ACS Technologies

Accounts Receivable General
Frequently Asked Questions

How do I add a Customer Record for an individual or family in People?

You can add Customer Records to Accounts Receivable from People. The following information will import from People:

- Name
- Addresses
- Phone Numbers
- Date of Birth

To add a Customer Record for an individual or family in People:

1. On the **Receivables** menu, click **Add/Edit Customers**.
2. Click **Add From People/Orgs**. The **ACS Find Person** window displays.
3. Select the individual you want to add, and then right-click.
4. To add only the individual, click **Select Individual**. To add the family, click **Select Family**.
5. Click **OK**.

If you add a record from People, any changes to the address, phone number, or birthday should be made in the People module. When you make changes to these fields in the People module, you can refresh the customer in Accounts Receivable to make the changes appear. If you make the changes in Accounts Receivable and then refresh, the information in People will overwrite the changes you made in Accounts Receivable.

> **Note – When using the refresh option, the selected customer will refresh, and then the Refresh All Customers window will display. This window will give you the option to refresh all customers, refresh all customers that were added from People, or refresh all customers that were added from HeadMaster.**

How do I add a Customer Record from HeadMaster?

If Accounts Receivable is set up to interface with HeadMaster, you can add records to Accounts Receivable from HeadMaster. The following information will import from HeadMaster:

- Name
- Social Security Number
- Date of Birth

- Grade Level
- Address Information
- Phone Number

To add a Customer Record from HeadMaster:

1. On the **Receivables** menu, click **Add/Edit Customers**.
2. Click **Add From HeadMaster**. The **Add From HeadMaster** window displays.
3. Select the individual you want to add, and then right-click.
4. To add only the individual, click **Add as Individual**. To add the family, click **Add as Family**. To add all of the individuals in HeadMaster, select the first record and press **CTRL** + **A** on your keyboard.
5. Click **OK**.

If you add a record from HeadMaster, any changes to the name, social security number, date of birth, grade level, address, or phone number should be made in HeadMaster. When you make changes to these fields in HeadMaster, you can refresh the customer in Accounts Receivable to make the changes appear. If you make the changes in Accounts Receivable and then refresh, the information in HeadMaster will overwrite the changes you made in Accounts Receivable.

> **Note – When using the refresh option, the selected customer will refresh, and then the Refresh All Customers window will display. This window will give you the option to refresh all customers, refresh all customers that were added from People, or refresh all customers that were added from HeadMaster.**

When adding both a parent and a child as customers, how do I attach the child's record to the parent's record?

To attach a child's record to a parent's record:

1. On the Add/Edit Customers window, select the child's record.
2. Click Set Parent.
3. Do one of the following:
   a. Select **single select**, select the parent, and then click OK.
   b. Select **drag mode**, drag and drop the child's record onto the parent's record, and then click done. This option will allow you to attach multiple children's records to their parents' records.

> **Note – If both the parent and the child are customers in Accounts Receivable, invoices are entered on the child's record and payments are entered on the parent's record.**

I'm on an accrual basis and just getting started with Accounts Receivable. How do I enter beginning figures for customers with a credit balance without affecting General Ledger?

To enter beginning figures for customers with a credit balance without affecting General Ledger, you must first switch to cash basis. Once you have switched to cash basis, you can enter the payment credits, post payments, and then you can switch back to accrual basis. If you try to enter the credits while on an accrual basis, the credits will affect General Ledger.

> **Note – You cannot enter negative invoices.**

What is a miscellaneous revenue center, and what is it used for?

The purpose of the miscellaneous revenue center is to hold unapplied payments that are not designated for a certain area. If this is used, the system will find the oldest outstanding invoice and pay it. If you would like the unapplied payment to affect a specific area, then you should use the revenue center for that area.

What is the difference between Billing codes and Payment codes, and what are they used for?

Billing codes are used for mass billing. They allow the system to generate batches of invoices at one time instead of pulling the customers one by one. You can generate up to 12 instances at one time.

> **Note – If you are on an accrual basis, remember that if you use the "multiple due date" option, the posting month will be the same for all invoices no matter what the transaction date is. Therefore, if the invoices need to be posted to different months in General Ledger, you must generate invoices one posting month at a time.**

Payment codes have the same principal, but they are for payments instead of invoices. The only reason you to set up payment codes is if the customer has a grant or financial aid. The money is always the same amount and usually comes in around the same time period each time the invoice is due.

Once an invoice is posted, can it be edited?

Yes. An adjustment can be made to correct the invoice regardless of whether you are on a cash basis or an accrual basis.

How can I correct an adjustment that was made?

You have to enter a counter adjustment. There is no way to void an adjustment unless you void the entire invoice.

How can I attach discounts to several invoices at one time?

As of ACS version 5.0, when attaching a billing code to a customer, there is a discount field on the billing code itself. This will allow for multiple discounts to effect one customer. Discounts are only seen under the "Billing Codes" option under Add/Edit Invoices. When the invoice is generated, the discount is already taken into consideration.

When can I void an invoice?

You can void an invoice anytime that a payment is not attached to it.

How should I apply payments?

There are several ways to apply a payment. The system can do it for you, or you can apply it manually. If you would like to see the payments before they are applied, then you should apply them manually under **Enter/Post Payments**>**Apply Payments**.

How do I handle refunds?

As of ACS version 6.0, there is a refund option under **Add/Edit Payments**. This will cut the check as normal out of General Ledger/Accounts Payable, but will use the payment type **Refund** to credit the customer's account for the amount of the refund.

How do I handle returned checks?

Under **Add/Edit Payments**, you can select the pay type **Negative Payment**. This will allow the original payment and the returned payment to appear on statements. Voiding the payment will remove it altogether.

How do I record a payment and an invoice at the same time?

You can record a payment and an invoice at the same time by using the **Invoice/Payment Wash** option in **Add/Edit Payments**. This option creates an invoice to match the payment, and posts the payment and invoice at the same time. An example of when you might use this option is when you are recording money for tuition or a field trip. If a credit card is used for the payment, there is a **Credit Card Wash** option.

How do I handle a payroll adjustment in Accounts Receivable?

On the Accounts Receivable side, a credit needs to be issued against the invoice. On the Payroll side, if there is one Accounts Receivable account, the deduction should have that account as the credit. If there are multiple accounts, the deduction should go to a liability account. Then you should create a Journal Report Entry to debit the liability account and credit the corresponding revenue/designated accounts affected by the payment.

How do I correct the message "All invoice distributions have been encumbered."?

First, verify that there is not a payment attached to an invoice from another user or period that is not posted yet. This is the most common reason the message occurs. To correct the issue, go to support utilities and edit the **DistEncumbered** field in **AWARDST.DB** to **false**. If the invoice had been paid, it would have a payment date.