Ph1: 410-727-4	n 565	
Type Ch	eck 🔻	Applied	1000	.00	Ph2:				
Ref. 87	7513	Remains	nains 0.00				Cell: Fax: 410-727-4	752	
	Accou	unt Balance	1130	.29					
ноw то	APPLY PAYMENT	i: To pay all	invoices listed	l, click he	ere. To pay o	one invoice, cli	ck its n	Apply Partial	Payment
HOW TO Invoice	APPLY PAYMENT Job Title	f: To pay all	invoices listed Ordered By	l, click he Shipped	ere. To pay o d To	one invoice, cli Date	ck its n Due	Apply Partial Applied	Payment Balance
HOW TO Invoice 2357	Job Title Direct Mail Env	i: To pay all elopes	invoices listed Ordered By John Smith	, click he Shipped ABC Co	ere. To pay o d To ompany	Date 03/08/2011	ck its n Due 8.05	Apply Partial Applied 8.05	Payment Balance 0.00
HOW TO Invoice 2357 2394	Job Title Direct Mail Env Flyers	<b>[: To pay all</b> relopes	invoices listed Ordered By John Smith Sharon Jones	ABC Co	ere. To pay o d To ompany ompany	Date 03/08/2011 03/21/2011	ck its n Due 8.05 472.72	Apply Partial Applied 8.05 472.72	Payment Balance 0.00 0.00
HOW TO Invoice 2357 2394 1930	APPLY PAYMENT Job Title Direct Mail Env Flyers Brochure	<b>[: To pay all</b> relopes	invoices listed Ordered By John Smith Sharon Jones John Smith	ABC Co ABC Co ABC Co	ere. To pay o d To ompany ompany ompany	Date 03/08/2011 03/21/2011 03/24/2011	ck its n Due 8.05 472.72 804.14	Apply Partial Applied 8.05 472.72 519.23	Payment Balance 0.00 0.00 284.91
HOW TO Invoice 2357 2394 1930 1952	Job Title Direct Mail Env Flyers Brochure Application For	relopes	invoices listed Ordered By John Smith Sharon Jones John Smith John Smith	ABC Co ABC Co ABC Co ABC Co ABC Co ABC Co	ere. To pay o d To ompany ompany ompany ompany	Date Date 03/08/2011 03/21/2011 03/24/2011 03/25/2011	ck its n Due 8.05 472.72 804.14 155.69	Apply Partial Applied 8.05 472.72 519.23 0	Payment Balance 0.00 0.00 284.91 155.69

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**.

	ADDI V DAVMENT, To	nav all invoicer lister	d click boro. To pay o	no invoico, click its		Apply Partial	Dowmont
Invoice	Job Title	Ordered By	Shipped To	Date	Dura	Apply Fartial	Delener
1931	Staff Guides	John Smith	ABC Company	03/15/2011	325.08	0.00	325.08
1050	Newsletter	Ann M Linz		03/15/2011	214 60	0	214 60

The Apply window appears.

Partial Payment for Invoice	e No 1931
100.00	

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.*)

-	Applied	1086.15	Baltimore MD 21202
	Remains	63.85	
Accou	nt Balance	0.00	
Printe	r's Plan	10000	×
'itl ica rh sle	? Credit t	he customer's acco	ount by \$63.85?
ica		Yes	No

#### **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.

Subtotal	1035.46	
Discount	0.00	0.00 %
Shipping	0.00	
Postage	0.00	
Tax	51.77	Maryland
Total	1087.23	
LateFee	0.00	
Paid	0.00	
Writeoff	-21.74	Terms
Balance	1003.49	Net St Days

- 2. In the Job Totals window, enter the discount amount in the **Write Off** field as a <u>negative</u> <u>number</u>.
- **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 <u>not</u> 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:

	🗸 🔻 Payments Received / Today (4	listed)					
Invoices Ready-to-Post	Name	Date	Amount	Group	Paid By	Reference	Appliedto
Invoices Unpaid	ABC Company	04/27/2011	886.50	AR	Check	14625	1930 1933 1934
Invoices Paid-in-Full	Abel Laboratories	04/27/2011	1570.41	AR	Visa		1932 2060
Payments Expected	Action Business Systems	04/27/2011	132.54	AR	Check	87546	1951
Today	Annapolis General Hospital	04/27/2011	174.89	AR	Check	658921	1958 1967
This Week							
This Month							
This Year							
Last Week							
🔵 Last Month							
🔵 Last Year							
Other Date							
Summary by Day							
Summary by Week							
Summary by Month							
Summary by Year							
Summary by Group							

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.

<ul> <li>Payments Received / Too</li> </ul>	day (4 listed)					
Name	Date	Amount	Group	Paid By	Refere	A
ABC Company	04/26/2011	886.50	AR	Check	14625	1930 1933 1934
Abel Laboratories	04/26/2011	1570.41	AR	Visa	<u> </u>	1002 2000
	JobNo	applied to	the follo	wing Jobs Amount	D PA TI	AYMENT TO OPEN HIS WINDOW.
	1930			407.69		
	1933			34.77		
	0 1934			444.04		

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



## 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 <u>incorrect</u> payment as a <u>negative</u> amount with a minus sign (-) in front.

**EXAMPLE:** -150.00

**CAUTION:** Do <u>not</u> apply the payment to any invoices.

Now the Payment window should look similar to the following:

### X.4 Adjusting Payments



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

?	PLEASE NOTE: This negative payment will be added to your Payment Journal but it will not be applied to Invoices and Credits Due.
	Do you want to save this negative payment?
	Yes No

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.

### X.4 | Adjusting Payments

- 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".)

## X.4 | Adjusting 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:

Amount Due	773.82	
Tendered	-200.00	< Set as Amount Du
Change	0.00	
Paid by	< select one > Cash Check	< Set as Default Typ
	Visa MC AMEX Discover Diner Credit Used Other	
Reference	reverse payment	Date Paid 4/15/2011

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".)

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, <u>do not edit the history job</u> 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....

JobNo	Customer	Title
2408	Open Print e-Letter e-View (XM	F6 F7 L)
	Copy and P	aste Ctrl+B
	Compare Jo	b Ctrl+J

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.

A new order, #-2408, has been added to print a Credit Invoice. The Credit Invoice is the same as the Original Invoice but		
its costs, prices, and quantities are reversed.		
Therefore, the Credit Invoice cancels the Original Invoice.		
A second order, #2437, has been added to 'Revise' the 'Original' invoice.		
IMPORTANT:		
- Print the Credit Invoice (next step)		
- Post all Credit Invoices (today)		

- 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....

JobNo	Customer	Title
2424	Open	F6
	Print	F7
	e-Letter e-View (XML)	F8
	Copy and Paste	Ctrl+B
	Compare Job	Ctrl+J

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.
- 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).
  - 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.

### **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.

Find	By this field	If the field	Enter	Text
Customer	Customer's Name Customer's Number Customer's ID Payer's First Name Payer's Last Name Payer's Phone Number Job Number Job Number	is exactly like is not exactly like starts with ends with contains does not contain is between	abc	Cancel

- 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.

Current Credit Due	0.00	Adjustment History
Adjustment ±	50.00	
New Credit Due	50.00	
Reason for Adjustment	Printing error	

**Customer Credit Window** 

- 6. In the **Adjustment +-** field, enter the credit amount as a positive number.
- 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:

Customer	ABC Company						
H A F H	BILL TO				Ship To		Buye
New	Company SBC Address1 800 P	ke Street Suite	#1		ABC Com 9645 Sarat Baltimore	pany oga Blvd. MD 21207	Share sjone Ph1: Ph2:
Save	Address2						Cell: Fax: 4
Save & Close	City Baltim Country	ore	MD	21202			
Summary	Properties						
•	General			F	inancial		Dat
	Business	Manufact	uring	•	Price Level	Normal	
Print	Source	Newslette	er 🛛	•	Price Rounding	On -	
	Sales Rep	Jim		•	P.O.	No	
	Ship Via	Our Truck		-	Late Fee	Charge -	
	Location	Store 1		•	Statement	Send -	
	Alert	None		•	Tax	Maryland -	
	Priority	Quality		-	Terms	Net 30 Days	-
	Web Orde	rs No		-	Discount %	0%	i –
	Parent No	. 0			Credit Due	0.00	
	Customer	ID ABC Co			Credit Limit \$	100 0.00	

Current Credit Due	0.00	Adjustment History
Adjustment ±	50.00	
New Credit Due	50.00	
Reason for Adjustment	Printing error	

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

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).

Order	241	6 Flyers						Ready	to Post	8
14 4 F FI	Bill to Cu	stomer No.33	Ship To			Ordere	ed By		When	
New Job New Job (same buyer) Paste (this Job)	Atlantic In 1627 Emer Baltimore	isurance Company rson Street Suite 25 MD 21234	Atlantic Ins 6300 Gersil Suite 550 Pikesville N	urance Compa Boulevard ID 26554	ny	Mike W mwood Ph1: 41 Ph2: Cell: Fax: 410	/oods ds@aic.com 0-539-5674 0-538-6645		In Due am Ship t Ship'c CSR Status	4/19/2011 4/28/2011 11 y Our Truck 4/21/2011 Paul Ready to Post
	▼ Items	New Item	Edit Specs	2 Edit Cost	•	Reprice	2		7 × 1	1 🖉 🗟 🛛
learrange chedule nventory Compare View Cost Reprice	1	Hyers 1 Origin Text Coated: Copier: Copi	al (1 side) 80# Sterling Ultra Matt er - Color	1,000 1,000 1,000	0:24	Pitterin	886.400/ 86.4000/1 0.8000/1	M Ea	886.40 86.40 800.00	
:-Letter :-View	Job Note		Memo to	Customer		Subtot Discou Shippi Postag Taxabl Tax	Job To tal int ng ge je	886.40 0.00 0.00 0.00 886.40 44.32	Credi Total Paid Balance	t Due \$50.00 930.72 0.00 930.72 Net 30 Days

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.

Payment	ABC Com	pany (41)		
	Payment I	Received		
New New	Date 5/10	5/2011	Amount	50.00
	Type Cheo	k 🔹	Applied	0.00
Save & New	Ref. Crea	ditUsed	Remains	50.00
This Cust)		Acco	unt Balance	539.68
(Find Cust)	HOW TO A	PPLY PAYMEN	T: To pay all inv	oices listed, click
Save & Close	Invoice	Job Title		Ordered By
_	1931	Staff Guides		John Smith
View Job	1950	Newsletter		Ann M Linz

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 (3 listed)		
Invoices Ready-to-Post	Name	CusNo	CreditDue
Invoices Unpaid	ABC Company	41	72.31
Invoices Paid-in-Full	Action Business Systems	37	20.00
Payments Received	Atlantic Insurance Company	33	40.00
Credits			
O Limits Due			

**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.

♦	List Manager	«			
	Invoices Ready-to-Post Invoices Unpaid Invoices Paid-in-Full Payments Expected Payments Received Credits		Name ABC Company	CusNo 41	
	Limits				

### 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:

- 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.)

care vide company		
Current Credit Due	72.31	Adjustment History
Adjustment ±	-50.00	
New Credit Due	22.31	
Reason for Adjustment	Reverse credit	

3. Click Save.

### **Tracking Credits**

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

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.

Invoices Ready-to-Post	Customer	Date	Amount	JobNo	Reason	ID
Invoices Unpaid	Annapolis General Hospital	09/29/2011	50.00	0	Return for favor	2
Invoices Paid-in-Full	Action Business Systems	09/29/2011	125.00	0	Prepress error	0
Payments Received	Annapolis General Hospital	10/03/2011	-34.77	1967	A/R Credit Applied	253
Credits	ABC Company	10/11/2011	-23.59	2304	A/R Credit Applied	253

#### **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.

dit - ABC Company		
Current Credit Due	22.31	Adjustment History
ljustment ±	0.00	
ew Credit Due	22.31	

**Customer Credit Window** 

The Credit History window appears.

Credit History					
Date	Amount	JobNo	Reason		
04/27/2011	-50.00	0	Reverse credit		
04/05/2011	30.00	0	Quantity short		
03/24/2011	80.00	0	Production error		
03/21/2011	-155.69	1952	A/R Credit Applied		
02/24/2011	-23.59	2304	A/R Credit Applied		

**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.

General			Financial	
Business	Manufacturing	-	Price Level	Normal
Source	Newsletter	-	Price Rounding	On
Sales Rep	Jim	•	P.O.	No
Ship Via	Our Truck	-	Late Fee	Charge
Location	Store 1	-	Statement	Send
Alert	Over-Credit	-	Тах	Maryland
	Quancy		Terms	Net 30 Days
Web Orders	No	-	Discount %	0%
Parent No.	0		Credit Due	22.31
Parent No	0			

**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.

$\bigotimes$	Please note ABC Company: -> is over credit limit by \$310.	59.
	Do you want to continue?	
	Yes	0

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

## X.7 | Imposing Credit Limits

### 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...

*	List Manager	« 🔻 Credits / Limits (15 list	≪ 🔻 Credits / Limits (15 listed)					
📃 Inv	voices Ready-to-Post	Name	CreditLimit	CreditDue	Balance	Available		
Inv	voices Unpaid	ABC Company	5000.00	0.00	5310.59	-310.59		
	voices Paid-in-Full	Abel Laboratories	3000.00	0.00	608.65	2391.35		
Pay	yments Expected	Action Business Syst	ems 5000.00	0.00	1809.32	3190.68		
	adite	Albright Associates	4000.00	0.00	229.77	3770.23		
	Limits	Alliance For The Bay	5000.00	0.00	733.43	4266.57		
	Due	Allied Building Supp	lies 3500.00	0.00	757.85	2742.15		

**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.

Credit Limit \$:		
5000		
ou may change the limi	it for ABC Company	

## 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.

✓ Printer's Plan Main Menu ✓ List Manager	New Find Open	Pr	int Ema	il Expor	rt Favor
Invoices Ready-to-Post	Name	CusNo	Invoices	Balance	CreditDue
Invoices Unpaid	ABC Company	41	6	2075.46	50.00
Invoices Paid-in-Full	Abel Laboratories	32	5	1610.23	0.00
Payments Expected	Action Business Systems	37	4	2002.80	0.00
Payments Received	Albright Associates	36	7	1215.81	0.00
	Alliance For The Bay	39	3	1592.38	0.00
Writeoff	Allied Building Supplies	35	5	1709.08	0.00
Send	Allstate Cleaning Services	34	3	795.73	0.00
Statement	Annapolis General Hospital	38	5	1182.89	0.00
Past-Due Notice	Apex Realtors	81	0	0.00	120.00
· · · · · · · · · · · · · · · · · · ·	Ascot Inc.	40	4	474.32	0.00

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

### X.8 Sending Statements

New	ې Find	Open	P	rint En	nail
✓ Send / St Name	atement (12	listed)	CusNo	Invoices	Bala
ABC Co	mpany		41	6	207
Abel La	boratories		32	5	161
Action	Business Sys	tems	37	4	200
Albrigh	t Associates	2	26	7	121

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

 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

## X.8 Sending Statements

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".

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.

℅ List Manage	ger «	▼ Late Fee /	<ul> <li>Late Fee / Chargeable (6 listed)</li> </ul>						
Invoices Ready-to	-Post	JobNo	Customer	DateShip	DatePayD	Balance			
Invoices Unpaid		1949	Albright Associates	03/06/2011	04/05/2011	65.10			
Invoices Paid-in-F	ull	0 1961	Action Business Sy	03/15/2011	04/10/2011	127.73			
Payments Expected	ed ed	2100	ABC Company	03/22/2011	04/15/2011	211.50			
Credits	cu .	2235	Action Business Sy	03/25/2011	04/17/2011	742.94			
Late Fee		2250	Abel Laboratories	03/31/2011	04/27/2011	185.05			
Chargeable		2295	Abel Laboratories	03/28/2011	04/27/2011	19.62			

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).

▼ Late Fee / Chargeable (6 listed)			Charge Late Fee		
JobNo	Customer	DateShip	DatePayD	Balance	
1949	Albright Associates	03/06/2011	04/05/2011	65.10	
1961	Action Business Sy	03/15/2011	04/10/2011	127.73	
2100	ABC Company	03/22/2011	04/15/2011	211.50	

A window appears, showing the late fee options.

4/R		B
ptions		
Late Fee Percentage %	1.50	
Minimum Charge per Invoice \$	1.00	
	Vec	-

- 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.

Subtotal	119.00	
Discount	0.00	0.00 %
Shipping	0.00	
Postage	0.00	
Тах	5.95	Maryland
Total	124.95	
LateFee	4.09	
Palu	0.00	
Writeoff	0.00	Terms
Balance	129.04	Net 30 Days

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.

≫ List Manager ≪	▼ Late Fee / Charged (3 listed)						
Invoices Ready-to-Post	JobNo	Customer	Latefee	Balance			
Invoices Unpaid	0 1949	Albright Associates	1.00	66.10			
Invoices Paid-in-Full	0 1961	Action Business Sy	1.92	129.65			
Payments Received	2235	Action Business Sy	11.14	754.08			
Credits							
🔰 Late Fee							
Chargeable							

### **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.

Payment	Action B	usiness System	ns (37)	
	Payment	Received		
New New	Date 5/ Type Che	19/2011 🔍 🗸	Amount Applied	
Save & New (This Cust)	Ref.	Acco	Remains unt Balance	
(Find Cust)	ном то	APPLY PAYMENT	: To pay all	ì
Save & Close	Invoice	Job Title		0
	1961	Product Guide	s I	b
View Job	2235	BUSINESS CAR	DS THE I	D
Edit Job Totals				

The Job Totals window opens.

b Totals	-	1 M C	
s	Subtotal	119.00	
44	Discount	0.00	0.00 %
	Shipping	0.00	
	Postage	0.00	
	Tax	5.95	Maryland
	Total	124.95	
	LateFee	0.00	
	Paid	0.00	
	Writeoff	0.00	Terms
	Balance	124.95	Net 30 Days

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

IOTAI	460.94	
Late Fee	0.00	
Paid	0.00	
Write Off	0.00	Terms:
Balance	460.04	Net 15

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.

⊗ List Manager ≪								
Invoices Ready-to-Post	JobNo	Customer	Latefee	Balance				
Invoices Unpaid	1949	Albright Associates	1.00	66.10				
Invoices Paid-in-Full	0 1961	Action Business Sy	1.92	129.65				
Payments Expected Payments Received Credits	2235	Action Business Sy	11.14	754.08				
Late Fee Chargeable								

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

History	196	61 Product Gu	ides					1 Histor	У				
14 4 F F	Bill to Cu	istomer No.37	Ship To			Ordere	d By		Wh	ien			
New Job Paste (this Job)	Action Business Systems 1950 S. Holly Street Suite 1900 Baltimore MD 21218		< Same as Bi	< Same as Bill To >			David Kirschner dkirschner@abs.com Ph1: 410-771-0093 Ph2: Cell: Fax: 410-771-4202			In 2/24, Due 3/11, Ship by Our Ship'd 3/15, CSR Lisa Status In Hi From Scrat		1/2011 Truck 5/2011 istory	
Edit	- Items	New Item	Edit Specs	🛓 Edit Cost	s	= Reprice	2	) 2	X	1	2		
	Item	Description		Quantity	Time	Price/Hr	Unit Price	Pri	ce	±	L	E* S	
11 Rearrange	1	Product Guides 60	Driginals (12 sides	5,000			850.30/M	4,2	51.51	=	31	Ű	
		Bond: 20# White	3-Hole Punched ·	34,860			12.2254/M	4	26.18				
		Plate: CTP Plate		24			17.6000/Ea	4	22.40				
		Small Press: 2 Co	lor Press - Using P	69,720	22:23	125.00	0.0401/Ea	2,7	97.93				
View Cost		Collate: Hand		30,000	30:15	20.00	0.0201/Ea	6	05.00				
Reprice													
13													
e-Letter													
Be-View													
	Job Note		Memo to C	ustomer			Job Totals			Ballan	ice D	ue	
					_	Subtot	al 4,2	51.51 T	ot		Concession of the local division of the loca	4,464	
						Discou	nt	0.00 P	ai			-3,641	
						Rortag		0.00	ince			824	
Close	1					Taxabl	e 4,2	51.51			N	et 30 D	
CIUSE			1			Tay	2	12 58					

3. Click Job Totals.

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

Total	4464.09
LateFee	0.00
Palu	-3041.07
Writeoff	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.

A/K	
Writeoff an invoice if its:	
Balance is less than \$	0.50

- 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.

## X.10 Writing Off Unpaid Balances

Jobs Scheduler	TimeTracker	Services	Customers	A/R	Reports	Settings			(
A/R	D						$\bigstar$		8
's Plan Main Menu	New	Find	Open	Print	Email	Export	Favorites	-	
List Manager 🛛 🖓	« 🔻 Write Off	/ Likely (4 lis	ted)					W	/rite Off
Ready-to-Post	JobNo	Custom	er	DateShip	DatePayD	Balance			
Unpaid	2050	Ascot In	ic.	03/25/2011	04/22/2011	0.47		-	
Paid-in-Full	2392	Ascot In		11/20/2009		5466.25			
ts Expected	2400	Ascot In	c.	04/20/2010		3438.67			
ts Received	2423	Ascot In	ic.	05/05/2010		30375.00	. OI		

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.

			lob Totals			
1	387.41	Subtotal	s	d		Job Totals
0.00	0.00	Discount		To	387.41	Subtotal
0	0.00	Shipping		Pai	0.00	Discount
D	0.00	Postage		00	0.00	Postage
Maryland	19.37	Tax			387.41	Taxable
3	406.78	Total				1.01
D	0.00	Late Fee				
	-400.00	100				
B erms:	-6.78	Write Off				
Net 30 Days	0.00	Dalarice				

### 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**.

### X.10 | Writing Off Unpaid Balances



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	on:
Invoices Unpaid	These reports list all the unpaid invoices. Credits are <u>not</u> included in these lists. For Aging Reports, which include credits, see the <b>Reports</b> 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 <b>Last Paid</b> 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 <b>Add Filter</b>

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.			