**Foreword**

This manual contains reference information about Triad’s hardgoods retail software products. The software described in this manual, as well as the manual itself, are furnished under the terms and conditions of a license agreement. The software consists of software options which are separately licensed. It is against the law to copy the software on any medium, or to enable any software options, except as specifically permitted under the license agreement. In addition, no part of this manual may be copied or transmitted in any form or by any means without the prior written permission of Triad.

From time to time, Triad makes changes to its software products. Therefore, information in this manual is subject to change and the illustrations and screens which appear in the manual may differ somewhat from the version of the software provided to you.

**Created by**

Learning Products Development

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Hardlines and Lumber Division
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Livermore, CA 94550-9559

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# Using This Strategy Guide 1-1

Overview ................................. 1-1

The Purpose of This Strategy Guide ........................................... 1-2

Who Should Use This Strategy Guide ........................................... 1-2

How This Strategy Guide is Organized .................................... 1-2

Conventions Used in This Strategy Guide ............................ 1-3

Using the Training Mode ............. 1-3
Entering the Training Mode .............. 1-4
Exiting the Training Mode .......... 1-5

Where to Get Help ............................................. 1-6

# Setting Up Accounts Receivable 2-1

Overview ........................................... 2-1

Introduction ....................................... 2-2

Adding Tax Codes—Function MTX ........................................ 2-2

Adding Terms Codes—Function MTM ........................................ 2-3

Adding Salespeople—Function MSL ........................................ 2-6

Recording Sales ........................................ 2-7

Who Receives Credit For the Sale? ....... 2-7

# Adding Customers 3-1

Overview ........................................... 3-1

Introduction ....................................... 3-2

Gathering Source Documents ....... 3-2

Adding Customers—Function MCR ........................................ 3-3

Lumber/Contractor Strategies ........ 3-7

Job Accounts ....................................... 3-7

Printing a Customer List—Report RFR .................................. 3-8

Changing Customer Information—Function MCR ................ 3-9

What You Should Do Now ................. 3-9

# Adding Account Balances 4-1

Overview ........................................... 4-1

Introduction ....................................... 4-2

Gathering Source Documents ....... 4-2
Contents

Adding Beginning Account Balances—Function MOI ..........4-3

Checking Your Work—Report RDJ .................................4-5

Finalizing Beginning Balances—Report RDJ .................4-6

Printing Aged Balances—Report RAG ............................4-7

What You Should Do Now ..............4-7

Posting Daily Transactions ...5-1

Overview ..................................................5-1

Introduction ............................................5-2

Entering Invoices—Function MOI ...............................5-2

Entering Credits—Function MOI ..................................5-3

Entering Adjustments—Function MOI ............................5-4

Entering Payments for Balance Forward Accounts—Function ROA ..............5-5

Entering Payments for Open Item Accounts—Function ROA ..............5-6

Checking Your Work—Report RDJ ..............................5-7

Finalizing the Daily Transactions—Report RDJ ..............5-8

What You Should Do Now ..............5-9

Maintaining Accounts .......... 6-1

Overview ..................................................6-1

Introduction ............................................6-2

Changing a Customer’s Number—Function CCN .............6-2

Deleting Accounts—Function MCR ...............................6-3

What You Should Do Now ..............6-4

Maintaining Transactions ....... 7-1

Overview ..................................................7-1

Introduction ............................................7-2

Displaying Transactions—Function DCA ..........................7-2

Printing a List of Transactions—Report RFR ......................7-3

Deleting Transactions—Function MOI .............................7-4

Writing Off Bad Debts—Function ROA ..............................7-5

Paying a Credit Balance—Functions MOI and ROA ...............7-6
Using Flex Reports

Overview
Introduction
Understanding Flex Reports
Creating Flex Reports—Function MFR
Printing a Sample Format—Report RFD
Changing a Flex Format—Function MFR
Printing Flex Reports—Report RFR
Copying Flex Reports—Function MFR
Deleting Flex Formats—Function MFR
What You Should Do Now

Statement Close

Overview
Introduction

Month-End and Year-End Close

Overview
Introduction
Reviewing Month-End Queues—Function MEQ
Reviewing Year-End Queues—Function MEQ
What You Should Do Now
Using This Strategy Guide

Overview

This chapter presents the following information.

The purpose of this strategy guide—page 1-2

Who should use this strategy guide—page 1-2

How this strategy guide is organized—page 1-2

Conventions used in this strategy guide—page 1-3

Using the Training Mode—page 1-3

Where to get help—page 1-6
The Purpose of This Strategy Guide

The purpose of the guide is to provide information about the options you have when setting up accounts receivable. This is not a reference manual, but a guide, offering you strategies for customizing your accounts receivable.

When you have completed this strategy guide, you will have the basic information you need to use your Triad accounts receivable application. The guide is purposely short on detail to get you up and running faster.

Who Should Use This Strategy Guide

Anyone who has decision-making authority, and is involved in the areas of setting up and maintaining accounts receivable, should complete this strategy guide.

How This Strategy Guide is Organized

This strategy guide includes the following chapters:

1—Using This Strategy Guide—describes the guide, its structure, and the conventions that help you find the information you need.

2—Setting Up Accounts Receivable—provides strategies on how to set up accounts receivable constants and supporting information before loading accounts.

3—Adding Customers—provides strategies on how to add and change customer accounts, and print a customer list.

4—Adding Account Balances—provides strategies on how to add beginning balances, make changes, print aged balances, and reset history information

5—Posting Daily Transactions—provides strategies on how to enter and finalize invoices, credits, adjustments, and payments prior to implementing point-of-sale.

6—Maintaining Accounts—provides strategies on how to change an account's balance method, change a customer number, and delete accounts.

7—Maintaining Transactions—provides strategies on how to display, change, and delete, and how to write off bad debts.

8—Using Flex Reports—provides strategies on how to create, change, copy, and print flex reports.
9—Statement Close—provides strategies on how to calculate finance charges, delete finance charges, finalize finance charges, align statements, print statements, and print mailing labels.

10—Month-End and Year-End Close—provides strategies on the month-end and year-end reports.

**Conventions Used in This Strategy Guide**

The following style conventions will help you use the strategy guide and the accounts receivable application more effectively.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entries</td>
<td>Actual entries you type at the terminal keyboard appear in boldface type. For example, type <strong>MOI</strong>.</td>
</tr>
<tr>
<td>Keys</td>
<td>The keys you press to perform a function at the terminal appear in boldface type inside angle brackets. For example, <code>&lt;Enter&gt;</code>.</td>
</tr>
<tr>
<td>Messages</td>
<td>The messages and prompts you receive from the Triad system are presented in special type. For example: THIS RECORD HAS BEEN ADDED.</td>
</tr>
<tr>
<td>Exercises</td>
<td>You will practice accounts receivable procedures using the Training Mode. Each exercise begins with this symbol: ✚.</td>
</tr>
<tr>
<td>Footer</td>
<td>At the bottom of every page is a footer. Use this as a guide when looking up information. Look at the bottom of this page to see an example of a footer.</td>
</tr>
</tbody>
</table>

**Using the Training Mode**

You do not need to have access to your Triad system to complete the strategy guide. However, it can make the concepts easier to understand. If you will be looking at the screens while you complete the strategy guide, make sure you are in the Training Mode.

It is important that you work in the Training Mode. If you are not in the Training Mode, you risk changing or losing permanent information that may be set up in the Live Mode.

Live Mode data is the real information on your Triad system, such as customer names, customer balances, inventory numbers, sales histories, and purchase orders.
Entering the Training Mode

Before you enter the Training Mode for the first time, do the following in the Live Mode:

1. In Function MUR, add a user record.
2. In Function MSE, add bit #125 to the user record.

Only user records with bit #125 can access the Training Mode.

To enter the Training Mode, do the following:

1. At the login prompt, type **TRAIN**.
2. Press **<Enter>**.
3. Enter your name and password on the Signon Screen.

A screen will display asking you if you want to initialize the training files. You have two options:

1. Type **YES** to initialize.
2. Press **<Enter>** to ignore.

Type **YES** if you want to initialize the Training Mode. Initializing will erase any work that you may have done in the Training Mode. It will refresh the information in the Training Mode back to the original data needed to complete the workbook.

For example, you would type YES if you have completed the workbook and now one of your co-workers is about to start the workbook exercises.

Press **<Enter>** if you do not want to initialize the Training Mode. Ignore initialization if you do not want to erase any of the work you may have done in the Training Mode.

For example, you would ignore initialization if you were in the middle of a chapter and had to exit the Training Mode to go to the Live Mode. When you enter the Training Mode to complete the chapter, you do not want to erase any work you have done so far, so you would ignore initialization.
Then you will see a screen that looks like this:

![Screen Shot](image)

You will see this banner at the top of the screen:

APPLICATION TRAINING MODE

If you do not see that banner, follow the preceding steps for entering the Training Mode.

**Exiting the Training Mode**

To exit the Training Mode and return to the Live Mode, do the following:

1. At the Main Menu, type `Quit`
2. Press `<Enter>`.
3. At the login prompt, type `M`.
4. Press `<Enter>`.
Where to Get Help

Use the following chart to help you turn to the right source when you have questions.

<table>
<thead>
<tr>
<th>For questions about</th>
<th>Do the following</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Receivable</td>
<td>Check the <em>Accounts Receivable Manual</em>, <em>Functions Manual</em>, or <em>Reports Manual</em>.</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>Call Hardgoods Central Support at 1-800-67-TRIAD.</td>
</tr>
<tr>
<td>Hardware</td>
<td>Call your Field Engineer at 1-800-67-TRIAD.</td>
</tr>
<tr>
<td>Installation and training</td>
<td>Call your Marketing Representative at 1-800-67-TRIAD.</td>
</tr>
</tbody>
</table>
Setting Up Accounts Receivable

Overview

You will learn about the following procedures in this chapter.

Adding tax codes—page 2-2

Adding terms codes—page 2-3

Adding salespeople—page 2-6

Adding accounts receivable constants—page 2-8

What you should do now—page 2-15
Introduction

This chapter presents information about the setup procedures that you must complete before you can start adding customers into your Triad system.

Adding Tax Codes—Function MTX

Use Function MTX to enter and maintain your tax records. You must fill in the following fields:

- Tax Code
- Tax Rate
- Location

The system will collect the tax information and update the PTD and YTD information at the bottom of the screen.

This is the Tax Code Maintenance (MTX) Screen.

Before you add your tax codes, ask yourself the questions that follow, then look for your answer. Based on your answers, add your tax codes.
Do you report your non-taxable sales as one figure, or do you break them out into separate categories (for example, agriculture, church and state, resale, exempt)?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>One figure</td>
<td>You only need to add one tax code.</td>
</tr>
<tr>
<td>Separate</td>
<td>You need to add a tax code for each category.</td>
</tr>
<tr>
<td>You don’t know</td>
<td>Look at previous tax reports or ask your accountant.</td>
</tr>
</tbody>
</table>

Make your tax codes easy to remember. For example, use EX for exempt sales, RE for resale, and so on.

* If you use a tax table, you must enter a tax table code in the Tax Table field. If you use a ceiling tax table, enter a C. If you use a repeating tax table, enter an R. Refer to your *Accounts Receivable Manual* if you need more information about ceiling and repeating tax tables.

If you have questions about Function MTX, refer to your *Functions Manual* and *Accounts Receivable Manual*.

**Adding Terms Codes—Function MTM**

Use Function MTM to enter and maintain your terms codes. The system uses the terms codes to determine discount amounts, due dates, and discounts expirations.

Triad has added some common terms codes for you. To view them, press <Next> in Function MTM. To print a list of them, run Report RTM. If you have other discount structures or closing dates, add them in Function MTM.
This is the Terms File Maintenance (MTM) Screen.

Before you add your terms codes, ask yourself the questions that follow, then look for your answers. Based on your answers, add your terms codes.

✧ **Do you offer a prompt payment discount to your customers?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>The only fields you must enter are the Due Date (or Due Days) and Closing Date.</td>
</tr>
<tr>
<td>Yes</td>
<td>Enter the first line of the Variable Monthly Sales Discounts section (From and To monthly sales amounts and Discount Percent), Due Date (or Due Days), and Closing Date. At Point-of-Sale, the system will calculate the terms discount on every invoice, and print it on the statement.</td>
</tr>
</tbody>
</table>
Do you offer sales discounts based on purchases?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Do not enter anything in the Variable Monthly Sales Discounts section, unless you offer prompt payment discounts. (See the previous question.)</td>
</tr>
<tr>
<td>Yes</td>
<td>Fill in the Variable Monthly Sales Discounts section. At Point-of-Sale, the system will calculate the terms discount on every invoice, and print it on the statement. A sample screen with variable monthly sales discounts follows.</td>
</tr>
</tbody>
</table>

If you have questions about Function MTM, refer to your Functions Manual and Accounts Receivable Manual.
Adding Salespeople—Function MSL

Use Function MSL to add and maintain your salespeople. The system uses the codes to keep track of sales and gross profit for each salesperson. This is optional, and if you do not set it up now, you can always set it up later.

Do not complete this section if you do not have the Advanced Accounts Receivable software package. Do the following to determine if you have the Advanced Accounts Receivable software package.

1. At any menu, type **MSL**.
2. Press **<Enter>**.
   - If the Salesperson File Maintenance (MSL) Screen displays, then you have the Advanced Accounts Receivable software package. Proceed with this section.
   - If the message **FUNCTION NOT FOUND** displays, then you do not have the Advanced Accounts Receivable software package. Do not complete this section. Proceed to the section, Displaying Accounts Receivable Constants.

This is the Salesperson File Maintenance (MSL) Screen.
Recording Sales

You can use your Triad system to record sales in the following ways:

- Credit the salesperson who is assigned to the customer account (regardless of which POS clerk rings up the sale).
- Credit a POS clerk with the sales he or she rings up.

If you want to credit all the sales for a customer account to a particular salesperson number, do the following:

1. In Function MSL, set up the salesperson record.
2. In the Salesperson field in Function MCR, enter the salesperson number from Function MSL.

If you want to credit all the sales that a POS clerk rings up to his or her POS clerk's salesperson record, do the following:

1. In Function MSL, set up a salesperson record for the POS clerk.
2. In the Default Salesperson field in Function MUR, enter the salesperson number from Function MSL.

Who Receives Credit For the Sale?

When a clerk rings up a sale at POS, your Triad system does the following to determine which salesperson number receives credit for the sale.

1. Check Function MCR.
   - If the Salesperson field is filled in, credit that salesperson number.
   - If the Salesperson field is blank in Function MCR, go to step 2.
2. Check the POS clerk's user record in Function MUR.
   - If the Default Salesperson field is filled in, credit that salesperson number.
   - If the Default Salesperson field is blank, go to step 3.
3. Check Function MCT.
   - If the Salesperson field is filled in, credit that salesperson number.
   - If the Salesperson field is blank, then do not credit any salesperson.

If you have questions about Functions MSL or MUR, refer to your Functions Manual and Accounts Receivable Manual.
Adding Accounts Receivable Constants—Function MCT

Use Function MCT to enter and maintain *store-wide* accounts receivable constants. These constants define how your Accounts Receivable system works. The system uses the information in the Account Defaults section to fill in certain fields in other screens, such as the Customer/Job File Maintenance (MCR) Screen. This saves time when you add customers. You can change the defaults on a customer-by-customer basis.

Screen 1

This is the first A/R Control File Maintenance (MCT) Screen.

---

Before you add your A/R constants for the first screen, ask yourself the questions that follow, then look for your answers. Based on your answers, add your A/R constants.

---

**Do the majority of your customers pay by invoice or by statement?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td>At Bal Method, type <strong>O</strong>. This stands for open item, which means you apply payments and credit memos to a specific invoice.</td>
</tr>
<tr>
<td>Statement</td>
<td>At Bal Method, type <strong>B</strong>. This stands for balance forward, which means you apply payments and credit memos to the oldest balance (not specific invoices).</td>
</tr>
</tbody>
</table>
When you add customers, the system will use your answer as the default balance method. You can change this on a customer-by-customer basis.

❖ **Which tax code applies to the majority of your customers?**

At Tax Code, enter the tax code from Function MTX (Tax Code Maintenance) that applies to the majority of your customers. This is usually your regular state sales tax code.

When you add customers, the system will use your answer as the default tax code. You can change this on a customer-by-customer basis.

❖ **Which terms code applies to the majority of your customers?**

At Terms, enter the terms code from Function MTM (Terms File Maintenance) that applies to the majority of your customers.

When you add customers, the system will use your answer as the default terms code. You can change this on a customer-by-customer basis.

❖ **Do you have the same credit limit for all your customers?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>At Credit Limit, enter the credit limit amount. When you add customers, the system will use your answer as the default credit limit. You can change this on a customer-by-customer basis.</td>
</tr>
<tr>
<td>No</td>
<td>You should still enter the most common credit limit. (Otherwise, the default is zero.) You can change the credit limit on a customer-by-customer basis.</td>
</tr>
</tbody>
</table>
❖ Do you assess finance charges?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>At Level 1%, enter the monthly finance charge rate. For example, 1.5.</td>
</tr>
<tr>
<td>No</td>
<td>Leave Level 1% blank.</td>
</tr>
</tbody>
</table>

💡 Check with your accountant to make sure you answer this correctly.

❖ Do you have two finance charge rates?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>At Level 1%, enter the monthly finance charge rate (for example, 1.5). At Lvl 1 Cutoff, enter the level 1 cutoff (for example, 1000). At Level 2%, enter the finance charge for balances over the cutoff level (for example, 1.0).</td>
</tr>
<tr>
<td>No</td>
<td>Leave Lvl 1 Cutoff and Level 2% blank. If you assess finance charges, enter the monthly finance charge rate at Level 1%.</td>
</tr>
</tbody>
</table>

💡 Check with your accountant to make sure you answer this correctly.

❖ Is there a dollar amount owed under which you do not assess a finance charge?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>At No Chg Amt, enter the amount. For example, if you enter 2.00, the system will not assess finance charges to customers who owe less than $2.00.</td>
</tr>
<tr>
<td>No</td>
<td>Leave No Chg Amt blank. The system will assess finance charges on any amount owed to you.</td>
</tr>
</tbody>
</table>

💡 Check with your accountant to make sure you answer this correctly.
**What is your minimum finance charge amount?**

At Min Amt, enter the minimum finance charge amount. If you leave Min Amt blank, the system will calculate finance charges as low as $.01. Customers typically use $.50 or $1.00.

⚠️ Check with your accountant to make sure you answer this correctly.

**Do you want to assess finance charges on past due finance charges?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>At Compound FC, type Y.</td>
</tr>
<tr>
<td>No</td>
<td>At Compound FC, type N.</td>
</tr>
</tbody>
</table>

⚠️ Check with your accountant to make sure you answer this correctly.

**When you receive a payment, do you want to pay off the finance charge first, or the balance first?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance charge</td>
<td>At Apply To FC, type F. The system will apply payments to the finance charge first. Then it will apply the remaining payment amount to the balance. For example, a customer's balance is $100, and you charge a $5 finance charge. The customer sends you a check for $100. The system pays the $5 first, and then pays $95 of the balance.</td>
</tr>
<tr>
<td>Balance</td>
<td>At Apply To FC, type L. The system will apply payments to the balance first. Then it will apply the remaining payment amount to the finance charge. For example, a customer's balance is $100, and you charge a $5 finance charge. The customer sends you a check for $100. The system pays the balance ($100), and does not pay the finance charge.</td>
</tr>
</tbody>
</table>
Note: Check with your accountant to make sure you answer this correctly.

**Do you want the words Finance Charge or Service Charge to print on statements?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance charge</td>
<td>At Serv Chrg, type N.</td>
</tr>
<tr>
<td>Service charge</td>
<td>At Serv Chrg, type Y.</td>
</tr>
</tbody>
</table>

Note: Check with your accountant to make sure you answer this correctly.

**Do you have Triad’s General Ledger software package?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>You can determine whether the system passes off the net change to accounts from Report RDJ (Daily Journal Report) to your General Ledger every day. The system only passes off the sales amounts.</td>
</tr>
<tr>
<td></td>
<td>If you want the system to pass off the sales amounts, type Y at Automated Pass-Off To General Ledger? Then fill in the account number fields with your account numbers.</td>
</tr>
<tr>
<td>No</td>
<td>Do not fill in the fields in the General Ledger Accounts section.</td>
</tr>
</tbody>
</table>

**How many months of transaction detail should you keep?**

For balance forward accounts, most people keep two months. This means the system keeps details for transactions up to 60 days past due. The system purges the detail for transactions over 60 days past due and compresses it into a balance forward document.

For open item accounts, most people keep zero months. This means if the invoice and payment have appeared on a statement, the system will purge them when you run a purge report (Report RAG, Option P).
Do you want the system to print your store name and address on statements?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>This means you purchased blank statements. At Print Store Name?, type Y.</td>
</tr>
<tr>
<td>No</td>
<td>This means you have preprinted statements. At Print Store Name?, type N.</td>
</tr>
</tbody>
</table>

Do you want transactions that were paid for with cash to print on the statements?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>At Print Prepaids?, type Y. All cash sales print on statements.</td>
</tr>
<tr>
<td>No</td>
<td>At Print Prepaids?, type N. Only charges, credits, payments, and finance charges print on statements. Most people do not want prepaids to print on statements, because they confuse customers.</td>
</tr>
</tbody>
</table>

Do you want the due date to print on statements?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>At Print Due Date?, type Y.</td>
</tr>
<tr>
<td>No</td>
<td>At Print Due Date?, type N. If your due dates vary per invoice (for example, your terms are based on days, not date) or if your terms description is different from the actual due date, do not print the due date on statements.</td>
</tr>
</tbody>
</table>
Do you want the system to apply credits to the oldest balance, or do you want it to apply credits to the current balance?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oldest balance</td>
<td>At Apply Credit?, type <strong>B</strong>. The system will apply credits to the oldest balance first.</td>
</tr>
<tr>
<td>Current balance</td>
<td>At Apply Credit?, type <strong>D</strong>. The system will use the due date of the credit and apply it to the current month’s balance. If you apply the credit to an invoice, the system uses the due date of the invoice.</td>
</tr>
</tbody>
</table>

Screen 2

Use the second screen of Function MCT to specify the dunning messages that print on statements. Below is the second A/R Control File Maintenance (MCT) Screen.

Customers receive the message that corresponds to their oldest balance. For example, if a customer has a balance in the 61-90 aging bucket, then the dunning message for the 61-90 aging bucket prints above the aging bucket on the statement.

Typically, the dunning messages start out mild and get stronger as the balances get older.

Do not enter a dunning message that is not true. For example, do not enter, “Your account has been turned over to a collection agency” if you have not done this. Make sure you carefully word the dunning messages.
Screen 3

Use the third screen of Function MCT to change the aging bucket headings that print on statements. Below is the third A/R Control File Maintenance (MCT) Screen.

```
Screen: 3    A/R Control File Maintenance (MCT)    Store: 1
< TRAINING MODE >

---Statement Bucket Headings---
Balance Forward and Open Item

Current : __________
1-30     : __________
31-60    : __________
61-90    : __________
OVER 90  : __________
```

If you do not change the headings, the headings on the left side of the screen (for example, Current and 1-30) print on statements.

Here are some sample strategies for the aging bucket headings.

- Use the names of the months to show when customers made purchases. For example, Current = March, 1-30 = February, and so on. If you use this strategy, make sure you change the headings each month before you run statements.

- Do not use Current as a heading. For example, Current = 1-30, 1-30 = 31-60, and so on.

If you have questions about Function MCT, refer to your Functions Manual and Accounts Receivable Manual.

What You Should Do Now

Now that you have read this chapter, you are ready to complete the setup procedures described in this chapter. Make sure you and the person responsible for setting up accounts receivable on your system complete Chapter 2 (Setting Up Accounts Receivable) of the Accounts Receivable Workbook.
Adding Customers

Overview

You will learn about the following procedures in this chapter.

Gathering source documents—page 3-2

Adding customers—page 3-3

Printing a customer list—page 3-8

Changing customer information—page 3-9

What you should do now—page 3-9
Introduction

This chapter presents information to help you add customers.

The customers you add can be grouped into the following categories:

- **Balance Forward**–This customer makes payments to the account balance, not to specific invoices.
- **Open Item**–This customer pays specific invoices.
- **Job**–This is a sub-account and is associated with a particular customer.
- **Revolving Charge**–This customer makes payments to the account balance. The amount due each period is based on a certain percentage or dollar amount, plus any amount by which the running balance exceeds the credit limit.
- **Cash**–This customer pays cash for all purchases, and cannot charge to a store account.

Gathering Source Documents

The first step to adding customers is to gather your source documents. The source documents provide the information you need to add your customers and their balances into your Triad system. Source documents may provide the following information:

- customer number
- customer name
- address
- credit limit
- tax code

Examples of source documents include:

- ledger cards
- most recent statements
Adding Customers—Function MCR

Use Function MCR (Customer/Job File Maintenance) to add and maintain your customers. The system uses the information in Accounts Receivable (for example, to print statements) and Point-of-Sale (for example, to charge sales to the account). This is the Customer/Job File Maintenance (MCR) Screen.

Before you add your customers, ask yourself the questions that follow, then look for your answer. Based on your answers, add your customers.

- **Do you have a numbering scheme for customer numbers?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Use your current numbering scheme.</td>
</tr>
<tr>
<td>Yes, you use the phone number</td>
<td>You can use the phone number. However, the customer number field is six digits long, so you must change the length of the customer number. Most people use the last six digits of the phone number for the customer number. Since phone numbers change often, you can use Function CCN (Change Customer Number) to quickly change the customer number.</td>
</tr>
</tbody>
</table>
You must add at least one cash customer. The system uses this customer to sell to cash customers at Point-of-Sale.

Cash customer numbers must start with an asterisk (*). This tells the system that the account is a cash customer account. Most people use *5 for their cash account.

**Do you have a scheme for sort names?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Use your sort name scheme.</td>
</tr>
<tr>
<td>No</td>
<td>For businesses, use the first five letters of the name. For example, the sort name for Jones Construction is JONES. For individuals, use the first three letters of the last name, and the first two letter of the first name. For example, the sort name for John Smith is SMIJO. This strategy ensures that you can easily find a customer whose last name is the same as another customer's last name.</td>
</tr>
</tbody>
</table>

You can display customers by their sort name, so you do not need to know their customer numbers.
- **Does your customer’s purchases get credited to a specific salesperson?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Leave the Salesperson field blank. The system will credit the sale to the clerk who completed the transaction.</td>
</tr>
<tr>
<td>Yes</td>
<td>At Salesperson, enter the salesperson code for that customer. The system will credit all sales to the customer to the salesperson you enter.</td>
</tr>
</tbody>
</table>

- **When this customer returns merchandise, do you want to give him a cash refund or credit his account?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash refund</td>
<td>Leave the N at Credit A/R Only.</td>
</tr>
<tr>
<td>Credit the account</td>
<td>At Credit A/R Only, type Y. When the customer returns merchandise, the system will credit the customer’s account.</td>
</tr>
</tbody>
</table>

- **Do you want to print statements for this customer?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>At Print Stmts, type N. The customer will not receive statements.</td>
</tr>
<tr>
<td>Yes</td>
<td>Leave the Y at Print Stmts.</td>
</tr>
<tr>
<td>Yes, but without dunning messages</td>
<td>At Print Stmts, type X. The customer will receive statements, but no dunning messages will print on them.</td>
</tr>
</tbody>
</table>
Do you assess finance charges on this customer’s past due balance?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>At Finance Charges, type <strong>N</strong>. The system will never assess finance charges on this customer’s outstanding balance.</td>
</tr>
<tr>
<td>Yes</td>
<td>Leave the Y at Finance Charges. The system will assess finance charges on any past due balance.</td>
</tr>
<tr>
<td>Yes, but only after the customer is 30 or more days past due</td>
<td>At Finance Charges, type <strong>2</strong>. The system will assess finance charges on balances 30 or more days past due.</td>
</tr>
<tr>
<td>Yes, but only after the customer is 60 or more days past due</td>
<td>At Finance Charges, type <strong>3</strong>. The system will assess finance charges on balances 60 or more days past due.</td>
</tr>
<tr>
<td>Yes, but only after the customer is 90 or more days past due</td>
<td>At Finance Charges, type <strong>4</strong>. The system will assess finance charges on balances 90 or more days past due.</td>
</tr>
</tbody>
</table>

What price do you charge this customer?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail</td>
<td>Leave the R at Std Sell Price.</td>
</tr>
<tr>
<td>A matrix price</td>
<td>At Std Sell Price, type <strong>1, 2, 3, 4, or 5</strong> to indicate the matrix price level.</td>
</tr>
<tr>
<td>List</td>
<td>At Std Sell Price, type <strong>L</strong>.</td>
</tr>
<tr>
<td>Average cost</td>
<td>At Std Sell Price, type <strong>A</strong>.</td>
</tr>
<tr>
<td>Replacement cost</td>
<td>At Std Sell Price, type <strong>C</strong>.</td>
</tr>
<tr>
<td>Retail, but do not allow quantity breaks</td>
<td>At Std Sell Price, type <strong>A</strong>.</td>
</tr>
</tbody>
</table>

At Point-of-Sale, the system automatically charges customers their standard selling price.
Lumber/Contractor Strategies

The information in this section is for Lumber/Contractor POS users. If you do not have the Lumber/Contractor POS software package, proceed to the next section, Printing a Customer List—Report RFR.

This section discusses strategies for the lumber/contractor fields. All lumber/contractor fields have an asterisk (*) in front of them.

❖ **Do you want prices to print on estimates and bids?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>At *Price Pick Tkt, type Y.</td>
</tr>
<tr>
<td>No</td>
<td>Leave the N at *Price Pick Tkt.</td>
</tr>
</tbody>
</table>

Most people do not print prices on estimates and bids. This prevents customers from taking the estimate or bid to your competition to try to get them to lower their prices.

❖ **How do you want statements to print for accounts with jobs?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consolidated</td>
<td>At *Stmts by Job, type C. The system prints a consolidated statement for this account and all of its associated job accounts.</td>
</tr>
<tr>
<td>Separate</td>
<td>Leave the S at *Stmts by Job. The system prints a statement for this account and each job account.</td>
</tr>
<tr>
<td>Both</td>
<td>At *Stmts by Job, type B. The system prints a consolidated statement and a statement for each job account.</td>
</tr>
</tbody>
</table>

Job Accounts

Job numbers allow you to track customer accounts and statements by job. Most people use job accounts with contractors and their different jobs. To use job accounts, you must add a regular account. Then you can add the job accounts associated with the regular account.

❖ *Do not use job number 999. The system uses it when you delete completed jobs so it can collect the sales history for all jobs.*
If you have questions about Function MCR, refer to your *Functions Manual* and *Accounts Receivable Manual*.

### Printing a Customer List—Report RFR

Use Report RFR (A/R Flexible Report) to print a customer list. This is the A/R Flexible Report (RFR) Screen.

Notice the Flex Report Name is CUSTOMER. You must use this name to print a customer list. To print an alphabetic customer list (by sort name), use Option A. To print a numeric customer list (by customer number), leave the Option field blank.

If you have questions about Report RFR, refer to your *Reports Manual* and *Accounts Receivable Manual*. 
Changing Customer Information—Function MCR

Once you have reviewed the customer list, you may need to change some information. Make all your changes in Function MCR (Customer/Job File Maintenance). This is the Customer/Job File Maintenance (MCR) Screen.

If you have questions about Function MCR, refer to your Functions Manual and Accounts Receivable Manual.

What You Should Do Now

Now that you have read this chapter, you are ready to complete the procedures described in this chapter. Make sure you and the person responsible for adding customers on your system complete Chapter 3 (Adding Customers) of the Accounts Receivable Workbook.
Adding Account Balances

Overview

You will learn about the following procedures in this chapter.

Gathering source documents—page 4-2

Adding beginning account balances—page 4-3

Checking your work—page 4-5

Finalizing beginning balances—page 4-6

Printing aged balances—page 4-7

What you should do now—page 4-7
Introduction

This chapter presents information to help you add account balances. You can add the account balances for the following types of accounts:

- Balance Forward
- Open Item
- Revolving Charge

Once you go live Point-of-Sale, the system will automatically update the accounts.

Gathering Source Documents

The first step to adding beginning account balances is to gather your source documents. The source documents provide the information you need to add your customer balances into your Triad system. Source documents may provide the following information:

- customer number
- amount owed
- aging

Some examples of source documents are:

- ledger cards
- most recent statements

Once you gather this information, add the balances into the system so they match your ledger cards (or statements) as of your last close date. Then you can concentrate on adding the transactions that occurred since your last close date.
Adding Beginning Account Balances—Function MOI

Use Function MOI (Open Item File Maintenance) to add and maintain your customer's beginning account balances. This is the Customer/Job File Maintenance (MOI) Screen.

To add a beginning balance, you must fill in the following fields:

- Cust#/Job#
- Document Type
- Non-Taxable Non-Merch
- Document #
- Doc Date
- Reference

Before you add beginning balances, ask yourself the questions that follow, then look for your answer. Based on your answers, add your beginning balances.
Do you have balance forward or revolving charge accounts?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Proceed to the next question.</td>
</tr>
</tbody>
</table>
| Yes               | Use Document Type A (Adjustment).  
                      You only need to enter the outstanding balances for each month. To do this, enter the amount the customer owes for the month as one document.  
                      The system will age the balance based on the document date you enter, so make sure you enter the right document date.  
                      The system will also calculate the due date based on the document date. |

Do you have open item accounts?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Proceed to the next question.</td>
</tr>
</tbody>
</table>
| Yes               | Enter every outstanding invoice. Make sure you use Document Type I for invoices, because you cannot make payments to adjustments.  
                      Use the actual invoice number for the document number, so the original invoice number and the invoice number on the statement match. |
What other outstanding transactions do you need to enter?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credits</td>
<td>Use Document Type C (Credit). Fill in the screen the same way you fill it in for an invoice. Do not put a minus sign (-) in front of the credit amount. The system knows it is a credit because of the document type.</td>
</tr>
<tr>
<td>Finance charges</td>
<td>Use Document Type F (Finance Charge). Make sure you fill in Document # and Doc Date fields.</td>
</tr>
</tbody>
</table>

If you have questions about Function MOI, refer to your *Functions Manual* and *Accounts Receivable Manual*.

Checking Your Work—Report RDJ

Once you have entered your beginning balances, run Report RDJ (Daily Journal Report) to check your work. This is the Daily Journal Report (RDJ) Screen.

Run Report RDJ with Option B (Backoffice Transactions Only). Backoffice transactions are those entered through Functions MOI and ROA.

Check the report for mistakes in the amounts or dates. Make any changes in Function MOI (Open Item File Maintenance).
If you have questions about Report RDJ, refer to your Reports Manual and Accounts Receivable Manual.

Finalizing Beginning Balances—Report RDJ

Once you have reviewed your edit list of the beginning balances (Report RDJ, Option B), finalize the beginning balances with Report RDJ (Daily Journal Report). This is the Daily Journal Report (RDJ) Screen.

Run Report RDJ with Options BF. This finalizes all backoffice transactions. If you delete a transaction after you finalize it, it will display in reverse video in Function DCA. This is your audit trail for deleted transactions.

If you have questions about Report RDJ, refer to your Reports Manual and Accounts Receivable Manual.
Printing Aged Balances—Report RAG

Once you have entered your beginning balances, run Report RAG (A/R Aging Report). An aging report provides the following information:

- total outstanding Accounts Receivable amount
- aging for each account (broken down into current, 1-30, 31-60, 61-90, and over 90 categories)

This is the A/R Aging Report (RAG) Screen.

Do not use Update Options FX when you print the aging report for information. Update Options FX calculate finance charges, which you should only do once a month.

What You Should Do Now

Now that you have read this chapter, you are ready to complete the procedures for adding beginning balances. Make sure you and the person responsible for adding beginning balances on your system complete Chapter 4 (Adding Beginning Balances) of the Accounts Receivable Workbook.
Posting Daily Transactions

Overview

You will learn about the following procedures in this chapter.

- Entering invoices—page 5-2
- Entering credits—page 5-3
- Entering adjustments—page 5-4
- Entering payments for balance forward accounts—page 5-5
- Entering payments for open item accounts—page 5-6
- Checking your work—page 5-7
- Finalizing the daily transactions—page 5-8
- What you should do now—page 5-9
Introduction

Once you enter your beginning balances, you must post daily transactions until you go live Point-of-Sale. Daily transactions include any account activity, such as the following:

- Invoices
- Credits
- Adjustments (positive and negative)
- Payments

You do not have to enter daily transactions every day. However, you must enter them before you run statements.

Once you go live Point-of-Sale, the system will automatically update the accounts.

Entering Invoices—Function MOI

Use Function MOI (Open Item File Maintenance) to add invoices. This is the Open Item File Maintenance (MOI) Screen.

Use Document Type I (Invoice). Make sure you enter the actual invoice's document number in the Document # field. This ensures that the invoice number that prints on the statement matches the invoice number on your customer's invoice.
Make sure you enter invoices in the correct fields. The amounts you enter in the Taxable and Non-Taxable fields prints on the Sales Tax Report (Report RTX) and Daily Journal Report (Report RDJ). You use information on Report RTX to report your sales tax to the tax commission. You use the information on Report RDJ to post to general ledger.

For example, if you enter an invoice in the Taxable Merchandise field, the invoice amount prints in the Taxable Sales column of Report RTX. The invoice amount also prints in the Taxable Merchandise column of Report RDJ.

If you have questions about Function MOI, refer to your *Functions Manual* and *Accounts Receivable Manual*.

### Entering Credits—Function MOI

Use Function MOI (Open Item File Maintenance) to add credits. This is the Open Item File Maintenance (MOI) Screen.

Enter credits the same way you enter invoices, except use Document Type C (Credit). You do not need to put a minus sign (-) in front of the credit amount—the system knows it is a credit because of the document type. If the credit applies to a certain invoice, enter the invoice number in the Apply To # field. This reduces the invoice by the amount of the credit.

If you have questions about Function MOI, refer to your *Functions Manual* and *Accounts Receivable Manual*.
Entering Adjustments—Function MOI

Use Function MOI (Open Item File Maintenance) to add adjustments. This is the Open Item File Maintenance (MOI) Screen.

Enter adjustments the same way you enter invoices, except use Document Type A (Adjustment). You can enter positive and negative adjustments. If you enter a negative adjustment, enter a minus sign (-) in front of the adjustment amount. You should not have to enter adjustments often—most of the documents you enter will be invoices.

If you have questions about Function MOI, refer to your Functions Manual and Accounts Receivable Manual.
Entering Payments for Balance Forward Accounts—Function ROA

Use Function ROA (Receipt On Account) to add payments. This is the Receipt On Account (ROA) Screen for balance forward accounts.

You must fill in the following fields:

- Cust#/Job#
- Check#/ABA
- Recpt Date
- Payment

The system applies payments to the oldest balance.

- Any payments (by check) that you enter in Point-of-Sale print on the daily check register. If you want payments that you enter in Function ROA to print on the check register, you must enter an ABA number.

If you have questions about Function ROA, refer to your *Functions Manual* and *Accounts Receivable Manual*.
Entering Payments for Open Item Accounts—Function ROA

Use Function ROA (Receipt On Account) to add payments. This is the Receipt On Account (ROA) Screen for open item accounts.

Do not complete this section if you do not have the Advanced Accounts Receivable software package. You have the Advanced Accounts Receivable software package if you can display the Salesperson File Maintenance (MSL) Screen.

You must fill in the following fields:
- Cust#/Job#
- Check#/ABA
- Recpt Date
- Payment

You must also apply the payment to the correct invoice(s). Use the PAY flags (the parentheses below the PAY column) to specify the invoice(s) you are paying. The following table describes the PAY flags.

<table>
<thead>
<tr>
<th>PAY flag</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>Pay this invoice, but do not allow the discount</td>
</tr>
<tr>
<td>X</td>
<td>Pay this invoice and allow the discount</td>
</tr>
<tr>
<td>Blank</td>
<td>Do not pay this invoice</td>
</tr>
</tbody>
</table>

Before you add payments, ask yourself the questions that follow, then look for your answer. Based on your answers, add your payments.
Do you allow your customers to take discounts even though they pay late?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>You must change the PAY flag from N (no discount) to X (allow discount).</td>
</tr>
<tr>
<td>No</td>
<td>Leave the N in the PAY flag.</td>
</tr>
</tbody>
</table>

Do you allow your customers to take more than the calculated discount?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>You must make up the difference. Enter the difference in the Allowance field.</td>
</tr>
<tr>
<td>No</td>
<td>Do not enter an amount that is different from the check amount. The system will leave the amount of the discount the customer took as a part of the invoice.</td>
</tr>
</tbody>
</table>

If you have questions about Function ROA, refer to your Functions Manual and Accounts Receivable Manual.

Checking Your Work—Report RDJ

Once you have entered your daily transactions, run Report RDJ (Daily Journal Report) to check your work. This is the Daily Journal Report (RDJ) Screen.
Run Report RDJ with Option B (Backoffice Transactions Only). Backoffice transactions are those entered through Functions MOI and ROA.

Check the report for mistakes in the amounts or dates. Make any changes in Function MOI (Open Item File Maintenance) or Function ROA (Receipt On Account).

If you have questions about Report RDJ, refer to your Reports Manual and Accounts Receivable Manual.

Finalizing the Daily Transactions—Report RDJ

Once you have reviewed your edit list of the daily transactions (Report RDJ, Option B) and corrected any mistakes, finalize them with Report RDJ (Daily Journal Report). This is the Daily Journal Report (RDJ) Screen.
Run Report RDJ with Options BF. This finalizes all backoffice transactions. If you delete a transaction after you finalize it, it will display in reverse video in Function DCA. This is your audit trail for deleted transactions.

If you have questions about Report RDJ, refer to your Reports Manual and Accounts Receivable Manual.

What You Should Do Now

Now that you have read this chapter, you are ready to complete the procedures for posting daily transactions. Make sure you and the person responsible for posting daily transactions on your system complete Chapter 5 (Posting Daily Transactions) of the Accounts Receivable Workbook.
Maintaining Accounts

Overview

You will learn about the following procedures in this chapter.

- Changing a customer’s number—page 6-2
- Deleting accounts—page 6-3
- What you should do now —page 6-4
Introduction

Once you add your customers, you may need to make changes to them or delete them. For example, you may need to change a customer’s credit limit or address.

Make all changes to an account in Function MCR (Customer/Job File Maintenance), unless you need to change the customer number.

Changing a Customer’s Number—Function CCN

Use Function CCN (Change Customer Number) to change a customer number. This is the Change Customer Number (CCN) Screen.

If you use phone numbers for account numbers, you will probably use Function CCN often. Since people change their phone numbers frequently, you can use Function CCN to quickly change the customer number. When you use Function CCN, the system transfers all the customer information (for example, address, terms, and so on) for you.

To change a customer number, you must:

- make sure the account does not have any open transactions (for example, orders and special orders).
- make sure you are not using the customer number as a Bill To customer number.
Deleting Accounts—Function MCR

Use Function MCR (Customer/Job File Maintenance) to delete accounts. This is the Customer/Job File Maintenance (MCR) Screen.

You may need to delete an account if:

- it has been inactive for a long time, and you do not expect it to become active again.
- the account is a bad risk.

When you delete an account, you also delete its sales history. Therefore, the best time to delete an account is after you have completed your year-end close. At year-end, the system clears the period-to-date and year-to-date sales history (in Function MCR, Screen 2), and moves it to the LYR (last year) field. If you wait until this is completed, you can delete the account without deleting its sales history.

If you delete the account before you complete your year-end close, the sales amounts on Reports RSA (A/R Sales Analysis Report) and RSL (Salesperson Report) will not be accurate.

You can delete an account when it meets all of the following conditions:

- There are no open transactions (for example, orders and special orders).
- There are no outstanding open items (for example, invoices and credits).
- There is no departmental sales history.
- The account is not used as a Bill To account for another customer.
- There are no jobs associated with the account.

If you have questions about Function MCR, refer to your Functions Manual and Accounts Receivable Manual.
What You Should Do Now

Now that you have read this chapter, you are ready to complete the procedures for maintaining accounts. Make sure you and the person responsible for maintaining accounts on your system complete Chapter 6 (Maintaining Accounts) of the *Accounts Receivable Workbook*. 
Maintaining Transactions

Overview

You will learn about the following procedures in this chapter.

Displaying transactions—page 7-2

Printing a list of transactions—page 7-3

Deleting transactions—page 7-4

Writing off bad debts—page 7-5

Paying a credit balance—page 7-6

Writing off a credit balance—page 7-7

What you should do now —page 7-8
Introduction

Once you add beginning balances and begin posting daily transactions, you may need to make changes to a transaction or delete it. For example, you may need to change an invoice amount or write off a bad debt.

Displaying Transactions—Function DCA

Use Function DCA (Display Customer Account) to display up to ten transactions at a time. This is the Display Customer Account (DCA) Screen.

You can display the following types of transactions:

- Adjustments
- Balance Forward documents (Balance Forward and Revolving Charge accounts only)
- Credit Memos
- Finance Charges
- Invoices
- Payments

You cannot change or delete transactions in Function DCA. You must use Functions MOI (Open Item File Maintenance) or ROA (Receipts On Account).
You can display transactions in other ways. The following table explains them.

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display transactions that occurred on or after a</td>
<td>Type the date at Doc Date</td>
<td>Use the Doc Date field to display a customer's purchases for the month.</td>
</tr>
<tr>
<td>certain date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Display a specific type of transaction</td>
<td>Type the transaction code (P, I, C, A, F, or B) at Trx Type</td>
<td>Use the Trx Type field to display all the unapplied credit memos.</td>
</tr>
<tr>
<td>Display transactions that apply to a specific</td>
<td>Type the document number at Apply To</td>
<td>Use the Apply To field to determine why a transaction will not purge from the system.</td>
</tr>
<tr>
<td>document number</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you have questions about Function DCA, refer to your Functions Manual and Accounts Receivable Manual.

**Printing a List of Transactions—Report RFR**

Report RFR (A/R Flexible Report) prints flex reports. This is the A/R Flexible Report (RFR) Screen.

These reports can be user-defined (you create them) or predefined (Triad creates them). Use the predefined report OPENITEM to print a list of transactions.
Here are some examples of when you may want to print the OPENITEM report.

- You want to print a list of transactions for a specific customer.
- You want to print a list of charge sales for a specific day.
- You want to print a list of payments for a specific customer.

The information in the RUN BAL and TOTAL column (in the Grand Totals section) of the report varies, depending on the information that prints. The top number (RUN BAL) is the current running balance of the accounts on the report. The bottom number (TOTAL) is the total of the criteria you specified.

For example, if you print all the credits for November, the top number (RUN BAL) is the total running balance of all the accounts that have credits. The bottom number (TOTAL) is the total credits for November.

If you have questions about Report RFR, refer to your Reports Manual and Accounts Receivable Manual.

Deletiong Transactions—Function MOI

Use Function MOI (Open Item File Maintenance) to delete invoices, credits, adjustments, and finance charges you added in Function MOI. This is the Open Item File Maintenance (MOI) Screen.

If you need to delete a transaction that you added in Function MOI, you must delete it in Function MOI. Do not use Function MOI to delete transactions that you created in Point-of-Sale. If you delete a Point-of-Sale transaction in Function MOI, your inventory will not be accurate. If you need to delete an invoice that you created in Point-of-Sale, create a credit memo in Point-of-Sale.
Writing Off Bad Debts—Function ROA

Use Function ROA (Receipt On Account) to write off bad debts. This is the Receipt On Account (ROA) Screen.

The following happens when you write off a bad debt in Function ROA:

- Accounts Receivable decreases by the amount of the write-off.
- Allowance increases by the amount of the write-off.

Bad debt write-offs print on the Daily Journal Report (Report RDJ). The Net Change to Accounts section includes the decrease to Accounts Receivable and increase to Allowance. Post the Allowance amount to your bad debts account.

Writing off a bad debt decreases the total accounts receivable on Report RAG (A/R Aging Report). It does not affect your sales figures.

If you do not use Function ROA to write off bad debts, your sales figures will not be accurate.

If you have questions about Function ROA, refer to your Functions Manual and Accounts Receivable Manual.
Paying a Credit Balance—Functions MOI and ROA

You may need to write a check to a customer for the amount of his credit balance. For example, a customer moves out of town, and requests a check from you to clear his account. Use Functions MOI (Open Item File Maintenance) and ROA (Receipt On Account) to pay off a credit balance. These are the Open Item File Maintenance (MOI) and Receipt On Account (ROA) Screens.

The following happens when you pay a credit balance in Functions MOI and ROA:

- Accounts Receivable increases by the amount of the credit.
- Cash decreases by the amount of the credit.

When you pay a credit balance, it prints on the Daily Journal Report (Report RDJ). The Net Change to Accounts section includes the increase to Accounts Receivable and decrease to Cash.
Writing Off a Credit Balance—Functions MOI and ROA

You may need to write off a credit balance. For example, a customer has had a credit balance for over a year, and has no intention of using it. Use Functions MOI (Open Item File Maintenance) and ROA (Receipt On Account) to write off a credit balance. These are the Open Item File Maintenance (MOI) and Receipt On Account (ROA) Screens.

The following happens when you write off a credit balance:

- Accounts Receivable increases by the amount of the credit.
- Allowance decreases by the amount of the credit.

When you write off a credit balance, it prints on the Daily Journal Report (Report RDJ). The Net Change to Accounts section includes the increase to Accounts Receivable and decrease to Allowance.
Before you write off a credit balance, check with your accountant about the legal implications. If the strategy suggested above is not acceptable, discuss alternatives with your Triad Representative.

What You Should Do Now

Now that you have read this chapter, you are ready to complete the procedures for maintaining transactions. Make sure you and the person responsible for maintaining transactions on your system complete Chapter 7 (Maintaining Transactions) of the Accounts Receivable Workbook.
Using Flex Reports

Overview

You will learn about the following procedures in this chapter.

Understanding flex reports—page 8-2
Creating flex reports—page 8-3
Printing a sample format—page 8-4
Changing a flex format—page 8-4
Printing flex reports—page 8-5
Copying flex reports—page 8-6
Deleting flex formats—page 8-7
What you should do now—page 8-7
Introduction

Once you add your customers, you can create a flex report to print customer information in a format that you specify. For example, you can create a flex report that prints customer number, name, and credit limit.

Understanding Flex Reports

A flex report is a custom report that you create. You can:

- include as much or as little detail about accounts and transactions as you want.
- print the information in any order you want.

Once you create a flex report, the system stores it so you can change, delete, copy, or print it whenever you want.

Your Triad system comes with the following predefined Accounts Receivable reports.

<table>
<thead>
<tr>
<th>This report</th>
<th>Prints this information</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUSTOMER</td>
<td>Customer list (for example, name, address, and phone number)</td>
</tr>
<tr>
<td>DISCOUNT</td>
<td>Customer list, including terms discount information</td>
</tr>
<tr>
<td>OPENITEM</td>
<td>Customer list, including open items (for example, transaction type, transaction total, and due date)</td>
</tr>
<tr>
<td>PTDROLL</td>
<td>Period-to-date sales, cost, and terms discounts. At month-end, this report also clears the period-to-date fields in Function MCR, Screen 2.</td>
</tr>
<tr>
<td>YTDROLL</td>
<td>Year-to-date sales, cost, and terms discounts. At year-end, this report also clears the year-to-date fields in Function MCR, Screen 2.</td>
</tr>
</tbody>
</table>

* Do not change the predefined reports. It is confusing to Triad personnel if you call with questions about a predefined report that you changed. If you want to change a predefined report, copy the original and change the copy.
Creating Flex Reports—Function MFR

Before you can print a report in the format you want, you must create the format in Function MFR (A/R Flex Report Format Maintenance). This is the A/R Flex Report Format Maintenance (MFR) Screen.

By creating the report format, you tell the system which fields to print, and where to print them. As you create the format, the system stores it so you can print it later.

For example, you can create a flex report named TAX that includes the following fields:

- customer name
- customer number
- tax code
- taxable flag

You can use this report to verify that the Taxable field in Function MCR is N for non-taxable customers. You can also use the report to make sure non-taxable customers have the correct tax code.

If you have questions about Function MFR, refer to your Functions Manual and Accounts Receivable Manual.
Printing a Sample Format—Report RFD

Once you create the report format in Function MFR, use Report RFD (A/R Flex Report Definition Report) to print a sample format. This is the A/R Flex Report Definition Report (RFD) Screen.

Use the sample format to help you determine what changes, if any, you should make to the format.

If you have questions about Report RFD, refer to your Reports Manual and Accounts Receivable Manual.

Changing a Flex Format—Function MFR

Use Function MFR (A/R Flex Report Format Maintenance) to change the format of a flex report. This is the A/R Flex Report Format Maintenance (MFR) Screen.
You can:
- add a field
- delete a field
- change a column heading

If you have questions about Function MFR, refer to your Functions Manual and Accounts Receivable Manual.

Printing Flex Reports—Report RFR

Use Report RFR (A/R Flexible Report) to print:
- predefined reports
- reports you created in Function MFR

This is the A/R Flexible Report (RFR) Screen.

If you have questions about Report RFR, refer to your Reports Manual and Accounts Receivable Manual.
Copying Flex Reports—Function MFR

Use Function MFR (A/R Flex Report Format Maintenance) to copy flex report formats. This is the A/R Flex Report Format Maintenance (MFR) Screen.

For example, you may want to use the predefined report PTDROLL, but you want to add a field to the format. Since you should not change a predefined report, you can copy the format and make changes to the copy.

If you have questions about Function MFR, refer to your Functions Manual and Accounts Receivable Manual.
Deleting Flex Formats—Function MFR

Use Function MFR (A/R Flex Report Format Maintenance) to delete flex report formats. This is the A/R Flex Report Format Maintenance (MFR) Screen.

To delete a flex format, you must delete each field in the format. Once you delete the last field, the system deletes the format.

- Do not delete the predefined formats. You will use these at month-end and year-end.

If you have questions about Function MFR, refer to your Functions Manual and Accounts Receivable Manual.

What You Should Do Now

Now that you have read this chapter, you are ready to complete the procedures for using flex reports. Make sure you and the person responsible for creating and printing flex reports on your system complete Chapter 8 (Using Flex Reports) of the Accounts Receivable Workbook.
Statement Close

Overview

You will learn about the following procedures in this chapter.

Calculating finance charges—page 9-2

Reviewing finance charges—page 9-4

Finalizing finance charges—page 9-5

Printing statements—page 9-5

Purging transaction detail—page 9-8

Printing mailing labels—page 9-10

What you should do now—page 9-10
Introduction

Each month, you will complete the following steps to close your accounts receivable and print statements.

1. Calculate finance charges with Report RAG.
2. Review finance charges with Report RDJ.
3. If necessary, delete and/or make changes in Function MOI. (Use FDELETE if you need to delete a range of finance charges.)
4. Finalize finance charges with Report RDJ.
5. Review the dunning messages and aging bucket headings in Function MCT.
6. Change the printer status to STMT in Function MPS.
8. Print statements with Report RSM.
10. Change the printer status to “blank” in Function MPS.
11. Purge transaction detail with Report RAG.

Calculating Finance Charges—Report RAG

Run Report RAG (A/R Aging Report) with Update Options CFX to check your account balances and calculate finance charges. This is the A/R Aging Report (RAG) Screen.
Make sure you print this report only once. The system calculates finance charges each time you run this report with Update Options CFX. For example, if you print two copies, the system will calculate finance charges twice. If this happens, use the FDELETE utility to delete one set of finance charges.

Before you calculate finance charges, ask yourself the questions that follow, then look for your answer. Based on your answers, fill in the A/R Aging Report Screen.

❖ **What is your closing date?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of the month</td>
<td>At Closing Date, enter the last day of the month.</td>
</tr>
<tr>
<td>A date other than the end of the</td>
<td>At Closing Date, enter that date.</td>
</tr>
<tr>
<td>month</td>
<td></td>
</tr>
</tbody>
</table>

Use the date that matches your closing date in Function MTM (Terms File Maintenance). It does not matter if you are going to print statements before or after the closing date. You should always use the closing date from Function MTM.

❖ **Are you open for business on your close date?**

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Run this report after you close your store.</td>
</tr>
<tr>
<td></td>
<td>You can put this report in an automated end-of-day queue so it prints the night you close accounts receivable. You can review it the following morning before you print statements.</td>
</tr>
<tr>
<td>No</td>
<td>You can run this report before your close date.</td>
</tr>
<tr>
<td></td>
<td>For example, today is the 23rd, and you will be closed on the 24th and 25th. Your closing date is the 25th. At Closing Date, enter a closing date of the 25th.</td>
</tr>
</tbody>
</table>
If your answer is | Then
---|---
No | You can run this report after your close date. For example, your close date falls on a Sunday, and you are not open for business on Sundays. You can run this report on Monday. Just make sure you use the correct close date.

If you have questions about Report RAG, refer to your Reports Manual and Accounts Receivable Manual.

**Reviewing Finance Charges—Report RDJ**

Before you finalize the finance charges, run Report RDJ (Daily Journal Report) with Option S to make sure they are correct. This is the Daily Journal Report (RDJ) Screen.

If you have questions about Report RDJ, refer to your Reports Manual and Accounts Receivable Manual.
Finalizing Finance Charges—Report RDJ

Once you have reviewed the finance charges and made any corrections, run Report RDJ (Daily Journal Report) with Options FS to finalize them. This is the Daily Journal Report (RDJ) Screen.

If you do not finalize the finance charges now, the Daily Journal Report that runs at the end of the day will finalize them.

If you have questions about Report RDJ, refer to your Reports Manual and Accounts Receivable Manual.

Printing Statements—Report RSM

Use Report RSM (Statement Report) to print statements. This is the Statement Report (RSM) Screen.
When you print statements, the system updates the following fields in Function MCR (Customer/Job File Maintenance), Screen 2:

- Statement Balance—the statement balance of the statement you just printed
- Statement Discount—the allowable discount on the statement you just printed

Before you print statements:

- make sure the dunning messages and statement aging bucket headings in Function MCT (A/R Control File Maintenance) are correct.
- change the printer status in Function MPS (Modify Printer Status) to STMT.

Use a complete month or accounting period in the Start Date and Closing Date fields. The following table provides some examples.

<table>
<thead>
<tr>
<th>If your closing date is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of the month</td>
<td>At Start Date, enter the first day of the month you are closing. At Closing Date, enter your closing date. For example, you are printing statements for November. At Start Date, enter 110199. At Closing Date, enter 113099.</td>
</tr>
<tr>
<td>A date other than the end of the month</td>
<td>At Start Date, enter the first day of your billing period. At Closing Date, enter your closing date. For example, you close on the 25th, and are printing statements for November. At Start Date, enter 102699. At Closing Date, enter 112599.</td>
</tr>
</tbody>
</table>

Before you print statements, ask yourself the questions that follow, then look for your answer. Based on your answers, fill in the Statement Report Screen.
Do you want to send statements to customers with credit balances?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Use Option C (Include Credit Balance Accounts).</td>
</tr>
<tr>
<td>No</td>
<td>You should still use Option C so your aging report and statement totals balance.</td>
</tr>
</tbody>
</table>

If some customers are set up to not print statements (Print Stmts field in Function MCR is N), the statement totals may not balance to the Aging Report (Report RAG).

Do you want deleted transactions to print on statements?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Use Option D. This is a hidden option (it does not display on the screen). This prevents deleted transactions from printing on statements.</td>
</tr>
<tr>
<td>Yes</td>
<td>Do not use Option D. Deleted transactions print on statements. This could make the statements longer, hard to read, and confusing to your customers.</td>
</tr>
</tbody>
</table>

Are you running mid-month statements for accounts that are past due?

<table>
<thead>
<tr>
<th>If your answer is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Use Option P (Print Past Due Balance Accounts Only).</td>
</tr>
<tr>
<td>No</td>
<td>Do not use Option P. Statements for customers with current balances will not print.</td>
</tr>
</tbody>
</table>
Aligning Statements

When you run statements for the first time, type 3 at # Stmt Align. This prints three statements with Xs, so you can align the statements. Once you print the statements, tear off the last statement, but leave the post page on the printer. Take a permanent marker and draw a corner on the printer at the statement corner, so it looks like this:

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

The next time you run statements, align the first statement with the corner you drew.

If you have questions about Report RSM, refer to your Reports Manual and Accounts Receivable Manual.

Purging Transaction Detail—Report RAG

After you print statements, use Report RAG (A/R Aging Report) with Option P to purge transaction detail. This is the A/R Aging Report (RAG) Screen.

![R/Aging Report (RAG)](image)

- You must use the same close date that you used to run statements.
Purging removes paid transactions from the system, and consolidates old transactions into a single transaction. If you do not purge:

- old transactions will take up valuable disk space.
- system performance will gradually become slower, especially when you use Function MOI (Open Item File Maintenance) or run any report that prints transactions.

When you purge transaction detail, you are not losing information. A report prints everything you are purging.

The system keeps transaction detail based on how you filled in the Past Due Periods Kept After Purge fields in Function MCT (A/R Control File Maintenance). You filled in these fields when you set up your Accounts Receivable system (Chapter 2).

The Action column describes what the system did to each transaction. The following table describes each Action type.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDED (Balance Forward and Revolving Charge accounts only)</td>
<td>The system added a balance forward document (transaction type B) to this customer account.</td>
</tr>
<tr>
<td>ADJUSTD (Balance Forward and Revolving Charge accounts only)</td>
<td>The system changed an existing balance forward document.</td>
</tr>
<tr>
<td>DELETED</td>
<td>The system deleted this transaction.</td>
</tr>
<tr>
<td>UNCHGD (Balance Forward and Revolving Charge accounts only)</td>
<td>The system did not change an existing balance forward document.</td>
</tr>
</tbody>
</table>

Keep this report. It shows what transactions the system deleted or compressed into a balance forward or current balance.
Printing Mailing Labels—Report RML

Use Report RML (Customer Mailing Labels Report) to print mailing labels. This is the Customer Mailing Labels Report (RML) Screen.

You can print mailing labels for any customer account or range of customer accounts. You cannot print mailing labels for job accounts.

Some people send letters to customers whose accounts are past due or are over their credit limit. They use the options to print the mailing labels for these accounts.

💡 Before you print mailing labels, you must change the printer status in Function MPS to LAB3.

If you have questions about Report RML, refer to your Reports Manual and Accounts Receivable Manual.

What You Should Do Now

Now that you have read this chapter, you are ready to complete the procedures for printing statements. Make sure you and the person responsible for printing statements on your system complete Chapter 9 (Statement Close) of the Accounts Receivable Workbook.
Month-End and Year-End Close

Overview

You will learn about the following procedures in this chapter.

Reviewing month-end queues—page 10-2

Reviewing year-end queues—page 10-3

What you should do now—page 10-4
Introduction

In addition to the daily accounts receivable procedures, you also have month-end and year-end procedures. Most of the work involves shifting history information.

The processing that the system completes at the end of every month and year is handled automatically through other functions (Functions SEQ and MQS). However, you should check Function MEQ to make sure everything is set up correctly.

Reviewing Month-End Queues—Function MEQ

Use Function MEQ (End-of-Day Queue Maintenance) to review the reports that print at the end of the month. This is the End-of-Day Queue Maintenance (MEQ) Screen for the end-of-month queue.

<table>
<thead>
<tr>
<th>Position</th>
<th>Report</th>
<th>Options</th>
<th>Printer</th>
<th>Store</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>AFF</td>
<td>P</td>
<td>S1</td>
<td></td>
<td>CUSTOMER HISTORY ROLL</td>
</tr>
<tr>
<td>B1</td>
<td>AFF</td>
<td>P</td>
<td>S1</td>
<td></td>
<td>EMPLOYEE REPORT</td>
</tr>
<tr>
<td>C1</td>
<td>AFF</td>
<td>F</td>
<td>Q1</td>
<td></td>
<td>MONTHLY RECAP REPORT</td>
</tr>
<tr>
<td>D1</td>
<td>AFF</td>
<td>F</td>
<td>Q1</td>
<td></td>
<td>PAYEE UTILIZATION REPORT</td>
</tr>
<tr>
<td>E1</td>
<td>AFF</td>
<td>F</td>
<td>Q1</td>
<td></td>
<td>INVENTORY UPDATE REPORT</td>
</tr>
<tr>
<td>F1</td>
<td>AFF</td>
<td>T</td>
<td>Q1</td>
<td></td>
<td>DEPARTMENT SALES REPORT</td>
</tr>
<tr>
<td>G1</td>
<td>AFF</td>
<td>T</td>
<td>Q1</td>
<td></td>
<td>DEPARTMENT ROLL REPORT</td>
</tr>
<tr>
<td>H1</td>
<td>AFF</td>
<td>T</td>
<td>Q1</td>
<td></td>
<td>CLASS ROLL REPORT</td>
</tr>
<tr>
<td>I1</td>
<td>AFF</td>
<td>T</td>
<td>Q1</td>
<td></td>
<td>FINAL ROLL REPORT</td>
</tr>
</tbody>
</table>

The following table lists the required accounts receivable month-end reports, and briefly describes what they do.
If you have questions about Function MEQ, refer to your *Functions Manual* and *Guide to Your Triad System—Eagle Series*.

### Reviewing Year-End Queues—Function MEQ

Use Function MEQ (End-of-Day Queue Maintenance) to review the reports that print at the end of the year. This is the End-of-Day Queue Maintenance (MEQ) Screen for the end-of-year queue.
The following table lists the required accounts receivable year-end reports, and briefly describes what they do.

<table>
<thead>
<tr>
<th>Report</th>
<th>Options</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFR, Flex Report Name</td>
<td>Y</td>
<td>Prints and zeroes the period-to-date and year-to-date sales, cost and</td>
</tr>
<tr>
<td>YTDROLL</td>
<td></td>
<td>discount history for each customer in Function MCR, Screen 2.</td>
</tr>
<tr>
<td>RSA</td>
<td>YE</td>
<td>Prints and zeroes the period-to-date and year-to-date sales and cost</td>
</tr>
<tr>
<td></td>
<td></td>
<td>history in Function MCR, Screen 3. You should print this report only if</td>
</tr>
<tr>
<td></td>
<td></td>
<td>you are keeping departmental history.</td>
</tr>
<tr>
<td>RTX</td>
<td>Y</td>
<td>Prints and zeroes the period-to-date and year-to-date tax history for</td>
</tr>
<tr>
<td></td>
<td></td>
<td>each tax code in Function MTX.</td>
</tr>
<tr>
<td>RMR</td>
<td>F</td>
<td>Prints and zeroes the period-to-date sales history in Function MMR.</td>
</tr>
<tr>
<td>RSL</td>
<td>Y</td>
<td>Prints and zeroes the period-to-date and year-to-date sales history in</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Function MSL. You should print this report only if you added sales-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>people in Function MSL.</td>
</tr>
</tbody>
</table>

If you have questions about Function MEQ, refer to your *Functions Manual* and *Guide to Your Triad System—Eagle Series*.

**What You Should Do Now**

Make sure you and the person responsible for printing and reviewing month-end and year-end reports on your system complete Chapter 10 (Month-End and Year-End Close) of the *Accounts Receivable Workbook*. 