

Tutorial:

# APPLYING CUSTOMER RECEIPT CORRECTIONS AND UPDATES

How to unpost and update a finalized customer receipt application.

## **Unposting a Finalized Customer Receipt**

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# When you need to unpost a finalized customer receipt

The **Unpost Customer Receipt [S2121]** screen is used to undo any finalized customer receipt or unapplied receipt records that have errors.

## When you need to unpost a finalized customer receipt:

- A receipt that has been applied against a wrong invoice number.
- The amount applied is incorrect.
- The incorrect GL code was selected.
- Incorrect discount applied.

Since each record in Customer Receipt creates a GL transaction we need to create a new record to offset the original error.

In this example we will be removing the payments from one invoice and applying it to another to simulate correcting an incorrect invoice selection.

The screenshot displays the 'Unpost Customer Receipt [S2121]' application window. It features three main panels. The top-left panel, titled 'Unpost Customer Receipt', contains two dropdown menus for 'Customer' and 'Receipt', both highlighted in green, and an 'Unpost' button. The bottom-left panel, titled 'Customer Receipt Detail', shows a table with columns 'Line', 'Type', 'Invoice', and 'Amount Paid', which is currently empty. The right panel, titled 'Edit Invoice Payment', contains various input fields: 'Invoice', 'Ship To', 'Invoice File', 'Invoice Type', 'Invoice Total', 'Open Balance', 'GL Code', 'Amount Cleared', 'Discount Taken', 'Amount Paid', 'Clear Amt Change', 'Disc. Taken Change', and 'Paid Amt Change'. A 'Finalize' button is located at the bottom of this panel. At the very bottom of the screen is a navigation bar with buttons for 'Browse', 'Edit', 'Add', 'Delete', 'OK', 'Cancel', 'Print', and 'Exit', along with a search field containing 'F1 for Help'.

# Task 1: Selecting the receipt record to unpost

Open the **Unpost Customer Receipt [S2121]** screen.

1. Select the **Customer** from the drop-down menu.
2. Select the **Receipt** you wish to unpost from the drop-down menu.
3. Click the **Unpost** button.

Once you click the **Unpost** button the invoices that have receipts applied will be listed.

| Line  | Type | Invoice  | Amount Paid |
|-------|------|----------|-------------|
| 12504 | I    | 20120598 | \$9,880.36  |
| 12505 | I    | 20133143 | \$4,935.60  |
| 12508 | N    |          | \$2,165.00  |
| 12509 | U    |          | \$3,019.04  |

## Task 2: Selecting the invoice for editing

4. Select the **Invoice** that requires correction.
5. Click the **Edit Invoice Payment** button.
6. When you click the **Edit Invoice Payment** button the details of how the payment was applied will be available in the **Edit Invoice Payment** frame.

Unpost Customer Receipt [S2121]

Unpost Customer Receipt

Customer: AIM AMERICAN IRON & METAL  
Receipt: 4514-46348 9/15/2016

Unpost

Customer Receipt Detail

| Line  | Type | Invoice  | Amount Paid |
|-------|------|----------|-------------|
| 12504 | I    | 20120598 | \$9,880.36  |
| 12505 | I    | 20133143 | \$4,935.60  |
| 12508 | N    |          | \$2,165.00  |
| 12509 | U    |          | \$3,019.04  |

Edit Invoice Payment

Edit Invoice Payment

Invoice: 20120598

Ship To:

Invoice File: 20120598.pdf

Invoice Type: M

Invoice Total: \$9,880.36

Open Balance: 0

GL Code: 1201

Amount Cleared: \$9,880.36

Discount Taken: \$0.00

Amount Paid: \$9,880.36

Clear Amt Change: \$0.00

Disc. Taken Change: \$0.00

Paid Amt Change: \$0.00

Finalize

F1 for Help Browse Edit Add Delete OK Cancel Print Exit

# Task 3: Editing the amount cleared

7. Click the **Edit** button on the bottom menu.
8. Enter the new amount in the **Amount Cleared** field.
9. Click **OK**.
10. You will see that after you click the **OK** button that the last 3 fields will be populated with the cleared amount that has been changed.
11. Click the **Browse** button in the bottom menu.
12. Click the **Finalize** button when complete.

| Line  | Type | Invoice  | Amount Paid |
|-------|------|----------|-------------|
| 12504 | I    | 20120598 | \$9,880.36  |
| 12505 | I    | 20133143 | \$4,935.60  |
| 12508 | N    |          | \$2,165.00  |
| 12509 | U    |          | \$3,019.04  |

# Task 4: Invoice correction

13. Open the **Customer Receipt Maintenance [S1056]** screen.
14. Select the **Customer** from the drop down menu.

You will see in the **Customer Receipt Details** frame that there are now 3 records associated with the invoice correction.

15. There are two, locked, records, that include the original record and the unposted record which cannot be edited.
16. The third record, which indicated the changed amount, is unlocked so it can be edited.
17. In **Browse** mode, click the show **Open Invoices** button.

Customer Receipt Maintenance [S1056]

Customer Receipt Header

Customer: AIM AMERICAN IRON & METAL Credit Terms: Net30

| Our Receipt Ref | Customer Rec. Ref | Bank | Receipt Date | Account   | **Receipt Value:          |
|-----------------|-------------------|------|--------------|-----------|---------------------------|
| 4514-46348      | 4566584C          | TD   | 09/15/2016   | 989066 01 | \$20,000.00               |
| 777-test        | 7765-100          | TD   | 02/17/2017   | 989066 01 | Amt Applied: \$10,119.64  |
|                 |                   |      |              |           | Amt Remaining: \$9,880.36 |

Comments: Remember freight charges \*\*Effective Date: 09/15/2016 \*\*Pay Method: EFT

Customer Receipt Detail

| Type | Invoice  | GL Code | Open Bal    | Amt Cleared | Disc Taken | Amt Paid    | Lock |
|------|----------|---------|-------------|-------------|------------|-------------|------|
| I    | 20120598 | 1201    | \$9,880.36  | \$0.00      | \$0.00     | \$0.00      | No   |
| I    | 20120598 | 1201    | \$9,880.36  | \$9,880.36  | \$0.00     | \$9,880.36  | Yes  |
| I    | 20120598 | 1201    | -\$9,880.36 | -\$9,880.36 | \$0.00     | -\$9,880.36 | Yes  |
| I    | 20133143 | 1201    | \$4,935.60  | \$4,935.60  | \$0.00     | \$4,935.60  | Yes  |
| N    |          | 7044    | \$2,165.00  | \$2,165.00  | \$0.00     | \$2,165.00  | Yes  |

Supp.Doc File: Invoice Filename: 20120598.pdf

Comments: Show Open Invoices

Browse Edit Add Delete OK Cancel Print Exit

# Task 5: Selecting the open customer invoice

18. Select the invoice to apply the payment.

19. Click the **Add to Receipt** button.

The screenshot shows a software window titled "Select Open Customer Invoices [S1570]". The window contains a "Select Invoices" section with several dropdown menus and buttons. The "Customer (Inv To)" is set to "AIM" (AMERICAN IRON & METAL). The "Customer (Ship To)" is set to "<ALL>". The "Invoices From" date is "01/01/2000" and the "To" date is "02/17/2017". The "Invoice Type" is set to "<ALL>". The "Invoice Number" is set to "<ALL>". A "Total Selected" field shows "\$8,845.46". There are "Select All" and "Deselect All" buttons. Below this is a table with the following data:

| Invoice  | Invoice Date | Invoice Type | Invoice Total | Open Balance | Matched | Select |
|----------|--------------|--------------|---------------|--------------|---------|--------|
| 20139126 | 02/06/2017   | M            | \$4,348.39    | \$4,348.39   |         |        |
| 20139473 | 02/10/2017   | M            | \$8,845.46    | \$8,845.46   |         | X      |
| 20139474 | 02/10/2017   | M            | \$4,341.65    | \$4,341.65   |         |        |

At the bottom of the window, there are fields for "Discount Date" (02/10/2017), "Due Date" (03/12/2017), "Invoice Filename" (20139473.pdf), and "Receipt Number" (hre). There is an "Add to Receipt" button and a "Cancel" button. A red circle with the number "19" is placed over the "Add to Receipt" button. Another red circle with the number "18" is placed over the "X" in the "Select" column of the row for invoice 20139473. A status bar at the bottom contains buttons for "Browse", "Edit", "Add", "Delete", "OK", "Cancel", "Print", and "Exit".



# Task 6: Applying payment to a different invoice

The selected invoice number will be applied to the customer receipt detail record.

20. Click **Edit** in the bottom menu.
21. Enter the amount to be cleared
22. Add a **Comment** if required
23. Click **OK**
24. In **Browse** mode click the **Finalize** button.

The error has now been resolved and the correct payment has now been applied to the correct invoice.

Customer Receipt Maintenance [S1056]

Customer Receipt Header

Customer: AIM AMERICAN IRON & METAL Credit Terms: Net30

| Our Receipt Ref | Customer Rec. Ref | Bank | Receipt Date | Account   |
|-----------------|-------------------|------|--------------|-----------|
| 4514-46348      | 4566584C          | TD   | 09/15/2016   | 989066 01 |
| 777-test        | 7765-100          | TD   | 02/17/2017   | 989066 01 |

\*\*Receipt Value: \$20,000.00  
Amt Applied: \$10,119.64  
Amt Remaining: \$9,880.36  
Currency: CDN  
Bank GL Acct: 1001

CR Filename: \*\*Effective Date: 09/15/2016  
Comments: Remember frieght charges \*Pay Method: EFT

Finalize

Customer Receipt Detail

| Type | Invoice  | GL Code | Open Bal    | Amt Cleared | Disc Taken | Amt Paid    | Lock |
|------|----------|---------|-------------|-------------|------------|-------------|------|
| I    | 20139473 | 1201    | \$9,880.36  | 9880.36     | \$0.00     | \$0.00      | No   |
| I    | 20120598 | 1201    | \$9,880.36  | \$9,880.36  | \$0.00     | \$9,880.36  | Yes  |
| I    | 20133143 | 1201    | \$4,935.60  | \$4,935.60  | \$0.00     | \$4,935.60  | Yes  |
| I    | 20120598 | 1201    | -\$9,880.36 | -\$9,880.36 | \$0.00     | -\$9,880.36 | Yes  |
| N    |          | 7044    | \$2,165.00  | \$2,165.00  | \$0.00     | \$2,165.00  | Yes  |

Supp.Doc File: Invoice Filename: 20120598.pdf

Comments:

Show Open Invoices

For Help Browse Edit Add Delete OK Cancel Print Exit

# TRACKING SHORT OR OVERPAID INVOICES

# Providing the reason why an invoice was over or underpaid

If you have a customer that has under or overpaid an invoice you can add information details to track why this happened.

There may be several reasons why the invoice was over or underpaid and the **Customer Receipt Details by Invoice [S1810]** screen allows you to add supporting comments and documents for each invoice line item.

In this example, we will be demonstrating a scenario where a customer has short paid an invoice and adding the comment on why they did it.

Customer Receipt Detail by Invoice [S1810]

Customer Receipt Detail

Customer (Inv To): [Dropdown] Invoice Value: [Text]  
CR Number: [Dropdown] Currency: [Dropdown]  
Invoice: [Dropdown] Invoice Filename: [Text] Invoice Type: [Dropdown]

| Part | Revision | Line | Qty | UM | Unit Price | Ext Price |
|------|----------|------|-----|----|------------|-----------|
|------|----------|------|-----|----|------------|-----------|

Part Description: [Text] Purchase Order: [Text]

Customer Receipt Detail by Invoice

| Customer Ref | Qty | Unit Price | Ext Value | Supporting DOCs | Comments |
|--------------|-----|------------|-----------|-----------------|----------|
|--------------|-----|------------|-----------|-----------------|----------|

F1 for Help [Browse] [Edit] [Add] [Delete] [OK] [Cancel] [Print] [Exit]

# Task 1: Selecting the invoice to add comments

Open the **Customer Receipt Detail by Invoice [S1810]** screen.

1. Select the **Customer (Inv To)** from the drop down menu.
2. Use the **CR Number** and **Invoice** drop down menus for any additional filtering.

Customer Receipt Detail by Invoice [S1810]

Customer Receipt Detail

Customer (Inv To): AIM AMERICAN IRON & METAL Invoice Value: \$3,019.04

CR Number: UN-4514-456 0016 Currency: CDN

Invoice: MEM1157 Invoice Filename: MEM1157.pdf Invoice Type: M

| Part     | Revision | Line | Qty   | UOM | Unit Price | Ext Price  |
|----------|----------|------|-------|-----|------------|------------|
| 000-0006 | 00       | 1644 | 3.000 | EA  | 1,000.000  | \$3,000.00 |

Part Description: BOTTOM PLATE (NO PAINT) Purchase Order: 6859860-007

Customer Receipt Detail by Invoice

| Customer Ref | Qty | Unit Price | Ext Value | Supporting DOCs | Comments |
|--------------|-----|------------|-----------|-----------------|----------|
|--------------|-----|------------|-----------|-----------------|----------|

F1 for Help Browse Edit Add Delete OK Cancel Print Exit

## Task 2: Adding the details and comments

3. Select the line item.
4. Click **Add** in the bottom menu.
5. Enter the **Customer Reference** (*Usually their debit memo or their reference.*)
6. Enter the amended **Quantity**.
7. Attach a supporting document if you received one from your customer, for example a rejection notice.
8. Enter a **Comment**.
9. Click **OK** when complete.

The reason why the customer short paid this invoice is because one of the parts was damaged during shipping.

The screenshot shows the 'Customer Receipt Detail by Invoice [S1810]' window. The top section contains fields for Customer (Inv To): AIM, AMERICAN IRON & METAL, Invoice Value: \$3,019.04, CR Number: UN-4514-456, 9/15/2016, Currency: CDN, Invoice: MEM1157, Invoice Filename: MEM1157.pdf, and Invoice Type: M.

| Part     | Revision | Line | Qty   | UM | Unit Price | Ext Price  |
|----------|----------|------|-------|----|------------|------------|
| 000-0006 | 00       | 1644 | 3.000 | EA | 1,000.000  | \$3,000.00 |

Part Description: BOTTOM PLATE (NO PAINT) Purchase Order: 6859860-007

| Customer Ref      | Qty   | Unit Price | Ext Value | Supporting DOCs | Comments                                   |
|-------------------|-------|------------|-----------|-----------------|--------------------------------------------|
| shortpaidquantity | 2.000 | 0.000      |           |                 | one piece returned due to shipping damage. |

Buttons: Browse, Edit, Add, Delete, OK, Cancel, Print, Exit

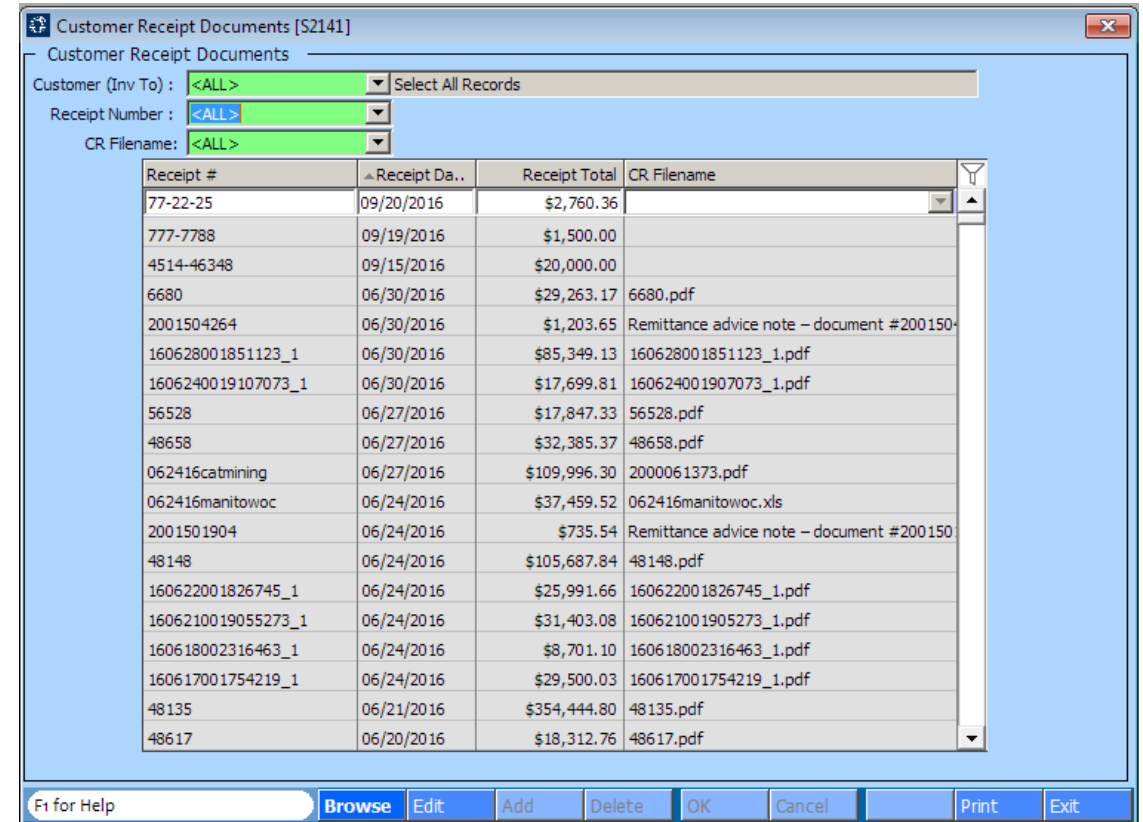
Red circles 3-9 mark: 3 (Part column), 4 (Add button), 5 (Customer Ref column), 6 (shortpaidquantity), 7 (Unit Price column), 8 (comment text), 9 (OK button).

# ATTACHING A CUSTOMER RECEIVED DOCUMENT

# Adding the customer receipt document after finalizing

If you have already finalized a receipt without receiving the remittance advice document or check you can use the **Customer Receipt Document [S2141]** to attach it when you receive it.

In the following example we will show you how to select your digital file and attach it to the received receipt file.



# Task 1: Selecting the file to attach

Open the **Customer Receipt Documents [S2141]** screen.

1. In **Browse** mode select the customer from the **Customer (Inv To)** drop down menu.
2. Select the **Receipt** you would like to attach the document to.
3. Click **Edit** in the bottom menu.
4. Click on the black arrow in the **CR filename** field.

| Receipt #  | Receipt Da.. | Receipt Total | CR Filename        |
|------------|--------------|---------------|--------------------|
| 77-22-25   | 09/20/2016   | \$2,760.36    |                    |
| 777-7788   | 09/19/2016   | \$1,500.00    |                    |
| 4514-46348 | 09/15/2016   | \$20,000.00   |                    |
| 56528      | 06/27/2016   | \$17,847.33   | 56528.pdf          |
| 56401      | 06/13/2016   | \$8,296.81    | cr061316.0003.pdf  |
| 56291      | 06/08/2016   | \$7,651.54    | 56291.pdf          |
| 56223      | 05/27/2016   | \$10,349.23   | 56223.pdf          |
| 56160      | 05/25/2016   | \$16,193.69   | 56160.pdf          |
| 56063      | 05/18/2016   | \$4,038.73    | 56063.pdf          |
| 55989      | 05/10/2016   | \$4,716.12    | 55989.pdf          |
| 55901      | 04/29/2016   | \$16,687.11   | 55901.pdf          |
| 55833      | 04/22/2016   | \$18,221.43   | 55833.pdf          |
| 55666      | 04/08/2016   | \$4,045.61    | cr040816.0001.pdf  |
| 55578      | 04/06/2016   | \$3,530.89    | CR040616.0003.pdf  |
| 55536      | 03/30/2016   | \$7,146.91    | CR 033016.0003.pdf |
| 55426      | 03/23/2016   | \$1,954.95    | 55426.pdf          |
| 55381      | 03/14/2016   | \$7,174.78    | 55381.pdf          |
| 55292      | 03/03/2016   | \$8,876.28    | 55292.pdf          |
| 55173      | 02/22/2016   | \$6,414.62    | CR022216.0001.pdf  |



# Task 2: Adding the file

5. Select the method of attaching the document.  
*(For this example, a new file was chosen)*
6. Click **Save** to continue.
7. Click **OK** to attach the document when complete.

**File Release**

Source File Information  
Status: **New File**  
Category: CR  
Allowed Formats: Label7

Change Source File to:  
New File Existing File Use Scanner

File Name:

Enter Edit Mode

Destination File Name: customer-receipt

Release File To: In Use  
CR\

Destination Path:

Delete Source File On Save

Save Cancel

**AIM** American Iron & Metals LP  
564 Teachers Road, Blooming Grove  
Orange County, New York  
10914 USA

1936  
12/09/2016 DATE

PAY TO THE ORDER OF American Iron and Metals \$ 20,000.00  
Twenty thousand DOLLARS

Rosscoor Canada Inc. 881 Mains Loft Drive  
Windsor, Ontario W7N 2K6  
FOR John Barnes

0000001864 000000529\* 1000

American Iron & Metals LP Receipt #: 02112200 Cheque 003344  
ROSSCOOR CANADA INC. (ROSS021)

| Ticket-#      | Ticket Date | Ticket Amt | Prev. Paid | Balance | Amt Paid         |
|---------------|-------------|------------|------------|---------|------------------|
| 00026616      | 10 Aug 2016 | 3,349.45   |            |         | 3,349.45         |
| 00032564      | 16 Aug 2016 | 1,556.06   |            |         | 1,556.06         |
| 00026616      | 28 Aug 2016 | 2,225.15   |            |         | 2,225.15         |
| 00026616      | 02 Sep 2016 | 2,349.77   |            |         | 2,349.77         |
| 00026616      | 05 Sep 2016 | 1,985.29   |            |         | 1,985.29         |
| 00026616      | 09 Sep 2016 | 4,525.05   |            |         | 4,525.05         |
| 00026616      | 10 Sep 2016 | 4,525.05   |            |         | 4,009.23         |
| <b>Total:</b> |             |            |            |         | <b>20,000.00</b> |

F1 for Help Browse Edit Add Delete OK Cancel Print Exit