

Accounts Receivable

**Quick Guide to help you manage
Accounts Receivable in the
Workspace Client**

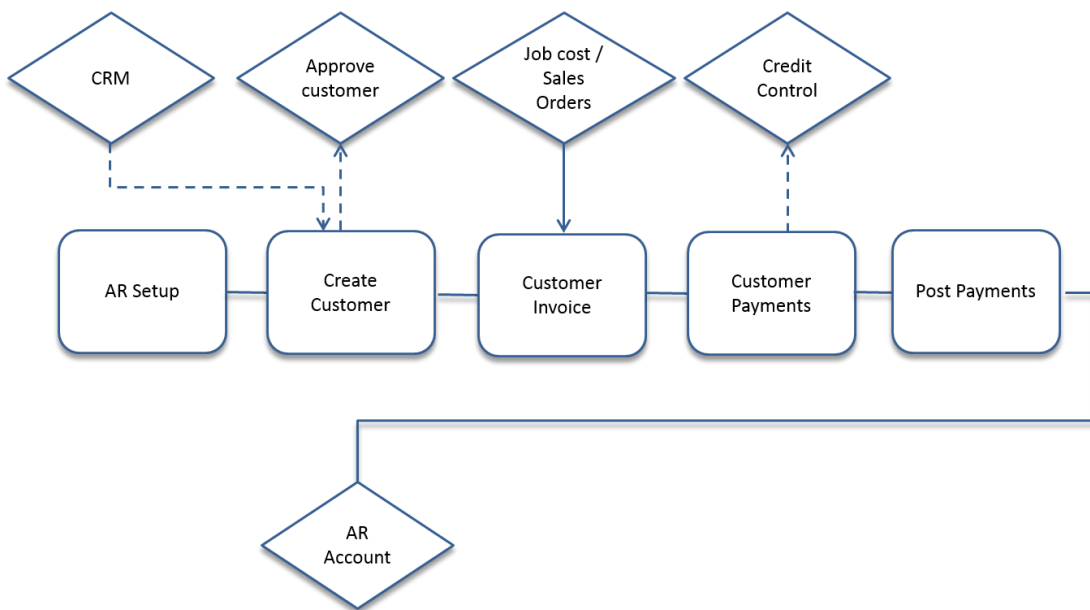
June 20, 2018



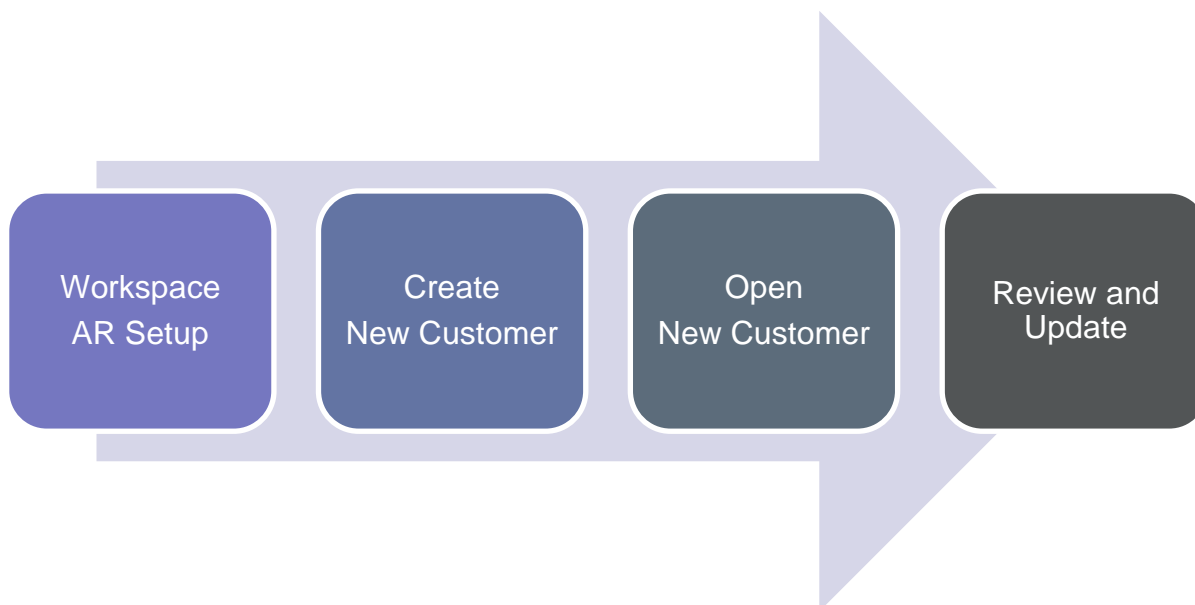
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Accounts Receivable Workflow



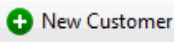
Customer Creation



Create a New Customer

To create a new customer:

1. Open the Workspace Client.

2. Go to **Accounts Receivable » AR Setup**.
3. Click **New Customer** to open the creation wizard. 
4. Enter the **Customer Name**.
5. Enter the Customer address, telephone, email, and any other information required.
6. Select the correct Business Area for this Customer.
7. In the **Project Price List, Sales** field, use CTRL-G to find the Price List to be used as default on Projects for this Customer.
8. Click **Create**.

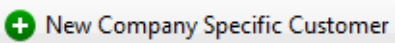
If you do not fill out the remaining fields, the information will be derived from the template.

9. Open the new customer from the filter list and open the **Information** tab to review the entries.
 - a) In the **Ship to Customer** island, review the following:
 - a. **Country**
 - b. **Currency**
 - b) In the **General Information** island, review the following:
 - a. **Language** – Select the main language for this customer.
 - b. **Customer Group**
 - c. **Customer Tax Code**
 - d. Deselect **Tax** if not applicable.
10. In the **Project Cost** island, review the following:
 - a. **Price Lists**
 - b. **Invoice layout**
11. Review the **Employees** fields and add more if applicable.
12. Review the **Sales orders** island to add a Sales Rep.
13. Open the sliding side payment panel to review its information.
14. In the **Payment** tab, update the payment information:
 - a. Customer Payment Mode
 - b. Control Account – Choose either Trade Debtors or Intercompany Debtors.
 - c. Payment Terms that you wish to apply for this customer.
 - d. Other applicable fields.

Manually Create a New Company Specific Customer

Note that a customer automatically becomes company-specific when projects are created or a payment is posted to the global account. However, you can create company-specific customers manually from this section.

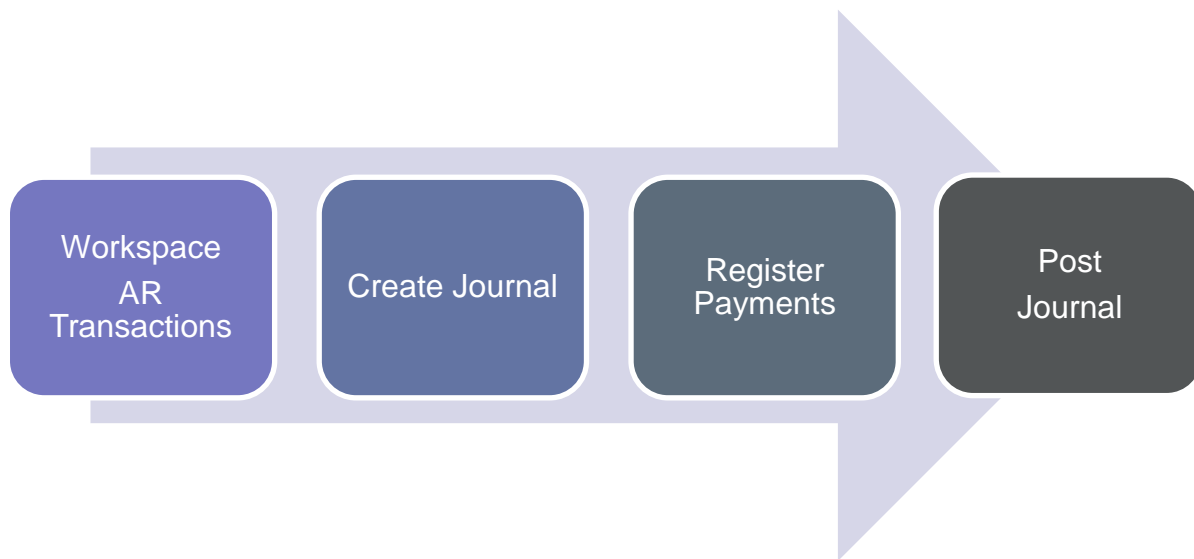
To create a new company-specific customer:

1. Open the Workspace Client.
2. Go to **Accounts Receivable » AR Setup Workspace » Company Customers**.
3. Click **New Company Specific Customer**. 

4. In the **Customer** field, select the Global Customer record.
5. Select **Company**.
6. Select a template in the **Parent Customer** field.
7. Select the linking rule.
8. Select the **Business Area**.
9. Select the **Project price list, Sales**.
10. Click **Create**.


Please note: If you are using approval of Customer Creation you will only be able to manually create Customer Specific Customers once the Global record has been approved.

Customer Payment Process



Enter Multiple Customer Payments

To enter the payments in a journal in Customer Payments:

1. Open the Workspace Client.
2. Go to **Accounts Receivable » AR Transactions**.
3. Open the **Customer Payments** tab.
4. Click the icon  or press **CTRL+N** on your keyboard to create a new journal.
5. **Company Number** should default to the company of user logged in. Press **Enter** to save the journal.
6. Move to the **Customer Payments** table panel where you can enter one or more payments.
7. Enter the **entry date** or use the default date.
8. In the **Reconcile Invoice No** field, enter the number of the invoice being paid.

NOTE: If the payment is for more than one invoice you can leave the field open and make the reconciliation from the Open entry reconciliation tab later.

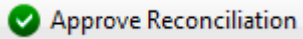
9. Select **Customer**.
10. Enter a **Description**.

NOTE: If bank charges were applied to the payment, you can enter this in the **Charge Currency** field.


11. Press **Enter** on your keyboard to save the line.
12. To enter more payments repeat the steps 7 to 11.

Reconcile the payments in a journal in Customer Open Entry Reconciliation:

1. Open the Workspace Client.

2. Go to **Accounts Receivable » AR Transactions**.
3. Open the **Customer Open Entry Reconciliation** tab.
4. Locate the journal you created in the previous section and double click on the line in the filter list to open the record.
5. Tick the **Show Lines** box to display open entries for this Customer in the **A/R Entries** table.
6. In the **T/P** column, either select **Totally** if the invoice has been paid in full, or enter “Partially” and the amount that is to be applied on the invoice in the **Reconciliation** column.
7. Press **Enter** on your keyboard.
8. When you have applied the total payment, open the right hand sliding panel and confirm the **Difference, Base** field on the Reconciliation tab is zero.
9. When the Difference Base is zero, select the **Approve Reconciliation** action. 


To post the payment journals in Customer Payments:

1. Go to **Accounts Receivable » AR Transactions**.
2. Open the **Customer Payments** tab.
3. Locate the Journal you want to post.
4. Select **Post** to post the journal. 

A journal will print to screen – Debit the Bank, Credit the Debtors AR Account. In addition, the system will post any exchange rate gains/losses and bank charges.

Enter a Single Customer Payment

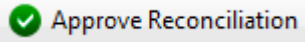
To enter a single customer payment:

1. Go to **Accounts Receivable » AR Transactions**.
2. Open the **Customer Open Entry Reconciliation** tab.
3. Click the  icon or press CTRL+N on your keyboard to create a new payment.


NOTE: If you entered payments in the journal with the invoice reconciliation number, you can select them in the filter list. The below fields will already be completed.
4. Enter a **Company Number**.
5. In the **Customer No.** field, enter the customer number or use the search feature to find the customer.
6. In the **Customer Payment** island, enter the **Entry Date** of the payment.
7. Enter a **Description**.
8. Select the **Currency** used to make the payment.
9. In the **Amount Currency** field, enter the payment amount.

If the payment has a different currency than the bank account currency, you can enter the amount which actually posted in the bank account in the **Amount Base** field, located in the **Other** tab in the right hand sliding panel.

NOTE: If bank charges were applied to the payment, you can enter this in the **Charge Currency** field or the **Charge Base** field located in the right hand sliding panel on the **Other** tab).

10. Press **Enter** on your keyboard.
11. Select the **Show Lines** box to display open entries in A/R entries.
12. In the **T/P** column, either select **Totally** if the invoice has been paid in full, or enter "Partially" and the amount that is to be applied on the invoice in the **Reconciliation** column.
13. Press **Enter** on your keyboard.
14. After you apply the total payment, open the right hand sliding panel and confirm the **Difference, Base** field on the Reconciliation tab is zero.
15. When the Difference Base is zero select the **Approve Reconciliation** action. 

To post a Customer Payment

1. Go to **Accounts Receivable » AR Transactions**.
2. Open the **Customer Payments** tab.
3. Locate the Journal you want to post.
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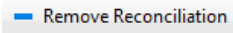
Customer Reconciliation

View and Remove Reconciliations between Customer Payments and Invoices

To view a previous Reconciliation:

1. Open the Workspace Client.
2. Go to **Accounts Receivable » AR Lookup » List of Customer Entries**.
3. Search for your desired Customer entry in the filter list and double click to select it.
4. Select the reconciliation entry.

To un-reconcile a Payment:

1. Open the Workspace Client.
2. Go to **Accounts Receivable » AR Lookup » Show Customer Reconciliation**.
3. In the **Show Customer Reconciliation** tab, find the transaction to be unreconciled.
4. Click **Remove Reconciliation** to remove the reconciliation. 

Credit Control

Track efforts to Obtain Payment from Customers

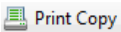
To view unreconciled Customer entries:

1. Open the Workspace Client.
2. Go to **Accounts Receivable Credit Control**.
3. Search for your desired Customer and Company combination in the filter list and double-click to select it.
4. All unreconciled payments and invoices are shown in the table. Payments are shown as green lines.


To send an email statement to a Customer:

1. Select the check box in the **Selected for Email** column for the invoices you want to include as PDF attachments in the email.
2. Press **Enter** on your keyboard.
3. Click **Email Customer Statement**. 
4. In the email window, complete the email and click **Send**.

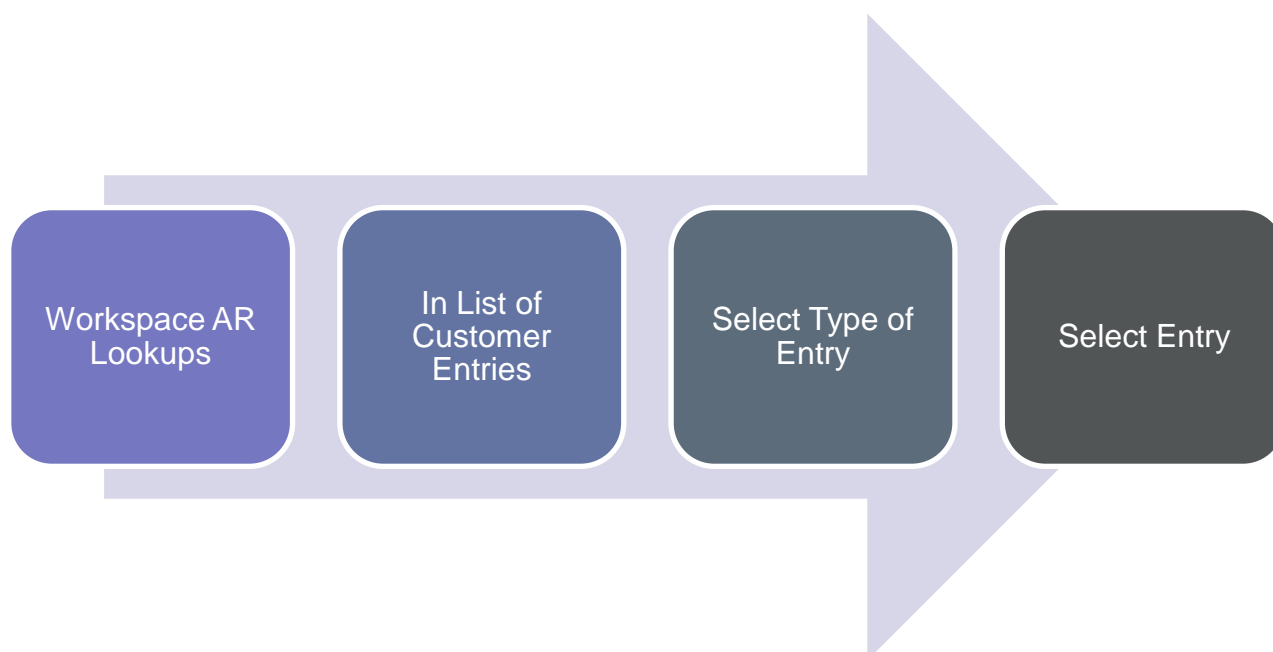
To see original details about an entry:

1. Select your entry in the table.
2. Open the **Origin** tab at the bottom to see the details of the entry in this tab.
3. To reprint an Invoice PDF, click **Print Copy**. 

To start tracking Collection activities against an invoice:

1. Open Workspace Client.
2. Go to **Accounts Receivable » Credit Control**.
3. Select the relevant invoice in the table by clicking on the line.
4. To start tracking Collection activities, click the icon  in the **Create Collection Event Flow** column.
The **Cash Collection History** tab displays at the bottom and automatically opens.
5. In the table you will see the first event, **First Call**, on the line. Complete the following information:
 - a) **Result**
 - b) **Employee No** – this is the Employee who completed this action
 - c) **Closed** – Once the action is completed tick this box and press **Enter**.
6. The next action will automatically populate.
7. Continue to log actions by filling in each action line and closing once completed.

Accounts Receivable Lookups



The AR Lookups workspace contains multiple windows for interrogating entries.

List of Customer Entries	Use this workspace to review information about customer entries.
Open Entry Customer Statement	Use this workspace to review all of the open entries for a given customer, regardless of the period in which they were entered.
Periodic Customer Statement	Use this workspace to review all of the open and closed entries for a given company customer for any single period.
Show Customer Reconciliation	Use this workspace to view customer entries and the entries against which they were balanced, for any period that you need to see.