

Accounts Receivable

Springbrook Software

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Accounts Receivable Module

Overview

The Accounts Receivable module provides a comprehensive system for creating and maintaining all information pertinent to recording and tracking customer data, invoices and balances. Here are a few AR features:

- Allows users to search for invoices by multiple methods, including by invoice number, customer number or customer name.
- Accommodates multiple line items and multiple revenue distributions for each invoice.
- Allows user to set up and make use of recurring invoices.
- Provides analysis of invoice information by department, activity, items/services, age, etc.
- Creates statements for new invoices as processed and includes option to provide customers with regular statements, regardless of account activity.
- Prints statements from history for a single invoice or range of transactions.
- Allows user to set up and use individual billing types to allocate revenue to various GL accounts.
- Provides exhaustive transaction history of customer accounts including aged balances.

Accounts Receivable Module

AR Processes and their GL Impact

Process	Tran Type	DR (Detail)	CR (Detail)	Sign	GL Journal Entry
Entering Invoices	Invoice	AR	REV	+	DR AR CR REV
Entering Credits/Deposits through Cash Receipts	Credit/Deposit (CR_Line_ Item)	CASH	AR	+	DR CASH CR AR
Entering Credits/Deposits through Cash Receipts	Credit/Deposit (AR_Detail)	AR	CASH	-	DR CASH CR AR (From above)
Entering Deposits through Adjustments	Deposit (AR_Detail)	AR	CASH	-	DR CASH CR AR
Entering Credits through Adjustments	Credit (AR_Detail)	AR	CASH or REV	-	DR CASH or REV CR AR
Adjusting Credits through Apply	Adjustment (to Credit)	AR	CASH or REV	+	DR AR CR CASH or REV

Process	Tran Type	DR (Detail)	CR (Detail)	Sign	GL Journal Entry
Credits/Deposits					
Adjusting Invoices through Apply Credits/Deposits	Adjustment (to Invoice)	AR	CASH or REV	-	DR CASH or REV CR AR
Adjusting Credits through AR Invoices	Adjustment (to Credit)	AR	CASH or REV	+	DR AR CR CASH or REV
Adjusting Invoices through AR Invoices	Adjustment (to Invoice)	AR	CASH or REV	-	DR CASH or REV CR AR
Adjusting Credits through AR Refunds	Adjustment (to Credit)	AR	CASH	+	DR AR CR CASH
Increase AP Cash through AR Refunds	AP_History	AP CASH	AP PAYABLE	+	DR AP CASH CR AP PAYABLE
Decrease AP Liab-ility through AR Refunds	AP_History	AP PAYABLE	AP CASH	+	DR AP PAYABLE CR AP CASH
Entering Payments through CR	Payment	CASH	AR	+	DR CASH CR AR
Entering Penalties	Penalty	AR	REV	+	DR AR CR REV
Entering Renewal	Letter	AR	REV	+	DR AR

Process	Tran Type	DR (Detail)	CR (Detail)	Sign	GL Journal Entry
Letters					CR REV
Adjusting Invoices, Letters, Penalties	Adjustment	AR	REV	+	DR AR CR REV
Adjusting Credits	Adjustment	AR	CASH or REV	+	DR AR CR CASH or REV
Adjusting Deposits	Adjustment	AR	CASH	+	DR AR CR CASH
Adjusting Payments	Adjustment	CASH	AR	+	DR CASH CR AR

AR> Adjustments

Enter Adjustments in AR

Summary

Once invoices and/or payments have been processed, these items can be adjusted. The Adjustments palette is where you make these adjustments in Miscellaneous Accounts Receivable. Follow this process to enter the transaction adjustments.

Step by Step

1 Open or create an adjustments batch.

- Select the Adjustments palette in AR> Adjustments. This will expand the Adjustments palette and display the steps of the Adjustments batch process.
- Modify an existing batch or create a new Adjustments batch.
    - Select a batch number from the drop-down menu at the top of the Adjustments palette to select an existing batch.
    - Select New from the Adjustments batch number drop-down menu to create a new batch. This will open the **New Batch** window.

- If there are open batches in the Adjustments process, you can create a new batch without affecting the open batches.
- Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
- Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
    - You can also manually create a new batch by entering a Batch Number and clicking the Save icon .
- Highlight the batch in the batch number drop-down menu on the Adjustments palette and press DELETE to delete a batch. Any uncommitted invoices in the batch will be deleted.

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2 Enter or edit the adjustments.

- Open the **Edit Adjustments** window (AR> Adjustments> Enter).
- This will display all of the uncommitted adjustments in the open batch.
- Click the Create icon  to open the Create Adjustments window.

---

3 Create an adjustment.

- The **Create Adjustments** window will determine what type of adjustment you create.
- Select an **Adjustment Type** from the drop-down menu.
    - Select Adjustment to make an adjustment to a credit, interest, invoice, payment or penalty associated with an account.
    - Select Apply to apply a credit or deposit to an account.
    - Select New to create a new credit on a bill or to create a new penalty.
    - Select Reversal to reverse a credit, interest, invoice, payment or penalty associated with an account.
    - Select Transfer to transfer a credit, an invoice or a payment from one account to another.
- Select a **Transaction Type** from the drop-down menu.
    - The options available from this drop-down menu are determined by your selection in the Adjustment Type field.
- Enter a **Transaction Date** or select one from the drop-down menu.
- Enter a **Due Date** or select one from the drop-down menu.
    - This field will only be active if New is select in the Adjustment Type field and Penalty is selected in the Transaction Type field.
    - The Transaction Date and Due Date are used in calculating past due fees in the AR module.
    - The Transaction Date and Due Date are also used in calculating the age of a transaction on aging reports.

- Enter a **Reference Number** as an optional method for tracking originating documentation.
- Enter a **Description** for the adjustment. This is an optional field that can be up to 60 alphanumeric characters long.
- Enter an **Account Number** to adjust or click the field label to select one from a list.
- Enter a **Target Account Number**.
    - This field will only be active if Transfer is selected in the Adjustment Type field. This is the account that the transfer will transfer the transaction to.
- Enter a **Credit Fee** or click the field label to select one from a list. This field will automatically populate with the fee specified as the default credit fee on the AR Setup window (AR> Utilities> Setup> Credit Fee field).
    - This field will only be enabled if Adjustment or Transfer of a Payment is selected. When this field is enabled, a credit fee is required even if the selected Transaction Type does not create a credit.
    - Credit fees are user-defined fees used to direct overpayments to the appropriate account.
- Click the Next button.

---

4 Select the items to adjust.

- The **Create Adjustments** window will now display all of the selected Transaction Types associated with the account.
- Highlight the transaction you would like to adjust and click the Next button.

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5 Enter the adjustment.

- The **Create Adjustments** window will now display the transaction information in the upper Original Details section and the adjusted information in the lower Updated Details section.
- Depending on the transaction type you are adjusting, different fields will be editable in the Updated Details section. For example, if you are adjusting an invoice, the Number of Units and Amount columns will be active for editing.
- Enter the adjustments and click the Finish button.

---

6 Commit the adjustments batch.

AR> Adjustments

Commit an Adjustments Batch

Summary

Once you have entered one or more transaction adjustments you will need to commit the batch. Follow these steps to complete the adjustments batch process.

Step by Step

1 Confirm that adjustments have been entered.

- Open the Edit Adjustments window (AR> Adjustments> Enter) to confirm that at least one adjustment has been entered in the batch.
- Highlight an adjustment and click the Modify icon  to change the adjustment details.
- Click the Create icon to create a new adjustment.
- Highlight an adjustment and click the Delete icon  or press DELETE to delete the selected adjustment.

2 Print an adjustments proof list.

- Open the **Adjustments Proof List** window (AR> Adjustments> Proof List).
- Select the report type you would like to print.
    - The **Summary** report displays the Batch Number, Invoice Number, Transaction Date, Customer Name, Account Number, Description and Amount. The total amount for all batch adjustments will also be displayed.
    - The **Detail** report includes the information displayed in the Summary report and also displays the Fee Code, Debit Account, Credit Account and debit or credit amount.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

3 Print the GL Distribution list.

- Open the **Print GL Distribution** window (AR> Adjustments> GL Distribution).
- Enter the transaction date you want to appear in the General Ledger for this batch in the **Journal Entry** date field. This date will determine the fiscal period in which the adjustments are recorded.
    - The **Fiscal Period** and **Fiscal Year** fields will populate based on the Journal Entry date selected.
- The report will display the Batch Number, JE Date, Fund, Account Number, Description, Debit Amount, Credit Amount and Total by Fund and Report.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

4 Print the adjustment statements.

- Open the **Print Adjustments Statements** window (AR> Adjustments> Statements).
- Select the **Adjustment Types** you would like to include in the statements batch. By default, all types will be checked.
- Use the **Printer Adjustment** field to adjust where the first line of the statements will print. If you adjust the alignment of the statements you may want to print a test statement before printing a large batch.
    - Zero is the system default. Adjusting the value up will move the first line of the statement up on the printed page and adjusting the value down will move the first line down.
- Select how you want the logo to display in the **Logo Options** field.
    - Select **All Pages** to display the logo on all pages of the statements.
    - Select **First Page Only** if you would like to display the logo on the first page of a statement only. If the statement is more than one page, the logo will not display on the second page and the space where the logo normally prints will be blank, shifting all fields on the second page up.
    - Select **Don’t Print and Leave Room** if you would like to leave the space that the logo normally prints in on the top of every page, but leave the logo off the statements. If the statement is more than one page, the spacing on the second page will be the same as the first. Choose this option if you are using pre-printed statement stock with a logo at the top of every page.
    - Select **Don't Print and Don't Leave Room** if you would like to print the statements without logos or blank spaces.

- If more than one statement is being printed, select how the statements are sorted in the **Sort By** field. The statements can be sorted by invoice number, account number or customer number.
- Check the **Print Perforation Line** toggle to print a perforation line at the top of the returnable section of the statement.
- Check the **Print Previous and Total Account Balance** toggle to include the previous and total account balances on the statement. The previous balance will print above the fee and adjustment totals.
- Click the **Address 1** field label in the **Remit Address** section to attach a remit address to the statement. Remit addresses are created and maintained in the Remit Address Maintenance window (AR> Maintenance> Remit Address).
- Click the Print icon  to process the job immediately or enter a date and time in the field next to the Print icon to schedule the job to generate at a later time. You can view the progress of the job on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Once the statements are generated, you can also display them using the View Reports window (SS> Utilities> View Report).

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5 Commit the adjustments batch.

- Open the **Commit Adjustments** window (AR> Adjustments> Commit).
- The Batch, Journal Entry Date, Fiscal Period and Fiscal Year fields will all populate with the information determined earlier in the batch process.

- Click the Confirm icon the commit the batch. The information from the batch is now permanently posted to the General Ledger and the customer accounts.

AR> Collections

Process a Collections Batch

Summary

If an outstanding invoice is generated and processed in collections two transactions will take place. The original invoice is adjusted to zero and a new AR customer account is created and labeled AR Collection Account.

Step by Step

1 Open or create an AR Collections batch.

- Select the Collections palette in AR> Collections. This will expand the Collections palette and display the steps of the Collections process.
- Select **New** from the Collections batch number drop-down menu to create a new batch. This will open the **New Batch** window. Click here for information on the New Batch process.
    - If there are open batches in the Collections process, you can create a new batch without affecting the open batches.

- Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
- Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
    - You can also manually create a new batch by entering a Batch Number and clicking the Save icon .
- You can delete batches by selecting a batch and pressing the DELETE key.

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2 Generate the collections.

- Open the **Generate AR Collections** window (AR> Collections> Generate).
- Check the **Billing Cycles** toggles that contain the transactions you would like to send to collections.
    - If the billing cycle you want is not in the field there is already a collections batch started for that billing cycle.
- Check the **Fee** toggles you would like to send to collections.
    - Press CTRL+A to highlight all of the displayed fees and then press SPACE to check or uncheck all of the selected toggles.
- Click the **Age From** drop-down menu to select either Transaction Date or Due Date. This will determine which date you will age from.

    - The **Age From Date** will default to today's date.
- The **Minimum Age Days** field is used to limit the accounts you would like to include in the batch by age days.
- Enter a **New Account Cycle** or click the field label to select a billing cycle from a list.
- The **New Tran Date** will default to the current date, but you can override it. It is the date that will be associated with the collections on the customer's account.
    - The transaction date will also be used on the description of the invoice and the accounts created by the Collections process.
- Enter a **New Due Date**. This is a required field and the specified date can be used in the future for calculating penalties.
- Click the Create icon  to add accounts to the **Account** field.
    - Filter the displayed accounts and click the Confirm icon  when you have selected an account to include in the Collections batch.
    - Selecting an account to include in the batch will override the filters above. If you add accounts to the Accounts section, only those accounts will be included in the batch.
- Click the Confirm icon  when complete. This will close the Generate AR Collections window.
    - If there are no invoices generated in the batch, the batch will close and delete.

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3 Edit the AR Collections Charges.

- Open the **Edit Charges** window (AR> Collections> Edit Charges).
- The Edit Charges window is used to remove unwanted accounts from the collections batch.
- Select an account and click the Delete icon  to remove that account from the batch.
- Click the Save icon  when complete. This will close the Edit Charges window and return you to the collections palette.

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4 Print the Proof List.

- Open the **Print Proof List** window (AR> Collections> Proof List).
- The **Summary** report displays the Invoice Number, Transaction Date, Customer Name, Account Number, Description, Amount, and report Total. This report does not provide the line item detail of the Detail report.
- The **Detail** report will display everything included in the Summary report as well as the Fee Code, Debit Account, and Credit Account. The report is totaled by Invoice and Report.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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5 Print the GL Distribution Report.

- Open the **Print GL Distribution** window (AR> Collections> GL Distribution).
- Enter a **JE Date**. This date will determine the fiscal period of the journal entry.
- Select **Detail** or **Summary** report output.
  - The Summary report displays the Fund, Account Number, Description, Debit Amount, and Credit Amount. The report also provides totals by Fund and Report.
  - The Detail report displays everything included in the Summary report as well as the line item details for each fund included in the report.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You

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can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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6 Print the Turnover Report.

- Open the **Turnover Report** window (AR> Collections> Turnover Report).
- The Collections Turnover report is the report you would submit to a collections agency.
- The **SSN Option** field is used to select how the social security numbers on the employee records will display on the report.
    - Select Do not print if the social security numbers should not display on the report. The SSN column will still display on the report, but the social security numbers will display as ***-**-****.

    - Select Print Last 4 Digits if the last four digits of each employee record should display on the report.
    - Select Print Full SSN if the entire social security number should display on the report.
- The **DLN Option** field is used to select how the driver's license numbers on the employee records will display on the report. These options are similar to the SSN options.
- The Turnover Report will display the Customer Number, Customer Name, Account Number, Account Description, Social Security Number, Driver's License Number, Mailing Address, Transaction Type, Invoice Number, Transaction Date, Invoice Description, the Amount to Collections and the report total.
    - The Turnover report has been modified to show a positive amount in the Amount to Collections column.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.

- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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7 Export the Turnover report.

- Open the **Turnover Export** window (AR> Collections> Turnover Export).
- The Export step will create an ASCII CSV file containing the same information that is included in the Turnover Report processed above.
- The **SSN Option** field is used to select how the social security numbers on the employee records will display on the report.
  - Select Do not print if the social security numbers should not display on the report. The SSN column will still display on the report, but the social security numbers will display as ***-**-****.
  - Select Print Last 4 Digits if the last four digits of each employee record should display on the report.
  - Select Print Full SSN if the entire social security number should display on the report.
- The **DLN Option** field is used to select how the driver's license numbers on the employee records will display on the report. These options are similar to the SSN options.
- Click the File Layout icon  to preview the formatting for the exported report.

- Click the Confirm icon to export the report.
    - You can view the progress of the export on the Jobs Viewer window (SS> Utilities> Show Scheduled Jobs).
- Once the export has finished processing, the **Export Settings** window will open. This window is used to specify the export path for the turnover report file.
    - Check the **Open** toggle if you would like to open the exported file after it is saved locally.
    - Enter the export path location and click the Save icon to export the file to the local path.

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8 Commit the AR Collections batch.

- Open the **Commit Collections** window (AR> Collections> Commit).
- The **Journal Entry** date field will populate with the date that was entered when creating the Distribution Report list in AR> Collections> GL Distribution. This date will determine which fiscal period and year the journal entries will be posted to. If you want to modify the date that is in this field you will have to return to the GL Distribution step. If you return to the GL Distribution step you will have to reprint the Turnover Report.
- Click the Confirm icon or press ENTER to commit the batch.
- The format of the account and invoice descriptions created by the Collections process is *AR Collections MM/DD/YYYY*.

- The date used in the description is the Transaction Date entered on the Generate step of the process.
- The format of the Collections accounts allows you to see when an account was sent to collections in AR.

AR> Display> Transaction Detail

Display AR Transaction Details

Summary

The Transaction Detail window is used to display the transaction level details associated with a filtered list of historical transactions.

Step by Step

1 Open the **Transaction Detail** window (AR> Display> Transaction Detail).

2 Filter the displayed transaction details.

- Enter the desired filter details in the Search Criteria section. Click the Refresh icon  or press ENTER to populate the data grid below with the transactions that meet the specified criteria.
    - Right click on the records in the window and select Export grid contents to Excel if you would like to export the information that displays in the window to an MS Excel spreadsheet.
- Highlight a transaction and click the Display icon  to view the transaction details.

AR> Invoices

Generate and Enter Invoices

Summary

Follow this process to generate AR invoices based on AR fee codes and billing cycles or manually generate AR invoices.

Step by Step

1 Open or create a new Invoices batch.

- Select the Invoices palette in AR> Invoices. This will expand the Invoices palette and display the steps of the Invoices batch process.
- Modify an existing batch or create a new Invoices batch.
    - Select a batch number from the drop-down menu at the top of the Invoices palette to select an existing batch.
    - Select New from the Invoices batch number drop-down menu to create a new batch. This will open the **New Batch** window.
    - If there are open batches in the Invoices process, you can create a new batch without affecting the open batches.

- Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
- Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
    - You can also manually create a new batch by entering a Batch Number and clicking the Save icon .
- Highlight the batch in the batch number drop-down menu on the Invoices palette and press DELETE to delete a batch. Any uncommitted invoices in the batch will be deleted.

---

2 Automatically add invoices for a billing cycle.

- To automatically add invoices for a whole billing cycle open the **Generate Invoices** window (AR> Invoices> Generate).
- If you do not want to automatically generate invoices you may skip to step 4 in this process to manually generate an invoice.

---

3 Generate the Invoices.

- The Generate Invoices window is used to generate the invoices that will be included in the batch.
- Select the **Billing Cycles** that contain the customers you want to produce invoices for.
    - This will create an invoice with the Fee Codes selected for every customer in that Billing Cycle. Billing Cycles are created and maintained in the Billing Cycle Maintenance window (AR> Maintenance> Billing Cycles).
- Select the **Fee Codes** you would like to charge in these invoices.
    - Only the Fee Codes with dollar amounts attached to them will display in the **Fees** section. Fee codes are created and maintained in the Fee Maintenance window (AR> Maintenance> Fees).
- You can use the Select All and Deselect All icons when selecting Cycles and Fees.
- Enter a **Transaction Date** and **Due Date**.
    - The Transaction Date and Due Date are used in calculating past due fees in the AR module.
    - The Transaction Date and Due Date are also used in calculating the age of a transaction on aging reports.
- You can enter a **Cycle Description** that will print above the detail on the invoices.
- Check the **Auto apply available credits** toggle if you would like the system to automatically apply any credit associated with the account towards generated invoices.
- Click the Confirm icon to generate the invoices.

---

4 Import invoices. This is an optional step.

- The Import Invoices feature is used to import invoices into the AR module.
- Open the **Import** window (AR> Invoices> Import).
- Click the Format icon  to view the expected file format of the CSV file.
    - The file layout is determined by the **Configuration** selected in the drop-down menu.
        - The Configuration drop-down menu will display all the AR Invoices configurable import files created in the application. Custom import configuration files are created and maintained on the Import Configuration Maintenance window (SS> Maintenance> Import Configuration).
    - Select Standard if you would like to import a Springbrook format file. The Springbrook format file contains all of the information associated with an invoice, including Account Number, Due Date, Fee Code, and Amount.
- Click the **File Name** field label to select the path of the file being imported.
- Click the Confirm icon  to import the invoices.
    - If the import process encounters a problem, an error window will display. Update the import file to address the errors and re-import.

---

5 Edit or enter invoices.

- Open the **Edit Invoices** window (AR> Invoices> Select/Update).

- If you used the Generate step to automatically generate invoices they will display in the Edit Invoices window. If you haven't generated any invoices the window will be empty.
- Click the Create icon  to add an invoice. This will open the **Enter Invoices** window.

---

6 Enter additional invoices.

- Enter an **Account Number** to include in the invoices batch. If you do not know the customer number, you can click on the field label to select one from a list. Once an account number is selected the remaining account information will self-populate.
- The **Transaction Date** will automatically default to today's date. You can overwrite it. Past dues can be calculated using the Transaction Date or the Due Date. The system will require a Due Date to be entered for the invoice, even if you are not going to process past dues.
- **Reference Number** is an optional field for tracking originating documentation.
- Information in the **Description** field will print above the detail of the invoice.

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7 Enter an invoice line item.

- Click the Create icon  to add a line item to the invoice. This will open the **Invoice Fee Maintenance** window.
- Type in the **Fee** code, or click on the field label to select an active Fee code. The remaining Fee code information will self-populate but the Description, Amount and account information can be edited from the Invoice Fee Maintenance window. The Number of Units field will also be enabled if the selected fee has an attached Unit Type.
    - If you selected a unit type fee code but the Units field is still not enabled, a unit type was not entered when the fee was created in the Fee Maintenance window (AR> Maintenance> Fees> Fee Units field).
- Click the Save icon  on the **Enter Invoices** window.

---

8 Commit the invoices batch.

AR> Invoices> Recurring

Generate Recurring Invoices

Summary

Follow this process to generate an AR recurring invoices batch for fees that are billed on a recurring basis. Recurring invoices must be attached to an AR account before a recurring invoices batch can be generated.

Step by Step

1 Open or create a new Invoices batch.

- Select the Invoices palette in AR> Invoices. This will expand the Invoices palette and display the steps of the Invoices batch process.
- Modify an existing batch or create a new Invoices batch.
  - Select a batch number from the drop-down menu at the top of the Invoices palette to select an existing batch.
  - Select New from the Invoices batch number drop-down menu to create a new batch. This will open the **New Batch** window.

- If there are open batches in the Invoices process, you can create a new batch without affecting the open batches.
- Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
- Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
    - You can also manually create a new batch by entering a Batch Number and clicking the Save icon .

- Highlight the batch in the batch number drop-down menu on the Invoices palette and press DELETE to delete a batch. Any uncommitted invoices in the batch will be deleted.

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2 Generate the recurring invoices.

- Open the **Recurring Invoices** window (AR> Invoices> Recurring).
- The Recurring Invoices window is used to generate the recurring invoices that will be included in the batch.
    - When generating a recurring invoices batch, you will select the desired recurring invoice groups and the system will create invoices for the accounts set up with recurring invoices in the selected groups. You will not need to specify the

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billing cycles and fees, as these details were set up when the recurring invoice was initially attached to the AR account.

- Select the **Recurring Invoices Groups** you would like to include in these invoices.
    - Recurring group codes are created and maintained in the Recurring Group Maintenance window (AR> Maintenance> Recurring Groups).
- You can use the Select All and Deselect All icons when selecting the desired groups.
- Enter a **Transaction Date** and **Due Date**.
    - The Transaction Date and Due Date are used in calculating past due fees in the AR module.
    - The Transaction Date and Due Date are also used in calculating the age of a transaction on aging reports.
    - The Due Date must fall at least seven (7) days AFTER the Transaction Date.
- Check the **Auto apply available credits** toggle if you would like the system to automatically apply any credit associated with the account towards generated invoices.
- Click the Confirm icon to generate the recurring invoices.

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3 Edit or enter invoices.

- Open the **Edit Invoices** window (AR> Invoices> Select/Update).

- If you used the Generate step to automatically generate invoices they will display in the Edit Invoices window. If you haven't generated any invoices the window will be empty.
- Click the Create icon  to add an invoice. This will open the **Enter Invoices** window.

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4 Enter additional invoices.

- Enter an **Account Number** to include in the invoices batch. If you do not know the customer number, you can click on the field label to select one from a list. Once an account number is selected the remaining account information will self-populate.
- The **Transaction Date** will automatically default to today's date. You can overwrite it. Past dues can be calculated using the Transaction Date or the Due Date. The system will require a Due Date to be entered for the invoice, even if you are not going to process past dues.
- **Reference Number** is an optional field for tracking originating documentation.
- Information in the **Description** field will print above the detail of the invoice.

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5 Enter an invoice line item.

- Click the Create icon  to add a line item to the invoice. This will open the **Invoice Fee Maintenance** window.
- Type in the **Fee** code, or click on the field label to select an active Fee code. The remaining Fee code information will self-populate but the Description, Amount and account information can be edited from the Invoice Fee Maintenance window. The Number of Units field will also be enabled if the selected fee has an attached Unit Type.
    - If you selected a unit type fee code but the Units field is still not enabled, a unit type was not entered when the fee was created in the Fee Maintenance window (AR> Maintenance> Fees> Fee Units field).
- Click the Save icon  on the **Enter Invoices** window.

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6 Commit the invoices batch.

AR> Invoices

Commit an Invoices Batch

Summary

After all of the invoices have been entered or generated they are ready to be processed.

Step by Step

1 Print a proof list.

- Open the **Print Proof List** window (AR> Invoices> Proof List).
- Select the **Report Type** from the drop-down menu.
    - The Summary report will display the Invoice Number, Transaction Date, Customer Name, Account Number, Description and Amount. There is a grand total for the report.
    - The Detail report will display the information included in the Summary report as well as the Fee Code, Debit Account, Credit Account and each Fee Amount. A grand total is also provided.
- The **Sort By** drop-down menu is used to specify how the report will be sorted. The sort options are Invoice Number, Customer Name, or Account Number.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
- Review the report for errors.

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2 Print the invoices.

- Open the **Print Invoices** window (AR> Invoices> Print Invoices).
- Use the **Printer Adjustment** field to adjust where the first line of the invoices will print. If you adjust the alignment of the invoices you may want to print a test invoice before printing a large batch.

    - Zero is the system default. Adjusting the value up will move the first line of the invoice up on the printed page and adjusting the value down will move the first line down.

- Select how you want the logo to display in the **Logo Options** field.
    - Select **All Pages** to display the logo on all pages of the invoice.
    - Select **First Page Only** if you would like to display the logo on the first page of an invoice only. If the invoice is more than one page, the logo will not display on the second page and the space where the logo normally prints will be blank, shifting all fields on the second page up.
    - Select **Don’t Print and Leave Room** if you would like to leave the space that the logo normally prints in on the top of every page, but leave the logo off the invoices. If the invoice is more than one page, the spacing on the second page will be the same as the first. Choose this option if you are using pre-printed invoice stock with a logo at the top of every page.
    - Select **Don't Print and Don't Leave Room** if you would like to print the invoices without logos or blank spaces.
- If more than one invoice is being printed, select how the invoices are sorted in the **Sort By** field. The invoices can be sorted by invoice number, account number or customer number.
- Detail line items on the invoice will sort by detail ID number.
- Check the **Print perforation line** toggle to print a perforation line at the top of the returnable section of the invoice.
- Check the **Print previous and total account balance** toggle to include the previous and total account balances on the invoice. The previous balance will print above the fee and invoice totals.

- Check the **Print work order details** toggle to display additional work order details on AR invoices processed through the WO Billing process.
- Check the **Print end balance bold on stub** toggle to display the ending balance in bold at the bottom of the stub.
    - When this toggle is checked, the default INVOICE BALANCE field at the bottom of the stub will be replaced with the END BALANCE field.
- Check the **Detail print** toggle to print one row per fee code instead of aggregating all fee codes into one row.
- Check the **Hide value in quantity for flat fees** toggle to hide the value in the Quantity column for any fee row in the invoice that does not have a Fee Unit Type value.
- Check the **Hide value in discount or credit when not applicable** toggle to hide any values in the Discount or Credit columns on rows that include a zero discount or credit value.
- Check the **Display account description below address** toggle to display the description associated with any AR account included in the invoice on a line below the address box.
- Check the **Display previous balance** toggle to display the account balance value prior to this invoice in the Previous Balance line above the Invoice Total line on the invoice.
- Check the **Display 'Due Upon Receipt' instead of due date** toggle to display 'Due Upon Receipt' in the Due Date box rather than the standard due date.
- Click the **Address 1** field label in the **Remit Address** section to attach a remit address to the memo. Remit addresses are created and maintained in the Remit Address Maintenance window (AR> Maintenance> Remit Address).

- Click the Print icon  to process the job immediately or enter a date and time in the field next to the Print icon to schedule the job to generate at a later time. You can view the progress of the job on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Once the Invoices are generated, you can also display them using the View Reports window (SS> Utilities> View Report).

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3 Print the GL Distribution report.

- Open the **GL Distribution Report** window (AR> Invoices> GL Distribution).
- Enter the transaction date you want to appear in the General Ledger for this batch in the **Journal Entry** date field. This date will determine the fiscal period in which the invoices are recorded.
    - The **Fiscal Period** and **Fiscal Year** fields will populate based on the Journal Entry date selected.
- Select the **Report Type** from the drop-down menu.
    - The Summary report displays the Account Number, Description, Debit Amount and Credit amount for each account. The accounts are grouped and totaled by fund. This report also provides a report total.
    - The Detail report provides all of the information in the Summary report and also lists each invoice amount separately within each GL account.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You

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can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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4 Commit the invoices batch.

- Open the **Commit Invoices** window (AR> Invoices> Commit).
- The Batch, Journal Entry Date, Fiscal Period and Fiscal Year fields will all populate with the information determined earlier in the batch process.
- Click the Confirm icon the commit the batch. The information from the batch is now permanently posted to the General Ledger and the customer accounts.

AR> Maintenance> Accounts

Account Maintenance in AR

Summary

Springbrook modules share a common Customer table. By using the same customer number and giving the customer various accounts, Cash Receipts can operate most efficiently. If you are using other modules that access the customer table (Utility Billing, Licenses and Permits, etc.), many of your Accounts Receivable customers will already be set up. However, you may have some customers that will not be in the Customer table because they do not have any accounts with your entity. Those customers can be set up in the Account Maintenance window.

Step by Step

1 View the existing accounts.

- Open the **Account Selection** window (AR> Maintenance> Accounts). Enter specific account information in the available fields and click the Refresh icon  to filter the displayed accounts.

- Highlight an account and click the Delete icon  or press DELETE to delete the selected account.
    - AR accounts attached to an active work order or with an established transaction history cannot be deleted.
- Highlight an account and click the Modify icon  or press ENTER to edit the selected account.
- Click the Create icon  or press INSERT to create a new AR account. This will open the Account Maintenance window.

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2 Edit or create an account.

- The **Account Maintenance** window displays the AR account information associated with existing accounts. You can view specific account information by clicking on one of the displayed tabs.
- The **General** tab contains the general information associated with the account.
- The **Account Number** field will automatically populate with the next available AR account number when the new account is saved.
- Enter a **Customer Number** or click the field label to open the Customer Search window.
    - Customers are created and maintained on the Customer Maintenance window (SS> Maintenance> Customer).
    - One customer can be attached to more than one account.

    - The **Customer Name** field will automatically populate with the name associated with the customer number selected above.
- Enter a **Lot Number** or click the field label to associate a lot with the account.
    - Lots are created and maintained on the Lot Maintenance window (SS> Maintenance> Lot).
    - The **Tax Lot** and **Service Address** fields will automatically populate with the details associated with the lot selected above.
- Enter a **Billing Cycle** or click the field label to select one from a list. This is a required field.
    - The selected billing cycle will determine when the new AR account is billed. Billing cycles are created and maintained on the Billing Cycle Maintenance window (AR> Maintenance> Billing Cycle).
- Enter an optional **Description** for the account. This field can accommodate up to 64 characters.
- The **Collections System**, **Account Balance**, **Outstanding Bills**, **Unapplied Credits** and **Outstanding Deposits** fields will update with the account details as transactions are incurred.
- Check the **Tax Exempt** toggle if the organization attached to the account qualifies for tax exempt status.

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3 Open the History tab.

- The **History** tab displays the committed and uncommitted transaction line items on the customer account.
- The **History From** field is used to limit the displayed transactions to those after the specified date.
    - By default, this field will be set to one year prior to the current date in order to prevent performance issues that can result when attempting to display a very large number of records.
- Uncommitted transactions will display in red and committed transactions will display in black. Committed transactions will also have a date in the Post Date column.
    - The **Post Date** column displays the date that the transaction has been committed. This is the date the batch was committed, it is not necessarily the same as the date the transactions are posted to the general ledger or the transaction date.
- Click the Expand button next to a transaction to view the transaction line item detail.
- Select a transaction line item and the invoice information associated with that transaction will populate in the **Invoice Details** section.
- You can export the transactions that display in the window to a MS Excel spreadsheet by right clicking on the data in the tab and selecting Export grid contents to Excel. All transaction line items will display on the export, even line items that have not been expanded. This feature allows you to create a quick report of the history of a customer account.
- The History tab will not display any account history until the first transaction is attached to that account.

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4 Complete the Comments tab.

- The **Comments** tab of the Account Maintenance window allows you to insert and store comments about the selected account.
- Click the Create icon  to add a comment code to the account. This will open the Comment Code Selection window.
    - Highlight a comment code and click the Confirm icon  to attach the code to the account.
    - Enter a detailed comment in the **Comment** field. This is an optional field and can be up to 512 alphanumeric characters long.
    - The **Date Created** field will default to today's date.
    - You can use the **Date Closed** field to record when the issue was resolved.
- Comment codes are created and maintained in the **Comment Code Maintenance** window (AR> Maintenance> Comment Codes).

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5 Complete the Recurring Invoices tab.

- The **Recurring Invoices** tab will display any recurring invoices attached to the account. Recurring invoices can be set up for fees that are billed on a recurring basis. Recurring invoices can be attached to an account at any time.

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6 Complete the Alert tab.

- The **Alert** tab will display all of the existing alerts attached to the account.
- Highlight an alert code and click the Delete icon  or press DELETE to remove the selected alert code from the account.
- Highlight an alert code and click the Modify icon  or press ENTER to edit the selected alert code.
- Click the Create icon  or press INSERT to attach a new alert code to the account. This will open the Alert Code Selection window.
    - Select an alert code and click the Confirm icon  to add the selected alert code to the account.
    - Alert codes are created and maintained on the Alert Code Maintenance window (AR> Maintenance> Alert Code).
- The **Description** field will automatically populate with the description attached to the selected alert code.
- Enter an **Alert Date** for the new alert code. This represents the date that the alert code becomes active.
    - This field will automatically populate with today's date.
- The **Expiration Date** is calculated by adding the alert duration specified on the selected alert code to the date specified in the Alert Date field. If the Alert Date is updated, the Expiration Date will automatically update according to this calculation.
    - The Expiration Date cannot be prior to the Alert Date.
- The **Comment** field will populate with the comment attached to the selected alert code.

- Check the **Selection Alert** toggle to activate the alert message when the account is individually selected for batch process, such as AR Adjustments.
    - The selection alert will not activate if the account is included in a batch as a member of a group select during a batch generate step.
- Check the **Maintenance Alert** toggle to activate the alert message when the account is opened from any window where the account details can be maintained or edited.
- Check the **CR Receipt Alert** toggle to activate the alert message when the account is selected from the CR Cash Entry search window.

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7 Complete the Miscellaneous tab.

- The **Miscellaneous** tab allows you to build your own tables of data if there is information you want to track. This information is optional and user-defined.
- Miscellaneous field labels are maintained on the Miscellaneous Field Label Maintenance window (SS> Utilities> Miscellaneous Field Labels).

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8 Complete the ACH Info tab.

- The **ACH Info** tab is used to record the Bank Account information of the customer associated with the selected account. This information will be used by the direct debit process in the Clearing House module.

- This tab will only be active if the **CH Interface** toggle is checked on the AR Setup window.

- Enter the **Account Number** for the customer.
- Enter the **Bank Code** or click the field label to select a bank code from a list.
    - Bank codes are created and maintained on the Bank Code Maintenance window (SS> Maintenance> Bank).
- Select the **Account Type** for the bank account.
    - You must select either Checking or Savings. If you select None, the new account cannot be saved.
- Select the **ACH Type** for the bank account.
- Check the **Clearing House Pre-Note** toggle if you want to skip the Pre-Note batch process in the Clearing House module. If this toggle is checked, the customer account will not display in the Create Pre-Note batch window when you generate a pre-note batch (CH> Direct Debit> Create Pre-Note batch).
- Click the Save icon  when complete.

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9 Track any changes made to the AR Account.

- Click the Audit Trail icon  to open the Audit Trail window.
- Use the **Search Criteria** section to sort the displayed audit trail.

- The **Audit Trail History** section will provide details about any changes made to the account maintenance window including the date of the change, type of change made, user that made the change, and data table that was edited.

AR> Maintenance> Alert Code

Alert Code Maintenance

Summary

Alert codes can be set up to alert users when they select and edit an account from within the AR module or when the account is accessed via the Cash Receipts interface. The alert window will display the system that the account was accessed from, the alert code, the expiration date for the alert code, and any comments added to the alert code. When the user closes the alert window, the account that they selected will open.

The alert code details specified when the alert code is created are used only as a template. These details can be edited when the alert code is attached to a permit. Because these details can be edited on each permit, any changes made to an alert code on the Alert Code Maintenance window will not automatically update on the permits that the edited alert code was previously attached to.

Step by Step

1 View the existing alert codes.

- Open the **Alert Code Maintenance** window (AR> Maintenance> Alert Code).
- The left section of the window will display all of the alert codes that have been created in the application. Select an alert code in the left section of the window and the information attached to that alert code will populate in the Maintenance section to the right.
- Highlight an alert code and press DELETE or click the Delete icon  if you would like to delete an alert code.
    - You cannot delete an alert code that is attached to a permit.
- Press INSERT or click the Create icon  if you would like to create a new alert code. This will create a new line item in the left section of the window and the fields in the Maintenance section will be enabled to enter the alert code information.

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2 Create a new alert code.

- Enter a unique **Alert Code**. Once the new alert code is saved, this field cannot be edited.
    - The alert code can be up to 20 characters long.
- Enter a **Description** for the new alert code.
    - This field can be up to 60 characters long.
- Specify the alert code **Duration** in days.
    - The default start date for an alert code is the day it is attached to the account. The alert code expiration date is the start date plus the Duration. This value

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can be between 0 and 999.

- Enter a **Comment** on the alert code.
    - The Comment will display when the alert is activated. The field can be up to 1024 characters.
- Check the **Selection Alert** toggle to activate the alert message when the account is individually selected for batch process, such as AR Adjustments.
    - The selection alert will not activate if the account is included in a batch as a member of a group select during a batch generate step.
- Check the **Maintenance Alert** toggle to activate the alert message when the account is opened from any window where the account details can be maintained or edited.
- Check the **CR Receipt Alert** toggle to activate the alert message when the account is selected from the CR Cash Entry search window.
- Click the Save icon  to save the new alert code.

AR> Maintenance> Billing Cycles

Billing Cycle Maintenance

Summary

The Billing Cycle Maintenance window is used to create and maintain billing cycles. A billing cycle is a group of customer accounts that should be billed in the same billing batch. Many of the Accounts Receivable module reports can be filtered by billing batch.

Step by Step

1 View the existing Billing Cycles.

- Open the **Billing Cycle Maintenance** window (AR> Maintenance> Billing Cycles).
- Click the Delete icon  to delete a billing cycle. You cannot delete billing cycles that are attached to AR accounts.
- Click on the Create icon  to add a new billing cycle.

---

2 Create a Billing Cycle.

- Enter a billing cycle code in the **Billing Cycle** field. This code must be three numeric characters. This field will not be available for editing after the billing cycle has been saved.
- Enter a description in the **Description** field. The Description can be up to 60 alpha-numeric characters.
- Click on the Save icon  or press ENTER to save the billing cycle.

AR> Maintenance> Comment Codes

Comment Code Maintenance

Summary

Comments can be attached to customers to track any notes about the customer including phone conversations, complaints and requests. Comments are added to AR customer accounts in the Account Maintenance window (AR> Maintenance> Accounts> Comments tab).

Step by Step

1 Open the **Comment Code Maintenance** window (AR> Maintenance> Comment Codes).

- The **Comment Code Maintenance** window will display a list of all the comment codes created in the application.
- Click the Delete icon  to delete a comment code. You cannot delete comment codes that are attached to customer accounts.
- Click on the Create icon  to add a new comment code.

2 Create a comment code.

- Enter a Code in the **Code** field. This Code can be up to 20 alphanumeric characters. This field will not be enabled and available for editing after the comment code has been saved.
- Enter a description in the **Description** field. The Description can be up to 60 alpha-numeric characters.
- Click on the Save icon  or press ENTER to save the comment code.

AR> Maintenance> Fees

Fee Maintenance

Summary

Fees contain the detail for each line item that is entered on an invoice. Follow this process to create a fee.

Step by Step

1 Open the Fee Selection window.

- The **Fee Selection** window (AR> Maintenance> Fees) displays a list of all the fees created in the application.
- Highlight a fee and click the Delete icon  to delete a fee.
- Highlight a fee and click the Modify icon  or click the Create icon  to open the **Fee Maintenance** window.

---

2 Open or create a fee.

- The **Fee Maintenance** window allows you to create new fees or modify existing fees.
- In the fee **Code** field, give this new fee a code. It can be from one to eight alpha-numeric characters long.
- Enter a description in the **Description** field. This field will hold up to 60 alpha-numeric characters.
- Select a **Fee Type** from the drop-down menu. The fee type selected will determine which of the remaining fields will be active.
- If the fee is units based, click the **Fee Unit Type** field label to select a fee unit type from a list. This field will only be active if Standard is selected in the Fee Type field.
- If the fee you are creating is usually the same dollar amount, enter that amount in the **Fixed Amount** field. If the amount varies, leave this field at 0.00.
- Enter the priority for this fee in the **Payment Priority** field or click the field label to choose one from a list. Priorities can range from 00 to 99.
    - In the case of a partial payment in which there is not enough money to pay a certain level of priority, the system will allocate the payment across all the fees with the same priority level.
- By default the **Active** toggle will be checked. If you do not want users to have access to this fee, uncheck this toggle. This is usually done when a fee is no longer in use.
- Check the **Accumulate rates for each tier** toggle to accumulate rate amounts that fall across individual rate tiers.
    - For example, you might set up a late payment penalty fee tier system that looks like this:

        - 0 - 15 days late = $1 per day
        - 15 - 30 days late = $2 per day
        - 30 - 45 days late = $3 per day
    - If the **Accumulate rates for each tier** toggle is not checked, a penalty fee for a bill that is 40 days overdue would be $120 as it falls into the 30 - 45 days late tier (40 days x $3 per day).
    - If the **Accumulate rates for each tier** toggle is checked, a penalty fee for a bill that is 40 days overdue would be $75 as it is spread over all three tiers (15 days x $1 per day + 15 days x $2 per day + 10 days x $3 per day).

---

3 Add General Ledger accounts to the fee.

- Each fee requires three GL Accounts:
    - Accounts Receivable
    - Revenue
    - Cash
- When charges are generated, the system will debit the AR account and credit the Revenue account.

Account	Debit	Credit
AR	*Fee*	

Revenue		*Fee*

- When payment is received, the system will debit the Cash account and credit the AR account.

Account	Debit	Credit
Cash	*Fee*	
AR		*Fee*

- The system will not validate what type of account was entered, so you can enter any account for the AR, Revenue and Cash accounts.
    - A common practice is to enter a liability account (usually either deposits or unearned revenue) for the Revenue account. That way the liability account gets credited when invoices are generated.
- To add a GL account to a fee, click the account field label. This will open the **Chart of Accounts Selection** window.
    - The **Fiscal Year** will default to the active year. If you want a fee code that can be used in a prior fiscal year, change the year to the prior year.
    - Enter the desired account information in the Search Criteria section to search for an account.
        - You can override GL accounts when entering invoices.
    - Click the Confirm icon  when complete. This will return you to the **Fee Maintenance** window.

4 Attach a Late Fee to the fee.

- After adding the GL accounts for this fee, you can attach a Late Fee to this fee. Late fees are not required. If you want to use the Daily Interest feature in Recurring Invoices, you will need to add an interest penalty fee to the regular fee in order for the system to know how much daily interest to charge. To add one, click on the **Late Fees** field label.
    - If this list is empty, you need to create designated penalty fees.

---

5 Attach a Collections Fee to the fee.

- If you use the collections process in AR, you will need to set up the collection accounts for this fee. Click the **Collections Fee** field label.
- The **Fee Selection** window will display all of the available collection fees. If no fees are displayed, you will need to set up a separate fee for the collections process.
- Select a fee and click the Confirm icon  and the GL Account will appear in the accounts field.
- When an invoice is sent to collections, there are two transactions.
    - The original invoice is adjusted to zero.
    - A new AR customer account is created with a balance equal to the original invoice.

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6 Attach Project Management information to the fee.

- The **PM Interface** toggle must be checked on the AR Setup window (AR> Utilities> Setup) in order to attach PM information to the fee.
- The **Task Label** field is used to attach a PM Task Code to the fee. Task codes are used to track the transaction history associated with specific PM jobs.
- The **PM Type Code** field is used to attach a PM Type Code to the fee. Type codes are used to categorize the type of work performed on a PM module task. Some examples of type codes include materials, labor, equipment and services.
    - This field is required if a Task Label has been attached to the fee.

---

7 Attach Tax Fees to the fee.

- The **Tax Fees** section allows you to attach previously created tax fees to a new taxable fee code. Tax fees can only be attached to Standard and Penalty Fee Types.
- Click the Create icon  drop-down menu and select New Tax Fee.
    - This will open a Fee Selection window that displays all the active Tax fees created in the application.
- Select a tax fee and click the Confirm icon  to attach the tax fee to the new fee.

---

8 Attach Rates to the fee.

- The **Rates** section of the Fee Maintenance window is used in conjunction with the fee units specified on the fee. The rates section tells the system how much to charge for each unit specified on the license. This section will not be enabled when creating a Deposit fee.
- Click the Create icon  drop-down menu and select New Rate to create a new rate line item.
- Enter the range values in the **Greater Than** and **Through** fields.
    - These values will designate the lower and upper limits of each penalty fee tier.
    - For example, a three-tier late fee might include ranges of 0 - 15 days, 15 - 30 days and 30 - 45 days. In this case, you would need to create a new rate line item for each of these ranges. The high limit a lower tier should match the low limit of the next tier.
- Check the **Or Over** toggle if you want the range to apply to unit values that are greater than the upper range entered in the Through field.
- Enter a **Rate** for the fee.
    - The Rate applies to both Percentage and Per Unit fees.
    - To create a Percentage fee, check the **Percentage** toggle and enter the percentage to be charged by the fee in the Rate field.
        - On Penalty fees, the percentage in the Rate field will be multiplied by the past due amount.
    - To create a Per Unit fee, check the **Per Unit** toggle and enter the per unit charge in the Rate field.
        - This is generally the amount you would like to charge for every unit in the range. The value in the **Every** field will determine how often the amount in the Rate field is charged. For example, if you want to charge

$1 per day for every day a fee is overdue, you would enter a 1 in the Every field. If you are using a tier system, the rate might be $1 per day for 0 - 15 days overdue, $2 per day for 15 - 30 days overdue and $3 per day for 30 - 45 days overdue.

- Click the Save icon  when complete.

AR> Maintenance> Fee Unit Types

Fee Unit Type Maintenance

Summary

The Fee Unit Type Maintenance window is used to define what units will be used to assess unit-based fees. A fee unit type is a user-defined unit used to compute the fee totals.

Step by Step

1 View the existing Fee Unit Types.

- Open the **Fee Unit Type Maintenance** window (AR> Maintenance> Fee Unit Types).
- Click the Delete icon  to delete a fee unit type. You cannot delete fee unit types that are attached to existing fees.
- Click on the Create icon  to add a new fee unit type.

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2 Create a Fee Unit Type.

- Enter a Fee Unit Type code in the **Unit Type** field. This Code can be up to 20 alpha-numeric characters. This field will not be available for editing after the fee unit type has been saved.
- Enter a description in the **Description** field. The Description can be up to 60 alpha-numeric characters.
- Click on the Save icon  or press ENTER to save the fee unit type.

AR> Maintenance> Payment Priorities

Payment Priorities Maintenance

Summary

Payment priority codes determine the order in which fees are paid. Fees attached to higher priority level will be paid in full before fees attached to lower priority levels. If there is not enough money to pay a certain level of priority, the system will allocate the payment across all the fees with the same priority level.

Step by Step

1 Open the **Payment Priority Maintenance** window (AR> Maintenance> Payment Priorities).

- The **Payment Priority Maintenance** window will display a list of all the payment priority codes created in the application.
- Click the Delete icon  to delete a payment priority code. You cannot delete payment priority codes that are attached to existing fees.
- Click on the Create icon  to add a new payment priority code.

2 Create a Payment Priority Code.

- Enter a payment priority code in the **Code** field. This Code can be up to 10 alpha-numeric characters. This field will not be enabled and available for editing after the payment priority code has been saved.
- Enter a description in the **Description** field. The Description can be up to 60 alpha-numeric characters.
- Enter a **Priority** for the code. The priority can range from 00, the highest priority, to 99, the lowest priority.
- Click on the Save icon  or press ENTER to save the payment priority code.

AR> Maintenance> Query by Example

Create a QBE Report in AR

Summary

The QBE Builder reporting tool is used to create customized reports in the Accounts Receivable module. Reports are created in the QBE Builder by selecting columns, creating arguments to remove records (Transaction Date < 01/01/2021), selecting how the report will group and sort, and then defining the totals that will display on the report. After the report has been created, it can be printed out or exported into an MS Excel, MS Access, or CSV format. Reports that have been created using the QBE Builder tool can be saved and generated at any point.

This document will cover how to create a specific example report that provides an explanation of primary tables, secondary tables, arguments and totals. When creating your own QBE reports, it is helpful to know the general structure of the database and how the information entered into the fields on a window will be stored in the database fields and tables.

The Table/Field help feature (Help> Table/Field) is designed to be used in conjunction with database security (SS> Security> DB Security), but it can be helpful when building QBE Reports to help you determine where the information entered into a field on a window is stored. This tool will not always be helpful because it will display the exact name of the table and field where the information is stored, but QBE Builder uses simplified and more intuitive field and table names.

The report we will create in this example is a report that will display a list of all AR accounts with a balance greater than $50 sorted by Customer Number. Every module with a QBE reporting tool offers a different example report, so if the report you want to create is different or more complicated than the report created in this example, refer to the QBE examples in other modules for more help. The QBE Report feature works the same in all of the modules, but the information that is available to report on is different from module to module.

Step by Step

1 View the QBE Reports.

- Open the QBE Maintenance window (AR> Maintenance> Query by Example).
- The QBE Maintenance window will display all of the reports that have been created in the AR module. Select a report in the left section of the window and the customized report information will populate in the right section of the window just like many of the other maintenance windows in the application.
- Highlight a report and press DELETE to delete the highlighted report.
- Click the Create icon  or press INSERT to create a new QBE report.
- Highlight a report and click the Print icon  to print an existing QBE report. The QBE report will be generated as soon as the resources are available on the server. You can view the progress of the print job using the Jobs Viewer window (Jobs Viewer icon  on the main application window).

- Highlight a report and click the Export icon drop-down and select Export Report to export the highlighted report data.
- Highlight a report and click the Export icon drop-down and select Export Definition to export the report definitions of the highlighted report. This exported report definition file can then be imported using the Import icon . This allows organizations to share QBE reports.

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2 Select the tables that contain the information you would like to include on the report.

- The first step in creating a customized report is selecting the information you would like to display on the report. Information in a database is organized into tables and fields. Fields are used to store specific information, such as customer names. Fields are then grouped into tables. For example, a grouping could consist of a customer table that contains all of the general customer information, such as address and phone number. When information is entered into a window in the application, that information is stored in a specific field within a specific table. When creating a QBE report, select the tables that contain the information you would like to include on the report and then select the fields.
- Select a table from the **Table Name** drop-down menu in the Primary Table section. The Available Fields section will populate with the fields grouped into that table. If the table you select does not contain all of the fields you want to report on you will have to select a secondary table.
- Some tables in the database are linked together because they share a common field called a key. The key connects the data in the two tables together and defines

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how the data in one table is related to the data in another table. If the table you selected in the **Table Name** drop-down menu in the Primary Table section is linked to other tables, you can select a secondary table in the Secondary Table section. As you select a secondary table from the Table Name drop-down menu, new fields will be added at the bottom of the Available Fields section. If you need information from two different tables, but those tables are not linked together, you will not be able to create the report.

- From the **Table Name** drop-down menu in the Primary Table section, select **Account**.

---

3 Select the fields you would like to include in the report.

- After you have selected the tables you can pull the fields from those tables onto the report. Check the toggles of the fields you would like to include on the report in the **Available Fields** section. Only fields with a check will display on the report.
- In the **Available Fields** section, check the Balance, Customer Name, Account Number and Customer Number toggles. These are the columns that will show up in the report.

---

4 Create a filter argument for the report.

- The fields below the **Table Name** drop-down menu are used to create an argument that will filter the information that will display on the report.
- In order to filter the report to only include only accounts with a balance greater than $50.00, we need to create an appropriate argument. These arguments are limited to 2048 characters.
    - Select **Balance** from the first drop-down menu directly below the Table Name field. Selecting a value for this field activates the two fields to the right.
    - The next field contains the operators that will give the argument meaning. Select **>** (greater than) from this drop-down menu.
    - Type **50.00** in the third argument field.
    - Click the Add button to save the argument to the Primary Table field.
    - Click the Test Query icon  to confirm that the query is valid.
- Enter the arguments in the Secondary Table section.
    - When you enter an argument in the Primary Table and the Secondary Table section the arguments will be joined with an AND statement, meaning records must meet the conditions in both section before they will display on the report.
        - Our example does not use a secondary table.
    - The AND and OR buttons will be enabled after you add the argument to the report. The AND and OR buttons are used to link the conditions of an argument together so you can build more complicated filtering.
        - Our example does not use the AND or OR function.
        - The brackets are used to define the order in which the AND and OR statements will be applied. Arguments within brackets will be calculated before arguments outside of brackets. For example,

you can create an OR statement inside an AND statement using the following format: (statement 1 OR statement 2) AND (statement 3 OR statement 4). The OR statements inside the brackets will be processed first, and then the AND statement will be applied.

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5 Set the number of records that will display on the report.

- The **Limit** field in the Primary Table section is used to define the maximum number of records that will display on the report. If you set this value to a very large number (99,999,999,999) you run the risk of creating a report that will take a long time for your server to process.
- Enter **100** in the Limit field to limit our cash transactions report to 100 results.

---

6 Modify the report layout.

- After the fields have been selected and the arguments have been entered on the report you are ready to set up the report layout. The report layout allows you to define how the report will be grouped and totaled, and also allows you to select which fields will total.
- Click the Modify Report Layout icon  to open the **QBE Layout** window.

- Move the columns that display in the QBE Report Layout section to change the order in which the information will display on the report. Move column headings to the section above the column headings to change how the information is grouped on the report.
    - Click and drag the Customer Number column heading up to the grouping field. This will sort our report by Customer Number.
- The **Column Totals** section is used to select which columns should be totaled on the report. Check the toggle of the totals you would like to include on the report.
    - Only columns that would provide a meaningful total will be available in the Column Totals section.
- Click the Save icon  when complete to save the report layout. The QBE report will print in the saved format when the report is generated.

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7 Save the report.

- Enter a name for the report in the **Report Name** field.
- Click the Save  icon when complete.

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8 Print or export the report.

- Press ENTER or click the Print icon  to generate the report.
    - You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
- Click the drop-down arrow next to the Export icon  to select the export format. A window will open allowing you to select the path where the exported file will be created.
- If your report appears to be missing information but your filters seem to be correct, make sure the **Limit** field in the Primary Table section contains a large enough number to contain all of the records you want to include in the report.

AR> Maintenance> Recurring Groups

Recurring Group Maintenance

Summary

The Recurring Group Maintenance window is used to create and maintain recurring groups in the Accounts Receivable module. Recurring groups are then used to create and apply recurring invoices.

Recurring groups are attached to customer accounts on the Recurring Invoices tab of the Account Maintenance window (AR> Maintenance> Accounts> Recurring Invoices tab).

Step by Step

1 Open the **Recurring Group Maintenance** window (AR> Maintenance> Recurring Groups).

- The **Recurring Group Maintenance** window will display a list of all the recurring groups created in the application.
- Click the Delete icon  to delete a recurring group. You cannot delete recurring

groups that are attached to recurring invoices.

- Click on the Create icon  to add a new recurring group.

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2 Create a Recurring Group.

- Enter a group name in the **Group** field. This name can be up to 20 alphanumeric characters. This field will not be enabled and available for editing after the recurring group has been saved.
- Enter a description in the **Description** field. The Description can be up to 60 alpha-numeric characters.
- Click on the Save icon  or press ENTER to save the recurring group.

AR> Maintenance> Account

Create a Recurring Invoice

Summary

Recurring Invoices can be set up for fees that are billed on a recurring basis. Follow this process to create a recurring invoice. Once the recurring invoice is created, it can be used to generate individual invoices through the AR Invoices batch process.

Step by Step

1 View the existing recurring invoices attached to an account.

- Open the **Account Maintenance** window (AR> Maintenance> Account).
- Open the Recurring Invoices tab and click the Create icon  to open the Recurring Invoice Maintenance window.

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2 Create a recurring invoice.

- The **Recurring Invoice Maintenance** window will display the account information associated with the account you have open.
- Enter a recurring group code in the **Group** field or click the field label to choose one from a list. This is a required field.
    - Recurring groups are created and maintained in the Recurring Group Maintenance window (AR> Maintenance> Recurring Groups).
- Enter a **Day of Month Due** between the 1st and the 31st.
    - This is the due date that will automatically populate the Due Date field when the recurring invoice is included in an AR Invoices batch.
- Enter a **Reference Number**. This is an optional field and is used for tracking purposes.
- Enter an optional **Description**. The description can be up to 512 alphanumeric characters long and will print as an overall description for the invoice when invoices are generated.
- If the customer is eligible for an early payment discount, fill in the **Discount Start** and **Discount End** fields.

---

3 Enter the invoice line items.

- Click the Create icon  to open the **Recurring Invoice Fee Maintenance** window.

- Enter a **Fee Code** or click the field label to open the Fee Selection window.
    - Only Standard and Tax fee types can be attached to a recurring invoice. Deposit and Penalty fee types will not display in the selection window.
    - The Fee Type, Description and Unit Type fields will automatically populate with the fee information, but you can edit the Description field for this specific recurring invoice fee.
    - Fees are created and maintained on the Fee Maintenance window (AR> Maintenance> Fee).
- Enter a **Number of Units** if the fee is a unit-based fee.
    - The system will calculate the amount to assess based on the number of units specified and the rate tier structure set up on the Fee Maintenance window.
    - If you specify the Number of Units for the fee, you will not be able to specify a flat amount in the Amount field below.
- Enter an **Amount** for the fee.
    - If a fixed amount was specified when the selected fee was created, the Amount field will automatically populate with that value (AR> Maintenance> Fee> Fixed Amount field). This value can be edited for each individual recurring invoice.
    - If you specify a flat amount for the fee, you will not be able to specify the Number of Units.
- Enter a **Discount Amount** if you specified a date range for offering a discount.
- Repeat this process to add additional fees to the recurring invoice.
- Click the Save icon  when complete.

4 Generate recurring invoices.

- Once the Recurring Invoices tab is complete, the account can be included in a Recurring Invoices batch (AP> Invoices> Recurring).

AR> Maintenance> Remit Address Maintenance

Remit Address Maintenance

Summary

The Remit Address is the address of the organization office that is designated to receive remittances. The remit address will appear on printed AR invoices and adjustment statements.

Step by Step

1 View the existing Remit Address Codes.

- Open the **Remit Address Maintenance** window (AR> Maintenance> Remit Address).
- The Remit Address Maintenance window will display all of the remit address codes that have been created in the application.
- Highlight a remit address code and click the Delete icon  to delete the selected remit address.

- Edit a remit address code by highlighting the code in the left section of the window and editing the remit address information in the Maintenance section of the window.
    - Once a remit address has been saved, the remit address code cannot be edited.
- Click the Create icon  to create a new remit address code.

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2 Create a new Remit Address Code.

- Enter a unique remit address **Code**.
    - This required field can be up to 20 alphanumeric characters long.
- Enter an employee name in the **Address Care Of** if a specific employee should be notified upon receipt. This is similar to an Attention field on a postal address.
- Complete the remaining remit address information fields.
- Click the Save icon  the save the remit address code.

AR> Past Dues

Process Past Dues

Summary

Once invoices and/or payments have been processed, late fees can be assessed against accounts that are not paid on time. The first step in generating delinquency letters is creating a past dues batch and generating past dues.

Step by Step

1 Create a new Past Dues batch.

- Enter a Batch Month and Batch Year. These fields will default to the current fiscal period and fiscal year. These values are used for reference only, and are not necessary the fiscal month and year the transactions in the batch will be posted to. The fiscal period the transactions are posted to is determined by the journal Entry date entered when creating the GL Distribution List report.
- Type in a batch number and click the Save icon  or press ENTER to create a batch in the current batch month and year.

        - To automatically create a batch with the next available batch number (the highest batch number used in the present month plus one), click the Generate icon .
    - The batch number is used to identify a specific batch. Batch numbers are limited to five digits and must be unique with the batch month of the batch year.
    - You can have more than one open batch in a process at a time.
    - If there is an open batch, the batch with the lowest batch number and fiscal period will open. Select a batch from the drop-down menu at the top of the palette.
    - You can delete batches by selecting a batch and pressing DELETE.

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2 Generate a Past Dues batch.

- Open the **Generate Past Dues** window (AR> Past Dues> Generate).
- Select the **Billing Cycles** that contain the customers you want to generate past dues for.
- Select aging options in the Settings section.
    - The **Aging Date** tells the system to ignore all transactions after the date entered in this box.
    - The **Transaction Date** is the transaction date that will be associated with the new penalty charge being generated.

- The **Due Date** is the date that the new penalty charge being generated is due.
    - The Transaction and Due dates can also be used for calculating penalties in future Past Due batches. If an account included in the current Past Due batch remains unpaid, the transaction or due date specified here can be used in a future Past Due batch to calculate a new past due penalty that includes the past due penalty generated from the current batch. This will require that the **Include previous penalties in past due amount** toggle is checked and the past due penalty fee code applied in the current batch includes an attached late fee (AR> Maintenance> Fee> **Late Fee** field).
- The **Minimum Age** will cause the process to ignore all transactions with an age less than the minimum age. Enter the minimum age in days.
- The **Maximum Age** will cause the process to ignore all transactions with an age greater than the maximum age. Enter the maximum age in days. If you want to include all transactions enter 999 in the Maximum Age field.
- Click the **Age From** drop-down menu to specify Due Date, Post Date, or Transaction Date as the age from date.
    - This field will determine which date the system will use when filtering accounts by the minimum and maximum ages specified above.

- There are three rounding choices in the **Round** drop-down menu.
    - **Round Up** will round all amounts up to the next increment you have specified in the Round to the nearest field. If you round to the nearest dollar and a penalty is calculated at $1.01, Round Up will make that a $2.00 penalty. A penalty calculated at $1.99 will also round to $2.00.

    - **Round Down** will round all amounts down to the previous increment you have specified in the Round to the nearest field. With this choice, if you have specified $1.00 in the Round to the nearest field, and the penalty is calculated at $1.99, it will round down to $1.00. Also, a penalty calculated at $1.01 will round to $1.00.
    - Select **Off** to round consumption up if the consumption decimal amount is 0.5 or greater and down if the decimal amount is less than 0.5.
- If your penalties use percentages to calculate you can control how the system rounds the penalty amounts. The **Round To** field allows you to determine if you want the system to round to the nearest penny, five cents and so on. If you round penalties to the nearest dollar, put 1.00 in the Round to the nearest field.
- Check the **Accumulate rates for each tier** toggle to accumulate rate amounts that fall across individual rate tiers.
    - For example, you might set up a late payment penalty fee tier system that looks like this:
        - 0 - 15 days late = $1 per day
        - 16 - 30 days late = $2 per day
        - 31 - 45 days late = $3 per day
    - If the **Accumulate rates for each tier** toggle is not checked, a penalty fee for a bill that is 40 days overdue would be $120 as it falls into the 31 - 45 days late tier (40 days x $3 per day).
    - If the **Accumulate rates for each tier** toggle is checked, a penalty fee for a bill that is 40 days overdue would be $75 as it is spread over all three tiers (15 days x $1 per day + 15 days x $2 per day + 10 days x $3 per day).

- Check the **Include previous penalties in past due amount** toggle and the past due amounts on which the penalties are calculated will include any previous penalties that are past due.
    - This toggle will only affect the new past due penalty calculations if the original penalty fee code applied to the account includes an attached late fee (AR> Maintenance> Fee> **Late Fee** field).
- Check the **Include uncommitted payments** toggle to include payments that have not yet been committed in the Past Dues batch.
- Check the **Force penalty amounts to zero** toggle if you would like to generate the past dues batch for informational and notification purposes only.
    - When this toggle is checked, the Past Dues process will use the settings specified above to calculate past due amounts and generate notifications, but NO PENALTIES WILL BE GENERATED.
- When finished, click the Confirm icon .

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3 Edit the past dues.

- Open the **Edit Past Dues** window (AR> Past Dues> Edit).
- The Edit Past Dues window displays all of the currently generated past dues. You may edit these charges by simply modifying the amounts listed in the New Charges column.
- When finished, click the Save icon  to save your changes.

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4 Print an Aging Report.

- Open the **Print Aging Report** window (AR> Past Dues> Aging).
- Select the billing cycles you would like to include in the report in the Billing Cycle section.
    - You must select at least one cycle or your report will be blank.
- The **Report Type** drop-down field is used to determine the amount of detail included in the report.
    - The Summary report will display the customer number, customer last name, account number, balance forward, invoices filtered by age and report totals of all number columns. The report will also include a note in the header about whether or not the Include uncommitted payments toggle was checked.
    - The Detail report will display everything included in the Summary report as well as the invoice number, post date, initial balance, and invoice description for each line item in the report.
- The **Aging Date** and **Age From** fields will default to the aging date options previously selected in the Generate Past Dues window.
- Select which transactions you would like to include in the report in the **Minimum Age** and **Maximum Age** fields.
    - This will filter the report to only include the age of transactions selected. The age of the transaction is determined by the date entered in the **Aging Date** field and the **Age From** date type selected.
    - If you filter the report by transaction age, the Balance Forward column in the report will only include the transactions of the age specified.
- Select the order you would like the report to print in the **Sort By** drop-down menu.

- Enter a value in the **Minimum Balance** field if you want to filter the report by a minimum amount. The report will only include customers with a balance forward greater or equal to the amount entered in this field.
- Check the **Include zero balance accounts** toggle to display accounts that have a true zero balance.
- Check the **Include negative balance accounts** toggle to display accounts that have a negative balance.
- The **Include previous penalties in past due amount** and **Include uncommitted payments** toggles are disabled as these options must be set in the Generate step above.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

5 Print a Proof List.

- Open the **Print Proof List** window (AR> Past Dues> Proof List).
- The **Summary Report** displays the Transaction Date, Customer Name, Account Number, Description, Amount and Report Total.
- The **Detailed Report** displays the information from the Summary report and also includes the Fee Code, Debit Account, Credit Account and Fee Amount.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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6 Print a GL Distribution Report.

- Open the **Print Past Dues GL Distribution** window (AR> Past Dues> GL Distribution).
- The report displays the Batch Number, Fund, Account Number, Description, Debit Amount and Credit Amount. By default the report will subtotal by Fund and give you a grand total of debits and credits.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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7 Print Past Due Statements.

- Open the **Past Due Statements** window (AR> Past Dues> Past Due Statements).
- Select the **Report Type** from the drop-down menu.
    - The **Summary** statement displays the original fee code description of the line item on the invoice that is past due, the invoice number, invoice date, due date, invoice amount, balance due on that invoice, penalty charged and the total due.
    - The **Detailed** statement adds the original description, balance due and penalty charged for the invoice line item to the information on the Summary statement.
    - The **Reminder** statement will display the past due amounts by line item but does not display any past due charges.
- Use the **Printer Adjustment** field to adjust where the first line of the statement will print. If you adjust the alignment you may want to print a test statement before printing a large batch.
    - Zero is the system default. Adjusting the value up will move the first line of the statement up on the printed page and adjusting the value down will move the first line down.
- Select how you want the logo to display in the **Logo Options** field.
    - Select **All Pages** to display the logo on all pages of the statements.
    - Select **First Page Only** if you would like to display the logo on the first page of the statement only. If the statement is more than one page, the logo will not display on the second page and the space where the logo normally prints will be blank, shifting all fields on the second page up.
    - Select **Don’t Print and Leave Room** if you would like to leave the space that the logo normally prints in on the top of every page, but leave the logo off the

statements. If the statement is more than one page, the spacing on the second page will be the same as the first. Choose this option if you are using pre-printed statement stock with a logo at the top of every page.

    - Select **Don't Print and Don't Leave Room** if you would like to print the statements without logos or blank spaces.

- If more than one statement is being printed, select how the statements are sorted in the **Sort By** field. The statements can be sorted by invoice number, account number or customer number.
- Check the **Print Perforation Line** toggle to include a perforation line at the top of the returnable section of the invoice.
- In the **Message** box, type a global message you want to print on all of the past due statements. This message will appear at the top of the statement.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

8 Commit the Past Dues.

- Open the **Commit a Past Dues batch** window (AR> Past Dues> Commit).
- The **Journal Entry Date** field determines which fiscal period the journal entries will be posted to. This field will populate with the journal entry date entered when creating the GL Distribution report. If you want to change this date, you will have to return to that step and change the JE date.

AR> Refunds

Process Refunds in AR

Summary

The Refunds process is used to refund Cash Credits and/or Deposits back to customers. Committing a Refunds batch will create an uncommitted invoice in the Accounts Payable module.

Step by Step

1 Create a new Refunds batch.

- Select the Refunds palette in AR> Refunds. This will expand the Refunds palette and display the steps of the batch process.
- Select **New** from the Refunds batch number drop-down menu to create a new batch. This will open the **New Batch** window.
- If there are open batches in the Refunds process, you can create a new batch without affecting the open batches.

- Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
- Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
    - You can also manually create a new batch by entering a Batch Number and clicking the Save icon .
- If you are not using the Project Management module, or you do not have it activated for use with Accounts Receivable, you will not see PM Distribution List option on your palette.
- You can delete batches by selecting a batch and pressing the DELETE key.

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2 Generate the Refunds.

- Open the **Generate Refunds** window (AR> Refunds> Generate).
- Use the Settings section to filter the accounts that you would like to include in the Refunds batch. Once the refunds are generated, you will still be able to remove any unwanted accounts from the Refunds batch in the next step.
- Check the **Billing Cycles** toggles that contain the transactions you would like to refund.

- Check the **Fee** toggles you would like to include in the refunds batch.
    - Press CTRL+A to highlight all of the displayed fees and then press SPACE to check or uncheck all of the selected toggles.
- Select a **Transaction Type** from the drop-down menu.
    - Only Credit Cash and Deposit transactions can be refunded.
- Click the **Age From** drop-down menu to select either Transaction Date or Post Date. This will determine which date you will age from.
    - The **Age From Date** will default to today's date.
- The **Minimum Age Days** field is used to limit the accounts you would like to include in the batch by age days.
- The **New Tran Date** will default to the current date, but can be overridden. It is the date that will be associated with the refund adjustment to the customer’s account.
- Click the Create icon  to add specific accounts to the **Accounts** field.
    - Filter the displayed accounts and click the Confirm icon  when you have selected an account to include in the Refunds batch.
    - Selecting an account to include in the batch will override the filters above. If you add accounts to the Accounts section, only those accounts will be included in the batch.
- Click the Confirm icon  when complete. This will close the Generate Refunds window.

---

3 Edit the Refund Credits and Deposits.

- Open the **Edit Refunds** window (AR> Refunds> Edit).
- The Edit Refunds window is used to edit the amounts refunded on included accounts and to remove unwanted accounts from the refunds batch.
    - Click the Expand button next to an account to display the refund details. The Amount column can be edited to create partial refunds.
    - Select an account and click the Delete icon  to remove that account from the batch.
- Click the Save icon  when complete. This will close the Edit Refunds window and return you to the refunds palette.

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4 Print the Refunds Proof List.

- Open the **Print Refunds Proof List** window (AR> Refunds> Proof List).
- You have the choice of printing a Detail or Summary report.
    - The Summary report contains the Transaction Date, Customer Name, Account Number, Description, line item Total, and report Total.
    - The Detail Report includes everything included in the Summary report as well as the Fee Code for each line item being refunded, the Debit and Credit accounts for Refunds, and the account dollar amount. Each Refund is totaled and the report provides a grand total.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You

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can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
- Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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5 Print the GL Distribution report.

- Open the **Print GL Distribution** window (AR> Refunds> GL Distribution).
- Enter the transaction date you want to appear in the General Ledger for this batch in the Journal Entry field. This date will determine the fiscal period in which the refunds are recorded. Remember, you generally do not want this batch to impact the General Ledger, so the debit and credit accounts on this report should generally be the same number. This process adjusts the credit or deposit off of the AR account applies it to the AP cash account.
- The report displays the Fund, Account, account Description, Debit Amount, Credit Amount, and Debit and Credit Totals by Fund and Report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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6 Print the PM Distribution report.

- If you have checked PM Interface in the AR Utilities, you will have to print the PM Distribution List whether you have entered project management data or not. Generally, credit amounts and refunds do not affect Project Management, however deposits may affect the projects.
- Open the **Print PM Distribution** window (AR> Refunds> PM Distribution).

- Select the **Report Type** you would like to print.
    - The Summary Report displays the Task code, Fund, Account, Description, Debit Amount and Credit Amount. The report is sorted by PM Task Code, Fund and then Account Number. Totals are provided for the Debit and Credit Amounts.
    - The Detail Report includes everything from the Summary Report as well as Debit and Credit Totals for each instance of an Account Number within each Task and Fund.
- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

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7 Commit the Refunds batch.

- The final step in the Refunds process is to commit the batch.
- Open the **Commit Refunds** window (AR> Refunds> Commit).
    - The Journal Entry date field will be populated with the date entered on the GL Distribution step. The journal entry date will determine the fiscal month and year that the journal entries will be posted to. Once the batch is committed, the information from the batch is sent to the Accounts Payable module as an uncommitted invoice, and a temporary vendor is created using the customer data.
    - The AP Settings section is used to specify the batch settings for the created invoice.
        - Click the AP Batch field label to select an existing uncommitted AP batch that the refunds invoice will be added to. If you would rather add the refunds invoice to the next available AP batch, click the Generate icon .
- Click the Confirm icon  to commit the batch.

AR> Reports> Account Listing

Account Listing Report

Summary

The Account Listing report displays a list of Accounts Receivable accounts.

Step by Step

1 Open the **Account Listing Report** window (AR> Reports> Account Listing).

2 Configure the report.

- Select the billing cycles you would like to include in the report in the **Cycle** section.
  - You must select at least one cycle or your report will be blank. Billing cycles are created and maintained on the Billing Cycle Maintenance window (AR> Maintenance> Billing Cycle).
- Select a **Sort Type** to specify how the report will be displayed.
- The **Address** drop-down menu is used to specify whether the report will include Customer or Lot address data.

- The report will display all of the AR accounts included in the selected billing cycles. If you would like to run the report for a specific account or set of accounts, click the Create icon  and select the accounts from the Account Selection window.
    - You can add as many accounts to the report as desired. The report will only include the specified accounts.
- The report will display the Account Number, Customer Number, Name, Address, Description, Tax Lot, Cycle and Tax Exempt status.

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3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

AR> Reports> Activity Statement

Activity Statement Report

Summary

The Activity Statement report displays the activity on a customer account. Some Springbrook users send this report to customers who have an account balance but no activity in the current period or use the report as a year end customer activity summary.

Step by Step

1 Open the **Activity Statement Report** window (AR> Reports> Activity Statement).

- The **Activity Statement Report** window will populate with the selections from the last time the statements were printed.
- By default the report will print the activity of all billing cycles, but you can check individual cycle toggles to choose specific billing cycles.

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2 Configure the report.

- Enter a date range in either or both of the **Tran From Date** and **Tran To Date** fields to filter the activity that will print in the report. The range selected in these fields will print on the report.
    - The date range filters activity by transaction date. Transaction dates are entered in the AR> Generate Invoices> Transaction Date field when creating invoices.
    - The **Transaction Date** field can be found in the Account Receivable QBE reporting tool in the Transaction table.
    - Leave the date range blank to include all activity.
- Enter a **Statement Date**. This is the statement date that will print on the statements.
- Select the **Report Type**.
    - Choose **Detail** to print the report in detail format. The report will print an activity statement for each customer account and the report will include the customer name and address, statement date, accounts receivable account number, statement period, previous balance, reference number (either invoice or cash receipt number), transaction date, transaction type (Invoice, Payment, Adjustment, etc.), fee code, description, amount and balance forward.
    - Choose **Summary** to print the report in summary format. This will remove the transaction fee code, fee description and fee amount fields from the report.
    - Uncommitted transactions will not appear on the report.
- Check the **Statements for accounts with no activity** toggle if you want to print statements for accounts that have a balance but no activity during the selected date range.

- Check the **Statements for zero balance accounts** toggle if you want to print statements for accounts that currently owe nothing but had activity during the selected date range.
- Check the **Print Balance Forward Column** toggle to print an extra column that shows the balance on the account after each transaction.
- Check the **Show Deposits** toggle to print an extra column that shows deposits on the account.
- Check the **Show Unapplied Credits Total** toggle to print an extra column that displays the total amount of unapplied credits on each account.
- Check the **Hide credit use/application lines** toggle to hide the *Credit Use* and *Credit Application* lines on the activity statements that occur from applying credits to charges.
- Check the **Hide $0 Transactions** toggle to hide all zero dollar transactions on the report. Zero dollar transactions are generally transactions created internally for accounting purposes.
- Check the **Print Logo** toggle if you would like the organization logo to display at the top of each activity statement. If this toggle is not checked the organization logo will not display on any of the activity statements.
    - The organization logo is set up on the **SS Setup** window (SS> Utilities> System Setup> Organization Logo field).
- Select the customer accounts that will appear in the report.
    - Click the Create icon  and choose the accounts from the **Account Selection** window.
    - If you want to select more than one customer account you can hold down CTRL and click on the accounts you want to include in the statement. Each

account you select will print on a separate activity statement and they will not be summed together.

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3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

AR> Reports> Aging Reports

Aging Report

Summary

The Aging Report will display a list of customer accounts with their invoices grouped by age in the following categories: Balance Forward, Available Credits, Under 30 days, 30-60 days, 60-90 days, 90-120 days and over 120 days.

Step by Step

1 Open the **Aging Report** window (AR> Reports> Aging Report).

2 Configure the report.

- Select the billing cycles you would like to include in the report in the **Cycle** section.
  - You must select at least one cycle or your report will be blank.
- The **Report Type** drop-down field is used to determine the amount of detail included in the report.
  - The Summary report will display the customer number, customer last name, account number, balance forward, invoices filtered by age and report totals of

all number columns. The report will also include a note in the header about whether or not the Include uncommitted payments toggle was checked.

    - The Detail report will display everything included in the Summary report as well as the invoice number, post date, initial balance, and invoice description for each line item in the report.

- Enter the date you want to age from in the **Aging Date** field. The Aging date will determine the age of the transactions.
- Select which transactions you would like to include in the report in the **Minimum Age** and **Maximum Age** fields.
    - This will filter the report to only include the age of transactions selected. The age of the transaction is determined by the date entered in the **Aging Date** field and the **Age From** date type selected.
    - If you filter the report by transaction age, the Balance Forward column in the report will only include the transactions of the age specified.
- Select which date you would like to age the transactions by in the **Age From** drop-down menu.
    - The transaction date and due date are both entered in the Generate Invoices window (AR>Generate Invoices) when creating invoices.
- Select the order you would like the report to print in the **Sort By** drop-down menu.
- Enter a value in the **Minimum Balance** field if you want to filter the report by a minimum amount. The report will only include customers with a balance forward greater or equal to the amount entered in this field.
- Check any combination of the **Include zero balance accounts**, **Include negative balance accounts**, **Include previous penalties in past due amount** and **Include uncommitted payments** toggles to include those details in your report.

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3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

AR> Reports> Balance by Date

Balance by Date Report

Summary

The Balance by Date report is an auditing report that provides a list of AR accounts with a balance by date based on the journal entry date, the batch posting date, or the transaction date.

Step by Step

1 Open the **Balance by Date Report** window (AR> Reports> Balance by Date).

2 Configure the report.

- Select the level of detail you would like in your report from the **Report Type** drop-down menu.
  - The Summary report will include the Customer Number, Account Number, Customer Name, and Balance for each customer in the fund. Fund and Report totals will also be included.

- The Detail report will include all of the details in the Summary report as well as Transaction Date, Fiscal Year, Transaction Type, Invoice Number, Description, and Transaction Balance for each transaction included in the customer account.

- Select the **Date Type** that will determine how the report is filtered.
  - The JE date is the journal entry date specified on any activity included in the report. This date is usually specified during the GL Distribution step of a batch process.
  - The Post date is the actual date a batch is committed. The Post Date is not necessarily the same date as the Journal Entry Date.
  - The Tran date is a user-defined field created when a batch or transaction is first being processed.
    - Transaction dates are entered in the AR> Generate Invoices> Transaction Date field when creating invoices.
- Once a Date Type is selected, enter a date in the **Date** field to determine when the balance by value will be calculated.
- Filter the funds that display in the report with the **Fund From** and **Fund To** fields.
- Check the **Show accounts with zero balance** to include these accounts in the report.

---

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

AR> Reports> Comments

Comments Report

Summary

The Comments Report displays the comments entered into customer accounts in the Account Maintenance window (AR> Maintenance> Account> Comments tab) filtered by comment date.

Step by Step

1 Open the **Comments Report** window (AR> Reports> Comments).

2 Configure the report.

- Select the **Billing Cycles** and **Comment Codes** to include in the report.
  - All Comment Codes will be selected by default.
  - Customer comment codes are maintained in the Comment Code Maintenance window (AR> Maintenance> Comment Codes).

- Select a **Date Type** from the drop-down menu.
    - The date type selected in the section will determine what date type is used in the **From Date** and **To Date** fields.
- Enter a date in the **From Date** and **To Date** fields to filter the report by a date range or leave the date range blank to include all comment history.
    - You can also enter a date in either the **From** or **To** field to set a minimum or maximum to filter the report by.
    - The date range is creating a filter for the comment date. Comment dates are defined in the Comment Code Maintenance window (AR> Maintenance> Account> Comment tab> Date fields).
- Select the **Sort Type** to determine if the report will sort by comment code or account number.
- Select the customer accounts that will appear in the report.
    - Click the Create icon  and choose the accounts from the **Account Selection** window.
    - If you want to select more than one customer account you can hold down CTRL and click on the accounts you want to include in the statement. Each account you select will print on a separate activity statement and they will not be summed together.
- The Comments Report will display the customer number, account number, module, support code, date, system status and comments.

---

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

AR> Reports> Reprint Invoices

Reprint Invoices Report

Summary

The Reprint Invoices report is used to print committed invoices that originated from the AR Invoice process (AR> Invoices).

Invoices created through the Adjustment process (AR> Adjustments) cannot be reprinted.

Step by Step

1 Open the **Reprint Invoices Report** window (AR> Reports> Reprint Invoices).

2 Configure the report.

- Enter a **Batch** number to filter the invoices by batch number. Click the Batch number field label to select a batch from a list.
- Enter a range of invoices to print in the **Invoice From** and **To** fields or leave the fields blank to reprint all invoices. Enter an invoice number in only the Invoice From or the To fields to set an upper or lower limit.

- Use the **Printer Adjustment** field to adjust where the first line of the invoice will print. If you adjust the alignment of the invoices you may want to print a test invoice before printing a large batch.
    - Zero is the system default. Adjusting the value up will move the first line of the invoice up on the printed page and adjusting the value down will move the first line down.
- Select how you want the logo to display in the Logo Options field.
    - Select **All Pages** to display the logo on all pages of the report.
    - Select **First Page Only** if you would like to display the logo on the first page of an invoice only. If the invoice is more than one page, the logo will not display on the second page and the space where the logo normally prints will be blank, shifting all fields on the second page up.
    - Select **Don't Print and Leave Room** if you would like to leave the space that the logo normally prints in on the top of every page, but leave the logo off the invoices. If the invoice is more than one page, the spacing on the second page will be the same as the first. Choose this option if you are using pre-printed invoice stock with a logo at the top of every page.
    - Select **Don't Print and Don't Leave Room** if you would like to print the invoices without logos or blank spaces.
- Select how the invoices are sorted in the **Sort By** field. The invoices can be sorted by invoice number, account number or customer number.
- Detail line items on the invoice will sort by detail ID number.
- Check the **Print Perforation Line** toggle to print a perforation line at the top of the returnable section of the invoice.

- Check the **Print Previous and Total Account Balance** toggle to include the previous and total account balances on the invoice. The previous balance will print above the fee and invoice totals.
- Click the **Address 1** field label in the **Remit Address** section to attach a remit address to the memo. Remit addresses are created and maintained in the Remit Address Maintenance window (AR> Maintenance> Remit Address).

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3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
  - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
  - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
  - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
  - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

AR> Reports> Transaction History

Transaction History Report

Summary

The Transaction History Report displays the transaction history for an individual account filtered by transaction type and date.

Step by Step

1 Open the **AR Transaction History Report** window (AR> Reports> Transaction History).

2 Configure the report.

- Check the toggle next to each of the **Transactions Types** to include in the report. All transaction types will be selected by default.
- Enter an **Account Number** or click the field label to choose an account number from a list.
- Determine how the report will be sorted by selecting either Invoice Number or Tran Date from the **Sort By** drop-down menu.

- Select which type of report will be printed from the **Report Type** drop-down menu.
    - The **Summary** report will print the Transaction Type, Invoice Number, Transaction Date, Post Date, Due Date, Description and Amount. A grand total will also be displayed.
    - The **Detail** report will include the Summary report information and also display Fee Code, Fee Type, Description, Unit Type, Number of Units, Debit Account and Credit Account.
- Select either Tran Date or Post Date from the **Date Type** drop-down menu. The date type will determine how the transactions are filtered.
- Specify a date range for the report by entering a **From Date** and a **To Date**.

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3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.

- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

AR> Reports> AR Trial Balance

AR Trial Balance Report

Summary

The Trial Balance report displays the balance and activity of customer accounts filtered by date, fee codes and billing cycle.

Step by Step

1 Open the **AR Trial Balance Report** window (AR> Reports> AR Trial Balance).

2 Configure the report.

- Select the **Billing Cycles** and **Fee Codes** to include in the report.
  - All fee codes will be selected by default.
- Select the **Date Type** that will determine how the report is filtered.
  - The date type selected in the section will determine what date type is used in the **From Date** and **To Date** fields.

        - The Tran Date is a user defined field created when a batch or transaction is first being processed.
            - Transaction dates are entered in the AR> Generate Invoices> Transaction Date field when creating invoices.
        - The Post Date is the actual date a batch is committed. The Post Date is not necessarily the same date as the Journal Entry Date.
        - The JE Date is the journal entry date specified on any activity included in the report. This date is usually specified during the GL Distribution step of a batch process.
- Enter a date range for the report in the **From Date** and **To Date** fields. This will filter the transactions that are pulled into the report. If you leave the dates blank the report will print the entire history.
    - The Beginning Balance and Balance Forward columns in the report are determined by the date range entered in the **From Date** and **To Date** fields. Transactions that are not part of the selected date range will be put in either the Beginning Balance or Balance Forward column.
- Select the level of detail you would like in your report from the **Report Type** drop-down menu.
    - The Summary report will print a single line for each account that has the customer number, name, account number, beginning balance, invoices, adjustments, penalties and payments during the period selected, as well as the unapplied credits and balance forward.
    - The Detail report will print the date, fee code, description, and dollar amount of each invoice, penalty, payment and adjustment during the period selected. It will sort by date and invoice number.

- Select how you want the report sorted from the **Sort Type** drop-down menu. The report can be sorted by account number or customer number.
- Check the **Show customers with $0 balance** and/or **Show customers with not activity** toggles to include these customers in the report.
- Check the **Include unapplied credits in balances** toggle to include any unapplied credits associated with the account in the beginning balance and balance forward values.
    - Unapplied credits are displayed in a separate column in the report. The transactions that will display in the Unapplied Credits column are determined by your toggle selection.
- Check the **Include Deposit Amounts in Credits** toggle to include account deposits in the Unapplied Credits amount displayed on the report.
    - When this toggle is checked, any accounts in the report that include a deposit in the Unapplied Credits column will display an asterisk (*) next to the Unapplied Credits total.
- Select the customer accounts that will appear in the report.
    - Click the Create icon  and choose the accounts from the **Account Selection** window.
    - If you want to select more than one customer account you can hold down CTRL and click on the accounts you want to include in the statement. Each account you select will print on a separate activity statement and they will not be summed together.
    - Specifying individual accounts will override the filtering options specified above.

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
    - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
    - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
    - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.
    - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

AR> Reports> GL Trial Balance

GL Trial Balance Report

Summary

The GL Trial Balance Report displays the change in the account balance of a specified account during a specified period of time.

Step by Step

1 Open the **GL Trial Balance Report** window (AR> Reports> GL Trial Balance).

2 Configure the report.

- Enter a date range in the **JE Date From** and **JE Date To** fields.
- Select how much detail to include in the report from the **Report Type** drop-down menu.
    - The Brief report displays GL Account, Description, Beginning Balance, Debit Amount, Credit Amount and End Balance.

- The Summary report includes everything from the Brief report as well as Journal Entry Date, Account Number, Transaction Date, Transaction Type and Transaction ID.
- The Detail report includes everything from the Summary report as well as the Fee Code and Fee Type.

- Enter a **GL Account** for the report or click the field label to select one from a list.
  - Enter a partial GL account number to run the report across multiple accounts and sort by fund.

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3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
  - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
  - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
  - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Spring-brook formatting found on the printed version of the report.

- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).

AR> Utilities> Setup

Set up the Accounts Receivable Module

Summary

Follow this process to set up the Accounts Receivable module.

Step by Step

1 Open the **AR Setup** window (AR> Utilities> Setup).

2 Configure the module on the Settings tab.

- Enter a **Credit Fee** or click the field label to select one from a list.
  - The specified credit fee will be used in the AR Adjustments process. When an adjustment or transfer results in a credit, that credit will be directed to the account associated with the credit fee.
  - Fees are created and maintained on the Fee Maintenance window (AR> Maintenance> Fees).
- The **Verify no credit used for invoice** toggle has not yet been implemented.

- Check the **Print Barcodes on invoices** toggle to include barcodes on Accounts Receivable invoices. Invoices can be scanned in from CR> Cash Receipts> Enter receipts and the accounts receivable account will open with all unpaid invoices.
- Check the **Auto-generate taxes on invoices** toggle if you want tax fees automatically added to invoices containing taxable fee codes when they are added to an invoice in AR> Invoices> Edit Invoices.
    - If you do not check this toggle, tax fees will be automatically added to invoices containing taxable fee codes when you generate the invoices in AR> Invoices> Generate, but will not be added when they are added in AR> Invoices> Enter Invoices.
- Check the **PM Interface** toggle if you will be using the Project Management module in conjunction with Accounts Receivable.
    - This will allow Project Management data attached to Accounts Receivable fees to accumulate in the Project Management module. It will also add Project Management distribution reports to the Adjustments, Credits and Deposits, Invoices, Past Dues, and Refunds processes.
- Check the **CH Interface** toggle if you will be processing direct debits on AR customer accounts.
    - This will enable the CH Info tab on the Account Maintenance window (AR> Maintenance> Account> CH Info tab).
- Click the Save icon  when the setup is complete.

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3 Track any changes made to the AR Setup window.

- Click the Audit Trail icon  to open the Audit Trail window.
- Use the **Search Criteria** section to sort the displayed audit trail.
- The **Audit Trail History** section will provide details about any changes made to the setup window including the date of the change, type of change made, user that made the change, and data table that was edited.

AR> Utilities> Update Recurring Invoices

Update Recurring Invoices

Summary

The Update Recurring Invoices tool is used to update existing recurring invoices after making changes to the amounts and/or descriptions associated with the fee codes attached to those recurring invoices.

Step by Step

- Open the **Update Recurring Invoices** window (AR> Utilities> Update Recurring Invoices).
- The **Recurring Groups** field is used to select each recurring group that will be updated.
    - Recurring invoices are assigned to a recurring group, which is then used in the Invoices process to create and apply recurring invoices.
    - All of the recurring invoices assigned to the selected recurring groups will be updated.
    - At least one Recurring Group or Fee Code must be selected before you can run the update tool.
- The **Fee Codes** field is used to select each fee code that will be updated.
    - Select any fee codes that have been updated since the recurring invoices were created. This will ensure the new amounts and/or descriptions on the edited fee codes are pushed to the relevant recurring invoices.

    - At least one Recurring Group or Fee Code must be selected before you can run the update tool.
- Check the **Update Amount** and/or **Update Description** toggles to push the updated amounts and/or descriptions on any selected fee codes to the relevant recurring invoices.
- Click the Confirm icon  to run the update tool.