HARDGOODS

Accounts Receivable Manual
WARNING

This equipment generates, uses and can radiate radio frequency energy. If not installed and used in accordance with the instruction manual, it may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of the FCC rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case the user, at his own expense, must take whatever measures may be required to correct the interference.

Part Number 1075068
Revision Number 4508
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In This Section

This section introduces this manual and describes:

• who should read this manual
• how this manual is structured
• what conventions are used throughout
• any related publications
• other resources you could use to learn more about POS transactions
• who to call for help

Who Should Read This Manual

This manual is written for the person responsible for keeping track of your Accounts Receivables.

It is assumed that you are familiar with

• the basic operation of the Triad system
• the basic concepts of Accounts Receivable
• which Triad system Accounts Receivable package your store uses (AR1 or AR2).
About This Manual

This is the Accounts Receivables Manual. It covers all the procedures for setting up and maintaining your AR system.

Tabbed Sections

The tabbed sections included in this manual are as follows:

USING THIS MANUAL — describes the manual, structure, and conventions that will help you find the information you need.

INTRODUCTION TO ACCOUNTS RECEIVABLE — explains differences between AR1 and AR2, compares the balance methods available and answers other common questions about the Triad system’s AR software.

SETTING UP YOUR AR SYSTEM — explains how to set up your AR accounts and load existing balances for them.

CUSTOMIZING YOUR AR SYSTEM — describes how to “fine tune” your system to your specifications.

PAYMENTS — explains how to receive payments in both the back office and at point-of-sale for each balance method.

MAINTAINING ACCOUNTS — describes how to display and modify an account record.

MAINTAINING TRANSACTIONS — explains how to display and modify a transaction.

THE MONTHLY CLOSE — describes when and how to run your monthly close and run statements.

PRINTING CUSTOMER MAILING LABELS — describes how to run mailing labels for your customers.

AR FLEX REPORTS — describes how to create and view custom reports.

Finally, at the back of the manual is an index to help you find information based on a topic.
## Conventions Used in This Manual

You will notice several style conventions in this manual that have been designed to make the information more accessible. They are described below:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks</td>
<td>Tasks you perform are presented in a two-column format. The left-hand column contains the step or specific action you complete. The right-hand column presents additional explanation about the step, such as messages and warnings. It also contains additional information about that specific step in the procedure.</td>
</tr>
<tr>
<td>Keys</td>
<td>The keys you press to perform a function at the terminal appear with initial caps, bold face, within delimiters (for example, <code>&lt;Enter&gt;</code>).</td>
</tr>
<tr>
<td>Entries</td>
<td>Actual entries you type at the terminal keyboard are shown in bold face (for example, type <code>IMU</code>). You may type your entries in either upper- or lowercase letters.</td>
</tr>
<tr>
<td>Messages</td>
<td>The messages and prompts you receive from the system are presented in special type. For example:</td>
</tr>
</tbody>
</table>

> THIS TRANSACTION HAS BEEN CHANGED

| Footer | At the bottom over every page is a footer. Use these as guides when looking up information. Look at the bottom of this page to see an illustration of a footer. |

- On the top line is the name of this section—Using This Manual.
- Underneath the section name is the topic name—Conventions Used in this Manual.
- Next to the topic name is the page number—1-3.
- On the opposite side of the page is the software release level, date, and manual model number—0/0491/H5746
<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
</table>
| References    | Throughout the manual you are referred to different manuals, sections within the same manual, or page numbers within the same section. Here are the conventions for each part of a reference:  
  • Manual names are initial caps, italic.  
  • Tabbed sections are initial caps followed by a comma.  
  • Procedures are initial caps within quotation marks.  
  For example, please see the Manager’s POS Manual, the tabbed section Security and Control, “Checking the Cash Drawer.” |
| Magnifying Glass | When you see a magnifying glass, you will find additional information about a procedure, a particular part of procedure, or a specific entry. This information can help you better understand the inner-workings of your Triad system. |

**Other Ways to Learn About AR**

Practice makes perfect. Eventually you’ll be so familiar with AR procedures that you’ll seldom need to refer to the manual. In the meantime, though, there are several ways to learn how to use this powerful program:

• Accounts Receivable tutorials. The audio tutorials or video tutorials take you step-by-step through most of the procedures you’ll ever have to use. You can do them as many times as you want, at your own pace.

• Customer education class. Your Customer Education Representative teaches a six-hour course that will teach you how to set up your AR system and perform the daily and month-end procedures.

• This manual. Just about everything you’ll need to know about AR is in this manual. Always check here first if you have a question or problem. The Table of Contents or the Index can direct you to the answer.
Where to Get Help

If you have difficulty with any of the procedures in this manual, contact the Advice Line or CER. You should call the Advice Line about any error messages, and call your CER for advice about implementing store-specific procedures on the Triad system.
Introduction to Accounts Receivable

More Than Just Accounts Receivable

On the most basic level, Accounts Receivable is just a record of Who owes you What. But your Triad Accounts Receivable application includes a whole lot more than that.

You can use your customer accounts programs to help you keep track of any customers and their purchase histories—not just the customers with charge accounts, but the regular customers without charge privileges, too.

Why would you want to do that? So you can set up special pricing agreements, offer special trade discounts, and track sales history—not only for your charge customers, but also for your non-charge customers.

And the programs included in your Accounts Receivable application are also useful for:

- sales analysis
- sales tax reporting
- printing mailing labels for all or any part of your customer base
- reporting on clerk or salesperson productivity (AR 2 only)
- automatically posting to your General Ledger accounts (AR 2 only)

AR 1 vs. AR 2

Triad offers two similar Accounts Receivable programs: Accounts Receivable 1 (AR 1) and Accounts Receivable 2 (AR 2). It’s important to know which program you have. They both work in much the same way, though, and both programs are covered in this manual.
There are three main differences between these programs:

- **Balance Methods available:** With AR 1, all your accounts use the balance forward balance method. But with AR 2, you choose between balance forward, revolving charge or open item balance methods for each account. (More about balance methods follows in the section, “Comparing Balance Methods.”)

- **Salesperson records:** With AR 1, the Triad system doesn’t keep records for your salespeople. But with AR 2, you can set up a salesperson record for each clerk or salesperson in your business, and use the records to accumulate productivity information.

- **Auto Pass-off to General Ledger:** With AR 1, you must manually post each day’s Accounts Receivable information to your general journal (whether you use the Triad General Ledger program or some other system). But with AR 2, if you also use the Triad General Ledger program, you can set up an automatic pass-off so that each day’s net changes to accounts are automatically entered in your general journal. (Later, you can review and post those entries.)

Some of the screens in Function MCT look slightly different for AR 1 than they do for AR 2.

**Comparing Balance Methods**

If you have AR 2, you will learn about balance methods in some detail in the tabbed section Setting Up Your AR System, “Setting Up Accounts,” but a brief preview of the three balance methods may be helpful. (If you have AR 1, of course, only the Balance Forward method is available to you.)

Three balance methods are available to AR 2 users.

- **Balance Forward (B)**
- **Revolving Charge (R)**
- **Open Item (O)**

These balance methods differ in how you apply payments to them, what portion of the balance falls due each month, how unpaid earlier transactions appear on statements, and how the balance is aged. You can use as many of these balance methods as you like. This chart summarizes the differences:
How payments are applied

- Balance Forward: To the account balance as a whole
- Revolving Charge: To the account balance as a whole
- Open Item: To particular invoices

What falls due each period

- Balance Forward: The entire current balance and any past-due balances
- Revolving Charge: Either a certain minimum percent of the account balance or an amount, plus any past-due minimums
- Open Item: The entire current balance and any past-due balances

How unpaid earlier transactions appear on statements

- Balance Forward: Compressed as a single balance brought forward
- Revolving Charge: Compressed as a single balance brought forward
- Open Item: As individual transactions

How balances are aged

- Balance Forward: According to how long past-due they are: 1-30 days, 31-60 days, 61-90 days, over 90 days past due
- Revolving Charge: Not aged
- Open Item: According to how long past-due they are: 1-30 days, 31-60 days, 61-90 days, over 90 days past due

---

**Customer Accounts and Job Accounts**

If you have the Contractor package (you may know it as the Lumber package, or CPOS), you have some additional flexibility when it comes to accounts. You can create not only a main customer account for each customer who does business with you, but you can also create as many sub-accounts as you like for that customer. These sub-accounts are called job accounts. You can choose whether to send separate or consolidated statements (or both) for these accounts. This is very handy when you have customers who want to be billed separately for the various projects they’re working on.

For more about job accounts, see the tabbed section Setting Up Your AR System, “Setting Up Accounts.”

In this manual, the term “account” can refer to a customer account or to a job account. In cases where we mean just customer accounts, or just job accounts, the manual says so specifically.
Dates Are Important!

Accounts Receivable is basically a question of How Much and When. The How Much is simple enough, but the When takes some explaining.

You will encounter many types of dates in this manual: document dates, due dates, closing dates, and many others. Every transaction that passes through the point-of-sale cash registers is automatically dated with today’s date—that’s its document date. And every transaction that isn’t paid for immediately at the time of sale is automatically assigned a due date.

How does the Triad system assign the due date? It checks today’s date and the customer’s terms. Suppose today is April 4. Suppose the customer’s terms are Net 25th (meaning payment is due on the 25th of each month). The Triad system would assign a due date of the first 25th after your next closing date. If the terms are Net 25 (meaning payment is due in 25 days), the Triad system would assign a due date of April 29th, 25 days from now.

The procedure called “Setting Up Terms Codes,” in section 2, goes into a lot more detail about how to set up your codes so that invoices fall due when you want them to. The point is that dates are important. Your system date must always be accurate. Get in the habit of checking it whenever you see your Triad system’s main menu. Always type dates carefully. If you run into a problem, always check dates first.

Questions You May Have

How often can I send out statements?

If you define your terms in days (net 25 days, for example), not dates (net 25th, for example), you can send out statements whenever you like, at any interval that suits you. You might even want to send statements to past-due accounts weekly.

But if you define your terms in dates (net 25th), not days (net 25 days), the system works best if you send out a statement for any given account once a month, on or about a predetermined closing date.
This isn’t as inflexible as it sounds; you can define different terms differently, and assign different closing dates, so that, for example, you close all accounts using one set of terms on the 10th of each month; all accounts using another set of terms on the 15th of each month; and all accounts using still another set of terms on the 20th of each month.

For more details, please see the tabbed section Setting Up Your AR System, “Setting Up Terms Codes,” and the tabbed section The Monthly Close.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What if we need to close early one month? Or late?</strong></td>
<td>If you define your terms in days, not dates, there’s no such thing as closing “early” or “late.” You can close any time you like. If you define your terms in dates, not days, there are some simple but very important procedures that you must follow. All of the procedures are discussed in the tabbed section The Monthly Close.</td>
</tr>
<tr>
<td><strong>Can I bill a customer at a different address?</strong></td>
<td>Yes. Just create another account with the address you want to bill to. Then type that account’s number in the Bill to Cust field for the first account. From now on, sales to the first account will be billed to the second “bill-to” account.</td>
</tr>
<tr>
<td><strong>Can I keep more than one account for a single customer?</strong></td>
<td>Yes. If you have the contractor package, of course, you can set up as many job accounts as you want for any customer account (well, actually, you can have only up to 98 of them—which is probably far more than you would ever want). But even if you don’t have the Contractor package, you can set up as many accounts as you like for a given customer. You will have to assign them each a different account number, though, and you can’t consolidate the billing for the various accounts.</td>
</tr>
<tr>
<td><strong>Can I see my receivables aged anytime I want?</strong></td>
<td>Yes. You can see your aged receivables for just one account, or all your accounts, or any range of your accounts. And you can see them aged in relation to any date you want. See the tabbed section, Maintaining Accounts, “What Does This Account Owe?”</td>
</tr>
<tr>
<td><strong>Do I have to shut down other operations while I run my monthly close?</strong></td>
<td>No! You can continue your normal operations. It is possible, though, to run some of the closing reports as part of a queue the night before you plan to run statements. This can save you time during the day. Please see the tabbed section, The Monthly Close.</td>
</tr>
</tbody>
</table>
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  Deleting a Tax Code 3-8

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Setting Up Your AR System

The Big Picture

Before you begin using your Accounts Receivable system, you must set up a number of “system constants” that tell the Triad system how you do business. And you must load your customer accounts and their present balances. This section tells you how.

Later, as your customer base grows, you will occasionally need to add new accounts. At that point, just return to the procedure in this section called “Setting Up Accounts.” That’s all you will need to do.

What’s involved in setting up your Accounts Receivable system? The diagram on the next page shows you the Big Picture.
Setting Up Your AR System

3-2 The Big Picture

Start

**Function MTX**
Set up tax codes

**Function MTM**
Set up terms codes

**Function MSL**
Set up salesperson records (AR 2 users only)

**Function MUR**
Cross reference salesperson and clerk records (AR 2 users only)

**Function MCT**
Set up AR control file constants

**Function MCR**
Load static customer information

**Function MOI**
Load present balances

**Reports RTX, RSL, and RFR**
Reset tax, salesperson and sales history fields to zero
Setting Up Tax Codes

You may charge different sales tax rates to different customers, depending on where they live, or whether they are government or non-profit organizations. For each sales tax rate you charge, you must enter a tax code and the information the Triad system needs to calculate the sales tax on any sale. Later, when you set up your system constants, indicate which tax code applies as a general rule to most accounts. For accounts that are exceptions to the rule, you can indicate the tax code that applies to that account.

The Triad system will automatically track the amount of sales tax you collect at point-of-sale, and accumulate the information in a particular place in its memory, called the Sales Tax file. Use the information that accumulates in the Sales Tax file for your government tax reporting. The following procedure explains only how to set up your sales tax codes.

Even if you never have to collect any sales tax, you still must do this procedure. The system requires that you enter at least one tax code. If all your sales are reported as non-taxable, you can enter a code whose rate is 0%.

Using separate but identical tax codes for cash customer sales and charge customer sales can be helpful in tracking and balancing operations. Other groupings of customers that you use on reports (such as your matrix pricing groups) can also be defined and tracked this way.

1
At any menu, type MTX and press <Enter>. Multistore users only:
There is no Store field on this screen. That’s because any tax code you enter can be used by any store—they’re not store-specific. Even if various stores charge the same tax rates, you will repeat this procedure, once for each store, to create a separate but identical code for each store.

2
At Tax Code, type the code you will use to identify this particular tax rate, and press <Enter>. You can use up to 3 characters, letters or numbers. Don’t use blank spaces or special characters (such as ; or #).
How Tax Codes Can Work For You
If you need to report sales taxes separately for your different stores (though the same tax rates apply in more than one store), you could enter the same rate several times, once for each store; just assign a different code for each store. For example, if your three stores 1, 2 and 3 are separate corporations, and each has to collect 6% sales tax, you would add a tax code 1 with a 6% rate; and a tax code 2 with a 6% rate; and a tax code 3 with a 6% rate. Store 1 would use tax code 1; Store 2 would use tax code 2; and Store 3 would use tax code 3. The information about sales tax collected would accumulate separately for each store, so you could report it separately – even though the tax rate is identical for each store.

3
At Tax Rate, type the sales tax percent for this tax rate, and press <Enter>.
For 7%, for example, you would type 7. For 6.5%, you would type 6.5.

4
At Location, type the name of the agency that levies this tax, and press <Enter>.
If this is a state sales tax, for example, type the name of the state. If this is a county tax, type the name of the county.

5
At Rounding, type a code to indicate how the Triad system is to round off tax amounts that end with a fraction of a cent.
When the Triad system uses the tax percentage rate you entered to calculate tax on a sale, it always carries the calculations out to three decimal places. How do you want the Triad system to round off?

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
</table>
| R    | Regular rounding
      | If the decimal is less than .005, the Triad system rounds down. If the decimal is .005 or greater, the Triad system rounds up. This is how most tax rates work. |
| T    | Truncate
      | The Triad system always rounds down. |
| U    | Up
      | The Triad system always rounds up. |
At Tax Table, leave the N if the tax rate you entered above always yields correct tax amounts. But if you have to charge tax according to a tax card that is not always strictly the same as the percentage tax rate, type C or R to indicate whether your tax card is based on a ceiling table or a repeating table. Then press <Enter>.

For example, your nominal tax rate may be 6.5%. So on a sale of 93 cents, the tax should be 6 cents. But suppose the tax table issued by your state shows that tax on a sale of 93 cents is 7 cents, not 6 cents. In that case, check which rounding method you told the Triad system to use. Would a different rounding option solve the problem? If it won’t, you will have to enter a tax table for the Triad system to use.

It would be wise for you to check with your Triad system representative to find out how to set up your tax table. Your Triad system representative has probably been through this before, when helping other Triad system users in your area install their systems.

If you would like more information to help you understand how this all works, see the section, “Tax Tables,” for a complete explanation.

If sales under a certain amount are tax-exempt, type that amount at Min Taxable Amt. Then press <Enter>.

For example, if taxable transactions totaling .10 or less are not to be charged tax, type .11 at Min Taxable Amt.

If even the smallest sales are subject to tax, however, leave this field blank. It will display as .00 when the record is added.

Press <Add>. If you left the N at Tax Table, you are done. Skip to step 12. If you typed C or R at Tax Table, continue with the following steps.

The fields at the bottom of the screen are for display only. That’s where your sales tax information for this tax code will accumulate.

Press <Home>. Type 2 and press <Enter>.

The second MTX Screen displays. Here’s where you will enter your tax table.

To see how tax tables work, see the section, “Tax Tables.”

Type your tax table under MAX SALE AMT and TAX AMT.

Press <Add>. Press <Home>, type 1 and press <Enter>.

The first MTX Screen re-appears.
12
If you charge other tax rates as well, press <Clear>. Return to step 2 to add the next tax rate. When you have added each tax rate you charge, press <End>.

13
At the menu, type RTX and press <Enter>. At Options, type X. Then press <Run>.

Check this report for obvious typing errors. (Ignore the period-to-date and year-to-date figures; they should all be zeroes.) If you find you made an error, correct it on the MTX Screen. Here’s how to make corrections:

• At any menu, type MTX and press <Enter>.
• At Tax Code, type the code you want to change, and press <Display>.
• If the error is on screen 1, type over the error and press change.
• If the error is in the tax table, press <Home>, type 2 and press <Display>.
• Press <Delete> twice.
• Type over any errors.
• Press <Add>.
• Press <End>.
• Repeat Step 13 to get a corrected report to use when loading balances.

Keep your Report RTX handy. Later in the set-up process, you may need to refer to it to find which code describes which tax rate.

14
Go to the section, “Setting Up Terms Codes.”

Tax Tables

Your Triad system knows how to use two types of tax tables: ceiling tables and repeating tables.
Here’s an example of a ceiling table, where the nominal tax rate is 6.5%:

<table>
<thead>
<tr>
<th>Maximum sales amt</th>
<th>Tax amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>.15</td>
<td>.01</td>
</tr>
<tr>
<td>.30</td>
<td>.02</td>
</tr>
<tr>
<td>.46</td>
<td>.03</td>
</tr>
<tr>
<td>.61</td>
<td>.04</td>
</tr>
<tr>
<td>.76</td>
<td>.05</td>
</tr>
<tr>
<td>.92</td>
<td>.06</td>
</tr>
<tr>
<td>1.07</td>
<td>.07</td>
</tr>
</tbody>
</table>

The Triad system would charge tax according to this table on sales up to $1.07. But to calculate tax on any sale exceeding $1.07, the Triad system would revert to the nominal tax rate of 6.5%. This is a ceiling table because it has a “ceiling” of $1.07—above which the rounded nominal tax rate yields the correct tax amount.

On the left is an example of a repeating table, where the nominal tax rate is 5.5%, and on the right is a tax card for comparison.

<table>
<thead>
<tr>
<th>Max sale amount</th>
<th>Tax amount</th>
<th>Sales amount</th>
<th>Tax amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>.10</td>
<td>.00</td>
<td>.00 — .10</td>
<td>.00</td>
</tr>
<tr>
<td>.18</td>
<td>.01</td>
<td>.11 — .18</td>
<td>.01</td>
</tr>
<tr>
<td>.36</td>
<td>.02</td>
<td>.19 — .36</td>
<td>.02</td>
</tr>
<tr>
<td>.54</td>
<td>.03</td>
<td>.37 — .54</td>
<td>.03</td>
</tr>
<tr>
<td>.72</td>
<td>.04</td>
<td>.55 — .72</td>
<td>.04</td>
</tr>
<tr>
<td>.90</td>
<td>.05</td>
<td>.73 — .90</td>
<td>.05</td>
</tr>
<tr>
<td>1.00</td>
<td>.06</td>
<td>.91 — 1.10</td>
<td>.06</td>
</tr>
</tbody>
</table>

The Triad system would charge tax according to this table on sales up to $1.00. But how about sales exceeding $1.00? In that case, the Triad system would divide the sale amount by $1.00 and multiply the resulting whole number by .06; the amount left over must be less than $1.00 and is taxed according to the table. Then these sums are added to find the total tax. Neither the nominal tax rate nor the rounding actually enters into the calculation at all.
For example, suppose the sale amount is $25.09:

\[
\frac{25.09}{1.00} = 25 \text{ (plus } 0.09) \quad \text{h} \quad 25 \times 0.06 = 1.50
\]

\[
\text{tax on } 0.09 = 0.00 \text{ (per table)}
\]

\[
\text{TOTAL TAX} = 1.50
\]

These explanations are easy to understand. The hard part is looking at your own tax card and figuring out:

- whether the nominal tax rate yields the correct tax in all cases;
- if not, whether your tax card is based on a ceiling table or on a repeating table; and
- where the ceiling or the repeating point is.

However, your local Triad system representative will be glad to help you figure out your tax table requirements.

**Deleting a Tax Code**

It’s never a good idea to delete a tax code unless you are absolutely certain that no transactions exist with that code. If you do delete a tax code that is connected with a transaction, then later try to delete that transaction, RDJ attempts to finalize the deletion but there is no tax code to update. So, a “Tax code not in file” message prints on the totals page of RDJ. Consequently, your tax reports will not balance.

But if you ever do need to delete a tax code that has a tax table, always display the tax table first (screen 2) and delete it by pressing <Delete> twice. Then display screen 1 and delete the tax code by pressing <Delete> twice.
Setting Up Terms Codes

If a customer charges a purchase, when is payment due? The agreement about the payment due date is called the “terms.” You extend certain terms to your charge customers.

You may extend different terms to different customers, or you may offer just one standard set of terms to all your charge customers. If you use several terms, you will go through this procedure several times, defining each set of terms separately. (You can define as many as 36 terms codes.) If you offer just one set of terms, you need to go through this procedure only once.

Perhaps you offer a discount if the customer pays before a certain date or within a certain number of days. This is called a terms discount. You’ll set up any terms discounts using this procedure, too. For example, 2% 10 net 30 is a fairly common set of terms; it means the entire invoice is due in 30 days, but you will give a two percent discount if the customer pays within 10 days. Terms discounts are supposed to encourage prompt payment, so you will sometimes hear them called “prompt payment discounts.”

Whenever a customer charges a purchase at point-of-sale, the Triad system automatically checks the terms you’ve extended to that customer, and calculates the date when payment will be due. If the customer’s terms include a terms discount, the Triad system automatically calculates the amount of the discount, too.

In this procedure, you will assign a code to each set of terms you offer and define each set of terms so the Triad system can assign due dates, calculate discount amounts, and determine when those discounts expire. You will define each set of terms, one at a time. (Later, you will assign the appropriate terms codes to your various customer accounts.)

What Some People Do:

Even if you offer only one set of terms now, you might want to plan ahead for differentiating later. Some Triad system users like to define the same set of terms several times, for their several kinds of customers. For example, you could define terms code 1 as net 30, and assign that terms code to all your retail accounts. And you could define terms code 2 as net 30, too—but assign terms code 2 to your commercial accounts only. Later, if you wanted, you could re-define terms code 2, so as to offer all your commercial accounts a different due date, or a terms discount, or whatever you want.
You could also run your statements (and most other reports) by terms code. You could run your statements in several batches, if you wanted; run statements for all customers with terms code 1 on the 10th of the month, and for all customers with terms code 2 on the 25th. Terms codes 1 and 2 could be different, if you want, or identical. It’s up to you.

**Days, Dates, and Monthly Sales**

The way you set up your terms codes will have a profound influence on your entire accounting system.

You can define your terms by days, by dates, or by monthly sales. “Net 30” is very different from “Net 30th.” What’s the difference?

**Terms By Days**

When you define terms by days—net 30 days, for example—invoices always fall due 30 days after the document date. A purchase made on the 25th of July falls due on the 24th of August.

This is the simplest way to set up your system and is ideal if your customers pay from their invoices, and don’t wait for their statements to see what they owe.

**Terms By Dates**

When you define terms by dates—net 10th, for example—you must also specify a monthly close date, say the 25th (that’s the date you cut off your charge business for the month and run statements). Your invoices always fall due on the first occurrence of the due date following the next monthly close.

So a purchase made on the 25th of July falls due on the 10th of August, because that’s the first 10th after the next close, the end of business on the 25th of July. (Note that this is 16 days after the invoice date.)

However, a purchase made on the 26th of July falls due on the 10th of September, because that’s the first 10th after the next close, on the 25th of August. (Note that this is 46 days after the invoice date.)

Can you set up some terms by days, and others by dates? Yes, you can. But be aware that you will be restricted by your due date when you run statements for accounts whose terms are set up by date.
The table below provides more information about the differences between days and dates.

<table>
<thead>
<tr>
<th>Days</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can run statements for any customer any time you want.</td>
<td>Your due date is not expected to change. You must close at least once every month, sometime between due dates. Proper procedures must be followed when your closing date changes from one month to the next.</td>
</tr>
<tr>
<td>Invoices will all fall due on different dates.</td>
<td>Invoices originating during a given period will all fall due on the same date.</td>
</tr>
<tr>
<td>It encourages a rapid, even cash flow.</td>
<td>Your cash flow will be slower and subject to surges around your due date.</td>
</tr>
<tr>
<td>Your aging bucket totals in MCR, RAG and RSM are not expected to shift consistently from one period to the next if your close date changes significantly from month to month.</td>
<td>Your aging bucket totals in MCR, RAG and RSM always shift consistently because date terms force you to close consistently.</td>
</tr>
<tr>
<td>However, if you choose to use the same closing date every month, the aged balances will shift consistently. Aged balances are always calculated in periods of one month for all terms codes.</td>
<td></td>
</tr>
<tr>
<td>Screen 2 in MCR will rarely (if ever) show dollar amount in the FUTURE period. All transactions are CURRENT, due (but not yet past due) and payable on the day that they are created.</td>
<td>“New” transactions are initially aged into the FUTURE period (due after the next close) and are then shifted into the CURRENT period when Report RAG is run at month end.</td>
</tr>
</tbody>
</table>
### Days

<table>
<thead>
<tr>
<th>Days</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the Finance Charges field in MCR is 2, 3, or 4 the past due periods are defined by your Due Days field which may not match the aged balance periods in screen 2 of MCR and on the RAG report.</td>
<td>If the Finance Charges field in MCR is 2, 3, or 4 the past due periods are the same as the Aged Balance periods in screen 2 of MCR. See the Setting Up Accounts, in section 2 for further information.</td>
</tr>
</tbody>
</table>

PER INVOICE will print as the DUE DATE on statements. The nature of the terms assume that the individual transactions are more important than the statement balance. Therefore, it is not the statement balance that is due and payable by a specific date, but each invoice that is due and payable on its own due date.

### Terms By Monthly Sales

These discounts are based on the customer’s monthly sales volume. You can enter up to five levels of terms discounts.

Here is an example of a term discount with three levels:

- give a 5% terms discount to customers with monthly purchases from $0 to $500
- give a 6% terms discount to customers with monthly purchases from $5000.01 to $700
- give a 7% terms discount to customers with monthly purchases from $700.01 or more

1. At any menu, type MTM and press <Enter>.

   *Multistore users only:* 
   There is no Store field on this screen. That’s because any terms code you enter can be used by any store—they’re not store-specific. If your various stores offer the same terms, you will repeat this procedure and enter a code for each store.
2. At Terms Code, type the code you will use to identify these particular terms, and press <Enter>. You can use one character, letter or number. Do not use a special character (such as a : or #).

3. Leave Description blank, and press <Enter> twice. The Triad system will automatically come up with a description of these terms later in this procedure. If you don’t like the Triad system’s description, you’ll get a chance later to change it.

4. If these terms include a discount based on monthly sales volume, enter the From and To amounts, and the Discount Percent. Then press <Enter>. You can begin your discount levels at any amount you chose. The To field must must be one cent less than the next level’s From field. For example:

   From 100 To 500 Allows 2.0
   From 500.01 To 900 Allows 5.0

   If you don’t offer volume discounts, enter zero in the From field and 999999.99 in the To field.

5. If these terms include a discount for prompt payment, type the percent at Discount Percent. Then press <Enter>. For example, if you offer 2 1/4 % discount if payment is received within 10 days, type 2.25. If you offer no terms discount, leave the Discount Percent field blank.

6. If the discount is good for a certain number of days, type the number at Discount Days. If it is good until a certain date, type the date at Discount Date. Then press <Enter>. For example, if the discount is good when payment is received within 10 days, type 10 at the Discount Days field. But if the discount is good until the 10th of the month, type 10 at the Discount Date field. If you filled in Discount Percent, you must fill in one (but not both) of these two fields.

   If your invoices fall due on a certain date, you can use the Discount Days or the Discount Date field to define how long discounts are valid. But if your invoices fall due in a certain number of days, you must define the discount validity by days, too (not by date)—so don’t use the Discount Date field. For example, you can define a set of terms as 2% 10 days net 25th, or 2% 10th net 25th, or 2% 10 days net 25 days. But you can’t define a set of terms as 2% 10th net 25 days.
7 If the net invoice amount is due within a certain number of days, type the number at Due Days. If it is due by a certain date, type the date at Due Date. Then press <Enter>.

This is an important distinction. Be sure you understand all the implications of what you’re doing (re-read Days and Dates on page 3-10 if you’re unsure.) For example, if invoices are due within 20 days, type 20 at the Due Days field. But if they are due on the first 20th after the next close, type 20 at the Due Date field. If they are due on the last day of the month, type EM for End of Month at the Due Date field.

You have to fill in one of these two fields (but not both).

8 If you used the Due Date field in step 6, at Closing Date, type the date you cut off activity each month for customers with these terms.

You can enter any date from 1 through 30. If you close on the last day of the month, type EM for End of Month. That way, the Triad system will always use the last day of the month as a closing date, whether it has 28, 29, 30 or 31 days.

While you are loading initial balances, use EM for all DATE terms. When you are ready to do the cleanup procedures, you will set DATE terms to your expected closing date.

9 Press <Add>.

These terms (and the Triad system’s description of them) are now identified by the code you assigned and have been filed in the Triad system’s memory. Note that two descriptions display on the screen. The one on the right side of the screen is a system-generated description and exists only as long as this screen is displayed. It isn’t stored anywhere in the Triad system but will be regenerated every time you display this screen in MTM.

If you like this description (it’s clear to you) then leave it. It will display at point-of-sale when sales clerks sell to customers with these terms, and it prints on customer invoices and customer statements. If you don’t like it, though, you can move to the Description field and type any description you would prefer; then press <Change>. This description is the one that will then be used by all other programs (although the system-generated one will continue to also be displayed on this screen). Note that you can’t have different descriptions for POS and RSM.

If you don’t want any description of terms to display or print anywhere else in the system, press <Clear Field> at the Description field and press <Change>. (The system-generated description will still show at the right side of the screen when
you display the terms in Function MTM, but it won’t print or
display anywhere else in the system.)

10
If you offer other terms as well,
press <Clear>. Return to step 2
to add the next terms code.
When you have added all the
terms codes the Triad system
will use, press <End>.

11
At the menu, type RTM and
press <Enter>. Then press
<Run>.

Check this report for obvious typing errors.

If you find you made an error, correct it on the MTM Screen.
Here’s how to make corrections:

- At any menu, type MTM and press <Enter>.
- At Terms Code, type the code you want to change, and press
  <Display>.
- Type over any errors, and press <Clear Field> if necessary.
- Press <Change>.
- Press <End>.
- Repeat step 10 and save the corrected report.

Keep your Report RTM handy. Later in the set-up process, you
may need to refer to it to find which code identifies which set
of terms.

Deleting a Terms
Code

Never delete a terms code that is assigned to any existing
account! In fact, it’s safest not to delete terms codes at all. But if
you must, always run a full RFR “CUSTOMER” report first,
with blank From and To, with the terms code you want to delete
in the Terms Code field, and Excl set to N. If no accounts print on
the report, you can delete the terms code by displaying it in
Function MTM and pressing <Delete> twice.

11
Go on to the section, “Setting
Up Salesperson Records.”

If you have Accounts Receivable 1, go to the section, “Setting
Up Your AR Control File Constants.”
Setting Up Salesperson Records
(Accounts Receivable 2 Only)

If you have Accounts Receivable 2, you can use the Triad system to track salesperson or clerk productivity. This is not mandatory, however—you don't have to set up any salesperson records at all. And if you choose to skip it for now, you could always come back and set them up later.

There are two ways you can use the Triad system to credit sales:

- You can credit each point-of-sale clerk with the sales he or she makes (regardless of who originally opened the customer account).

  or

- You can credit the salesperson who is assigned to the customer account (regardless of which POS clerk rings up the subsequent sales).

You can even set up your system so that sales to some accounts are tracked one way, and sales to other accounts are tracked the other way.

If you want to credit each point-of-sale clerk with the sales he or she makes, you will:

- Set up a salesperson record for each POS clerk.
- Cross-reference each POS clerk's salesperson record to his/her user record, using the Default Salesperson field in Function MUR. (Your manager should already have set up a user record for each POS clerk.)
- Later, when you get to the procedure called “Setting Up Accounts,” leave the Salesperson field in Function MCR blank.

If you want to credit the salesperson who originally opened the customer account, you will:

- Set up a salesperson record for each salesperson.
- Later, when you get to the procedure called “Setting Up Accounts,” type the code of the salesperson who opened the account in the Salesperson field in Function MCR.
- You must leave the MCT salesperson blank or assign a generic salesperson as the default.

No matter which method you use, though, you must start by setting up a salesperson record for each person whose productivity you want to track. Here's how:
1
At any menu, type **MSL** and press <Enter>. This is the Salesperson File Maintenance Screen.

*Multistore users only:*
There is no Store field on this screen. That’s because any salesperson record you enter can be accessed by any store—they’re not store-specific.

2
At Salesperson Number, type the code you will use to identify this salesperson or POS clerk. You can use two characters, letters or numbers. Most people like to use their salespeople's initials.

3
At Name, type this salesperson’s whole name. If this salesperson has a territory, you could describe it at Territory.

4
Press <Add>. This salesperson record is added to the Triad system’s memory. The blank fields at the bottom of the screen are where the Triad system will accumulate sales information for this salesperson.

5
Press <Clear>. Return to step 2 to add the next salesperson. When you have added a salesperson record for everyone who will be credited with sales, press <End>.
6
At the menu, type RSL and press <Enter>. Then press <Run>.

Check this report for obvious typing errors. (Ignore the sales history fields; they should all be zeroes.)

If you find you made an error, correct it on the MSL Screen. Here’s how to make corrections:

• At any menu, type MSL and press <Enter>.
• At Salesperson Number, type the code for the salesperson you want to change, and press <Display>.
• Type over any errors, and press <Clear Field> if necessary.
• Press <Change>.
• Press <End>.
• Repeat step 6 and save the corrected report.

7
If you will never credit POS clerks with the sales they make, you are done; skip the remaining steps. But if you will sometimes credit POS clerks with the sales they make, continue here with step 8.

In the following steps, you will cross-reference the salesperson records you just set up with the user records that should already exist for each POS clerk.

8
Press <End>, type MUR and press <Enter>.

Each POS clerk should already have a user record in the Triad system. Your user records should have been set up by the store manager or owner. User records can be entered and changed through Function MUR.

If you can’t get into Function MUR, it means you don’t have the security authorization to do the next step. Check with the person who set up your security system.

9
At User, type the name of the first clerk and press <Display>.

The user record for that clerk should display. (Users, clerk names, and SIGNON names are all the same thing and are all MUR records.)

If there is no user on file by that name, your user records may not be set up yet. The procedures for setting up user records are in your Security Guide.
Multistore users only:
User names are store specific. Joe at store 1 may (or may not) be the same physical person as Joe at store 2. Note the full names and the store field very carefully. Even if Joe is the same person at both stores, you might want to set up different salesperson records so you can accumulate store-specific sales history.

10
At Default Salesperson, type the code you assigned to this person in Function MSL at Salesperson Number.

You’re “tying together” the Salesperson record you set up earlier to the user record that’s already on file for this POS clerk. If you want to credit this POS clerk with the sales she makes, you have to tell the Triad system which Salesperson record the POS clerk’s sales should be kept in.

11
Press <Change>. Then press <Clear>. Repeat steps 9 - 11 for each POS clerk for whom you wish to track salesperson history.

If one of these POS clerks sells to a customer who has its own salesperson specifically assigned in MCR, the MCR salesperson will get credit for the sale.

12
Run Report RUS to verify the salesperson number assignments.

Here’s how:
• Press <End>.
• Type RUS and press <Enter>.
• Multistore users only: Press <Home>, then press <Clear Field>.
• Press <Run>.

13
If you find any errors on the Report RUS, repeat steps 9-12 to correct them. When you have verified that all the necessary user records and salesperson records are correctly “tied together,” press <End>. Go to the section, “Setting Up Your AR Control File Constants.”
Setting Up Your AR Control File Constants

In this procedure, you set up a “control file” that tells the Triad system how your Accounts Receivable system is to work. The control file tells the Triad system what finance charge structure to use, when to purge transaction detail, what to print on your statements, whether to compile a check register, which general ledger accounts to post to (AR 2 only), and what to assume about numerous other aspects of your system.

NOTE: The control file is a little different for AR 1 than for AR 2. The procedure for AR1 begins on this page; the procedure for AR 2 is the next section. Be sure to use the right procedure.

Multistore users only:
You must set up a control file for each store. You may set up the stores the same or different from each other. You don’t have to set them all up at the same time. Repeat this procedure once for each store.

Accounts Receivable 1 Users

1
Multistore users only:
At the main menu, make note of what’s entered in the Store: field. If you want to set up the AR Control File for a different store, you can:
• change this terminal’s lock-in store, or
• use another terminal that’s already locked-in to the store you want to set up now.

To change this terminal’s lock-in store:
• At any menu, type MTR and press <Enter>
• At the Lockin Store field, type the number of the store you want to set up.
• Press <Change>.
• Press <End>.

2
At any menu, type MCT and press <Enter>.

The AR Control File Maintenance Screen appears.
Multistore users only:
There is no Store field. The store you’re setting up now is the store to which this terminal is “locked-in.”

3
Fill in the Account Defaults fields with the responses that are correct for many or most of your accounts.

This will make it quicker and easier to load individual customer accounts later. The Triad system assumes the answers you fill in here apply to all your accounts unless you specifically state otherwise for particular accounts.

<table>
<thead>
<tr>
<th>Default</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Limit</td>
<td>Type the standard credit limit that applies to many or most of your charge accounts. (To indicate unlimited credit, type 99999.) The limit you type here becomes the default for the individual accounts you add later. You can make exceptions later for exceptional accounts. If you leave this field blank, it defaults to zero; the default credit limit for all the accounts you add later is zero, and you will have to change each one individually. Any credit limit you type here does not apply to accounts without charge privileges.</td>
</tr>
<tr>
<td>Tax Code</td>
<td>Type the code for the tax rate that applies to many or most of the transactions that take place at this store. You can indicate a different tax code for exceptional accounts later. You cannot leave this field blank.</td>
</tr>
<tr>
<td>Terms</td>
<td>Type the code for the terms you extend to many or most of your charge accounts. The code you type here becomes the default for the individual accounts you add later. You can make exceptions later for accounts that get different terms. You cannot leave this field blank.</td>
</tr>
</tbody>
</table>
If you don’t ever charge Finance Charges on any accounts, skip to step 5. But if you do charge Finance Charges, fill in the Finance Charges fields.

Finance charges can help you defray the costs of the credit you extend to your charge customers. If you want, you can exempt certain sensitive accounts from them.

These fields govern how your finance charges will be calculated.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 %</td>
<td>Type the monthly interest rate you charge on unpaid past-due balances. Note that this is a monthly rate. If you know your annual rate, but not your monthly rate, divide your annual rate by 12 to find the monthly rate. For example, an annual rate of 18% is the same as a monthly rate of 1.5%. If you charge two different interest rates, depending on the size of the account balance, type here the monthly rate that applies to balances between 0 and the rate breakpoint. For example, if you charge 1.5% on balances of $1000 or less, (and 1% on the amount exceeding $1000), you would type 1.5 here. In some states, you are required to reduce interest rates on balances exceeding a certain amount. Your accountant can advise you.</td>
</tr>
<tr>
<td>Level 2 %</td>
<td>If you charge two different interest rates, depending on the size of the account balance, type here the monthly rate that applies to balances exceeding the rate breakpoint. For example, if you charge 1% on balances exceeding $1000, you would type 1 here. For example, if the balance subject to finance charge is $1250.00, Level 1% is 1.5, Level 2% is 1.0 and Level 1 Cutoff is 1000, the finance charge would be calculated as follows: FC = (1000.00 x .015) + (250.00 x .01) If you charge just one interest rate regardless of the balance, leave this field blank.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>-----------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Min Amt</td>
<td>If you want your finance charges always to be at least a certain amount—most likely $1 or $2—type that amount here. Then if the Triad system calculates a finance charge at less than this amount, it will be rounded up to the amount you typed. If you want to charge the exact amount, regardless of how small it is, leave this field blank. Your state may have a law governing what you can charge. Check with your accountant.</td>
</tr>
<tr>
<td>Calc Meth</td>
<td>This field describes how the system calculates the balance subject to finance charge. If you want the balance subject to finance charge to be the adjusted balance of the account, leave the A here. The system will take the past due balance at the end of the billing cycle and subtract any payments and credits received during the billing cycle. If you want the balance subject to finance charge to be the previous balance, type P. The system will use the amount owed at the beginning of the current billing cycle. If you want the balance subject to finance charge to be the average daily balance including purchases, type I. The system will take the account’s beginning balance each day during the billing period, add any new purchases, and subtract any payments and credits. It will then divide the sum by the number of days in the billing cycle. If you want the balance subject to finance charge to be the average daily balance excluding purchases, type X. The system will take the account’s beginning balance each day during the billing period, and subtract any payments and credits. It will then divide the sum by the number of days in the billing cycle.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Lvl 1 Cutoff</td>
<td>If you charge a different monthly interest rate on account balances exceeding a certain amount, type the amount (cutoff) here. If you charge the same interest rate regardless of the account balance, type 0.</td>
</tr>
<tr>
<td>No Charge Amt</td>
<td>If you assess finance charges no matter what the balance subject to finance charge is, type zero here.</td>
</tr>
<tr>
<td></td>
<td>But if you don’t assess finance charges when the balance subject to finance charge is below a certain amount, type that amount here. For example, if you don’t assess a finance charge on an account with a balance subject to finance charge of less than $5.00, type 5 here.</td>
</tr>
<tr>
<td>Compound FC</td>
<td>If you want to compound finance charges (that is, add previous unpaid finance charges to the amount on which subsequent finance charges are calculated), leave the Y here. You should check with your accountant to make sure this is legal in your state.</td>
</tr>
<tr>
<td></td>
<td>If you don’t want to compound finance charges, type N.</td>
</tr>
<tr>
<td>Apply to FC</td>
<td>When applying unapplied payments to outstanding balances on all accounts, the Triad system needs to know in what order to pay finance charges and other balances. If you answered Y to Compound FC, type L in this field. Since the previous finance charge will be part of the current balance subject to finance charge, payments can be applied to them last.</td>
</tr>
<tr>
<td></td>
<td>But if you answered N to Compound FC, you need to tell the Triad system whether finance charges are to be paid first or last.</td>
</tr>
<tr>
<td></td>
<td>If payments received should be applied first to finance charges, and then to any other balances, leave the F. This yields a larger balance subject to finance charge.</td>
</tr>
<tr>
<td></td>
<td>But if payments received should be applied first to other balances, and last to finance charges, type L. This yields a smaller balance subject to finance charge.</td>
</tr>
</tbody>
</table>
Fill in the Miscellaneous fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Register</td>
<td>We suggest you leave the Y so you can print Report RCK at the end of each day. RCK is a list of all the checks and bankcards received at Point-of-Sale during the course of the day plus all the checks that had an ABA number assigned to them in the back office. Most banks accept Report RCK as a deposit document.</td>
</tr>
<tr>
<td>Print Store Name on Stmt</td>
<td>If your statement forms already have your store name printed on them, answer N. If your statement forms don’t have your store name printed on them, answer Y; now the information about your store from Function MSR will print at the top of your statements.</td>
</tr>
<tr>
<td>Print Prepaids on Stmt</td>
<td>If a charge customer makes a cash purchase, do you want the purchase with a reference of prepaid to print on the month-end statement? If so, leave the Y. If not, type N.</td>
</tr>
<tr>
<td>Print Due Date on Stmt</td>
<td>If you want to print the statement due date on customer statements, leave the Y. If you don’t want the due date to print (perhaps so that customers will assume payment is due immediately upon receipt of the statement), type N. This applies primarily to accounts with a terms code defined by dates. The date that prints on the statement will always be the next MTM close date. For accounts with a terms code defined by days, the due date on each invoice will vary, so those statements would just say “per invoice” instead of a particular date.</td>
</tr>
</tbody>
</table>
### Field Description

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply Credits</td>
<td>Determines how unapplied credits are applied to balance forward accounts.</td>
</tr>
<tr>
<td>B</td>
<td>Apply to oldest balance first</td>
</tr>
<tr>
<td>D</td>
<td>Apply based on due date&lt;br&gt;The unapplied credit document will be applied to the proper aging bucket based on the due date of the document. Any credit balance will be applied to the next most current bucket</td>
</tr>
</tbody>
</table>

**Multisystem users:**<br>The host and satellites must use the same option for all stores in the multisystem network.

---

### 6

If you want to print dunning messages on statements that have overdue balances, type them in the appropriate blanks under Statement Dunning Messages.

You can type different messages, depending on how long past due the balance is. If an account has several overdue balances, the message that applies to the most overdue balance is the one that prints.

There may be certain sensitive accounts on whose statement you never want to print a dunning message, even if payment is overdue. Later you can specially mark those accounts so that they are exempt from dunning messages (by typing an X in the Print Statements field in Function MCR).

---

### 7

Press `<Change>`.

The screen says the record has been changed.

You can come back to this screen anytime you wish to change your Accounts Receivable setup for this store.

**Single store users only:**<br>You are done. You may skip the remaining steps and go to the section, “Setting Up Accounts.”

**Multistore users only:**<br>You may wish to press `<Print>`. You can refer to the printed copy of this screen as a guide when you set up the next store.
8

*Multistore users only:*
If there is another store you wish to set up now, press <End>. Change the lock-in store for this terminal (use Function MTR), and repeat steps 1 through 8 for each store you are setting up now.

**Accounts Receivable 2 Users**

1 At any menu, type MCT and press <Enter>. The first AR Control File Maintenance Screen appears. This is the first of three MCT Screens.

*Multistore users only:*
At the Store field, type the number of the store you’re setting up now, and press <Display>.

2 Fill in the five Account Defaults fields with the responses that are correct for many or most of your accounts. This will make it quicker and easier to load individual customer accounts later. The Triad system will assume the answers you fill in here apply to all your accounts unless you specifically state otherwise for particular accounts.
Default | Description
--- | ---
Bal Method | Balance Method. Determines how customer account balances are stored, purged, aged and brought forward from one period to the next. With the Triad system, you can use any of three balance methods:
- **Balance Forward (B)**
- **Revolving Charge (R)**
- **Open Item (O)**

Type the code for the kind of account you have most of.

**B** – Balance Forward. Customer payments are applied to the account balance as a whole, not against individual transactions. The entire present balance falls due each period. On statements, only those transactions that have taken place since the last statement print; the detail of any previous transactions is purged monthly and “compressed” as a balance brought forward (hence the name). The Triad system ages past-due balances according to how long past-due they are: 1-30 days, 31-60 days, 61 to 90 days, and over 90 days past due.

**R** – Revolving Charge. Customer payments are applied to the account balance as a whole, not against individual transactions. However, only a certain percentage, or a specific dollar amount, plus any amount the running balance exceeds the credit limit falls due each period, not the entire balance. Previous unpaid minimums may be subject to late charges.

On statements, only those transactions that have taken place since the last statement print; the detail of any previous transactions is purged monthly and “compressed” as a balance brought forward. Aged balance will print on the RAG report, but the normal aged balances (1-30, 31-60, etc.) are not stored in the customer record.
<table>
<thead>
<tr>
<th>Default</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bal Method</td>
<td>O – Open Item. Customer payments are applied to specific transactions, not against the account balance as a whole. The entire present balance falls due each period. On statements, all open invoices print, as well as any credits applied to them. Transaction detail is not purged until the transaction is fully paid. The Triad system ages past-due invoices according to how long past-due they are: 1-30 days, 31-60 days, 61 to 90 days, and over 90 days past due.</td>
</tr>
</tbody>
</table>
| Credit Limit  | Type the standard credit limit that applies to many or most of your charge accounts. (To indicate unlimited credit, type 99999.) The limit you type here becomes the default for the individual accounts you add later. You can make exceptions later for exceptional accounts.  
If you leave this field blank, it defaults to zero; the default credit limit for all the accounts you add later will be zero, and you will have to change each one individually. Any credit limit you type here will not apply to accounts without charge privileges. |
| Tax Code      | Type the code for the tax rate that applies to many or most of the transactions that take place at this store. You can indicate a different tax code for exceptional accounts later.  
You cannot leave this field blank. |
| Terms         | Type the code for the terms you extend to many or most of your charge accounts. The code you type here becomes the default for the individual accounts you will add later. You can make exceptions later for accounts that get different terms.  
You cannot leave this field blank. |
If you have no Revolving Charge accounts, skip to step 4.
But if you do have Revolving Charge accounts, fill in the five Revolving Charge fields.

These fields govern how your monthly minimum payments and late charges will be calculated.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Round Amt</td>
<td>When the Triad system calculates the minimum due, it checks here to see how much to round up. For example, if the Triad system calculated a payment of $14.10 for an account, but this field said $1, the minimum amount due would be rounded up to the next dollar, to $15. Note that the Triad system always rounds up, never down. If you want to use rounding, type the round amount here. If you want to charge the exact amount due without rounding, leave this field blank.</td>
</tr>
<tr>
<td>Min Due</td>
<td>If you want your minimum monthly payments always to be at least a certain amount—most likely $10 or $15—type that amount here. Of course, if the entire account balance is less than the amount you type here, the Triad system charges only that account balance. If you want to charge the exact amount yielded by the minimum percent calculation, regardless of how small it is, leave this field blank.</td>
</tr>
<tr>
<td>Min %</td>
<td>If you want the required minimum payment to be a percent of the account balance, type the percent here.</td>
</tr>
</tbody>
</table>
### Field Description

**Late Fee**

If you will charge late fees on unpaid minimum amounts, type the amount in dollars and cents. (Incidentally, late fees are called late charges elsewhere in the system. Different term, same thing.) The late fee is always the same amount, regardless of how large or how late the unpaid minimum is.

Late fees are posted to the account by the same report that calculates and posts finance charges (RAG Options FXC). You decide what you want to do for each customer individually—you can assess both late fees and finance charges, or neither late fees nor finance charges.

Late fees are treated exactly like finance charges for compounding finance charge and apply to finance charge options.

If you don’t charge late fees, leave this field blank.

**No Late Fee Amt**

If someone paid only a portion of their minimum payment last month and the remaining amount is below some trivial amount, are you willing to skip the late fee? For example, if an account paid only $13.00 instead of $15.00, are you willing to waive the late fee?

If so, type the amount below which you don’t charge late fees.

If you charge late fees on unpaid minimums, no matter how small they are, leave this field blank.
Finance charges can help you defray the costs of the credit you extend to your charge customers. Triad strongly recommends that if you don’t already charge finance charges, you start now. If you want, you can still exempt certain sensitive accounts from them.

These fields govern how your finance charges will be calculated.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 %</td>
<td>Type the monthly interest rate you charge on unpaid past-due balances. Note that this is a monthly rate. If you know your annual rate, but not your monthly rate, divide your annual rate by 12 to find the monthly rate. For example, an annual rate of 18% is the same as a monthly rate of 1.5%. If you charge two different interest rates, depending on the size of the account balance, type here the monthly rate that applies to balances between 0 and the rate breakpoint. For example, if you charge 1.5% on balances of $1000 or less, (and 1% on the amount exceeding $1000), type 1.5 here. In some states, you are required to reduce interest rates on balances exceeding a certain amount. Your accountant can advise you.</td>
</tr>
<tr>
<td>Lvl 1 Cutoff</td>
<td>If you charge a different monthly interest rate on account balances exceeding a certain amount, type the amount (cutoff) here. If you charge the same interest rate regardless of the account balance, type 0.</td>
</tr>
</tbody>
</table>
### Field Description

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>
| Level 2 %     | If you charge two different interest rates, depending on the size of the account balance, type here the monthly rate that applies to balances exceeding the rate breakpoint. For example, if you charge 1% on balances exceeding $1000, type 1 here.  
For example, if the balance subject to finance charge is $1250.00, Level 1% is 1.5, Level 2% is 1.0 and Level 1 Cutoff is 1000, the finance charge is calculated as follows.  
Fin. Chrg. = (1000.00 x .015) + (250.00 x .01)  
If you charge just one interest rate regardless of the balance, leave this field blank. |
| No Charge Amt | If you assess finance charges no matter what the balance subject to finance charge is, type zero here.  
But if you don’t assess finance charges when the balance subject to finance charge is below a certain amount, type that amount here. For example, if you don’t assess a finance charge on an account with a balance subject to finance charge of less than $5.00, type 5 here. |
| Min Amt       | If you want your finance charges always to be at least a certain amount—most likely $1 or $2—type that amount here. Then if the Triad system calculates a finance charge at less than this amount, it will be rounded up to the amount you typed.  
If you want to charge the exact amount, regardless of how small it is, leave this field blank.  
Your state may have a law governing what you can charge. Check with your accountant. |
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compound FC</td>
<td>If you want to compound finance charges (that is, add previous unpaid finance charges to the amount on which subsequent finance charges are calculated), leave the Y here. You should check with your accountant to make sure this is legal in your state. If you don’t want to compound finance charges, type N.</td>
</tr>
<tr>
<td>Calc Method</td>
<td>This field describes how the system calculates the balance subject to finance charge. If you want the balance subject to finance charge to be the adjusted balance of the account, leave the A here. The system will take the past due balance at the end of the billing cycle and subtract any payments and credits received during the billing cycle. If you want the balance subject to finance charge to be the previous balance, type P. The system will use the amount owed at the beginning of the current billing cycle. If you want the balance subject to finance charge to be the average daily balance including purchases, type I. The system will take the account’s beginning balance each day during the billing period, add any new purchases, and subtract any payments and credits. It will then divide the sum by the number of days in the billing cycle. If you want the balance subject to finance charge to be the average daily balance excluding purchases, type X. The system will take the account’s beginning balance each day during the billing period, and subtract any payments and credits. It will then divide the sum by the number of days in the billing cycle.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Apply to FC  | When applying unapplied payments to outstanding balances on all accounts, the Triad system needs to know in what order to pay finance charges and other balances.  
If you answered Y to Compound FC, type L in this field. Since the previous finance charge will be part of the current balance subject to finance charge, payments can be applied to them last.  
But if you answered N to Compound FC, you need to tell the Triad system whether finance charges are to be paid first or last.  
If payments received should be applied first to finance charges, and then to any other balances, leave the F. This yields a larger balance subject to finance charge.  
But if payments received should be applied first to other balances, and last to finance charges, type L. This yields a smaller balance subject to finance charge. |
| Serv Chrg    | If you want your finance charges to be called finance charges when they print on your customer statements, leave the N.  
But if you prefer that your finance charges be called service charges when they print on your customer statements, type Y instead. There may be legal reasons you should call them one or the other. Check with your accountant. |
If you are not yet using the Triad General Ledger programs, skip to step 7. But if you are using Triad General Ledger and want to use the passoff categories shown, type Y at Automated Pass-off To General Ledger.

If you answer Y, the Triad system automatically generates general journal transactions for your General Ledger accounts at the end of each day when you run Report RDJ, Option F. The Triad system generates a single entry by transaction store number for each account you see here.

Every Report RDJ, Option F, generates its own set of general ledger entries. RDJ reports that finalize more than one store’s transactions will generate multiple sets of entries using the appropriate MCT account numbers. Later you can review the journal transactions, edit them if necessary, and post them to the Ledger, using the usual General Ledger procedures.

If you are not yet using the Triad General Ledger programs (but you intend to eventually), leave the N here for now. Later, when you are comfortable with the General Ledger programs, you can come back to these fields and activate the Pass-Off feature. (Just do steps 5 and 6; then press <Change>. From then on, your daily journal figures will be posted automatically to the appropriate General Ledger accounts.)

Type the correct account and sub-account number for each account listed, just as they are set up in your Triad General Ledger chart of accounts.

If you use Pass-Off, you must enter an account number for each account you see on the screen, except Returns. Each number must be different; you can’t use the same number for both Taxable Merchandise and Non-Taxable Merchandise, for example.

The Returns field is a special case. If you track credits and returns separately, you should enter the appropriate account number here. But if you account for credits and returns by adjusting the appropriate sales accounts instead, leave the Returns field blank.

If you need to print a list of General Ledger account numbers to work from:

- Press <End>, type MPS and press <Enter>.
- Type the number of the printer you will use and press <Display>.
- At Printer Status, type N and press <Change>.
- Press <End>, type RGGC and press <Enter>.
- Type the number of the printer you will use and press <Enter>.
- At STARTING ACCOUNT, press <Next Item> twice.
- Press <Enter> to move through the remaining fields.
- At ITEM NUMBER TO CHANGE, press <Enter>.
• When the report has finished printing, press <End>, type MPS and press <Enter>.

• Type the number of the printer you used and press <Display>.

• At Printer Status, type S and press <Change>.

*Multistore users only:
If you have set up separate General Ledger accounts for your various stores, use the appropriate account numbers for the store you’re setting up now. If you use the same General Ledger accounts for all your stores, you can use the same account numbers each time you set up this screen for a store.

If you have set up multiple directories for your General Ledger accounts, be aware that the Pass-Off feature can post only into your regular directory’s accounts.

7
Under Past Due Periods Kept After Purge, type the number of months you want to keep transaction detail after it has printed on statements for Balance Forward and for Open Item accounts.

Every month you’ll purge your transaction files to consolidate past-due and/or transaction detail that is no longer needed. This is an essential step, but you do get to decide how long to keep transaction detail. When you purge transaction detail, the totals for the various individual transactions are compressed into just one summary total brought forward each month. Current and future transactions are never purged.

(In this context, “detail” means the totals for an individual transaction; it doesn’t mean details about actual line items on the transaction.)

We strongly suggest (for the sake of disk space in your Triad system) that you leave the defaults of zero in these fields. But you can keep transaction detail for a longer period if you think you need to. The chart below shows you which options are available for the different account types.

<table>
<thead>
<tr>
<th>Account Type</th>
<th>Options Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revolving Charge</td>
<td>There are no control settings available for revolving charge accounts. Transaction detail for these accounts is purged similar to a B account using a setting of 0 in the Past Due Periods Kept After Purge field. (See Balance Forward below.)</td>
</tr>
</tbody>
</table>
Account Type Options Available

Open Item Detail is always retained until the transaction has been fully paid and applied.

0 – Purges every fully-paid item and its applied payments whose document dates are before the purge date.

1 – Purges every fully-paid item and its applied payments whose document dates are more than one month before the purge date.

8

Fill in the Statements fields to indicate what should print on your customer statements.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Store Name</td>
<td>If your statement forms already have your store name printed on them, answer N. If your statement forms don’t have your store name printed on them, answer Y; now the information about your store from Function MSR will print at the top of your statements.</td>
</tr>
<tr>
<td>Print Prepaids</td>
<td>If a charge customer makes a cash purchase, do you want the purchase with a reference of prepaid to print on the month-end statement? If so, leave the Y. If not, type N.</td>
</tr>
<tr>
<td>Print Due Date</td>
<td>If you want to print the due date on customer statements, leave the Y. If you don’t want the due date to print (perhaps so that customers will assume payment is due immediately upon receipt of the statement), type N. This applies primarily to accounts with a terms code defined by dates. The date that prints on the statement will always be the next MTM close date. For accounts with a terms code defined by days, the due date on each invoice will vary, so those statements would just say “per invoice” instead of a particular date.</td>
</tr>
</tbody>
</table>
9
At Check Register, leave the Y. Then press <Enter>.

We suggest you leave Y at Check Register so you can print Report RCK at the end of each day. RCK is a list of the checks and bank cards received in the back office (with ABA number) and at point-of-sale during the course of the day. Most banks accept it as a deposit document.

*Multistore users only:*
Press <Print>. You can refer to the printed copy of the screen when you set up the next store.

10
Type B or D at Apply Credit, then press <Change>.

Determines how unapplied credits are applied to balance forward accounts.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Apply to oldest balance first</td>
</tr>
</tbody>
</table>
| D    | Apply based on due date  
The unapplied credit document will be applied to the proper aging bucket based on the due date of the document. Any credit balance will be applied to the next most current bucket. |

*Multisystem users:*
The host and satellites must use the same option for all stores in the multisystem network.

11
Press <Home>, type 2 and press <Enter>.

The second MCT screen displays.

12
If you want to print dunning messages on statements that have overdue balances, type them in the appropriate blanks on this screen.

You can type different messages, depending on how long past due the balance is. If an account has several overdue balances, the message that applies to the most overdue balance is the one that prints.

Balances for Revolving Charge accounts aren’t aged, but you can enter dunning messages for Revolving Charge accounts with past due minimum payments (at PAST DUE), or that have exceeded their credit limit (at OVER LIMIT).

There may be certain sensitive accounts on whose statement you never want to print a dunning message, even if payment is overdue. Later, you can specially mark those accounts so that
they are exempt from dunning messages (by putting an X in the Print Statements field in Function MCR).

13
Press <Change>.

The screen says the record has been changed.

You can come back to this screen anytime you wish to change your dunning messages.

*Multistore users only:*
You may wish to press <Print>. You can refer to the printed copy of this screen as a guide when you set up the next store.

14
Press <Home>, type 3 and press <Enter>.

The third MCT screen displays.

15
If you want to change the headings for the statement aging buckets, type them in the appropriate blanks on this screen.

You can enter up to 12 characters (letters or numbers) for each heading.

16
Press <Change>.

The screen says the record has been changed.

You can come back to this screen anytime you wish to change your statement headings.

*Single store users only:*
You are done. You may skip the remaining steps and go on to the section, “Setting Up Accounts.”

*Multistore users only:*
You may wish to press <Print>. You can refer to the printed copy of this screen as a guide when you set up the next store.

17
*Multistore users only:*
If there is another store you must set up now, press <Home>, type 1 and press <Enter>.
18
Type the number of the next store, and press <Display>.

19
Repeat steps 2 through 15 for each store you are setting up now.
Setting Up Accounts

This procedure tells you how to load the basic information about each account using Function MCR (Customer / Job File Maintenance). The basic information you will load (name, address, credit limit, whether charge privileges are allowed, and so on) could be thought of as “static” information, because it generally remains more or less unchanged over the life of the account.

Loading Existing Accounts

If you are involved in the initial loading process, this is the procedure used to add each existing account. When you have loaded all this “static” information for each account, you can begin using point-of-sale to post all new sales.

During the initial loading process, when you’re loading existing accounts, you have for each account not only “static” information; you also have some very “dynamic” information: its account balance. So after you finish this procedure, you’ll have to load those account balances. The procedure for that (Loading Existing Balances) follows this one.

When you’ve finished loading existing accounts and balances, you have until your closing date to ensure that all CURRENT transactions for this statement have been posted through Contractor POS or back-office procedures. There usually isn’t any problem completing this within one month. At that point your Triad system will be caught up to “real time.” (If you think you might not be able to complete the procedures within one month, contact your Triad Education Representative for advice.)

It’s also important not to get too far ahead. You have to complete the very last step or the loading procedure before any transactions for the next statement are entered into the Triad system.

The Last Step/First Close

During those quiet hours between periods—after the close of POS and back-office activity on the night of your monthly close date but before the start of activity on the first day of your next period—you will complete the last step of the Setting Up Accounts section. The procedure is similar to the end of year procedures and gives you a clean start with your new AR system. After that point, the figures in the Triad system will be reconcilable.
Adding New Accounts

If you are adding a brand new account, this procedure is all you need to do. At the end of this procedure, you can begin selling to the account at point-of-sale.

Accounts for Cash Customers?

It’s quite possible to set up accounts for customers who are not allowed to charge. This means you can offer special pricing levels to selected cash customers, and track their purchase history.

For example, you probably sell to most of your cash customers at Retail. But suppose there is a certain customer whom you would like to offer List price, or a certain Matrix price (POS II users only). You would just set up an account for her, and indicate in the Std Sell Price field what price she’s entitled to. From then on, that’s the price that automatically displays for that customer at point-of-sale. She still doesn’t have charge privileges, though. She’s still a cash customer, unless and until you decide to extend charge privileges to her.

Here’s another example, for those who have the Special Order/Open Quote package. Suppose you wanted to create an open quote for a cash customer. Just set up an account, and mark the open quote field Y. Then you could create an open quote for this account—even though the customer doesn’t have charge privileges.

Multistore users only:

Accounts are system-wide. The Triad system will automatically note at which store an account was opened, but any account record can be displayed in any store, and the customer will be able to make purchases in any store who’s Cross Store Charge Allowed? flag is set to Y (in the second screen of MIV).

The Cross Store Charge Allowed? field affects what “other” customers (those whose accounts weren’t opened in your store) can do at your store. If this field is answered N, other customers can’t charge or even make “cash” purchases at your store. However, “your” customers may be able to charge at another store (if the other store’s Cross Store Charge Allowed? field is Y).

If you want to print separate statements or track a customer’s purchase history separately in separate stores, you should create separate accounts (with different account numbers or jobs) for the customer in the various stores.
Assign an account number to each of your accounts, if you haven’t already. You can use up to six digits; all numbers, no letters. You don’t need to assign account numbers in any particular order, since you’ll be able to look up accounts by name as well as by number.

Avoid using 99997, 99998 and 99999. These customer numbers are used by the audio tutorial database.

**Multistore users only:**
You may wish to reserve different series of numbers for accounts opened in different stores. It will still be possible to display any account in any store, but the account number could be a quick tip-off concerning where the account was opened.

**Contractor users only:**
If a customer wants you to keep separate accounts for his various projects, you can assign job account numbers as well as account numbers. A job account is a separate sub-account associated with a particular customer. For example, you may assign account number 66666 to Hayward Construction Company—and then assign job number 1 to Hayward Construction’s Hilltop Park project; job number 2 to their Valley View Homes project; and so on.

You can use up to 3 digits for job accounts, numbers only. Don’t use 999; that’s reserved by the system for deleted job accounts. It’s okay to duplicate job numbers for different customer accounts; that is, customer account 66667 can have job accounts 1, 2, 3 and so on—even though customer account 66666 already has its own job accounts using the same numbers.

**What’s So Great About Job Accounts?**

The main advantage of job accounts is that they give you more billing flexibility and separate purchase histories. You can choose whether to:

- print separate statements for the main customer account and for each individual job associated with it;
- or print just one consolidated statement for the main customer account and for all the jobs associated with it;
- or print both. You can print separate statements, and a consolidated statement as a summary. (This option is available only when there are 400 jobs or less.)

Even if you’re not a contractor user, you can set up more than one account per customer, if you want to keep separate accounts for some reason. But the Triad system will regard them all as separate accounts. You won’t be able to print a consolidated statement.
2 At any menu, type MCR and press <Enter>. This is the Customer/Job File Maintenance Screen.

3 At Cust No, type the number you will use to identify this customer, and press <Enter>. If this is a job account, type the job number too, at the Job No. field. You have to add the basic customer account before you can add the job accounts that will be associated with it.

4 At Name, type the name by which this account will be known, and press <Enter>. If this is a job account, just type the name by which this job will be known—it will automatically have the master customer account’s name, too.

5 If this customer has charge privileges and you have Accounts Receivable 2, at Bal Method type the code for the balance method to use for this account. If this account does not have charge privileges, or if you have Accounts Receivable 1, use code B in this field. If you have Accounts Receivable 1, all your accounts use the Balance Forward (B) balance method.

If you have Accounts Receivable 2, you have a choice of three balance methods. Each method is explained in the table below.

If this account does not have charge privileges, it will never have a balance, so any of the three codes can be used at the Bal Method field. However, it is recommended that you use code B.

You set the default code for this field when you set up your Control File, in the section, “Setting Up Your AR Control File Constants.”
<table>
<thead>
<tr>
<th>Balance Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B Balance Forward</td>
<td>Customer payments are applied to the account balance as a whole, not against individual transactions. The entire present balance falls due each period. On statements, only those transactions that have taken place since the last statement print; the detail of any previous transactions is purged monthly and “compressed” as a balance brought forward (hence the name). The Triad system ages past-due balances according to how long past-due they are: 1-30 days, 31-60 days, 61 to 90 days, and over 90 days past due.</td>
</tr>
<tr>
<td>O Open Item</td>
<td>Customer payments are applied to specific transactions, not against the account balance as a whole. The entire present balance falls due each period. On statements, all open invoices print, as well as any credits applied to them. Transaction detail is not purged until the transaction is fully paid. The Triad system ages past-due invoices according to how long past-due they are: 1-30 days, 31-60 days, 61 to 90 days, and over 90 days past due.</td>
</tr>
<tr>
<td>R Revolving Charge</td>
<td>Customer payments are applied to the account balance as a whole, not against individual transactions. However, only a certain percentage, or a specific dollar amount, plus any amount the running balance exceeds the credit limit falls due each period, not the entire balance. Previous unpaid minimums may be subject to late charges. On statements, only those transactions that have taken place since the last statement print; the detail of any previous transactions is purged monthly and “compressed” as a balance brought forward. Aged balance will print on the RAG report, but the normal aged balances (1-30, 31-60, etc.) are not stored in the customer record.</td>
</tr>
</tbody>
</table>
At Sort Name, type the name you will use to look up this customer and print reports. When sales clerks sell to this customer, they need to look up the account. Since customers usually don’t know their account numbers, your clerks need to able to look up your customers by name. Your clerks will use the Sort Names to find the correct account. Use the Sort Name field to tell the Triad system where to file this account.

If you leave the Sort Name field blank, the Triad system will automatically use the first ten characters of the name you typed at the Name field. For example, if you typed Harry Nelson at the Name field, the Triad system would use HARRYNELS as a sort name, unless you entered something else in the Sort Name field. The Triad system would file this account with the H’s.

You’d probably prefer to file this account with the N’s. For accounts that are for individuals, Triad system recommends that you use the first six letters of the customer’s last name and first two letters of the customer’s first name, leaving no spaces. Example: NELSONHA.

For business accounts, however, you should probably take a different approach. Where would you file HARRY NELSON PLUMBING? You could assign a Sort Name of NELSONPL. Or NELSONHP. Or whatever will make sense to you and the sales clerks.

Some important general guidelines:

- Don’t use blanks or non-alphanumeric characters in sort names. They often sort strangely on reports, so they’re hard to find. And some programs ignore characters that come after a blank.

- Avoid using the same sort name for more than one account. The system will allow this, but it’s harder to identify which account you want. You might accidentally post a transaction to the wrong account.

- Use a single digit number as the prefix of the sort name for special customers (for example, layaway customers or employees). This makes it easy to exclude these accounts on reports—they will appear before the first customer sort name that starts with an A.

Multistore users only:

If you wish to differentiate between accounts opened at different stores, you may wish to code your Sort Names by store. For example, the first character of all Sort Names for accounts opened in Store 1 could be 1; for accounts opened in Store 2, the first character of the Sort Name could be 2—and
so on. This would make it much easier for your POS clerks to find the correct account.

7
At Address, City, State, Zip Code and Country, type this customer’s address as you want it to print on invoices, mailing labels and statements.

Any line you leave blank here will be blank on invoices, mailing labels and statements for this customer.

8
If invoices for this account should be sent to another account for payment, type that other account number at Bill to Cust.

For example, if you’re adding a new customer 1002, but this customer’s bills should be sent to a central billing office, which already has account number 1001, type 1001 at the Bill to Cust field.

Any account number you type at the Bill to Cust field must exist already in the Triad system.

9
If this customer has a resale license, type its number at Resale Code.

10
If you want, you can code this account for reporting purposes by typing a code at Account Codes.

You can use any combination of letters and numbers in any of the four code positions. The position is significant; that is, _AM_ is different from A_M_. It’s up to you to remember what your codes mean; they’re not stored or defined anywhere in the Triad system.

You can use these codes to include or exclude accounts when you print accounts receivable or sales analysis reports.

11
At Phone Number and Contact, type the phone number and name of the person you deal with for this account.

You can leave the Contact field blank, if it’s the same as the account Name.
12
If there is anything sales clerks should know when selling to this customer, type it at Cred Msg.

This message will display at point-of-sale. You may wish to type the names of the people who are authorized to charge on this account, or a reminder that purchase orders are required for purchases over a certain dollar amount, or a reminder that a signature is required on the invoice. Remember, customers may catch a glimpse of this message.

13
If this customer has charge privileges, type the account Credit Limit.

You set this default credit limit when you set up your Control File in Function MCT.

For unlimited credit, type 999999.

If charges will not be permitted, it doesn't matter what number is here. There is another field that controls whether charges are allowed.

14
If this customer is entitled to a trade discount, type the percent at Trade Disc %.

A trade discount is a way of rewarding certain customers for trading with you. At the end of each sale to this customer, the Triad system automatically deducts this percent from the subtotal of discountable items. Then it calculates tax.

To give a five percent trade discount, for example, type 5.

For more detailed information about discounts, see the section, “Two Kinds of Discounts,” that follows.

Two Kinds of Discounts

You can set up an account so that the Triad system will automatically calculate on each sale a trade discount, a terms discount, neither, or both.

The discount that the system actually calculates may be slightly different than the percentage you enter here because of the way certain inventory line items are discounted. Both types of discounts are controlled this way by the information entered in the third screen of MIV.

Trade Discounts are governed by the Trade Disc % field. Any percent you type is automatically calculated at the end of any sale, and deducted immediately from the amount the customer pays. You can use trade discounts to fine-tune the price you offer any customer. For example, to sell to a customer at 10% off retail, you would type 10 in the Trade Disc % field, and R for retail in the Std Sell Price field (coming up). You can give trade discounts even to customers who aren’t allowed to charge.
Terms Discounts are governed by the Terms Code field (coming up). For example, if a customer’s terms are 2% 10 net 30, the 2% discount that’s valid if payment is received in 10 days is the terms discount. The Triad system automatically calculates the amount of the discount at the time of sale. When you receive payment, you can decide whether to allow the discount or not. Terms discounts are only for accounts with charge privileges.

15

If this is a Revolving Charge account, but the monthly minimums or percentages you set up in Function MCT don’t apply to this account, type this account’s minimum monthly payment at Monthly Payment. If the minimums and percentages you set up in Function MCT do apply to this account, just leave this field blank.

16

At Terms Code, type the code that identifies the payment terms this customer is entitled to. The Terms Code is important because it determines when invoices fall due. Suppose you assign a terms code of 1 to this account, and your terms code 1 has been defined as Net 30. That means invoices to this customer are due in 30 days.

The Terms Code may also determine what Terms Discount is allowed. (A Terms Discount is a way of rewarding charge customers for prompt payment.) Suppose you assign a terms code of 1 to this account, and your terms code 1 has been defined as 2% 10 net 30. At the end of each sale to this customer, the Triad system automatically calculates a 2% discount which would apply if the customer pays within 10 days. At the time you receive payment, you can choose whether to allow this discount.

If this customer does not have charge privileges, it doesn’t matter what code is here, as long as it doesn’t include a terms discount. (If the code included a terms discount, and if Give Immediate Discount in Function MIV is Y, you would be automatically giving a cash discount on every sale to this customer.)

You defined the codes for the terms you offer using Function MTM. You can print a list of those terms codes and their meanings using Report RTM, or you can view them using Function MTM.

You set this default using Function MCT when you set up your Control File.
For more detailed information about discounts, please see “Two Kinds of Discounts,” above.

17
Leave Tax Code blank, unless it differs from the default you set in Function MCT.

If you leave this field blank, the default tax code you set in Function MCT will apply to sales to this account. But if the tax rate for this account is different than the default you set in Function MCT, type the code for the sales tax rate that applies to this account.

If this account is non-taxable, or if you don’t collect sales tax in your state, you could indicate this in either of two ways:

1. If you need to track non-taxable sales: Type the code you are using for non-taxable accounts and mark the Taxable field (coming up) with an N. Sales to this account will be tracked in that code’s MTX record. No tax will be calculated or charged.

   or

2. If you have no special reporting or tracking needs: Leave this field blank, and mark the Taxable field (coming up) with an N. Sales to this account will be tracked in the default code’s MTX record, under “Non-Taxable Sales.” No tax will be calculated or charged.

You defined the codes for the tax rates you collect using Function MTX. You can print a list of those tax codes and their meanings using Report RTX, or you can view them using Function MTX.

You set this default using Function MCT when you set up your Control File.

18
If a particular salesperson or clerk is to be credited with all sales to this account, type that person’s code at Salesperson. Otherwise, leave Salesperson blank.

If you type a salesperson code here, that’s who will always be credited with sales to this account (unless the clerk types in another salesperson code at POS).

If you leave this field blank, and if you have cross-referenced your user records with your salesperson records, then the clerk who rings up any sale to this account will be credited for that sale. For more details on how this works, please see “Setting Up Salesperson Records.”

You can print a list of your salesperson codes using Report RSL, or you can view them using Function MSL.
19
If this customer has charge privileges, leave the Y at Charge Allowed. Otherwise, type N.

If Charge Allowed says N, purchases cannot be charged to this account. There will be no Charge field for the sales clerk to use at POS. The customer will have to pay by cash, check or bankcard.

If in the future you need to revoke or extend charge privileges for this account, this is the only field you have to change.

Note that there is another option (Option T) available for use by interstore transfer customers only. It allows transfer documents to be processed without having to tender an amount at POS. See the Transfers Manual for more information.

20
If checks are acceptable from this customer, leave the Y at Check Allowed. Otherwise, type N.

If Check Allowed says N, there will be no Check field for the sales clerk to use at POS. The buyer will have to charge the purchase or pay by cash or bankcard.

21
If this buyer may be given a cash refund in the case of a credit or return, leave the N at Credit AR Only. Otherwise, type Y.

If this buyer does not have charge privileges, you should leave the N, since there will be no accounts receivable balance to be credited, in the case of a credit or return.

22
If a purchase order is not required for sales to this customer, leave the N at P.O. Required. Otherwise, type Y.

If you type Y, the sales clerk will have to type the customer’s purchase order number before beginning any sale to this customer.
If you wish to print a monthly statement for this account, leave the Y at Print Stmts. Otherwise, type N.

If this customer does not have charge privileges, there’s no need to print a monthly statement. Type N.

If you wish to print statements, but without any dunning messages, type X. (Dunning messages are reminder messages that print on statements with past-due balances. You can make them as nice or as nasty as you like. You already entered them on screen 2 of Function MCT.) If you have any especially sensitive accounts, you may not wish to print dunning messages, even if they have past-due balances that would otherwise warrant it.

Multistore users only:
Your store number is at St Acct Opened. The constants in Function MCT for this store will govern this account. If you want the constants from a different store to govern this account, type that store’s number instead.

The Cross Store Charge Allowed? field affects what “other” customers (those whose account wasn’t opened in your store) can do at your store. If this field is answered N, other customers can’t charge or even make “cash” purchases at your store. However, “your” customers may be able to charge at another store (if the other store’s Cross Store Charge Allowed? field is Y).

Multistore users only:
The departmental sales are also broken down by store in the third MCR Screen so you can track the sales for Department 1 in Store 1 and for Department 1 in Store 2. Report RSA also has a Store field so you can run the report by store.

If you are adding a brand new customer or if you are changing the Dept. Sales Hist. field after loading the existing balances for an existing customer, you must also use Function MOI to add and then immediately delete a $0.01 invoice. This will establish the Department NN that is
used in screen three of MCR to track back-office activity for this store. You must make sure that you don’t have an inventory department named NN in MDE. If you do, it will cause back-office activity to be combined with the point-of-sale activity generated from Department NN.

26
If this account is subject to sales tax, leave the Y at Taxable. If not, type N.

Clerks can override this tax status at point-of-sale by typing a T in the Quantity field, if necessary.

27
Is this account subject to finance charges or late charges? If so, on what balance? Type the appropriate code at Finance Charges.

Finance charges can be assessed on past due balances for any account balance method. Late charges can be assessed on revolving charge accounts only. Choose the appropriate code from the lists below:

For Balance Forward (B) and Open Item (O) accounts:

- If Calc Meth is A (in MCT)
  
  Y – This account is subject to finance charges on any past due balance.

  2 – This account is subject to finance charges on balances in the second past-due bucket or older (31 to 60 days past due).

  3 – This account is subject to finance charges on balances in the third past-due bucket (61 to 90 days past due).

  4 – This account is subject to finance charges on balances in the fourth past-due bucket (over 90 days past due).

  N – This account is not subject to any finance charges.
• If Calc Meth is P, I or X (in MCT)
  Y, 2– This account is subject to finance charges on any past
due balance. (Its balance subject to finance charges
will be determined using the calculation method
chosen in MCT.)
  N – This account is not subject to any finance charges.

For Revolving Charge (R) accounts:
F – This account is subject to finance charges, but not late
charges.
L – This account is subject to late charges, but not finance
charges.
Y – This account is subject to both finance charges and late
charges.
N – This account is not subject to finance charges nor to late
charges.

If this customer doesn’t have charge privileges, it doesn’t
matter what’s in this field.

28

At Std Sell Price, type the code for the price this customer is
titled to.

This is the price that displays for this customer at point-of-
sale. The clerk, however, can override it when necessary. For
most customers, you would probably use Retail Price (R).

This is the most important field for accounts without charge
privileges. The primary reason for having such accounts is to
automate any special pricing level you offer to such customers.
This is the field that governs this customer’s pricing level.

<table>
<thead>
<tr>
<th>If Selling Price Is...</th>
<th>Sell Merchandise to this customer at...</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Average Cost</td>
</tr>
<tr>
<td>C</td>
<td>Replacement Cost</td>
</tr>
<tr>
<td>L</td>
<td>List Price</td>
</tr>
<tr>
<td>R</td>
<td>Retail Price</td>
</tr>
</tbody>
</table>
| Q                      | Retail Price and do not allow quantity
  breaks                                 |
| 1, 2, 3, 4, or 5       | Specified matrix price (POS II users
  only) Items without a matrix price
  will be sold at Retail price.        |
**29**
If this is not an interstore transfer customer, leave the N at Transfer Store. This field is used only for interstore transfer customers. For regular charge customers this field must be N. Several other codes are available for transfer customers—see the Transfers Manual for more information.

**30**
If you have Contractor POS or the Special Order/Open Quote package, continue with step 31. If you don’t, skip to step 35.

**31**
If prices for individual line items should not print on orders for this customer, leave the N at Price Pick Ticket. If they should print, type Y. A pick ticket is a printed document from Contractor POS that is not a sale. For example, an estimate or bid. The different types of documents do work differently and there are additional options available from Contractor POS. (The Option N is the default that displays.) See the Manager's POS Procedures Manual for more information about the options and differences between document types.

In general, the order total will always print (unless the clerk specifically suppresses it at POS). The sales clerk can override whatever you type here. This field does not apply to special orders.

The cursor skips the next field, *Job Accts Open. That field is significant only for Contractor POS users; when you display a customer account, it tells you whether any job accounts are associated with that customer account.

If you have the Special Order/Open Quote package, but not Contractor POS, skip to step 33.

**32**
If this is a customer account with associated job accounts, at Stmts by Job, type the code that indicates how statements are to print. If there are no job accounts associated with this customer account, or if this is a job account, just leave the S.
### Setting Up Accounts

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td><strong>Consolidate</strong>&lt;br&gt;Print just one consolidated statement covering the main customer account and all jobs associated with it.</td>
</tr>
<tr>
<td>S</td>
<td><strong>Separate</strong>&lt;br&gt;Print a separate statement for the customer account and for each job account associated with it.</td>
</tr>
<tr>
<td>B</td>
<td><strong>Both</strong>&lt;br&gt;Print a consolidated statement for all accounts, and print a separate statement for each account. (This option is available only when there are 400 jobs or less.)</td>
</tr>
</tbody>
</table>

#### 33

*Multistore users only:*
If this is a job account, the constants in Function MCT for this store will govern this account. If you want the constants from a different store to govern this account, type that store’s number instead at *Job Std Store.*

#### 34

If open quotes are not permitted for this account, leave the N at *Open Quote.* If they are permitted, type Y.

You make an account eligible for an open quote by answering its *Open Quote field* Y. An open quote is a custom price list, which can be created through point-of-sale for any eligible account. Then, until the expiration date of the open quote, the Triad system automatically uses that account’s custom prices during any sale, order, or estimate for that account.

**Open Quotes for Customer and Job Accounts**

If a customer account has an open quote, do job accounts associated with that customer account also get the open quote prices?

That depends on two things: whether the job account is eligible for an open quote, and whether the job account has an open quote of its own.
Suppose you have a Customer Account 100, and its associated Job account 1:

- If there is an open quote for Job 1, the prices from Job 1’s open quote will be used automatically at point-of-sale whenever selling to Job 1.

  or

- if the "Open Quote field for Job 1 says Y, and
- if there exists no open quote for Job 1, and
- if the associated customer account 100 has an open quote, then prices from customer 100’s open quote will automatically be used at point-of-sale whenever selling to Job 1.

In other words, an open quote for a customer account also applies to any associated job account that is eligible for an open quote but which doesn’t have one of its own.

35
Press <Add>.

A message appears that this account has been added.

If you made a mistake in any of the fields (except the Date Acct Opened field), just type over the field you want to change and then press <Change>.

Note that the system date is in the Date Acct Opened field. If you want to change this date
- Press <Home>, type 2, then press <Enter>.
- Press <Tab>, then down arrow or <Next Line> to reach the date field.
- Type the desired date in the field and press <Change>.

At any time, you can come back to this account record and change any field on this screen except:

- Cust No (Please see “Changing a Customer Number,” in section 5, instead.)
- Job No (You can’t change job numbers.)
- Bal Method (Please see “Changing an Account’s Balance Method,” in section 5, before you change this field.)
- Terms Code (Please see “Changing an Account’s Terms,” in section 5, before you change this field.)

Use the Expanded Credit Message section to list the names of people authorized to charge their purchases.
If this is a new account, you are done. You can now sell to this account at Contractor POS. Be sure that only new transactions are entered from Contractor POS.

If this is an existing account (and you are in the initial loading process), you are ready to add the next account. Press `<Clear>` and repeat steps 3 through 35.

When you have added all your existing accounts, you are ready to load their present balances. Go on to “Loading Existing Balances.”
Loading Existing Balances

When you have finished loading all the static information related to a customer or job account, you’re ready to load the present account balances. This procedure has two parts.

- loading the balances for each account (steps 1 through 18)
- checking and correcting your work (steps 19 through 26)

Read Me!

Remember one important rule while you’re loading balances. Make sure all new transactions are posted through the point-of-sale programs only. (New transactions are sales, credits, and receipts on account that were created after your most recent close. In other words, they are the transactions that are not included in the aged balances you will be loading in this section.) That way, you can keep those new transactions separate from the old transactions you will load in the procedure that follows. No one should use Function ROA until you have finished this procedure.

All new transactions and aged balances must be accounted for or the Triad system won’t be able to produce accurate statements for this first period. If all of this month’s documents are created from POS or Contractor POS, then everything should be accurate on your first Triad system statements.

The loading process is expected to be completed within one “month” (the time between one close and the next close). If you need more information, contact your Triad Education Representative for help.

Questions You May Have About Loading Balances

Do I need to worry about accounting for all of these historical dollars later on?

No. Your previous accounting procedures will provide detailed information for this month and the prior months in this fiscal year. The Triad system will take on that responsibility after you have completed setting up your Triad AR system. Besides, the POS activity that takes place at the same time you are completing this loading process will mix with your loading activity; it’s unavoidable with some reports.
The “cleanup” procedures at the end of this section clear out both POS and loading activity so that all year-to-date (YTD) amounts start accumulating after the Triad AR system is operational. During the cleanup phase, you will have the option of leaving these amounts in the last year (LYR) field (where LYR fields are available) or completely clearing both the YTD and LYR fields.

If I have all the information, why not just enter every invoice and payment?

That would work just fine, but there are several reasons why we do not recommend that you do this.

- It takes too long. The procedures in this section are designed to make things as easy and quick as possible. Things work out best if you can finish loading aged balances and back-post any of this month’s back-office activity before you close and run this month’s statements.

- It’s not necessary for accurate agings and statements. Presumably, all the dollars you are loading have already appeared on a statement of some kind. Except for open item accounts, your customer won’t be seeing those documents again. (He/she will see any balances but not the detail.) The payback for re-entering all the details is minimal. Besides, these procedures are meant to establish customer balances, not track account activity.

- The customer’s balance method makes a big difference. Revolving charge (R) accounts don’t need any details about an invoice after it appears on the customer’s statement the first time. The dollars you are loading here never appear as anything but a lump sum after that. Aged balances are not kept either, so breaking the account balance into monthly totals is not necessary. One document is all you ever need.

Balance forward (B) accounts are purged every month. This consolidates an entire month’s worth of documents into one transaction just like the ones you will be adding for each aging period. So why take the time to enter lots of details that the system will eventually be purging? Your previous accounting system is expected to supply the detailed information on those activities. If you don’t need aged balances, just use the revolving charge procedures. One transaction does it all!

Open item (O) accounts are a little different. You will probably load each customer’s balance invoice for invoice. For some customers (but probably very few) you may choose to do the same type of consolidating as you did for the revolving charge and balance forward account. The time you save now by consolidating the totals will be negated when the customer wants to pay by invoice. Then you have to figure out which “lump” sum contains the invoice in question. Putting the “real” invoice number’s in the Reference field of each lump sum helps a lot.
What about tax? Don’t I need to load those amounts separately?

No, you don’t. With all balance methods you probably won’t bother to split tax amounts from sales amounts. Again, the detail just isn’t necessary. Besides, when you are loading balances, you probably don’t know (or care) which dollars are tax and which are for sales. However, which field you load them into does matter, and it depends on which balance method you are using.

For balance forward and revolving charge accounts: Load the entire amount in the most convenient field, Taxable Merchandise. This will save keystrokes because neither tax nor terms discounts are automatically calculated on the adjustment type documents you will be adding. You can type them in if you want—just be sure each document’s total is correct.

For open item accounts: If you decide to combine tax and sales amounts together, load the amount in the Non-taxable Merchandise field. This will keep the Triad system from automatically calculating the tax amount on the invoice you add. If you decide to enter the tax and sales amount separately, load the appropriate amounts in the Taxable and Non-taxable Merchandise fields. You can also designate items as labor, freight and non-merchandise if you want and the Triad system will calculate the tax for you. Remember that it’s the invoice total that’s most important. You can type in the exact tax amount yourself before the invoice is added or change it after the fact, whichever is easiest for you.

But, what about discounts?

Trade discounts will already be acknowledged in your aged balances, so they’re no problem.

The way you handle terms discounts varies with the balance method used. If there are terms discounts associated with the aged balances you are loading, they would normally expire before the end of this month when you run statements. Receiving payments and taking discounts (that were not loaded) won’t be an issue for revolving charge and balance forward accounts. You can type them in if you want; they never affect the transaction total or the statement balance. They do affect the statement discounts if the amounts aren’t expired; the amounts on these transactions will be expired.

For open item accounts, because you use invoice type documents instead of adjustments, the Triad system will automatically calculate a terms discount based on each customer’s terms code. The amount that is calculated might not exactly match the original invoice, but this will probably be an expired amount so it really doesn’t matter. You can either type the exact amount (as shown on the original invoice) or change the amount the Triad system calculates after the fact.
Do I need to add finance charges separately?

Only if you set up Function MCT to not compound finance charges. You will have to enter the amount as an F type document so that the Triad system will know that it is a finance charge. Only the Finance Chrg field needs a dollar amount filled in, but if you know the balance that was used to calculate the finance charge you can type it in the Bal Subj Chrg field if you like (but it’s not required).

Loading the Balances:

1
Get your most recent statements or ledger cards.

You will work from the information you have about your most recent monthly close.

2
At any menu, type MOI and press <Enter>.

This is the Open Item File Maintenance Screen.

*Multistore users only:*

Enter the appropriate store number in the Store field.

3
Type the customer account number at Cust# and press <Enter>. Type Job# if applicable. Press <Enter> again.

This account’s name, balance method, and terms display.

If your don’t know the customer number, press <Disc> and follow the prompts on the screen.

4
If this is a Balance Forward (B) account, continue here with step 5. If this is a Revolving Charge (R) account, skip to step 10. If this is an Open Item (O) account, skip to step 14.

The procedure varies slightly, depending on what balance method the account uses.
5
If you are loading a balance, type A at Document Type. If you are loading a finance charge, type F. Then press enter.

You enter all your present balances as document type A (as adjustments). For debit balances (amounts that are owed to you), those will be positive adjustments. For credit balances, enter negative adjustments.

If you’ve been tracking finance charges separately, you can enter them separately, too, using document type F. If Compound FC is answered N (in MCT), the finance charge amount must be added as document type F.

6
Balance Forward accounts:
At Merchandise in the TAXABLE column, type the full amount of the oldest aging period including tax.

If this is a credit balance (you owe the customer this money), type a minus sign in front of the amount. (Use a dash for the minus sign.)

If this account is already aged, you may have several balances of different ages. Type the amount of the oldest balance. You will add the other aged balances in a moment.

7
Press <Tab> twice. At Doc Date, type the appropriate month according to the Aging Table at right.

The Triad system will automatically calculate an appropriate Due Date for this aged amount.

If you are using Date Terms:

Leave the day and, in most cases, the year from the system date that defaults as the document date on the screen. The Due Date (when the transaction becomes past due) has more of an impact on the account aging than the Document Date (when the transaction took place) does.

If you are using Days Terms:

• If the Due Days is close to 30 days, leave the day and, in most cases, the year from the system date that defaults as the document date on the screen. The Due Date (when the transaction becomes past due) has more of an impact on the account aging than the Document Date (when the transaction took place) does.

• If the Due Days is not close to 30 days, make sure that each aged balance falls due close to your Purge date. See the Monthly Close section to determine a Purge date for Days Terms.
Aging Table

Dollars aged as CURRENT were created during month #______.
Dollars aged as 1 - 30 were created during month #______.
Dollars aged as 31 - 60 were created during month #______.
Dollars aged as 61- 90 were created during month #______.
Dollars aged as OVER 90 were created during month #______.

8
Press <Add>.

9
If you have another aged balance to load for this account, press <Clear> and return to step 6. If you are ready to go on to the next account, press <Clear> twice and return to step 5.

10
Revolving Charge Accounts:
If you are loading a balance, type A at Document Type. If you are loading a finance charge, type F. Then press enter.

You enter all your present balances as document type A (as adjustments). For debit balances (amounts that are owed to you), those will be positive adjustments. For credit balances, you’ll enter negative adjustments.

If you’ve been tracking finance charges separately, you can enter them separately, too, using document type F. If Compound FC is answered N (in MCT), the finance charge amount must be added as document type F.

11
At Merchandise in the TAXABLE column, type the present whole balance.

If this is a credit balance (you owe the customer this money), type a minus sign in front of the amount. (Use a dash for the minus sign.)

12
Press <Tab> twice. At Doc Date, type the date of your most recent monthly close.
13
Press <Add>. Press <Clear> twice, and return to step 5 for the next account.

14
Open Item Accounts:
If you are loading a balance, type I at Document Type. If you are loading a finance charge, type F. Then press <Enter>.

You enter all your present balances as document type I (as invoices). For debit balances (amounts that are owed to you), those will be positive invoices. For credit balances, you’ll use document type C with a positive amount.

If you’ve been tracking finance charges separately, you can enter them separately, too, using document type F. If Compound FC is answered N (in MCT), the finance charge amount must be added as document type F.

15
For the first open item (unpaid invoice or unapplied credit), enter the amount as follows.

- If you don’t know the exact amounts for tax and merchandise, enter the entire amount as Non-taxable Merchandise.

- If you do know the exact amounts for tax and merchandise, enter them as Merchandise and Tax.

16
Press <Tab>. At Document #, type the number that identifies this invoice or credit.

17
Press <Tab>. At Doc Date, type the date of this invoice or credit.
18
Repeat steps 14 through 18 for each open item on this account.
When you have added all open items for this account, press <Clear> twice and return to step 5 for the next account.

Checking Your Work

19
At any menu, type RAG and press <Enter>. If necessary, type the number of the printer you will use.

20
At Select Options, type C.

21
At Print Options, type E.

22
Leave Update Options blank. This should be the same as the close date on the statements or ledger cards you are loading from.
At Closing Date, type the date of your most recent monthly close.

23
At Items To Include, type D. This excludes new transactions from the report.

24
If you want to restrict the range of this report, fill in any From and To fields and Codes and Exclusion fields you wish. Then press <Run>. 

Check the report. Pay particular attention to the amounts and the aging.

The amounts will be aged as of your last close date. The report should exactly match the aging report you loaded from. There should not be any amounts in the FUTURE period (unless you have Days Terms that are extremely long; greater than 31 days).

Revolving charge accounts will print aged balances on this report. (In fact, this is the only place you will ever see aged balances for these accounts.) Since only one transaction was loaded, just check that the account balance is in the CURRENT period.

If you find a mistake, change it as follows:

- At any menu, type MOI and press <Enter>.
- Type the customer account number at Cust# and press <Enter>. Type Job# if applicable. Press <Enter> again.
- At Document #, type the number of the incorrect entry (refer to the RAG Report) and press <Display>.
- Type over the incorrect information.
- When all is correct, press <Change>.

Rerun Report RAG until the total balances and aging of all dollars are verified as correct.
The Last Step

Now that all customers and aged balances are loaded and all transactions for this month are accounted for on the Triad system, your AR system is caught up to “real time.” If you have not yet reached your closing date for this month, congratulations! You can end this period tonight (by doing the procedures in this section) and run your first Triad system statements tomorrow. Or you can wait until your normal close date and do these procedures then.

If the loading procedures took a little longer than expected and you’ve gone past your normal close date, that’s okay too, as long as you haven’t reached the last day of the calendar month. However, if you are still loading customers or balances, or if you are still backposting this month’s documents on the last day of the calendar month, contact your Triad Education Representative. Do not continue with the procedures in this section without help from Triad.

The tax, sales history, and salesperson figures accumulating in the Triad system get distorted by the transactions added during the loading process. At the end of the loading process, you must reset those figures to zero. After you complete this procedure, the figures that accumulate in the Triad system will be reconcilable.

Read Me!!

It is extremely important that both of the following conditions be met before starting the steps below.

- Your AR system must be caught up to your close date. That is, no dollars can be missing from the past, nor can there be dollars from the future already on file.
- Your AR system must be “quiet” during these steps because the RSA and RFR reports are updated immediately when transactions are created or deleted. Therefore, if there are any future transactions already on file or if there is any transaction activity during the running of the two reports, that activity will be lost.

1

If you keep departmental sales history for any accounts:

Press <End>, type RSA and press <Enter>. Decide which departmental sales history you want to reset to zero. (It’s best to reset PTD, YTD and LYR. At a minimum reset PTD and YTD.) Fill in the Options field accordingly. Then press <Run>.

Setting Up 14
3-70 The Last Step 14
10750686
If you don’t keep departmental sales history for any accounts, skip to step 2. But if you answered Y at the Dept Sales Hist field in Function MCR for any account, you should do this step.

The customer sales and cost history fields appear on the third screen of Function MCR for each designated account. They accumulate history by department for PTD (period-to-date), YTD (year-to-date) and LYR (last year). At present, these fields are inaccurate, due to the loading process.

Multistore users only:
The Store field refers to the store where the department is located, not the store where the account was opened. Therefore, you must either run one report for each store or run one report with a blank store field.

You can reset any or all of the history fields to zero by running this report with various options.

To reset PTD only:
• At the Options field, type PT
  (Your YTD figures are still inaccurate—and next year, your LYR figures will be inaccurate. This may not matter to you.)

To reset PTD and YTD:
• At the Options field, type YT
  (Your LYR figures are still inaccurate. This may not matter to you.)

To reset PTD, YTD and LYR:
• At the Options field, type YT
• Run this report exactly the same way twice. The first run will move the figures into LYR. The second run will clear LYR as well.

2
Press <End>, type RFR and press <Enter>. Decide which customer sales history fields you want to reset to zero. Fill in Flex Report Name and Options accordingly. Then press <Run>.

It’s best to reset PTD, YTD and LYR. At a minimum reset PTD and YTD.

The customer sales, cost and gross profit history fields appear on the second screen of Function MCR for each account. They accumulate history for PTD (period-to-date), YTD (year-to-date) and LYR (last year). At present, these fields are inaccurate, due to the loading process.
Multistore users only:
The Store field refers to the store where the transaction took place, not the store where the account was opened. Therefore it can not be used to clear stores separately. If you want to clear each store separately, you must use the appropriate From/To ranges or Exclusion Codes that “define” each store.

You can reset any or all of the history fields to zero by running this report with various options.

To reset PTD only:
- At the Flex Report Name field, type PTDROLL
- At the Options field, type PT
  (Your YTD figures are still inaccurate—and next year, your LYR figures will be inaccurate. This may not matter to you.)

To reset PTD and YTD:
- At the Flex Report Name field, type YTDROLL.
- At the Options field, type YT.
  (Your LYR figures are still inaccurate. This may not matter to you.)

To reset PTD, YTD and LYR:
- At Flex Report Name, type YTDROLL.
- At Options, type YT.
- Run this report exactly the same way twice. The first run will move the figures into LYR. The second run will clear LYR as well.

3
At any menu, type RDJ and press <Enter>.

Multistore users only:
Press <Home>. At Store press <Clear Field> to blank out the field. You’ll run this report for transactions from all stores.

If necessary, type the number of the printer you will use.
4
At Options, type F. Then press <Run>.

Since you’ve been using the back-office functions (MOI and ROA) only to load present balances, those are probably the only transactions that will be finalized by this report. However, today's POS transactions may be finalized by this report, if they haven’t already been finalized by the daily Report RDJ for today.

Report RDJ also updates the tax and salesperson files. All transactions must be finalized before the tax and salesperson files are reset to zero by the next steps.

5
At any menu, type RTX and press <Enter>. At Options, type Y. Then press <Run>.

This is the initiation screen for the Tax Information Report. After this, you’ll use Option Y only at the end of your fiscal year.

When the report finishes printing, your tax records for period-to-date and year-to-date have been reset to zero. The information accumulated there will be accurate from now on.

6
If you set up salesperson records and certain salespeople are credited with all sales to certain accounts.

Press <End>, type RSL and press <Enter>. Decide which salesperson history periods you want to reset to zero. Fill in the Options field accordingly. Then press <Run>.

If you didn’t set up salesperson records, you can skip this step.

At present, the PTD, YTD and LYR fields in the salesperson records (Function MSL) are inaccurate, due to the loading process.

You can reset any or all of them to zero by running this report with various options.

To reset PTD only:
- At the Options field, type PT
  (Your YTD figures will then be inaccurate—and next year, your LYR figures will be inaccurate. This may not matter to you.)
To reset PTD and YTD:

- At the Options field, type YT.

  (Your LYR figures will then be inaccurate. This may not matter to you.)

To reset PTD, YTD and LYR:

- At the Options field, type YT.
- Run this report exactly the same way twice. The first run will move the figures into LYR. The second run will clear LYR as well.

When the report finishes printing, your salesperson records have been reset to zero. The information accumulated there will be accurate from now on.

7

Dates Terms accounts only:
At any menu, type MTM and press <Enter>. Type today’s date in all Closing Date fields. You have completed the entire Accounts Receivable loading process. Your AR system is now fully operational.

Congratulations!
You should now continue with the normal monthly close procedures explained in The Monthly Close section.

During the loading process, EM was entered as the closing date. This needs to be replaced by the actual last day of the period, which is your closing date (at least for this month).
Customizing Your AR System

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What Prints on Statements 4-2

What Happens at POS 4-3

Discounts 4-5

Finance Charges, Service Charges, Late Charges 4-6

Revolving Charge Accounts 4-7

Miscellaneous 4-8
In This Section

It’s okay to change your mind about the decisions you made when you set up your Accounts Receivable system. In most cases, you will just change the field that controls the attribute you want to change.

The charts in this section will help you find the field that controls the change you want to make. They also tell you what’s affected by your change: a single account, all accounts in this store, all accounts in all stores, a single transaction, or all future transactions, and so on.

If you have questions about the choices that are open to you, refer back to the procedures for “Setting Up Tax Codes,” “Setting Up Terms Codes,” “Setting Up Salesperson Records,” “Setting Up Your AR Control File Constants,” and “Setting Up Accounts.” These procedures are all in the section, Setting Up Your AR System.
## What Prints on Statements

<table>
<thead>
<tr>
<th>This Attribute …</th>
<th>Is Governed By This Function/Field…</th>
<th>Changes Affect…</th>
</tr>
</thead>
<tbody>
<tr>
<td>print store name, address and phone number on your statements</td>
<td><strong>MCT</strong> Print Store Name?</td>
<td>all accounts whose MCR Store Acct Opened field matches this store</td>
</tr>
<tr>
<td>the store name, address and phone number that print on your statements</td>
<td><strong>MSR</strong> Store Name, Address Lines, Phone #</td>
<td>all accounts whose MCT Store Acct Opened field matches this store. Affects all invoices, checks, and purchase orders, too.</td>
</tr>
<tr>
<td>print pre-paid purchases on charge customer statements</td>
<td><strong>MCT</strong> Print Prepaids?</td>
<td>all accounts on RSM reports run by terminals locked-in to this store</td>
</tr>
<tr>
<td>print due dates on statements</td>
<td><strong>MCT</strong> Print Due Dates?</td>
<td>all accounts whose Store Acct Opened field matches this store</td>
</tr>
<tr>
<td>the dunning messages that print for accounts with past-due or over-limit balances</td>
<td><strong>MCT</strong> Statement Dunning Messages fields</td>
<td>all accounts (except those with X in MCR Print Stmts) on RSM reports run by terminals locked-in to this store</td>
</tr>
<tr>
<td>the message that prints at the top of statements</td>
<td><strong>RSM</strong> Stmt Message</td>
<td>all accounts included in this statement run</td>
</tr>
<tr>
<td>print a statement for an account</td>
<td><strong>MCR</strong> Print Stmts</td>
<td>this account only</td>
</tr>
<tr>
<td>print dunning messages for an account</td>
<td><strong>MCR</strong> Print Stmts</td>
<td>this account only</td>
</tr>
<tr>
<td>print separate statements for each job account</td>
<td><strong>MCR</strong> *Stmts by Job</td>
<td>this customer only</td>
</tr>
<tr>
<td>suppress terms discount even for accounts with small current balances</td>
<td><strong>RSM</strong> Disc Cutoff</td>
<td>all statements included in this statement run</td>
</tr>
<tr>
<td>print YTD finance charge information</td>
<td><strong>RSM</strong> Option Y</td>
<td>all accounts included in this statement run</td>
</tr>
</tbody>
</table>
## What Happens at POS

<table>
<thead>
<tr>
<th>This Attribute …</th>
<th>Is Governed By This Function/Field…</th>
<th>Changes Affect…</th>
</tr>
</thead>
<tbody>
<tr>
<td>the clerk or salesperson who receives credit for sales to an account</td>
<td>MCR Salesperson&lt;br&gt;POS Clerk&lt;br&gt;MCT Salesperson</td>
<td>it all depends…&lt;br&gt;please see “Setting Up Salesperson Records,” in section 3.</td>
</tr>
<tr>
<td>an account’s credit limit</td>
<td>MCR&lt;br&gt;Credit Limit</td>
<td>this account only</td>
</tr>
<tr>
<td>cut off charge privileges for an account</td>
<td>MCR&lt;br&gt;Charge Allowed?</td>
<td>this account only</td>
</tr>
<tr>
<td>raise/reduce an account’s credit limit</td>
<td>MCR&lt;br&gt;Credit Limit</td>
<td>this account only</td>
</tr>
<tr>
<td>refuse to accept checks on an account</td>
<td>MCR&lt;br&gt;Check Allowed?</td>
<td>this account only</td>
</tr>
<tr>
<td>require clerks to enter a purchase order number at POS</td>
<td>MCR&lt;br&gt;P.O. Required?</td>
<td>this account only</td>
</tr>
<tr>
<td>collect/not collect taxes for an account</td>
<td>MCR&lt;br&gt;Taxable?</td>
<td>this account only</td>
</tr>
<tr>
<td>change the price an account is entitled to</td>
<td>MCR&lt;br&gt;Std Sell Price</td>
<td>this account only</td>
</tr>
<tr>
<td>permit an open quote for an account</td>
<td>MCR&lt;br&gt;“Open Quote”</td>
<td>this account only</td>
</tr>
<tr>
<td>permit cash refunds on credits/returns</td>
<td>MCR&lt;br&gt;Credit A/R Only</td>
<td>this account only</td>
</tr>
<tr>
<td>change the credit message about an account that appears at POS</td>
<td>MCR&lt;br&gt;Cred Msg</td>
<td>this account only</td>
</tr>
<tr>
<td>This Attribute …</td>
<td>Is Governed By This Function/Field…</td>
<td>Changes Affect…</td>
</tr>
<tr>
<td>------------------</td>
<td>-------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>the due dates of transactions for an account</td>
<td>MTM MCR Terms Code</td>
<td>all future transactions for this account. To change due date of an existing transaction, see Changing a Transaction, in section 7.</td>
</tr>
</tbody>
</table>
## Discounts

<table>
<thead>
<tr>
<th>This Attribute …</th>
<th>Is Governed By This Function/Field…</th>
<th>Changes Affect…</th>
</tr>
</thead>
<tbody>
<tr>
<td>the discount percent for a set of terms</td>
<td>MTM Discount Percent</td>
<td>all accounts with this terms code, but not the transactions currently on file with this terms code. See Changing Terms, in section 6.</td>
</tr>
<tr>
<td>change an account’s trade discount</td>
<td>MCR Trade Disc %</td>
<td>this account only</td>
</tr>
<tr>
<td>suppress terms discounts for accounts with small balances</td>
<td>RSM Disc Cutoff</td>
<td>all accounts included in this statement run</td>
</tr>
<tr>
<td>suppress terms discounts for accounts with past due balances</td>
<td>RSM Option X</td>
<td>all accounts included in this statement run</td>
</tr>
</tbody>
</table>
## Finance Charges, Service Charges, Late Charges

<table>
<thead>
<tr>
<th>This Attribute ...</th>
<th>Is Governed By This Function/Field...</th>
<th>Changes Affect...</th>
</tr>
</thead>
<tbody>
<tr>
<td>the lowest revolving charge account unpaid current minimum on which no late fee is charged</td>
<td>MCT No Late Fee Amt</td>
<td>all revolving charge accounts</td>
</tr>
<tr>
<td>whether an account is subject to finance charges</td>
<td>MCR Finance Charges</td>
<td>this account only</td>
</tr>
<tr>
<td>the interest rate for finance charges</td>
<td>MCT Level 1% and Level 2 %</td>
<td>all accounts</td>
</tr>
<tr>
<td>different interest rates for balances of different amounts</td>
<td>MCT Level 1% MCT Lvl 1 Cutoff MCT Level 2%</td>
<td>all accounts</td>
</tr>
<tr>
<td>waive finance charges on small balances</td>
<td>MCT No Chg Amt</td>
<td>all accounts</td>
</tr>
<tr>
<td>set a minimum finance charge</td>
<td>MCT Min Amt</td>
<td>all accounts</td>
</tr>
<tr>
<td>compound finance charges</td>
<td>MCT Compound FC</td>
<td>all accounts</td>
</tr>
<tr>
<td>determine the amount subject to finance charge</td>
<td>MCT Calc Meth</td>
<td>all accounts</td>
</tr>
<tr>
<td>determine whether to apply payments to finance charges first or last</td>
<td>MCT Apply to FC</td>
<td>all accounts</td>
</tr>
<tr>
<td>call finance charges “service charges”</td>
<td>MCT Serv Chrg</td>
<td>all accounts</td>
</tr>
<tr>
<td>assess finance charges on an account</td>
<td>MCR Finance Charge</td>
<td>this account only</td>
</tr>
</tbody>
</table>
## Revolving Charge Accounts

<table>
<thead>
<tr>
<th>This Attribute …</th>
<th>Is Governed By This Function/Field…</th>
<th>Changes Affect…</th>
</tr>
</thead>
<tbody>
<tr>
<td>the rounding amount for revolving charge account minimum payments</td>
<td>MCT Round Amt</td>
<td>all revolving accounts</td>
</tr>
<tr>
<td>the minimum monthly payment for a particular revolving charge account</td>
<td>MCR Monthly Payment</td>
<td>this account only</td>
</tr>
<tr>
<td>the minimum monthly payment for revolving charge accounts</td>
<td>MCT Min Due and Min %</td>
<td>all revolving charge all accounts whose MCR Monthly Payment field is blank</td>
</tr>
<tr>
<td>charge late fees</td>
<td>MCT Late Fee</td>
<td>all revolving charge accounts</td>
</tr>
<tr>
<td>late fee amount</td>
<td>MCT Late Fee</td>
<td>all revolving charge accounts</td>
</tr>
</tbody>
</table>
### Miscellaneous

<table>
<thead>
<tr>
<th>This Attribute …</th>
<th>Is Governed By This Function/Field…</th>
<th>Changes Affect…</th>
</tr>
</thead>
<tbody>
<tr>
<td>an account’s balance method</td>
<td>MCR Bal Method</td>
<td>this account only – see “Changing an Account’s Balance Method,” in section 6</td>
</tr>
<tr>
<td>an account’s sort name</td>
<td>MCR Sort Name</td>
<td>this account only</td>
</tr>
<tr>
<td>an account’s terms</td>
<td>MCR Terms Code</td>
<td>this account only – see “Changing Terms,” in section 6</td>
</tr>
<tr>
<td>the due date for a set of terms</td>
<td>MTM Due Days or Due Date</td>
<td>all accounts with this terms code, but not any transactions currently on record with this terms code. See “Changing Terms,” in section 6.</td>
</tr>
<tr>
<td>charge late fees</td>
<td>MCT Late Fee</td>
<td>all revolving charge accounts in this store</td>
</tr>
<tr>
<td>late fee amount</td>
<td>MCT Late Fee</td>
<td>all revolving charge accounts in this store</td>
</tr>
<tr>
<td>use check register</td>
<td>MCT Check Register?</td>
<td>this store</td>
</tr>
<tr>
<td>use Automated Pass-off to General Ledger</td>
<td>MCT Automated Pass-off To General Ledger</td>
<td>this store</td>
</tr>
<tr>
<td>how long past-due detail is retained</td>
<td>MCT --Past Due Periods Kept After Purge--Bal Forward Open Item</td>
<td>all accounts in this store</td>
</tr>
<tr>
<td>accumulate department sales history for an account</td>
<td>MCR Dept Sales Hist</td>
<td>this account only</td>
</tr>
<tr>
<td>an account’s tax rate</td>
<td>MCR Tax Code</td>
<td>this account only, future transactions only</td>
</tr>
</tbody>
</table>
Payments

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In This Section

The procedures in this section tell you how to use Function ROA to receive payments on account.

The procedure is a little different for open item accounts than for balance forward and revolving charge accounts. That’s because on open item accounts you must apply payments to particular invoices.

There is also a similar (but less powerful) point-of-sale program which can be used for receiving payments. Clerks who receive payments for open item accounts at POS may not have all the information they need to apply the payment to the correct invoice. In that case, they will create “unapplied” payments. This section also includes the procedure for applying those unapplied payments.

A Receipt Memo always prints for payments received at POS. No receipt prints for payments entered using Function ROA, however.

Payments received at POS are reflected on both the end-of-day cash balancing worksheet (Report RDS) and on the daily journal (Report RDJ). Payments received using Function ROA, however, appear only on the daily journal.

Checks received for ROA payments can also appear on the check and bankcard list (Report RCK), but only if both of the following conditions are met.

• Function MCT check register? field is answered Y, and
• You assign an ABA# to the check in ROA.
Receiving Payments from B and R Accounts

1
At any menu, type ROA and press <Enter>. This is the Receipts on Account Screen.

2
At Cust #/Job #, type the number of the customer and job from whom you are receiving payment, and press <Enter>. If you don’t know the account number, see “Displaying an Account,” in section 6.

Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> twice and try again.

Note the Bal Method at the top right corner of the screen. It should be B (balance forward) or R (revolving charge). If it is O (open item), see “Receiving Payments from O Accounts,” in this section.

3
At Check #, type the number of the customer’s check. If this is a cash payment, you must type a number anyway. Then press <Enter>. If you need to retrieve the record of this payment later, you do so by check number and receipt date. Pressing <Display> validates that you have the correct customer #, check # and receipt date. That’s why, when receiving cash payments, it’s a good idea to use today’s date as a check number. For example, if today is April 4, you could use a check number of 0404 for all cash payments you receive today.

4
If you want this check to print on the end-of-day check register, at ABA type the number from the check that identifies the bank on which this check is drawn. Then press <Enter>. If this is a cash payment, leave ABA blank.

ABA stands for American Banking Association. See below for the location of the number. You don’t need to type the last part of the number, the part that comes after a slash or under a dividing line.
All checks for which you enter an ABA number will print on the check register (Report RCK) that prints at the end of the day. If you don’t enter the check’s ABA number, it won’t appear on the check register.

If you don’t use the check register (MCT check register? is N), it doesn’t matter whether you type the ABA number or not.

5

Type the amount of the check or the cash amount you are receiving at the appropriate field.

Any one, or any combination, of the Payment, Discount, and Allowance fields can be used. The amounts in all three fields will be included in the payments total.

If this is strictly a payment, type the amount at Payment.

If you are allowing a terms discount, type the amount at Discount. The amount that shows at STMT DISC, below, is simply the amount that printed on the customer’s most recent statement. (This amount is in the Statement Discount: field in the second MCR Screen.)

The Triad system does not check to see if this discount amount is still valid. For example, even if the terms discount expired several days ago, it still displays here. It is up to you to determine whether the discount is still valid, and what amount you wish to allow, if any. The terms description that displays just below the customer number can help you decide if the discount is still valid.

If you are making an allowance (the customer underpaid by 10 cents, for example), type the amount you are writing off at Allowance. If the customer overpaid by 10 cents, you could enter a negative allowance amount (use a dash for a minus sign).
If you wish to record any comment, type it at the Reference field.

If you wish to change the receipt date, press <Back Tab> and type over today’s date at the Recpt Date field.

If you wish to code this transaction, press <Back Tab> and type any codes you want at Trx Codes. Some people like to code cash payments by typing CASH. You can use any combination of letters and numbers in any of the four code positions. The position is significant; that is, _AM_ is different from A_M_. It’s up to you to remember what your codes mean; they’re not stored or defined anywhere in the Triad system.

You can use these codes to include or exclude transactions when you print accounts receivable information using Report RFR.

6
Press <Add>.

Multistore users only:
All payment documents (and RCK “checks”) are always assigned your MTR lock-in store number regardless of the store number on the screen. To create payments for another store, you must use MTR to change the lock-in store to the appropriate store number.

The payment is added, and the balances at the bottom of the screen immediately reflect the receipt you just posted. STMT DISC is reduced, too, but never below $0.00. Allowance amounts never affect the STMT DISC field.

If you made a mistake, press <Delete> twice, press <Clear>, and return to step 2. The payment is deleted entirely from the system, and you can start over again. STMT DISC is re-adjusted upward.

If you want to post another payment to this account, press <Clear> once and return to step 3.

If you want to post a payment to another account, press <Clear> twice and return to step 2.

If you want to quit posting payments and return to the main menu, press <End>.

This payment is now part of the account record, and will print on any statements or reports you run. It will not be finalized, however, until you run Report RDJ with Option F at the end of the day.
Receiving Payments from O Accounts

When you receive payments on open item accounts, you must apply each payment to a particular invoice. The Triad system displays for you the list of unpaid invoices, so you can choose among them. The Triad system calculates the exact discount dating and displays each transaction assuming that only the valid discounts are to be taken.

Or, if you already have a good idea which invoices and finance charges are to be paid, you can display only those transactions. Just decide if discounts are to be allowed, then type each document number yourself to retrieve only those specific transactions.

Once the transaction is on the screen, you can always change your mind (as many times as you like) about whether or not to pay a transaction or take the discount.

If the amount required to pay the transaction doesn’t exactly match the payment amount, you can give an allowance or create an unapplied payment for the difference. The Triad system takes care of any partial payments for you.

It’s also a good idea to check for unapplied credits and review the unpaid invoices and finance charges before adding any new payment. Documents will not purge from the system unless they are properly applied (or applied to).

See “Applying an Unapplied Payment or Credit” in this section.

1
At any menu, type ROA and press <Enter>.
This is the Receipts on Account Screen.

2
At Cust # / Job #, type the number of the customer and job from whom you are receiving payment, and press <Enter>.
If you don’t know the account number, see “Displaying an Account,” in section 6.
Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> twice and try again.
Note the Bal Method at the top right corner of the screen. It should be O (open item). If it is B (balance forward) or R (revolving charge), see “Receiving Payments from B and R Accounts,” in this section.

<Quote> and <Invoice> are operational as soon as the customer is displayed on the screen; you don’t need to enter any other information to review the unpaid transactions for this customer.

<Next Item> may be used to review all payments for this account strictly by check number (all applied and unapplied checks will display). The first ten payment documents display for each check. Use query to scroll through the pages of payments associated with this check number. Each payment displays its Apply To number or is referenced as unapplied.

To unapply a payment that was incorrectly applied,

- Type the check number.
- Press <Next Item> or the down arrow.
- Type the receipt date (the document date on the payment transaction).
- Press <Display>.
- Move the cursor to the PAY flag of the payment to be unapplied.
- Press <Delete> twice. The amount of that payment is added back in to the Amt Remaining.

To review only the unapplied payments and credits, press end and see “Applying an Unapplied Payment or Credit” in this section.

3

At Check #, type the number of the customer’s check. If this is a cash payment, you must type a number anyway. Then press <Enter>.

If you need to retrieve the record of this payment later, you do so by check number and receipt date. Pressing <Display> validates that you have the correct customer #, check # and receipt date. That’s why, when receiving cash payments, it’s a good idea to use today’s date as a check number. For example, if today is April 4, you could use a check number of 0404 for all cash payments you receive today.
If you want this check to print on the end-of-day check register, at ABA type the number from the check that identifies the bank on which this check is drawn. Then press <Enter>.

If this is a cash payment, leave ABA blank.

ABA stands for American Banking Association. See below for the location of the number. You don’t need to type the last part of the number, the part that comes after a slash or under a dividing line.

ABA Number

Joan Q Public
987 S. Fourth Ave.
Anytown, CA 95673

Pay to the Order of ______________________
$_________
Memo ___________

All checks for which you enter an ABA number will print on the check register (Report RCK) that prints at the end of the day. If you don’t enter the check’s ABA number, it won’t appear on the check register.

If you don’t use the check register (MCT check register? is N), it doesn’t matter whether you type the ABA number or not.

If you do know the document numbers of the transactions to be paid, continue with step 6.

If you don’t know the document numbers of the transactions to be paid, skip to step 10.

Type either X or N in the parentheses just before any Pay box, then press <Enter>.
7
Type the document number of an unpaid invoice or finance charge.  

*Multistore users only:*  
Type the appropriate store number if the transaction to be paid was created in a store other than your MTR lock-in store.

8
Repeat steps 6 and 7 for up to 10 transactions.

9
Press <Quote>. Then continue with step 11.

10
Press <Invoice>.  
For a moment, a message displays while the unpaid invoices on file for this account are retrieved. Then they display at the bottom of the screen.

The screen shows up to ten transactions at a time. They display in order by date, oldest first. To view any additional transactions, press <Invoice> again. To view previous transactions again, press <Clear>, then <Invoice> again.  

*Multistore users only:*  
You can press <Home> and the spacebar to view invoices from all stores at once or specify an appropriate store number to control which invoices appear when using invoice.

For each transaction on file for this account, you see:

A PAY flag, which governs whether this payment should be applied to this invoice, and whether the terms discount (if any) should be allowed. The system automatically sets the Pay flags to X or N, as appropriate according to the receipt date:

N — Apply this payment to this invoice, but do not allow the terms discount.
X — Apply this payment to this invoice, and allow the terms discount.
blank — Do not apply this payment to this invoice.

The pay flag that displays is “correct,” according to the system’s assessment of terms code currently assigned to the customer (in MCR), the document date on the invoice, and the receipt date displayed on the screen.
The DOC # that was assigned by the system at the time the transaction took place. This is the number that identifies this transaction.

The S(tore) where the transaction took place.

The TYPE of transaction
I — Invoice
F — Finance Charge

The DOC-DATE; the date the transaction took place.

The DUE-DATE; the date the transaction fell due or will fall due. At the time each transaction is created, the Triad system refers to the terms code for the account and automatically calculates the transaction’s due date. For more information on due dates and due days, see “Setting Up Terms Codes,” in section 2.

The BALANCE; the amount of the transaction that remains to be paid. (See the note that follows.)

The DISCOUNT, if any; the amount of terms discount that was automatically calculated by the Triad system at the time the transaction took place. This amount shows even if the discount is no longer valid. If 0.00, no terms discount was calculated for this transaction, or the discount has already been taken.

NOTE: The balance and discount amounts, that appear here on the ROA Screen, will reflect any partial payments, credits and/or adjustments that are applied to this invoice. This is the only place in the system that displays a document with “adjusted” totals.

The DAYS LT; the number of days since the terms discount expired. For example, if the discount expired on July 10, and the Recpt Date field is set to July 11, the DAYS LT will show 1.

**Where the Payment and Discount Figures Come From**

When you press <Invoice> to display the transactions on file, you see the Payment and Discount fields at the top of the screen fill in with figures that may seem a little mysterious.

They’re actually very simple. When you initially display the transactions, the system automatically sets the Pay flags according to its assessment of what’s “correct,” based on the receipt date and the customer’s terms code. Then it adds up the Payment and Discount amounts, and displays the totals required to pay off all the transactions according to the way their Pay flags are currently set.
What if you don’t want to pay off transactions exactly the way the Pay flags are currently set? See step 7.

11
On the list displayed, find the transaction(s) to which this payment is to be applied, and change the PAY flags as desired. Then press <Quote>. Repeat as many times as necessary.

You can mark more than one transaction for payment.

If you want to pay a transaction and allow the terms discount shown for this invoice at the bottom of the screen, make sure its PAY flag is X. Move the cursor using the <Tab> key and type over it if necessary.

If you want to pay a transaction but allow no terms discount, make sure its PAY flag is N. Move the cursor using the <Tab> key and type over it if necessary.

For any transaction you don’t want to pay at all, make sure its PAY flag is blank. Move the cursor using the <Tab> key and press <Clear Field> to blank it out.

If you don’t want to pay any of these transactions, you can create an unapplied payment instead. Press clear, then continue with step 3 in “Creating an Unapplied Payment,” this section.

If you want to allow a different terms discount than the one shown, press end, then continue with section 7, Maintaining Transactions, “Changing a Terms Discount.”

When you press <Quote>, the system recalculates the Payment and Discount fields. You can change the pay flags and press <Quote> as many times as you want.

When the quoted payment amount exactly matches the amount of the check or cash payment being received and the discounts are correct also, continue with step 12.
If any of the following occurs, continue with step 12.

- There is a small over- or underpayment you want to give an allowance for.
- There are more than 10 transactions to be paid.
- You cannot get all the transactions to be paid on the screen at the same time.

12
At Payment, type the amount of the check or the cash amount you are receiving. Then press <Add>.

When you press <Add>, a new field appears at the right side of the screen: Amt Remaining, with the amount of payment you just entered. This is the amount remaining to be distributed.

Multistore users only:
All payment documents (and RCK “checks”) are always assigned your MTR lock-in store number regardless of the store number on the screen. To create payments for another store, you must use MTR to change the lock-in store to the appropriate store number.

The store field affects only invoice and quote operations. It won’t matter what is in the store field at the top of the screen when the actual payment documents are created. The store number assigned to all documents will always be your MTR lock-in store.

Although you cannot create payments for another store, you can apply any payment or credit to any invoice or finance charge regardless of the store numbers assigned to the transactions involved.

If you wish to record any comment, type it at the Reference field.

If you wish to change the receipt date, press <Back Tab> and type over today’s date at the Recpt Date field.

If you wish to code this transaction, press <Back Tab> and type any codes you want at the Trx Codes field. You can use any combination of letters and numbers in any of the four code positions. The position is significant; that is, _AM_ is different from A_M_. It’s up to you to remember what your codes mean; they’re not stored or defined anywhere in the Triad system. Some people like to code cash payments as CASH.

You can use these codes to include or exclude transactions when you print accounts receivable information using Report RFR.
If you are making an allowance (the customer underpaid by 10 cents, for example), type the amount you are writing off at Allowance. If the customer overpaid by 10 cents, you could enter a negative allowance amount (use a dash for a minus sign). The entire allowance is always applied to the first transaction(s) you are paying.

If You Don’t Change the PAY Flags

If you don’t make any changes to the PAY flags, the Triad system will automatically pay as many invoices as it can, paying the oldest first. If there is an amount left over, you could create an unapplied payment for that amount. If there is no amount left over, you don’t have to change the pay flags of the subsequent transactions; they wouldn’t be paid anyway.

Example: You receive a check for $20. On the ROA Screen, three invoices display. The second one is for $20. You blank out the pay flag of the first invoice, and mark the second one for payment. You don’t have to blank out the pay flag for the third invoice, though; by the time the second one is paid, there will be no money left over to apply to any subsequent invoices.

13
Press <Add>.

The payment is applied, and a notation appears next to the paid invoice(s). The Amount Remaining is reduced by the amount of the payment(s) you just applied.

If the Amount Remaining is invalid (you typed the check amount wrong, for example, so the balance really should be zero), you can press <Clear> twice. The Triad system just ignores the remaining balance, and the screen is cleared.

If the Amount Remaining is not zero, return to step 10 and apply the balance to additional invoices. If it’s not clear which invoices this balance is to be applied to, you could create an unapplied payment.

• Press <Clear>.
• At Payment press <Clear Field>.
• <Tab> to the first parentheses and type X.
• Press <Add> twice. The amount remaining will be zero.

If the Amount Remaining is zero, and you want to post another payment to this account, press <Clear> and return to step 3.

If the Amount Remaining is zero, and you want to post a payment to a different account, press <Clear> twice and return to step 2.
If you made a mistake, you can
- delete all the payments generated from this check, and then start over again
  or
- unapply just the payment that you applied by mistake.

To delete all the payments generated from this check:

Press <Display>; then press <Delete>. The screen asks if you are deleting the entire check. Press <Delete> again. Then press <Clear>, and return to step 2. The payment is deleted entirely from the system, and you can start over again.

To unapply just one payment that was generated in error:

Move the cursor to the PAY flag of the payment to be unapplied. Press <Delete>. The screen asks if you are deleting this payment. Press <Delete> again. The amount of that payment is added back in to the Amt Remaining. Return to step 6 to re-apply it correctly.

If you want to quit posting payments and return to the main menu, make sure the amount remaining is zero (or has been cleared intentionally if it is invalid), then press <End>.
Receiving Payments in Point-of-Sale

For the sake of convenience, an abbreviated ROA program is included in point-of-sale (POS). It has one major advantage: a receipt prints at the end of the procedure.

However, it also has certain limitations. In POS ROA, no information is available about:

- which transactions are on record and should be paid
- due dates, discount dates, or discount amount

In addition, payments received through POS ROA are always included in the end-of-day Report RDS (the cash balancing worksheet).

Before you begin, your terminal must be in a point-of-sale program. Here’s how to get into POS:

- At any menu, type POS or CPOS. Press <Enter>. Wait while the system enters the point-of-sale programs.
- Type your clerk’s name, and press <Enter>.
- If necessary, type your password and press <Clear Field>. The Item Posting Screen displays.
- To display the Header Screen, press <Next Screen>. To return to the Item Posting Screen, press <Next Screen> again.

There are two ways to begin an ROA in point-of-sale:

Use Method B only if:

- this is an ROA for a job account, not a customer account
  
  or

- the Header Screen is already displayed

Method A, which uses the Mini-Header, is quicker and easier in all other cases.
Method A

1
With the Posting Screen displayed, press ROA.

The heading at the top of the screen changes to “RECEIVED ON ACCOUNT”, and the customer information fields appear at the bottom, with the default cash customer displayed.

2
Type the customer’s account number, and press <Display> or <Enter>.

If you don’t know the customer’s account number
• Press <Tab> twice, then type X in the parentheses.
• Press <Tab>, then type the first few letters of the customer’s last name.
• Press <Next> or <Previous> to find the account by name.

3
If you want to add a comment or message, press <Tab> to reach the appropriate Reference field, then type in the comment.

The comment or message will be retained on the payment for future reference.

You can tab to the reference field on the screen now and type a message. There will also be a reference field for each payment line item that you post.

For balance forward and revolving charge accounts, what you type is the REF that prints in the header on the ROA document. It will be retained on the payment and display in ROA. Any line item references you type will appear in the body of the ROA document and are not retained on the payment or display in ROA.

For open item accounts, what you type in Reference is also the REF that prints in the header on the ROA document. However, anytime both the header and line #1 reference are filled in, the line #1 reference field will be retained and the header reference discarded after the receipt prints. If references are typed on any other payment line items, those line item references are also retained.
If the entire payment is displayed in ROA (document type P) the header reference will display. If the individual unapplied credits are displayed (document type U) each line item reference will display its own reference. If any line item reference is blank, the header reference will display.

4
Press <Enter>.

The Posting Screen displays for Receipts on Account. You enter the payment information at the bottom; then it's posted to the top of the screen.

5
Type the amount the customer is paying you at ROA Amount.

Type the dollars and cents, including decimal point. For $20, for example, you must type 20.00.

This amount does not include any discounts you're going to allow. It's just the exact amount you're going to put in the cash drawer, whether in cash, check or bankcard.

If this is an open item account, you have the option to receive one payment for each invoice the customer is paying. Or just type the full amount you intend to collect and post only one line item. If this is an open item account, the fields Apply to No and Apply to Store are displayed. Type just the amount of the first payment you're receiving. You'll repeat these steps for any additional payments on the other invoices.

You won't have access to any detailed information about any of the invoices, since you're in point-of-sale.

6
If you are allowing a discount, press <Tab> and type the amount at Discount Amount.

If the customer brought in his or her statement or copies of invoices, you may be able to determine from them whether he or she is eligible for a terms discount, and how much. But if you cannot determine whether to allow a discount, leave the Discount Amount field blank.

7
If you want to add a comment, press <Tab> and type it at Reference.

You can use up to 15 characters.

This comment will print on the receipt that you will give the customer, so don’t type anything the customer shouldn’t see.
8
If this is a balance forward or revolving charge account, skip to step 11.

If this is an open item account, continue with step 9.

9
If you know the invoice number this payment applies to, press <Tab> and type the number at Apply to No.

If neither you nor the customer is sure of the correct invoice number, you can leave this field blank. The money will be received as an unapplied payment. Later, you or someone else can use the procedure for “Applying an Unapplied Payment or Credit,” in this section, to look up the correct invoice number and apply this money.

10
Multistore users only:
If you are applying this payment to an invoice from another store, press <Tab> and type that store’s number at Apply to Store.

The Triad system assumes the customer is paying an invoice that was generated in the store you’re in now—that is, the store number that’s displayed at the upper left corner of the screen. But if you’ve entered an invoice number that was generated in a different store, type that store’s number at the Apply to Store field.

11
Press <Enter>.

The payment is posted to the upper part of the screen. If you did not type an invoice number to apply this payment to, then the payment is * UNAPPLIED *. The Reference line doesn’t show.

If the screen says THE APPLY TO NUMBER COULD NOT BE FOUND, either the Apply to No or the Apply to Store could be wrong. If the screen says APPLY TO NUMBER DOES NOT VERIFY AGAINST THE CUSTOMER/JOB. PLEASE REENTER, it means the Apply to Number you entered is for some other account. Type over the wrong numbers, and then press <Enter> again.

If the screen still says the numbers are wrong, press <Clear Field> to blank out the Apply to No and Apply to Store fields. Then press <Enter> again. This creates an unapplied payment for your store.

If you need to delete a payment you’ve posted, press <Void>. Then type the line number of the item you want to void, and press <Enter>.

If you need to change a payment you’ve posted, first delete the incorrect payment in ROA; then post it again (in either POS or ROA), correctly.

The cursor returns to ROA Amount.
If you need to receive another payment on this account, repeat steps 4 through 10. You can post up to 10 payments at a time.

If you are receiving more than 10 payments, complete this transaction by continuing with the following steps. Then begin another transaction at step 1 for the additional payments. When you’re receiving payments, you can’t roll additional “pages” over the first ones.

Press <Total>. The payment fields appear. There’s no charge payment field—obviously the customer can’t pay on account by charging to the account.

To void all these payments, press <Void>. Then type 1, 2 or 3 and press <Enter>. It doesn’t matter which number you type.

If you need to return to posting more payments for this account, press <Clear> and return to step 4.

<Tab> to the appropriate payment field(s), type the amount you are receiving, and press <Enter>. You can combine methods of payment. Type the amount you are receiving by each method in the appropriate field(s). Press <Tab> to move between fields.

If you take a check in payment, you must also type the check number at Ck #. The ABA# field will also appear on the screen if Use check register? in MCT is answered Y. However, this field is optional. All checks appear on Report RCK with or without an ABA number. Press <Tab> to reach those fields.

If you take a bankcard in payment, you must also type the Card #. Press <Tab> to reach Card #. The card number will appear on the RCK report if Use check register? in MCT is answered Y.

If your terminal is set up to endorse checks or charge slips, the screen says PLEASE INSERT CHECK AND PRESS PRINT TO ENDORSE CHECK, or it says PLEASE INSERT THE BANKCARD SLIP, AND THEN PRESS PRINT TO ENDORSE. In that case, see “Endorsing Checks and Charge Slips” that follows.

**Endorsing Checks and Charge Slips**

- Insert the check or bankcard slip in the cash receipt printer in front of the receipt tape, with the side you want to endorse facing you.
- Press <Print>. The endorsement prints on the back of the check or bankcard slip.
Remove check or bankcard slip.

To print a receipt memo, press <Print>; or if not required, press <Clear>. A receipt memo prints, and you are done.

If you need to change a payment you have posted, first delete the incorrect payment in ROA; then post it again (in either POS or ROA), correctly.

**Quitting POS**

- With the Item Posting screen displayed, press NO SALE.
- Type 2. The screen prompts ARE YOU SURE?
- Type Y.
- Hold down <Shift> while pressing <Print>, then !.

**Method B**

1. At Cust # on the Header Screen, type the customer’s account number, and press <Enter>.

2. If the cursor goes to Job #, and if this transaction is for a job account, type the job number. Then press <Enter>. Otherwise, go to step 3.

   The cursor goes to the Job # field only if you have Contractor POS.

   If you don’t know the correct job account, you can display them all in turn for this customer by pressing <Next Item>.

   Check to make sure this is the correct account.

3. Press <ROA>.

   The heading at the top of the screen changes to *RECEIVED ON ACCOUNT*.

4. If you want to add a comment or message, press <Tab> to reach the appropriate Reference field, then type in the comment.

   The comment or message will be retained on the payment for future reference.

   You can <Tab> to the reference field on the screen now and type a message. There will also be a reference field for each payment line item that you post.
For balance forward and revolving charge accounts, what you type is the REF that prints in the header on the ROA document. It will be retained on the payment and display in ROA. Any line item references you type will appear in the body of the ROA document and are not retained on the payment or display in ROA.

For open item accounts, what you type in Reference is also the REF that prints in the header on the ROA document. However, anytime both the header and line #1 reference are filled in, the line #1 reference field will be retained and the header reference discarded after the receipt prints. If references are typed on any other payment line items, those line item references are also retained.

If the entire payment is displayed in ROA (document type P), the header reference will display. If the individual unapplied credits are displayed (document type U) each line item reference will display its own reference. If any line item reference is blank, the header reference will display.

This screen also has fields labeled Ship To, Address, and Special Instruct. These fields can be used for anything you like and will print on the header portion of the ROA document.

5
Press <Next Screen>.

The Posting screen displays, with "RECEIVED ON ACCOUNT" still at the top. You enter the payment information at the bottom; then it’s posted to the top of the screen.

6
Go to step 5 of Method A, page 5-16.
Creating An Unapplied Payment

You might create an unapplied payment if
• you’re not sure which invoices to apply a payment to
• you get interrupted and don’t have time to apply a payment
• an open item customer makes an overpayment

Later you have to come back and apply any unapplied payments. You should do that before the next time you print a statement for this account. The procedure for applying payments is in this section.

This procedure applies only to open item accounts.

1
At any menu, type ROA and press <Enter>. This is the Receipts on Account Screen.

2
At Cust # / Job #, type the number of the customer and job from whom you are receiving payment, and press <Enter>. If you don’t know the account number, see section 6, Maintaining Accounts, “Displaying an Account.”

Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> twice and try again.

Note the Bal Method at the top right corner of the screen. It should be O (open item). If it is B (balance forward) or R (revolving charge), there’s no need to create an unapplied payment; see “Receiving Payments for B or R Accounts,” in this section.

3
At Check #, type the number of the customer’s check. If this is a cash payment, you must type a number anyway. Then press <Enter>. If you need to retrieve the record of this payment later, you do so by check number and receipt date. Pressing <Display> validates that you have the correct customer #, check # and receipt date. That’s why, when receiving cash payments, it’s a good idea to use today’s date as a check number. For example, if today is April 4, you could use a check number of 0404 for all cash payments you receive today.
4 At ABA, type the number from the check that identifies the bank on which this check is drawn. Then press <Enter>. If this is a cash payment, leave ABA blank.

ABA stands for American Banking Association. See below for the location of the number. You don’t need to type the last part of the number; the part that comes after a slash or under a dividing line.

<table>
<thead>
<tr>
<th>Joan Q Public</th>
</tr>
</thead>
<tbody>
<tr>
<td>987 S. Fourth Ave.</td>
</tr>
<tr>
<td>Anytown, CA 95673</td>
</tr>
</tbody>
</table>

ABA Number

Pay to the Order of _________________
$_________
Memo ___________

All checks for which you enter an ABA number will print on the check register (Report RCK) that prints at the end of the day. If you don’t enter the check’s ABA number, it won’t appear on the check register.

If you don’t use the check register (MCT check register? is N), it doesn’t matter whether you type the ABA number or not.

5 At Payment, type the amount of the check or the cash amount you are receiving. A new field appears at the right side of the screen: Amt Remaining, with the amount of payment you just entered. This is the amount remaining to be distributed.

6 Move the cursor down to the first set of blank parentheses under PAY. Type X. Press <Add>. An unapplied payment is created, and the Amount Remaining is reduced to zero.

Later, you can return to this payment and apply it to the correct invoice(s). To do that, see “Applying an Unapplied Payment or Credit,” in this section.
Applying An Unapplied Payment or Credit

You should apply an account’s unapplied payments to the correct transactions before you calculate finance charges or print statements for the account.

Where do the unapplied payments come from? There are several paths an unapplied payment may have taken.

- You may have created an unapplied payment using Function ROA.
- A POS clerk may have created an unapplied payment when receiving payments at the cash register.
- You may have created an unapplied credit using Function MOI.
- A POS clerk may have processed an unapplied credit memo at the cash register.

No matter where it came from, though, you apply payments and credits the same way.

This procedure applies to open item accounts only—payments and credits for B and R accounts never have to be applied.

1
At any menu, type ROA and press <Enter>.  
This is the Receipts on Account Screen.

2
At Cust #/Job #, type the number of the customer and job from whom you are receiving payment, and press <Enter>.  
If you don’t know the account number, see the tabbed section Maintaining Accounts, “Displaying an Account.”

Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> twice and try again.

Note the Bal Method at the top right corner of the screen. It should be O (open item).

3
Press <Back Tab>. At Doc Type, type U. Then press <Next>  
The first unapplied payment or credit on file for this account displays. If this is not the one you want, press <Next Item>
Item>. again, until you have displayed the payment or credit you want to apply. (<Next Item> will scroll by document number.)

4
Press <Add>. A new field appears at the right side of the screen: Amt Remaining, with the amount of this unapplied payment. This is the amount remaining to be distributed.

5
Press <Invoice>. For a moment a message displays while the unpaid invoices on file for this account are retrieved. Then they display at the bottom of the screen.

The screen shows up to ten transactions at a time. They display in order by date, oldest first. To view any additional transactions, press <Invoice> again. To view previous transactions again, press <Clear>, then <Invoice> again. For each transaction on file for this account, you see:

A PAY flag, which governs whether this payment should be applied to this invoice, and whether the terms discount (if any) should be allowed. The system automatically sets the Pay flags to X or N, as appropriate according to the receipt date:

<table>
<thead>
<tr>
<th>Flag Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>Apply this payment to this invoice, but do not allow the terms discount.</td>
</tr>
<tr>
<td>X</td>
<td>Apply this payment to this invoice, and allow the terms discount.</td>
</tr>
<tr>
<td>blank</td>
<td>Do not apply this payment to this invoice.</td>
</tr>
</tbody>
</table>

The pay flag that displays is “correct,” according to the system’s assessment of terms code currently assigned to the customer (in MCR), the document date on the invoice, and the receipt date displayed on the screen.

The DOC # that was assigned by the system at the time the transaction took place. This is the number that identifies this transaction.

The S(tore) where the transaction took place.

The TYPE of transaction
I — Invoice
F — Finance Charge
The DOC-DATE; the date the transaction took place.

The DUE-DATE; the date the transaction fell due or will fall due. At the time each transaction is created, the Triad system refers to the terms code for the account and automatically calculates the transaction’s due date. For more information on due dates and due days, please see “Setting Up Terms Codes,” section 3.

The BALANCE; the amount of the transaction that remains to be paid.

The DISCOUNT, if any; the amount of terms discount that was automatically calculated by the Triad system at the time the transaction took place. This amount shows even if the discount is no longer valid. If blank, no terms discount was calculated for this transaction.

The DAYS LT; the number of days since the terms discount expired.

**Where the Payment and Discount Figures Come From**

When you press `<Invoice>` to display the transactions on file, you will see the Payment and Discount fields at the top of the screen fill in with figures that may seem a little mysterious.

They’re actually very simple. When you initially display the transactions, the system automatically sets the Pay flags according to its assessment of what’s “correct,” based on the receipt date and the customer’s terms code. Then it adds up the Payment and Discount amounts, and displays the totals required to pay off all the transactions according to the way their Pay flags are currently set.

What if you don’t want to pay off transactions exactly the way the Pay flags are currently set? See step 6.

**6**

On the list displayed, find the transaction(s) to which this payment is to be applied, and change the PAY flags as desired. Then press `<Quote>`. Repeat as many times as necessary.

You can mark more than one transaction for payment.

If you want to pay a transaction and allow the terms discount shown, make sure its PAY flag is X. Move the cursor using the `<Tab>` key and type over it if necessary.

If you want to pay a transaction but allow no terms discount, make sure its PAY flag is N.

For any transaction you don’t want to pay at all, make sure its PAY flag is blank. Press `<Clear Field>` to blank it out.
If you don’t want to pay any of these transactions, you can create another unapplied payment.

- Press <Clear>.
- At Payment press <Clear Field>.
- Tab to the first parentheses and type X.
- Press <Add> twice.

If you want to allow a different terms discount than the one shown,

- Press <Clear>.
- At Payment press <Clear Field>.
- Tab to the first parentheses and type X.
- Press <Add> twice.
- Continue in the tabbed section Maintaining Transactions with “Changing a Terms Discount.”

If you are making an allowance (the customer underpaid by 10 cents, for example), type the amount you are writing off at the Allowance field. If the customer overpaid by 10 cents, you could enter a negative allowance amount (use a dash for a minus sign).

If you wish to record any comment, type it at the Reference field.

If you wish to change the receipt date, press <Back Tab> and type over today’s date at the Recpt Date field. Payments made from one check can be given different receipt dates.

If you wish to code this transaction, press <Back Tab> and type any codes you want at the Trx Codes field. You can use any combination of letters and numbers in any of the four code positions. The position is significant; that is, _AM_ is different from A_M_. It’s up to you to remember what your codes mean; they’re not stored or defined anywhere in the Triad system.

You can use these codes to include or exclude transactions when you print accounts receivable or sales analysis reports.

When you press <Quote>, the system recalculates the Payment and Discount fields. You can change the pay flags and press <Quote> as many times as you want. When you are satisfied that the Pay flags are set correctly, proceed to step 7.
If You Don’t Change the PAY Flags

If you don’t make any changes to the PAY flags, the Triad system will automatically pay as many invoices as it can, paying the oldest first. If there is an amount left over, you could create another unapplied payment from that amount. If there is no amount left over, you don’t have to change the pay flags of the subsequent transactions; they wouldn’t be paid anyway.

Example: You receive a check for $20. On the ROA Screen, three invoices display. The second one is for $20. You blank out the pay flag of the first invoice, and mark the second one for payment. You don’t have to blank out the pay flag for the third invoice, though; by the time the second one is paid, there will be no money left over to apply to any subsequent invoices.

8

Press <Add>.

The payment is applied, and a notation appears next to the paid invoice(s). It says either PAID or PART (partially paid). The Amount Remaining is reduced by the amount of the payment(s) you just applied.

If the Amount Remaining is not zero, return to step 6 and apply the balance to additional invoices. If it’s not clear which invoices this balance is to be applied to, you could create another unapplied payment.

• Press <Clear>.
• At Payment press <Clear Field>.
• <Tab> to the first parentheses and type X.
• Press <Add> twice.

If the Amount Remaining is zero, and you want to post more unapplied payments or credits to this account, press <Clear> and return to step 3.

If the Amount Remaining is zero, and you want to post more unapplied payments or credits to another account, press <Clear> twice and return to step 2.

Even if the Amount Remaining is invalid (the check amount was typed wrong when the transaction was created, for example, so the balance really should be zero), you can’t clear out the Amount Remaining. You will have to follow one of the following steps.

• If the amount is absolutely known to be invalid, it is most convenient to use the allowance field to offset the incorrect amount.
• If the message NO MORE INVOICES TO PAY displays, you must unapply one of the prior payments just created. Move the cursor to the PAY flag of the payment to be unapplied. Press <Delete> twice. The amount of that payment is added back in to the Amt Remaining.

Then re-apply the payment to the same invoice with an appropriate negative allowance amount to offset the erroneous amount.

• If the entire transaction needs to be deleted, you first create an unapplied payment. Press <Clear>, then blank out the Payment field. Type an X in the first parentheses and press <Add> twice. Then press <Clear> again.

Now the transaction can be displayed using transaction type P. (Nothing can be deleted when the document type is U.)

If you made a mistake, you can
• delete all the payments generated from this check or credit, and then start over again, or
• unapply just the payment that you applied by mistake.

To delete all the payments generated from this check or credit:

Press <Display>; then press <Delete>. The screen asks if you are deleting the entire check. Press <Delete> again. Then press <Clear>, and return to step 2. The payment is deleted entirely from the system, and you can start over again.

To unapply just one payment that was generated in error:

Move the cursor to the PAY flag of the payment to be unapplied. Press <Delete>. The screen asks if you are deleting this payment. Press <Delete> again. The amount of that payment is added back in to the Amount Remaining. Return to step 6 to re-apply it correctly.

If you want to quit posting payments and return to the main menu, press <End>.
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Maintaining Accounts

Displaying an Account

1
At any menu, type MCR and press <Enter>.

2
Display the account you want to see.

If you know the account number:
- Type the customer account number at Cust No.
- If this is a job account, type its number at Job No.
- Press <Display>.

If you don’t know the account number:
- In the parentheses in front of Sort Name, type X.
- At Sort Name, type the first few letters of the customer’s last name.
- Press <Next Item> (don’t press <Display>).
- If this is not the correct account, press <Prev Item> or <Next Item> until the correct account displays.

What Does This Account Owe?

You can view any account’s status any time you like. You can view:
- an aged summary for any account or range of accounts
- a list of transactions (all open items on file) for any account or range of accounts
- detailed information on any transaction

And in most cases, you can choose between
- viewing on-screen
- printing a list
Viewing an Aged Summary

1
At any menu, type MCR and press <Enter>. This is the Customer/Job File Maintenance Screen.

2
At Cust No, type the number of the customer account you want to view. If this is a job account, type the Job No, too. Then press <Display>. If you don’t know the account number, please see “Displaying an Account.”.

If there is no job account, just leave Job # blank and press <Enter>.

Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> and try again.

3
Press <Home>. At Screen, type 2 and press <Enter>. Screen 2 displays. Pay special attention to:

Running Balance – The account balance at this moment. This field is updated every time a transaction takes place anywhere in the system.

Statement Balance – The account balance from the customer’s most recent statement. It does not change until the next statement is printed.

For B and O accounts, these aged balances display at the bottom of the screen. These aged balances were set in relation to the Closing Date you used the last time you ran Report RAG with Option F. So the aging may be as up-to-date as today, if you ran Report RAG with Option F today. Or these balances may be aged in relation to your last monthly close, if that was the last time you ran Report RAG with Option F.
<table>
<thead>
<tr>
<th>Aging “bucket”</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FUTURE</td>
<td>Sum of the items which will fall due after the next monthly close.</td>
</tr>
<tr>
<td>CURRENT</td>
<td>Sum of the items which will fall due on or before the next monthly close.</td>
</tr>
<tr>
<td>1-30</td>
<td>Sum of the items which fell due on or up to thirty days before the last monthly close.</td>
</tr>
<tr>
<td>31-60</td>
<td>Sum of the items which fell due 31 to 60 days before the last monthly close.</td>
</tr>
<tr>
<td>61-90</td>
<td>Sum of the items which fell due 61 to 90 days before the last monthly close.</td>
</tr>
<tr>
<td>OVER 90</td>
<td>Sum of the items which fell due more than 90 days before the last monthly close.</td>
</tr>
</tbody>
</table>

For R accounts, these balances display at the bottom of the screen. These balances were also set in relation to the Closing Date you used the last time you ran Report RAG with Option F.

<table>
<thead>
<tr>
<th>Aging “bucket”</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURRENT MIN</td>
<td>The minimum payment due this period.</td>
</tr>
<tr>
<td>PAST DUE MIN</td>
<td>Sum of previous minimum payments still unpaid as of last run of Report RAG with Option F.</td>
</tr>
<tr>
<td>MIN NOW DUE</td>
<td>Sum of CURRENT MIN and PAST DUE MIN, plus any amount by which the Running Balance exceeds the Credit Limit.</td>
</tr>
</tbody>
</table>
Printing an Aged Summary

You can print an aged summary any time you like, for any account or any range of accounts. If you want, you can re-set the aged balances on screen 2 of Function MCR at the same time.

1
At any menu, type RAG and press <Enter>.

This is the initiation screen for the A/R Aging Report.

If you want to use a different printer, type its number at Printer Number.

*Multistore users only:*
There’s no Store field. The Aging Report always includes transactions initiated at all stores.

2
Type any Select Options you want.

If you use no Select Options, all accounts which owe you money will be included. Select Options are for including accounts that would otherwise be excluded or excluding accounts that would otherwise be included.

**NOTE:** Update option F will override selection options 1, 2, 3, 4, and L.

<table>
<thead>
<tr>
<th>Select Option</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1             | Past Due Accounts  
Prints only those accounts with a past due balance. Accounts with 0.00 or less in all past due fields (1-30, 31-60, 61-90, over 90) are excluded. |
| 2             | Accounts 31 Days Past Due and Older  
Prints only those accounts with a balance 31 days past due or older. Accounts with 0.00 or less in all of the 31-60, 61-90, and over 90 past due fields are excluded. |
| 3             | Accounts 61 Days Past Due and Older  
Prints only those accounts with a balance 61 days past due or older. Accounts with 0.00 or less in both of the 61-90 and over 90 past due fields are excluded. |
| 4             | Accounts Over 90 Days Past Due  
Prints only those accounts with a balance more than 90 days past due. Accounts with balances 90 days or less past due are excluded. |
Select Option | Description
--- | ---
A | Include Active Zero Balance Accounts
   An account is “active” if there has been a charge or payment within one month of the RAG close date. These accounts print only if you use this option.
C | Include Credit Balance Accounts
   Includes even those accounts whom you owe money. These accounts print only if you use this option.
L | Accounts Over Credit Limit Only
   Prints only those accounts whose running balance exceeds their credit limit. Any account whose running balance is less than its credit limit is excluded, even if it’s past due.
Z | Include Zero Balance Accounts
   Includes even those zero-balance accounts which have not made a charge or payment during the current period. These accounts print only if you use this option.

3
If you want to govern how the report prints, type the appropriate option at Print Options.

If you use no Print Options, the accounts will print in order by account number, with aged totals for each account (not individual transaction detail).

Options D, J, N and T are just the standard options.

Print Option | Description
--- | ---
A | Print Alphabetically by Sort Name
   The accounts will print in alphabetical order by sort name, rather than in account number order.
C | Customer Subtotals Only
   The aged totals for each customer account and any job accounts associated with it are all added together; just one aged total prints, without separate detail for each job account. Applies only to contractor users with job accounts. Date Last Payment and Amount Last Payment will not print, because they may well vary from one job account to the next.
Print Option Description

E Expanded Format
When you use Option E, the report includes a line of detail for each transaction, including its amount, date, age, and so on. Option E uses a lot of paper if you run it for a large customer base.

4
If you also want to update the aged account balances on screen 2 of Function MCR, type F at Update Options.

When printing this report, the Triad system ages each transaction in relation to the date you enter below at Closing Date. It also considers the Items To Include field which will restrict which transactions will be included on the report. If you use Option F, the Triad system will also re-set the aged balances on screen 2 of Function MCR in exactly the same way. So if you don’t want to change Function MCR, don’t use Option F.

If you do want to change Function MCR, use Option F.

Revolving Charge accounts must not be processed by more than one RAG, Option F, per month. Always exclude these accounts from all RAG, Option F, reports you run, except during the monthly close. (Use the Bal Method Exclusion field to keep these accounts from being processed.)

Balance Forward and Open Item accounts may be processed as many times per month as you like.

Most people don’t use Update Option C in this procedure. It governs the assumptions the Triad system makes about your next closing date, and therefore determines which transactions are considered current, and which are considered future.

If you use Update Option C, the Triad system assumes your next monthly close will be on the same day next month. For example, if you enter the 25th of this month in the Closing Date field (coming up), the Triad system assumes your next monthly close will be on the 25th of next month.

If you don’t use Update Option C, the Triad system assumes your next monthly close will be on the date specified by your terms codes.

Any invoices that fall due after your next closing date are considered future. Any invoices that fall due on or before your next closing date are considered current. So the assumptions about next closing date have a big effect on what this report shows as current and what it shows as future.

Don’t use either of the other update options in this procedure.
5
At Closing Date, type the date that you want to use to age your account balances. If you want to see where you stand as of today, leave today’s date.

6
At Items to Include, indicate which items you want to include.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Include all transactions, regardless of when they took place or when they will fall due.</td>
</tr>
<tr>
<td>D</td>
<td>Include only those transactions with document dates before the date you typed at Closing Date.</td>
</tr>
<tr>
<td>U</td>
<td>Include only those transactions with due dates on or before the date you typed at Closing Date. No transactions that fall due after that date will be included.</td>
</tr>
</tbody>
</table>

7
Type the range of accounts you want to include in the From and To fields.

You could also use the Codes and Excl fields to restrict the range of accounts that are included on this report. For example, you may wish to include only those accounts that use terms code 1. In that case, fill in the Codes and Excl fields like this:

Terms Code 1 N

Or, to include only those accounts that use Balance Method O:

Bal Method O N

Or, to include those accounts that use Balance Methods B and O, but not R:

Bal Method R Y

8
Press <Run>.

For all accounts, the following aged balances print. The transactions are aged in relation to the Closing Date and Items To Include you used. (This is the only place you will see aged balances for revolving charge accounts.)
<table>
<thead>
<tr>
<th>Aging Balance</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FUTURE</td>
<td>Sum of the items which will fall due after the next monthly close.</td>
</tr>
<tr>
<td>CURRENT</td>
<td>Sum of the items which will fall due on or before the next monthly close.</td>
</tr>
<tr>
<td>1-30</td>
<td>Sum of the items which fell due one to thirty days before the report Closing Date.</td>
</tr>
<tr>
<td>31-60</td>
<td>Sum of the items which fell due 31 to 60 days before the report Closing Date.</td>
</tr>
<tr>
<td>61-90</td>
<td>Sum of the items which fell due 61 to 90 days before the report Closing Date.</td>
</tr>
<tr>
<td>OVER 90</td>
<td>Sum of the items which fell more than 90 days before the report Closing Date.</td>
</tr>
</tbody>
</table>

For R accounts, these balances also print.

<table>
<thead>
<tr>
<th>Aging Balance</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURRENT MIN</td>
<td>The minimum payment due this period.</td>
</tr>
<tr>
<td>PAST DUE MIN</td>
<td>Sum of previous minimum payments still unpaid.</td>
</tr>
<tr>
<td>MIN NOW DUE</td>
<td>Sum of CURRENT MIN and PAST DUE MIN, plus any amount by which the Running Balance exceeds the Credit Limit.</td>
</tr>
</tbody>
</table>

Exactly 30 Days?

The RAG Report doesn’t really count back in exact 30-day increments for aging purposes, since many months aren’t exactly 30 days long. Actually, the RAG Report uses what we call “same day last month” logic. That means that if you used a Closing Date of 4/25, the RAG assumes a previous-month close date of 3/25, and of 2/25 for the month before that – even though 3/25 was actually 31 days before, not 30; and 2/25 was only 28 days before that, not 30.

Why is This Account Included? Why is That Account Missing?

If you used a past Closing Date, sometimes the report may include accounts that you didn’t expect to see, or exclude accounts that you did expect to see.

That’s because when you run the report, accounts are selected for inclusion (by the Select Options you chose) using balance information as of right now – which is not necessarily oriented to the Closing Date and Items To Include you used.
For example, if you ran this report with Select Options blank (to exclude zero-balance accounts), but you used a Closing Date of a month ago and Items To Include: D, the report may well print an account that had a zero balance as of the Closing Date you used. This may surprise you, since you thought you excluded zero-balance accounts, but it’s included because its balance right now is not zero.

**Viewing a List of Transactions**

In this procedure, you can view all the open items on file for any account, at any time. Their document dates and due dates display, but they are not aged. You can view only one account at a time.

1. At any menu, type DCA and press <Enter>. This is the Display Customer Account Screen.

2. At Cust No/Job, type the number of the customer account you want to view. If this is a job account, type the job number, too.

   *Multistore users only:* The Store field indicates the transaction’s store number; only transactions created for that store will display. Use a blank Store field to display transactions for all stores.

   If you don’t know the account number, press <Disc> and follow the prompts on the screen.

   If you want to view only transactions that occurred on or after a particular date, type it at Doc Date (using MM/DD/YY format.)

   If you want to view transactions of only a particular type, type the code from the list below at Trx Type. The codes can be used in combination with one another.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Adjustments</td>
</tr>
<tr>
<td>B</td>
<td>Balance Forwards (B and R accounts only)</td>
</tr>
<tr>
<td>C</td>
<td>Credit Memos</td>
</tr>
<tr>
<td>F</td>
<td>Finance Charges</td>
</tr>
<tr>
<td>I</td>
<td>Invoices</td>
</tr>
<tr>
<td>P</td>
<td>Payments</td>
</tr>
<tr>
<td>blank</td>
<td>all transaction types</td>
</tr>
</tbody>
</table>
If you want to view only transactions which apply to a particular document number, type that number at Apply to.

3
Press <Display>.

The first ten transactions for this account display. If there are more than ten transactions, you can view them in turn by pressing <Query>. To back up again, press <Recall/Special Order>.

You may see some transactions in reverse video. Those are transactions which were finalized (or were generated directly by point-of-sale) which have since been deleted using Function MOI or ROA, but are not yet purged.

For each document, you will see:
DOC NO (and its document type) – The number that identifies this transaction. This number is automatically assigned by the Triad system, unless you assigned a number of your own at the time you added the transaction to the system.
APPLY TO – The number of the transaction to which this credit memo, adjustment, or payment is applied.
DOC DATE – The date the transaction took place (or any other date you typed in at the time you added the transaction to the system).
DUE DATE – The date this transaction is due. The Triad system automatically assigns a due date to each transaction at the time it is created, in accordance with the terms code that applies to the account. Transactions are aged according to their due dates.
SALES AMOUNT – This figure varies, depending on the transaction type:
I, C, A – pre-tax total
B, F – total
P – amount of payment
SALES TAX — This figure varies, depending on the transaction type:
I, C, A – sales tax amount
B, F – not applicable
P – allowance amount
DISCOUNT AMOUNT — This figure varies, depending on the transaction type:

I, C, A – the amount of terms discount calculated at time of sale

B, F – not applicable

P – the amount of terms discount actually allowed (discount taken)

NET TOTAL — This figure varies, depending on the transaction type:

I, C, A – The sum of SALES AMOUNT plus SALES TAX minus any amount tendered at the time of sale

B, F – total

P – Payment plus Discount plus Allowance

At the bottom of the screen are totals for all transactions included within any limitations you entered at Doc Date, Trx Type or Apply to, even if they don’t all fit on the screen at once. So the totals at the bottom of the screen do not necessarily equal the sums of the transactions displayed on the screen.

**Printing a List of Transactions**

The transactions that are on file for an account at any given time are called “open items”—even for balance forward or revolving charge accounts.

You can print all open items for any account or range of accounts using the OPENITEM format of the RFR Report.

1
At any menu, type RFR and press <Enter>.

*Multistore users only:*

Check the Store field. If you want to include transactions from all stores, press <Home> and press <Clear Field> to blank out the store field. If you want to include transactions from only one store, type its number at Store. (Each transaction is automatically assigned the number of the store where it is created. The store where the account was opened is irrelevant.)

2
At Flex Report Name, type OPENITEM.

If you want to use a different printer, type its number at Printer.
3
If you want to control how the report prints, type A, D, J, N or T at Options.

Don’t use Options P or Y.

If you want more than one copy, type the quantity at Number of Copies.

4
Type the range of accounts you want to include in the From and To fields.

You could also use the Codes and Excl fields to restrict the range of accounts that are included on this report. For example, you may wish to include only those accounts that use terms code 1. In that case, fill in the Codes and Excl fields like this:

   Terms Code    1    N

Or, to include only those accounts that use Balance Method O:

   Bal Method    O    N

Or, to include those accounts that use Balance Methods B and R, but not O:

   Bal Method    O    Y

5
Press <Run>.

For each account, all the open items print. Most of the fields are self-explanatory (or you could look them up in Definitions, section 9). A few are worth explaining here, however:

NET BALANCE is the same as Running Balance from screen 2 of Function MCR.

TRX TOTAL is the total for the transactions that are included on the report. If you used the From and To fields or the store field to restrict the range of transactions that printed, there may be additional transactions on file that are not included in this total, because they were not included on this report.

TERMS DISC is the total terms discount amounts calculated on I, C, and A transaction types. The discount amounts could be valid, expired, or could even have already been taken. The discount associated with a payment transaction is a completely different field and will never be acknowledged in this field.
Changing an Account

Changing an Account's Balance Method

Accounts Receivable 2 users can change any account’s balance method. It’s simple to change an account to Revolving Charge or Balance Forward; just change the Bal Method field in Function MCR.

Changing an account to the Open Item balance method, though, is quite a bit more complex.

**Note to Contractor Users:** Job accounts don’t always have to use the same balance method as the customer account they’re associated with. Changing a customer account’s balance method has no effect on the balance method used for any job account associated with it, as long as they’re compatible. This table shows what’s compatible with what:

<table>
<thead>
<tr>
<th>Customer account balance method</th>
<th>Open Item jobs okay</th>
<th>Balance Fwd jobs okay</th>
<th>Revolving Chg jobs okay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Item</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Balance Forward</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Revolving Charge</td>
<td>no</td>
<td>no</td>
<td>yes</td>
</tr>
</tbody>
</table>

Changing to Balance Forward or Revolving Charge

1
At any menu, type MCR and press <Enter>.

2
Display the account whose balance method you want to change.

If you know the account number:

- Type the customer account number at Cust No.
- If this is a job account, type its number at Job No.
- Press <Display>. 

Note to Contractor Users: Job accounts don’t always have to use the same balance method as the customer account they’re associated with. Changing a customer account’s balance method has no effect on the balance method used for any job account associated with it, as long as they’re compatible. This table shows what’s compatible with what:
If you don’t know the account number:

- In the parentheses in front of Sort Name, type X.
- At Sort Name, type the first few letters of the customer’s last name.
- Press <Next Item>.
- If this is not the correct account, press <Prev Item> or <Next Item> until the correct account displays.

3

At Bal Method, type B if you want to change to Balance Forward; or type R if you want to change to Revolving Charge.

4

Press <Change>.

The account is now an open item account. Here is how the system handles the balance forward (BF) documents:

<table>
<thead>
<tr>
<th>If BF document is</th>
<th>Then Open Item document is</th>
</tr>
</thead>
<tbody>
<tr>
<td>a positive amount</td>
<td>an invoice (I)</td>
</tr>
<tr>
<td>a negative amount</td>
<td>a credit (C)</td>
</tr>
<tr>
<td>made up of finance</td>
<td>a finance charge (F)</td>
</tr>
<tr>
<td>charge</td>
<td></td>
</tr>
</tbody>
</table>

The system fills in the Reference field (in Functions MOI and DCA, and the Report RSM) with “Doc Type was ‘B’.”

Changing to Open Item

So you want to change an account’s balance method to Open Item. Well, there’s a lot more to it than just typing over the Balance Method field in MCR and pressing <Change> (although the Triad system would let you do just that). There are two reasons why that won’t do the trick:

- Balance forward transactions aren’t allowed for O accounts, so when you change an account to O, you have to back out any balance forwards by entering adjustments. And then you have to re-enter those balance forwards as invoices (invoices, of course, are allowed for O accounts). You have to finalize your adjustments, and then purge them and the balance forwards. Fortunately, it’s all easier than it sounds.
• Payments for O accounts must either have apply-to numbers, or must have been created as unapplied payments. So you must delete each payment on record, and then recreate it. Adjustments and credits must have apply-to numbers, too. So you must display each adjustment and credit on record and give it an apply-to number.

This procedure has no effect on your General Ledger accounts or your Daily Sales reports.

When?

This is a fairly complex procedure, so don’t start until you have time to follow it all the way through. Try to pick a time when you won’t be interrupted—concentration helps.

1

Display the account in Function MCR and change its Bal Method to O.

Here’s how:
• At any menu, type MCR and press <Enter>.
• Type the customer account number at Cust No. If this is a job account, type its number at Job No.
• Press <Display>.
• At Bal Method, type O.
• Press <Change>.

2

See if this account has any balance forward transactions, by running Report RFR using the OPENITEM format, or using Function DCA.

Here’s how to print Report RFR:
• Press <End>, type RFR and press <Enter>.
• Multistore users only: At Store, press <Clear Field> to include transactions initiated at all stores.
• At Flex Report Name, type OPENITEM. Leave Options blank.
• Fill in the From and To fields to include only the account(s) you want to change.
• Press <Run>.
• Refer to this report throughout this procedure. Hang on to it.

If you want to look for balance forwards on-screen, use Function DCA:
• Press <End>, type DCA and press <Enter>.
• Multistore users only: Press <Home>. At Store, press <Clear Field> to include transactions initiated at all stores.
• At Cust No/Job, type the account number you want to see.
• Press <Display>.
• Press <Print>.
• If there are more than 10 open items, press <Query> to display subsequent “pages.” Print each “page.”
• Refer to these printed screens throughout this procedure. Hang onto them.

Here’s a balance forward on the DCA Screen:

<table>
<thead>
<tr>
<th>Cust No/Job: 12000 /___</th>
<th>Balance Method: O</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESTHER GALVEZ</td>
<td>Running Balance: 39.42</td>
</tr>
<tr>
<td>Doc Date: <strong>/</strong>/__</td>
<td>Trx Type: _</td>
</tr>
<tr>
<td>Apply to:___</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DOC NO</th>
<th>DATE</th>
<th>AMOUNT</th>
<th>SALES TAX</th>
<th>DISCOUNT AMOUNT</th>
<th>NET TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>568572</td>
<td>6/30/86</td>
<td>52.92</td>
<td></td>
<td></td>
<td>52.92</td>
</tr>
<tr>
<td>557644</td>
<td>9/30/86</td>
<td>10/30/86</td>
<td>0.79</td>
<td></td>
<td>0.79</td>
</tr>
<tr>
<td>10516</td>
<td>10/05/86</td>
<td>10/05/86</td>
<td>6.20</td>
<td>0.37</td>
<td>6.57</td>
</tr>
<tr>
<td>11025</td>
<td>10/15/86</td>
<td>11/14/86</td>
<td>12.45</td>
<td>0.75</td>
<td>13.20</td>
</tr>
<tr>
<td>A70012</td>
<td>10/15/86</td>
<td>10/15/86</td>
<td>25.00</td>
<td></td>
<td>25.00</td>
</tr>
<tr>
<td>11458</td>
<td>10/17/86</td>
<td>11/16/86</td>
<td>6.87</td>
<td>0.41</td>
<td>7.28</td>
</tr>
<tr>
<td>A32435</td>
<td>10/23/86</td>
<td>11/22/86</td>
<td>-3.20</td>
<td></td>
<td>-3.20</td>
</tr>
</tbody>
</table>

Invoices : 20.48 Payments : 25.00 Fin Charges : 0.79
Bal Forward: 52.92 Credit Memos: 6.57 Adjustments: -3.20

3
If there are no balance forward records, you can skip immediately to step 6.

But if there are any balance forward records, continue with step 4, below.

Balance forward transactions aren’t allowed for accounts that use the Open Item balance method. So if there are any balance forwards on record, you have to back them out by creating adjustments. Then you’ll repost them as invoices.

If there are no balance forward records on file for this account, you can skip the back-out and reposting steps. Proceed immediately with step 6.

If you’ve been purging this account regularly, you probably have only one balance forward record, and it’s probably dated quite recently. But it’s possible to have more than one, if you haven’t been purging regularly.
4
In Function MOI, post negative adjustments to back out each balance forward. Backdate each adjustment with its balance forward’s document date.

In other words, if you’re backing out a balance forward whose document date is 07/31/88, you should give the adjustment a document date of 07/31/88, too. This is important.

To post a negative adjustment:
- Press <End>, type MOI and press <Enter>.
- Type the account number at Cust#/Job# and press <Enter>.
- At Document Type, type A, and press <Enter> twice.
- Under NON-TAXABLE, type the amount of the balance forward:
  - as a negative amount if the balance forward is positive. (Use the dash for a minus sign.)
  - as a positive amount if the balance forward is negative.
- At Apply To #, type the balance forward’s document number (refer to your RFR Report or the DCA screen print).
- At Doc Date, type the date of the balance forward you’re backing out (the date may be some months back—check the RFR report or your DCA screen print. This is very important).
- Press <Add>.
- If there is more than one balance forward, press <Clear> and repeat for each one.

5
Repost each balance forward as an invoice, still using Function MOI.

To repost a balance forward as an invoice:
- Press <Clear>.
- Press <Backtab>. At Document Type, type I. Press <Enter> twice.
- Under NON-TAXABLE, type the amount of the balance forward. Enter this as a positive amount (don’t use a minus sign). You have to enter it as nontaxable so the Triad system won’t recalculate tax on it.
- At Reference, type the document number of the balance forward that this invoice is replacing, and type BALANCE FORWARD.
- At Doc Date and Due Date, match the B transaction dating exactly (or your aging will be changed).
- Press <Add>. Write down the new document number and its total on your RFR Report or DCA Screen print.
6
Display in turn any credits on file for this account, using Function MOI. For each one, type an Apply To #, and press <Change>.

To display credits:
- Press <End>, type MOI and press <Enter>.
- Type the account number at Cust#/Job# and press <Enter>.
- Press <Backtab>.
- In the parentheses preceding Document Type, type X.
- Press <Enter>. At Document Type, type C.
- Press <Tab> three times.
- Press <Clear Field> three times to blank out all dates.
- Press <Next Item>.

At Apply To, type the number of the transaction this credit is to be applied to. If you have no idea, apply it to the oldest invoice on record. For document numbers, refer to your RFR Report or DCA screen print. You can apply credits to the invoices that you added in step 5, too. Be careful not to “over-pay” invoices by applying large credits to small invoices.

- Press <Change>.
- Press <Next Item>. If another credit for this account displays, repeat for all credits.

7
Display in turn any unapplied adjustments on file for this account, using Function MOI. For each one, type an Apply To #, and press <Change>.

To display adjustments:
- Press <Clear> twice. Type the account number at Cust#/Job# and press <Enter>.
- Press <Backtab>. In the parentheses preceding Document Type, type X.
- At Document Type, type A.
- Press <Tab> three times.
- At Doc Date, press <Clear Field> three times to blank out all dates.
- Press <Next Item>.
- If Apply To is blank, proceed as below. If the adjustment is already applied, go on to next adjustment by pressing <Next Item>.

- If there was more than one balance forward, press <Clear> and repeat for each one.
• At blank Apply To, type the number of the transaction this adjustment is to be applied to. If you have no idea, apply it to the oldest invoice on record. For document numbers, refer to your RFR Report or DCA screen print. You can apply adjustments to the invoices you added in step 5, too. Be careful not to “over-adjust” invoices by applying large adjustments to small invoices.

• Press <Change>.

• Press <Next Item>. If another unapplied adjustment for this account displays, repeat for all unapplied adjustments.

8
If there are any payments on file for this account, delete them and then immediately re-add them, using Function ROA. If there are no payments, skip to step 9.

Check your RFR Report or DCA Screen print to see if there are any payments. (Payments have a document type of P.) You have to delete them, and then immediately re-add them, because the Triad system handles payments on Open Item accounts differently from payments on other kinds of accounts. You’ll also apply them, as you re-add them. You should do this in chronological order (oldest payments first, newest payments last) so the customer’s Last Pmt Date and Last Pmt Amt fields in Function MCR will remain accurate.

To delete, re-add and apply a payment:

• Press <End>, type ROA and press <Enter>.

• Type the account number at Cust# /Job# and press <Enter>.

• Press <Next Item>. Make special note of payments that contain discount and/or allowance amounts. The new payments you add back must match these exactly.

• Press <Delete> twice.

• Press <Clear>. You must clear the screen and then re-add the payments from scratch.

• Re-enter the entire payment. This time, leave ABA blank so the payment won’t show on today’s RCK Report. At Recpt Date, type the original date of the payment over today’s date.

• Press <Add>.

• Multistore users only:

Press <Home>, then <Clear Field> to include transactions for all stores.

• Press <Invoice>.

• Change the PAY flags as necessary to indicate how you want to apply this payment. (blank = do not pay this invoice. N = pay this invoice, but do not allow any discount. X = pay this invoice, and allow this discount.)
• Press <Quote>. Check the Payment and Discount amounts. Change the PAY fields again if necessary; repeat until the Payment and Discount amount fields match the original payment.
• Press <Add>.
• Press <Clear> and repeat for all other payments.

9
Print a list of the work you just did, using Report RDJ.

Here’s how:
• Press <End>, type RDJ and press <Enter>.
• Multistore users only: Press <Home>, then <Clear Field>.
• At Options type B.
• Fill in From and To to include this account only.
• Press <Run>.

Check the report totals. The net change to accounts should be 0.00.

10
Finalize your work by running Report RDJ, for this account only, using Options FB.

You have to finalize your work before you can purge it.

To do this:
• Press <End>, type RDJ and press <Enter>.
• Multistore users only: Press <Home>, then <Clear Field>.
• At the Options field, type FB.
• Fill in the From and To fields to include only this account.
• Press <Run>.

Check the report totals. The net change to accounts should be 0.00.
11
In Function MCT, check the Open Item field under Past Due Periods Kept After Purge. Change it to 0, if it’s not already.

This will enable you to purge all deleted payments, applied payments, and balance forward transactions and their adjustments—even those dated as recently as last period. (There shouldn’t be any balance forward transactions dated more recently than one month ago.)

Here’s how:
- Press <End>, type MCT and press <Enter>.
- Check the Open Item field. If it does not say 0 already, make a note of what it says. (You’ll change it back in a moment.) Then type 0.
- Press <Change>.

12
Purge the balance forward transactions and their adjustments by running Report RAG for this account only, with Print Option E, Update Option PR, and Items to Include A.

Here’s how:
- Press <End>, type RAG and press <Enter>.
- At the Select Options field, type CZ.
- At the Print Options field, type E.
- At the Update Options field, type PR. You can leave today’s date at the Closing Date field.
- At the Items to Include field, type A.
- Fill in the From and To fields to include only the account(s) whose balance method you want to change.
- Press <Run>.

Your balance forwards and the adjustments you posted to back them out should all be deleted.

The amounts that used to be balance forward transactions should now be invoices. Everything is aged in comparison to the date you had at the Closing Date field—probably today’s date. The account total is the same as it was before you started. The aging in MCR is unchanged since Update Option F was not used.

13
If you changed the Open Item field under Past Due Periods Kept After Purge in Function MCT in step 11, change it back now.

Here’s how:
- Press <End>, type MCT and press <Enter>.
- At the Open Item field, type 1 or 2—whatever was there before.
- Press <Change>.
Changing Terms

When you set up your AR system, you defined all the various sets of terms you offer, using Function MTM. You assigned each set of terms its own code.

Then, when you set up your customer accounts using Function MCR, you assigned the appropriate code to each account, in the Terms Code field.

So now you could change an account’s terms in either of two ways:

- You could assign another terms code to an account. For example, if account 45678 uses terms code 1, net 20th, you could re-assign it terms code 2, net 25th. This change affects only this account. See “Changing One Account’s Terms,” which follows.

- Or you could change the definition that applies to a particular terms code. For example, if terms code 1 is net 20th, you could re-define it as net 25th. When you make this change, you’re changing the terms for all accounts that use terms code 1. See “Re-defining a Terms Code.”

It’s best to do this procedure between periods.

Changing One Account’s Terms

1
Find the code for the new terms you want to offer.

If you’re not sure, here’s how to print a list of all your terms codes:

- At any menu, type RTM and press <Enter>.
- Press <Run>.

Select the terms you want to offer. If there is currently no suitable set of terms, you can define a new set. See the tabbed section Setting Up, “Setting Up Terms Codes.”

2
At any menu, type MCR and press <Enter>.
3
Display the account whose terms you want to change.

If you know the account number:
• Type the customer account number at the Cust No field.
• If this is a job account, type its number at the Job No field.
• Press <Display>.

If you don’t know the account number:
• In the parentheses in front of the Sort Name field, type X.
• At the Sort Name field, type the first few letters of the customer’s last name.
• Press <Next Item>.
• If this is not the correct account, press <Prev Item> or <Next Item> until the correct account displays.

4
At Terms Code, type the code for the terms that should apply to this account from now on.

5
Press <Change>.

Now this new set of terms will be used in all future transactions for this account.

Any transactions that took place before you made this change, however, are not affected. Those transactions still have the due dates and discount amounts that were calculated at the time they took place.
Re-defining a Terms Code

Are you planning to:

- Change the Closing Date field? See the monthly close section first.
- Change the Due Date field? Discrepancies in your aging are almost unavoidable. Check with your Triad Education Representative for advice on how to minimize this.
- Change the Due Days field? Discrepancies in your aging are almost unavoidable. Check with your Triad Education Representative for advice on how to minimize this.
- Change discount information fields? The validity of discounts already on file will be affected. (The dollar amounts won’t change, but ROA and RSM will be checking the validity of the discounts against the new terms.)

1
At any menu, type MTM and press <Enter>.

Multistore users only:
There is no Store field on this screen. Remember, any terms code can be used by any store—they’re not store-specific.

2
At Terms Code, type the code for the terms you want to change, and press <Display>.

If you don’t know the correct code, you can display them all in turn by pressing <Next Item>.

3
Type over the field you want to change.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>The description at the far right derives from the figures in the fields below, but if you want another description to display instead (in MCR, at POS, etc.) you can type over the description on the two lines at the Description field. You might prefer to name a set of terms “normal” or “commercial.” If you want no description to display, press &lt;Clear Field&gt; to blank it out.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Discount Percent</td>
<td>If these terms include a discount for prompt payment, type the percent.</td>
</tr>
<tr>
<td></td>
<td>For example, if you offer 2% discount if payment is received within 10 days, type 2.</td>
</tr>
<tr>
<td></td>
<td>If you offer no terms discount, just leave this field blank.</td>
</tr>
<tr>
<td>Discount Days and</td>
<td>If the discount is good for a certain number of days, type the number at the Discount Days field. If it is good until a certain date, type the date at the Discount Date field.</td>
</tr>
<tr>
<td>Discount Date</td>
<td>For example, if the discount is good if payment is received within 10 days, type 10 at the Discount Days field. But if the discount is good until the 10th of the month, type 10 at the Discount Date field. If you filled in the Discount Percent field, you must fill in one (but not both) of these two fields.</td>
</tr>
<tr>
<td></td>
<td>If you left the Discount Percent field blank, leave both of these fields blank, too.</td>
</tr>
<tr>
<td>Due Days and</td>
<td>If the net invoice amount is due within a certain number of days, type the number at the Due Days field. If it is due by a certain date, type the date at the Due Date field.</td>
</tr>
<tr>
<td>Due Date</td>
<td>For example, if invoices are due within 30 days, type 30 at the Due Days field. But if they are due on the 30th of the month, type 30 at the Due Date field. If they are due on the last day of the month, type EM for End of Month at the Due Date field.</td>
</tr>
<tr>
<td></td>
<td>You have to fill in one of these two fields (but not both).</td>
</tr>
<tr>
<td>Closing Date</td>
<td>Type the date you cut off activity each month for customers with these terms.</td>
</tr>
<tr>
<td></td>
<td>For example, if you cut off activity for your monthly close on the 25th, type 25; if on the 30th, type 30; if on the last day of the month, type EM for End of Month.</td>
</tr>
</tbody>
</table>
4
Press <Change>.

Now this set of terms is re-defined. From now on, all accounts that use this terms code (in the MCR Terms Code field) will use this new definition. Any transactions that took place before you made this change, however, are not affected. Those transactions still have the due dates and discount amounts that were calculated at the time they took place.

Changing a Customer Number

What if you want to change a customer’s account number? Can you just type over it and press <Change>? No, sorry. There’s a little more to it than that. In fact, there’s a special function you will use: Function CCN.

Contractor Users: You can’t change the customer number of an account that has job accounts associated with it.

This procedure is for customer accounts only. You can’t use this procedure to change job account 10, for example, to job account 20.

Before you begin changing the customer number, you must make sure that the account whose number you want to change doesn’t have any open transactions associated with it. You must also ensure that the customer number isn’t currently being used as a Bill To customer number.

1
At any menu, type ROO and press <Enter>

Multistore users only:
At Store, press <Clear Field> so the report will include open orders from all stores.

2
At Options, type X. Leave the Trans Type field blank, to include all transaction types.

Option H can also be used to prevent all the detail from printing. This would reduce the amount of paper the report uses.

3
Type the customer number you want to change in the From and To fields.

4
Press <Run>.

If any transactions print on the report, don’t use this procedure
right now. You must delete and purge, or completely invoice all Contractor POS transactions associated with this customer first.

You may delete bids, estimates, and open quotes (TRX types B and E).

However, you should check orders and special orders (TRX types O and S) carefully before deleting them:

- If they have been shipped but not invoiced, you should not delete them. Instead, you should invoice them, and then write them off as bad debts if you know the customer will not pay.
- If they have not been shipped, you may delete them. To delete transactions, please see your Manager’s POS Procedures Manual.

5
At any menu, type MCR and press <Enter>. This is the Customer/Job File Maintenance Screen.

6
Type the account number you want to change in the Bill To Cust: field. Type an X in the parentheses just before this field. Press <Next Item>.

The account immediately following the account number you want will display.

7
Press <Previous Item>. The account number you want to change will display.

If the customer that displays has this customer as a Bill To Cust,

- Press <Tab> twice.
- Press <Clear Field>, then press <Change>.
- Press <Clear>.

Repeat the steps above until all customers using this account as a Bill To account number have been found and the Bill To fields cleared.
8
At any menu, type CCN and press <Enter>. This is the Change Customer Number Screen.

9
At Customer No under OLD CUSTOMER NUMBER, type the present number of the account you want to re-number, and press <Display>. The customer name and address display in the box at the bottom of the screen. Check to make sure this is the correct customer.

10
Press <Enter>. At Customer No under NEW CUSTOMER NUMBER, type the new number you want to use for this account. Then press <Change>. When you press <Change>, messages appear in the box at the bottom of the screen telling you what’s been changed. This includes any open items and customer sales history on file for this account.

Changing a Customer Account to a Job Account
Contractor Users Only:

Occasionally you may find you need to turn a particular customer account into a job account, and associate it with another customer account. Be sure you really want to do this before you proceed; there’s no way to reverse the process and turn a job account into a customer account.

Before you begin this procedure, you should know the number of the customer account with which the new job account will be associated.

Before you begin changing the customer number, you must make sure that the account whose number you want to change doesn’t have any open transactions associated with it. You must also ensure that the customer number isn’t currently being used as a Bill To customer number.

1
At any menu, type ROO and press <Enter>. This is the initiation screen for the Open Order File Report.

Multistore users only:
At Store, press <Clear Field> so the report will include open orders from all stores.
2
At Options, type X. Leave the Trans Type field blank, to include all transaction types. Option H can also be used to prevent all the detail from printing. This would reduce the amount of paper the report uses.

3
Type the customer number you want to change in the From and To fields.

4
Press <Run>.

If any transactions print on the report, don’t use this procedure right now. You must delete and purge, or completely invoice all Contractor POS transactions associated with this customer first.

You may delete bids, estimates and open quotes (TRX types B and E).

However, you should check orders and special orders (TRX types O and S) carefully before deleting them:
• If they have been shipped but not invoiced, you should not delete them. Instead, you should invoice them, and then write them off as bad debts if you know the customer will not pay.
• If they have not been shipped, you may delete them. To delete transactions, see your Manager’s POS Procedures Manual.
5
At any menu, type MCR and press <Enter>. This is the Customer/Job File Maintenance Screen.

View in turn both the customer who will become a job and the customer to which the job will be assigned. Check the balance method for each. Use the table below to determine if the balance methods are compatible.

<table>
<thead>
<tr>
<th>Customer account balance method</th>
<th>Open Item jobs okay?</th>
<th>Balance Fwd jobs okay?</th>
<th>Revolving Chg jobs okay?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Item</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Balance</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Forward</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revolving Charge</td>
<td>no</td>
<td>no</td>
<td>yes</td>
</tr>
</tbody>
</table>

If they are not compatible, follow the procedures in “Changing an Account’s Balance Method” and change one customer’s balance method (it doesn’t matter which one is changed).

6
Type the account number you want to change in the Bill To Cust: field. Type an X in the parentheses just before this field. Press <Next Item>. The account immediately following the account number you want will display.

Bill To’s are not allowed on Job accounts. The master account automatically functions as the Bill To customer.

7
Press <Previous Item>. The account number you want to change will display.

If the customer that displays has this customer as a Bill To Cust:

- Press <Tab> twice.
- Press <Clear Field>, then press <Change>.
- Press <Clear>.

Repeat the steps above until all customers using this account as a Bill To account number have been found and the Bill To fields cleared.
8  
At any menu, type CCJ and press <Enter>.  
This is the Change Customer To Job Screen.

9  
At Old Customer No, type the present number of the account you want to change to a job account, and press <Display>.  
Make sure you have the right account. If not, press <Clear> and try again.

10  
At New Customer/Job, type the number of the customer account this account is to be associated with, and the job number that will identify this job.  
The new customer number must be different from the old one.  
The new job number must not already exist for this customer.

11  
Press <Change>.  
The screen says the change is in progress, and after a moment, that the change has been completed.

You may wish to check Function MCR for the new job account and for the customer account it’s newly associated with, to make sure the settings in the various control fields are still appropriate. Pay special attention to the Tax Code, Terms Code, Print Stmts and *Stmts by Job fields. If you’re a multi-store user, also pay attention to the *Job Std Store: and St Acct Opened: fields.

If departmental history had been accumulating for the customer who’s now a job, that history will have to be merged with the existing departmental history (if any) that had accumulated on the master account.

**Cutting Off Charge Privileges**

It’s easy to cut off charge privileges for any account that’s giving you trouble—just follow the procedure below.

1  
At any menu, type MCR and press <Enter>.  

2
Display the account whose charge privileges you want to cut off.

If you know the account number:
- Type the customer account number at the Cust No field.
- If this is a job account, type its number at the Job No field.
- Press <Display>.

If you don’t know the account number:
- In the parentheses in front of Sort Name, type X.
- At the Sort Name field, type the first few letters of the customer’s last name.
- Press <Next Item>.
- If this is not the correct account, press <Prev Item> or <Next Item> until the correct account displays.

3
At Charge Allowed, type N.

If you’ve received bad checks from this customer, you might also want to type N at the Check Allowed field.

If there’s a chance the customer will return merchandise purchased from you, you might also want to change the Credit A/R Only field to Y. That way, if the customer returns any merchandise, he or she can’t be given a cash refund; instead, the accounts receivable balance is credited.

4
Press <Change>.

Now purchases at POS can no longer be charged to this account, and checks will not be accepted either, if you so indicated. However, the Triad system will still permit you to accept checks entered through the backoffice Function ROA.
Deleting An Account

You might think you could delete an account just by displaying it in Function MCR and pressing <Delete> twice. It’s not quite that simple (for the very good reason that there’s a lot of information associated with any account).

You can delete an account only when it meets these four conditions:

- has no outstanding open items
- has no associated job accounts (Contractor users only)
- has no departmental sales history (AR 2 users only)
- is not used as a Bill To account for another customer

In addition, you should also make sure there are no open orders on file for an account before you delete it. The system doesn’t automatically check to make sure there are no open orders, as it does for the other four conditions.

Open Orders vs. Open Items

Open orders and open items are not the same thing.

An open order is an on-file point-of-sale transaction: an order, special order, estimate, bid or open quote.

An open item is an on-file Accounts Receivable transaction: an invoice, adjustment, credit, balance forward, payment, finance charge or late charge.

The following procedures tell you how to get an account to the point where it meets those conditions, so you can delete it.

Why Delete An Account?

You might consider deleting an account if:

- the account has been inactive for a long time, and you don’t expect it to become active again
- it becomes apparent that the account is a bad risk.

Deleting accounts isn’t always the best idea, though. An inactive account might become active again. And as for accounts that don’t pay, you can always cut off charge privileges (just display the account in Function MCR, type N at the Charge Allowed field, and press <Change>.)
When you delete an account, you’re also deleting all the sales history that was accumulated for that account. Unless your file space is getting tight, there’s really no reason to delete an account.

However, if you decide you really do want to delete an account, these are the procedure to use. Basically, you’ll try to delete the account, and MCR will check to see if the four required conditions given above are met. If any of the conditions are not met, the system will give you an appropriate message. You can then resolve the situation and try to delete the account again. You’ll continue until all the conditions are met and the account is deleted.

1
At any menu, type MCR and press <Enter>.

2
Display the customer account you want to delete.

   If you know the account number:
   • Type the customer account number at the Cust No field.
   • Press <Display>.

   If you don’t know the account number:
   • In the parentheses in front of Sort Name, type X.
   • At the Sort Name field, type the first few letters of the customer’s last name.
   • Press <Next Item>.
   • If this is not the correct account, press <Prev Item> or <Next Item> until the correct account displays.

3
Press <Delete> once.

   One of the following messages will display. The messages are in the same order that MCR uses to check for each of the four required conditions. Therefore, if message 3 displays, you can be certain that the conditions pertaining to messages 1 and 2 have been met and you don’t have to worry about them. However, you can’t tell yet about the condition pertaining to message 4. You’ll have to either:
   • assume that message 4 will display, and complete the procedures it refers you to.
   }

   or
• resolve message 3, then again try to delete the account and see if message 4 displays.

Message 1: OPEN ITEMS STILL EXIST FOR THIS ACCOUNT

There are still unpurged invoices, credits, payments, adjustments, finance charges, and/or balance forward documents on file for this account. See “Checking for Open Items and Writing Off Bad Debts” for the procedures to resolve this situation.

You may get stuck here because the open items are not old enough to purge yet. If this is the case, you can either wait until you can purge the open items, or you can assume that each of the rest of the messages will display and complete the procedures they refer you to.

Message 2: MAY NOT DELETE A CUSTOMER WITH JOBS

There are job accounts associated with this customer account. See “Checking for Job Accounts” for the procedures to resolve this situation.

Message 3: CUSTOMER HISTORY STILL EXISTS FOR THIS CUSTOMER

There are departmental history records associated with this account. (The history is displayed on screens 3 and 4 of MCR for AR2 only.) See “Deleting Departmental History” for the procedures to resolve this situation.

Message 4: MAY NOT DELETE CUSTOMER USED AS BILL TO

This account is currently being used as a Bill To account number for one or more of your other customers. See “Checking for Bill To Customers” for the procedures to resolve this situation.

Message 5: PRESS DELETE AGAIN TO DELETE THIS ACCOUNT

Don’t do it! (At least not yet.) As far as MCR is concerned, the account is ready to be deleted. However, MCR doesn’t check for open orders on file for this account. You have to do this yourself. See “Checking for Open Orders” for the procedures to resolve this situation.

After any open orders have been deleted and purged from the POS files, continue with step 4 below to finish deleting the account.
4
Print both screens 1 and 2 of MCR for historical or audit trail purposes. (The account will be deleted during this process.)

Here’s how:
• Repeat steps 1 and 2 to display the account.
• Press \textless Home\textgreater, type 2, then press \textless Enter\textgreater.
• Press \textless Print\textgreater.
• Press \textless Home\textgreater, type 1, then press \textless Enter\textgreater.
• Press \textless Delete\textgreater twice. The message account has been deleted should display. (If a different message displays, follow the appropriate procedures, then try step 4 again.)
• Press \textless Print\textgreater.
• Press \textless Clear\textgreater.

Checking for Open Items and Writing Off Bad Debts

You can’t delete any account that has open items. (An account balance of zero is not the same as having no open items.)

One type of open item you might find is a bad debt—one that you expect will never be paid. Once you have determined that an open item is a bad debt, you should write it off immediately. This procedure tells you how.

Open items remain on record in the Triad system for a certain period of time (the period is determined by how you filled in the Past Due Periods Kept After Purge fields in Function MCT), before they are purged as part of your month-end procedure. After they have been purged, you can move on to delete the account.

1
Check for open items for this account, using Function DCA, or by running Report RFR using the OPENITEM format.

If you want a printed list of any open items, print Report RFR.
• At any menu, type RFR and press \textless Enter\textgreater.
• \textit{Multistore users only:} At the Store field, press \textless Clear Field\textgreater to include transactions initiated at all stores.
• At the Flex Report Name field, type OPENITEM. Leave the Options field blank.
• Fill in the From and To fields to include only the account(s) you want to delete.
• Press \textless Run\textgreater.

If you want to see any open items on-screen, use Function DCA:
• At any menu, type DCA and press \textless Enter\textgreater.
• **Multistore users only:**
  Press <Home>. At the Store field, press <Clear Field> to include transactions initiated at all stores.

• At the Cust No/Job field, type the account number you want to see.

• Press <Display>.

• If there are any open items, write down their document numbers and types. Open items that display in reverse video have been deleted but are still considered to be open items. The rules for purging a transaction are the same for both “normal” and deleted transactions.

• **Contractor Users:**
  If there are any job accounts associated with this account, you must also check for any open items on the job accounts. At the Job field, type the number of any job account and press <Display>. Write down any document numbers and types. Repeat for all job accounts associated with this customer account.

2
Check to see if the account balance is zero.

If you are looking at Function DCA, just check the Running Balance.

If you ran report RFR, just check the Net Bal (the running balance field from MCR2) or the Trx Total (the total of all transactions on file).

If the Account Balance is Zero:

You will be able to delete this account as soon all its open items have been purged. (You must apply all A, C, and P transactions for accounts that use balance method O before they can be purged.) You should be purging every month, as the last step of your monthly statement run. When will these open items become eligible for purging? It depends on how you answered the Past Due Periods Kept After Purge fields in Function MCT. (The default is 0 for Balance Forward and for Open Item accounts—and that’s what Triad system recommends.)

• If you answered 0 for the balance method this account uses, those open items will be purged at your next monthly close. After that, you can delete this account; at that time, go to step 8.

• If you answered 1 for the balance method this account uses, those open items will be purged at the second monthly close from now. After that, you can delete this account; at that time, go to step 8.
• If you answered 2 for the balance method this account uses, those open items will be purged at the third monthly close from now. After that, you can delete this account; at that time, go to step 8.

If the Account Balance is not Zero:

The account balance has to be zero before you can delete the account. If an open item is a bad debt (an invoice you expect will never be paid), you will have to write it off. Steps 4 through 7 tell you how.

If an open item is an unapplied payment, you will have to apply it. Please see the tabbed section Payments, “Applying an Unapplied Payment or Credit.”

If an open item is a credit, check with your accountant about writing it off. If you do decide to write it off, use the procedure that follows in steps 4 through 7 – using a negative dollar amount for the allowance.

3
Press <End>, type ROA and press <Enter>.

Multistore users only:
Press <Home>. At the Store field, press <Clear Field>. Now you can write off bad debts originating at all stores.

4
At Cust#/Job#, type the appropriate account number and press <Enter>.

5
At Check#, type 1 and press <Enter>.

If you want to record a different date for this write-off, press <Tab> and type it at the Recpt Date field. If you intend to purge this allowance immediately, a receipt date of today’s date or a future date won’t be old enough to purge.

6
For B and R accounts, type the total bad debt amount at Allowance. Then press <Add>.

For O accounts, see the detailed steps at right.

To write off bad debts for O accounts:
• Type .01 at the Payment field and press <Add> (you will clear this amount in a moment).
Multistore users only:
Press <Home>. At the Store field, press <Clear Field>. You must write off all bad debts originating in all stores to bring the account balance to zero.

- Press <Invoice>. Up to 10 unpaid transactions display.
- Type N in the PAY column in front of every transaction.
- Press <Quote>.
- Remember or write down the number at the Payment field (this is the total amount you will write off).
- Press <Clear Field> at the Payment field.
- Type the total amount you will write off at the Allowance field.
- Press <Add> twice. PAID appears next to each invoice. (The Amt Remaining field still says 0.01.)
- To see if there are any more unpaid invoices, press <Invoice>. Repeat this procedure until all invoices are paid.
- When you have written off all bad debts, press <Clear> twice to clear the Amt Remaining field.

Posting Those Bad Debts to Your General Ledger

The RDJ Report that prints at the end of the day will include the allowances you posted today to write off those bad debts. The amount will print in the NET CHANGE TO ACCOUNTS section. It will be included in the amount that prints on the credit side of the A/R figure, and in the amount that prints on the debit side of the ALLOWANCE figure. If you use Automated Passoff, these figures will be posted automatically. If you don’t use Automated Passoff, you can post these figures manually.
Now the account balance should be zero.

- If you would like to purge the transaction without waiting for your next scheduled purge report at your monthly close, complete steps 9 - 13 in “Changing to Balance Method O” beginning on page 6-14.

- If you would rather wait for the transactions to purge during the monthly close, continue with “Checking for Job Accounts” below.

It would be wise to prepare this account now for deletion. Some people like to:

- Cut off charge privileges for this account. (Display the account in MCR, type N at the Charge Allowed field, and press <Change>.)

- Change this account’s number to a range that means “waiting for deletion.” See “Changing a Customer Number.”

- Change this account’s sort name to one that can’t easily be brought up at POS. (Display the account in MCR, type XXXXX or something similar at the Sort Name field, press <Clear Field>, and press <Change>.)

- Change this account’s credit message to say “Delete account on 12/1/86” –or whenever its open items will all have been purged. (Display the account in MCR, type the new message at the Cred Msg field, and press <Change>.)

Return to step 3 on page 6-35 to check for message 2.

### Checking for Job Accounts

(CPOS Users Only)

What if you want to delete a job account, but not the customer account it’s associated with? No problem. Just use the procedure that follows.

What if you want to delete a customer account and the job accounts associated with it? No problem. Use the procedure that follows, for the customer account and the job accounts. When you get to the last part–actually deleting accounts–you’ll delete the job accounts first. Then you’ll delete the customer account they were associated with.

What if you want to delete a customer account, but not a job account associated with it? Well, there you have a problem. In fact, it can’t be done. You can’t delete a customer account that has associated job accounts unless you also delete the job accounts. Instead, you could:

- cut off charge privileges for the customer account (type N at its MCR Charge Allowed field and press <Change>), but continue to permit charges for the job account(s).

- set up a new customer account for the job account, and start using the new account instead. You’ll lose any sales history for the old accounts if you delete them, however. (You could display screens 2 and 3 and press <Print>; then you would
at least have printed records, although the figures would no longer be stored in the Triad system.)

If you want to delete a job account, just treat it the same as a customer account. The only difference between the two is that a job account

• can’t have other job accounts associated with it. So the message MAY NOT DELETE A CUSTOMER WITH JOBS will never display when you try to delete a job account.

• doesn’t keep its own Departmental Sales history. (The master account keeps the history for itself and all of its associated job accounts.) So customer history still exists for this customer will never display when you try to delete a job account.

All other conditions that apply to deleting an account are exactly the same for job accounts. Start here to check for any job accounts.

1
At any menu, type MCR and press <Enter>.

2
Display the customer account you want to delete.

If you know the account number:

• Type the customer account number at the Cust No field.
• Press <Display>.

If you don’t know the account number:

• In the parentheses in front of Sort Name, type X.
• At the Sort Name field, type the first few letters of the customer’s last name.
• Press <Next Item>.
• If this is not the correct account, press <Prev Item> or <Next Item> until the correct account displays.

3
Check the *Job Accts Open? field.

It should say Y, indicating that there are job accounts for this customer. Before you delete them, you should identify all of the job numbers that are on file.

• Press <Next Item>. The first job account displays.
Repeat to view all job accounts associated with this customer account. You should write down all the job account numbers—you will need them later. You can ignore Job #999. It merely indicates that at least one job account has been deleted from this account sometime in the past.

If you don’t want to delete all these job accounts, you can’t delete the customer account they’re associated with. You do have some alternatives, though; please see the information just before step 1 above.

If you do want to delete the customer account and all of its associated job accounts, return to step 1 and treat each job account to be deleted as a regular customer account.

Deleting Departmental History

1
At any menu, type MCR and press <Enter>.

2
Type the number of the account you want to delete and press <Display>.

If you are deleting a customer account and its associated job accounts, type the customer account number.

3
Display screen 3 and press <Delete> twice to delete the departmental sales history.

If you’re deleting only a job account, don’t delete any information on screen 3. The Triad system keeps just one screen of department sales history for a customer account and all its job accounts combined. If you were to display and delete that screen, you would be deleting information about the customer account and all its job accounts—even though you just wanted to delete a job account.

To delete the information:

- Press <Home>, type 3 and press <Enter>.
- When the third screen displays, press <Delete> twice.
- **Multistore users only:** Make sure the Store field is blank. Then press <Display>. If the message NO MORE DEPT. HISTORY EXISTS FOR THIS CUSTOMER displays, press <Delete> twice.
• Continue displaying and deleting until the message changes to **NO DEPT HISTORY EXISTS FOR THIS CUSTOMER**.
• Press `<Home>`, type 1 and press `<Enter>`. The first screen reappears.

4
Return to step 3 on page 6-35 to check for message 4.

**Checking for Bill To Customers**

1
At any menu, type MCR and press `<Enter>`.

This is the Customer/Job File Maintenance Screen.

2
Type the account number you want to change in the Bill To Cust: field. Type an X in the parentheses just before this field. Press `<Next Item>`.

The account immediately following the account number you want will display.

3
Press `<Prev Item>`.

The account number you want to change will display.

If the customer that displays has this customer as a Bill To Cust:
• Press `<Tab>` twice.
• Press `<Clear Field>`, then press `<Change>`.
• Press `<Clear>`.

Repeat the steps above until all customers using this account as a Bill To account number have been found and the Bill To fields cleared.

4
Return to step 3 on page 6-35 to check for message 5.
Checking for Open Orders

1 At any menu, type ROO and press <Enter>.  
   
   Multi-store users only: At the Store field, press <Clear Field> so the report will include open orders from all stores.

2 At Options, type X. Leave the Trans Type field blank, to include all transaction types.  
   Option H can also be used to prevent all the detail from printing. This reduces the amount of paper the report uses.

3 Fill in From and To to include just the account(s) you’re interested in.  
   Contractor Users: Be sure to include all job accounts associated with the customer account you want to delete.

4 Press <Run>.
   The report prints both the transactions being deleted or purged and the open orders.

   If the report lists no open orders, go back to step 4 to finish deleting the customer.

   But if the report lists any transactions, you must delete and purge them before you proceed.

   You may delete bids, estimates and open quotes (TRX types B and E).

   However, you should check orders and special orders (TRX types O and S) carefully before deleting them:
   • If they have been shipped but not invoiced, you should not delete them. Instead, you should invoice them, and then write them off as bad debts (see “Checking for Open Items and Writing Off Bad Debts”) if you know the customer will not pay.
If they have not been shipped, you may delete them. To delete transactions, please see your Manager's POS Procedures Manual.

5
Return to step 4 to finish deleting the account.
Maintaining Transactions

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Looking Up All Transactions For This Account (Except Payments) 7-3
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Deleting a Transaction 7-18

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O Accounts 7-24
### Transaction Types

Your Accounts Receivable system recognizes six kinds of transactions. Any transaction that’s presently on record for an account is also called an “open item,” regardless of the account’s balance method. You’ll also hear transactions called “documents.”

Explanations of the different document types used by the Triad system follow.

<table>
<thead>
<tr>
<th>Document Name</th>
<th>Document Type</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td>I</td>
<td>Generated at point-of-sale, whenever a sale is charged to an account with charge privileges. (It is also possible to create invoices using the back-office Function MOI (Modify Open Item), but you should never do this except during special situations such as initial loading or when correcting a charge that was made to a wrong account.) Invoices can be displayed or deleted using Function MOI. If an invoice requires changes, you should create an adjustment and apply it to the invoice.</td>
</tr>
<tr>
<td>Credit</td>
<td>C</td>
<td>Generated at point-of-sale, whenever a Credit Memo is executed for an account with charge privileges. It is also possible to create credits using the back-office Function MOI. Credits can be displayed or deleted using Function MOI. If a credit requires changes, you should create an adjustment and apply it to the same invoice that the credit is applied to.</td>
</tr>
<tr>
<td>Adjustment</td>
<td>A</td>
<td>Created through the back-office Function MOI only. You can create positive or negative adjustments. Whenever you need to enter a change or correction to an invoice or credit, you should create an adjustment, and apply it to the original invoice transaction. Adjustments for open item accounts must always be applied to an invoice transaction. Adjustments can be displayed or deleted using Function MOI.</td>
</tr>
<tr>
<td>Document Name</td>
<td>Document Type</td>
<td>Explanation</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Finance Charge</td>
<td>F</td>
<td>Created by running Report RAG (Aging Report) with Option FXC. Finance charges are calculated in accordance with the guidelines you set up in Function MCT (A/R Control File Maintenance) and the closing date you use on the RAG report. As far as the Triad system is concerned, late charges (calculated only on revolving charge accounts) are exactly the same kind of transaction as finance charges. Finance charges can be displayed or deleted using Function MOI. Incidentally, it’s also possible to add finance charges directly to an account using Function MOI, but you should check with your accountant about the legal issues involved before doing this.</td>
</tr>
<tr>
<td>Payment</td>
<td>P</td>
<td>Generated at point-of-sale, or through the back-office Function ROA (Receipt On Account). You must eventually apply each payment for an Open Item account to a particular transaction. Payments can be displayed or deleted using Function ROA. If a payment requires changes, you should delete it and then re-enter it in its correct form. For open item accounts, there is a sub-category: Unapplied Payments, document type U (this is a document type you’ll never see in normal operations, though—it’s just a functional aspect of the ROA program).</td>
</tr>
<tr>
<td>Balance Forward</td>
<td>B</td>
<td>Created by running Report RAG with Option P. For Balance Forward and Revolving Charge accounts only. All past-due transactions which meet your age requirements (set in Function MCT) are “compressed” into a single balance-forward amount, and the transaction detail is purged. Balances forward cannot be individually displayed, changed or deleted, but they do appear when you list any account’s open items (in Function DCA or by running Report RFR, OPENITEM format). The procedures in this section tell you how to display, change and delete these six kinds of transactions.</td>
</tr>
</tbody>
</table>
Displaying a Transaction

Displaying Invoices, Credits, Adjustments, Finance Charges

1
At any menu, type MOI and press <Enter>. This is the Open Item File Maintenance Screen.

2
At Cust # / Job #, type the number of the customer and job you’re looking up, and press <Enter>. If you don’t know the account number, see the tabbed section Maintaining Accounts “Displaying an Account.”

If there is no job account, just leave Job # blank and press <Enter>. Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> twice and try again.

3
Move the cursor down to Document # and type the number of the document you want to see. Then press <Display>. Or you can view all transactions for this account, or just those of a certain date, or of a certain type.

Multistore users only:
If the screen says DOCUMENT NOT ON FILE, it may be because you have the wrong store number at the top of the screen.

Looking Up All Transactions For This Account (Except Payments)
The hierarchy used by the Triad system to determine the order in which the documents will display is:

1) customer number
2) document date
3) document number
NOTE: The store number will change to reflect the store number on each transaction.

Do the following:
- Move the cursor to the Doc Date field.
- Press <Clear Field> three times to clear out all the dates.
- Press <Next Item> to view in turn all documents for this account.

**Looking Up Only Unfinalized Transactions**

The hierarchy used by the Triad system to determine the order in which the documents will display is:
1) store number
2) document number

Do the following:
- Type X in the parentheses in front of Finalized (bottom right corner of screen)
- Press <Next Item> to view in turn all unfinalized documents of this date.

**Looking Up Documents By Document Date**

The hierarchy used by the Triad system to determine the order in which the documents will display is:
1) customer number
2) document date
3) document number

NOTE: The store number will change to reflect the store number on each transaction.

Do the following:
- Move the cursor to the Doc Date field.
- Type the date you’re interested in.
- Press <Next Item> to view in turn all documents of that date.

**Looking Up Documents By Document Type**

The hierarchy used by the Triad system to determine the order in which the documents will display is:
1) document type
2) customer number
3) document date
4) document number

NOTE: The store number will change to reflect the store number on each transaction.
Do the following:

- At the Document Type field, type the code for the document type you’re interested in:
  - I - Invoice
  - C - Credit
  - A - Adjustment
  - F - Finance Charge
- Press <Back Tab> to move to the parentheses in front of Document Type.
- Type an X in the parentheses.
- Move the cursor to the Doc Date field.
- Press <Clear Field> three times to clear out all the dates.
- Press <Next Item> to view in turn all documents of that type.

**Looking Up Unfinalized Documents By Document Type**

The hierarchy used by the Triad system to determine the order in which the documents will display is:

1) store number
2) document type
3) document number

Do the following:

- Type X in the parentheses in front of Finalized (bottom right corner of screen)
- At the Document Type field, type the code for the document type you’re interested in:
  - I - Invoice
  - C - Credit
  - A - Adjustment
  - F - Finance Charge
- Press <Back Tab> to move to the parentheses in front of the Document Type field.
- Type an X in the parentheses.
• Move the cursor to the Doc Date field.
• Press <Clear Field> three times to clear out all the dates.
• Press <Next Item> to view in turn all unfinalized documents of that type.

Displaying Payments

1
At any menu, type ROA and press <Enter>.

This is the Receipts on Account Screen.

*Multistore users only:*
Check the Store field. If you want to include payments from all stores, press <Home> and press <Clear Field> to blank out the store field. If you want to include payments from only one store, type its number at the Store field.

2
At Cust # / Job #, type the number of the customer and job you're looking up, and press <Enter>.

If you don’t know the account number, see the tabbed section Maintaining Accounts, “Displaying an Account.”

If there is no job account, just leave Job # blank and press <Enter>.

Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> twice and try again.

3
With the cursor at Check#/ABA, press <Next Item> until the correct payment displays.

Or, if you know the check number and receipt date, you can type them in the appropriate fields and press <Display>. Even cash payments are identified by a “check number.” (That’s why the Triad system recommends using the receipt date as a check number for cash payments.)

When <Next Item> is used, the hierarchy the Triad uses for determining the order in which to display the payments is:

1) customer number
2) check number

*NOTE:* Document numbers, dates, and store numbers are ignored.
Multistore users only:
You shouldn’t be concerned with the store field at the top of the screen—it will never change. Instead the S field on the lower portion of the screen will show you the store number assigned to each payment document associated with a given check.
Changing a Transaction

How do you change a transaction? That depends on two things.

- What type of transaction it is
- Whether or not it has been finalized

You already know about the six different types of transactions. But where does finalizing enter in?

Finalized Transactions and Audit Trails

Naturally, for security reasons, your receivables information has to be protected from unauthorized changes. On the other hand, you need sufficient flexibility to make necessary changes, corrections and adjustments.

Your Triad system balances these two requirements by making a distinction between unfinalized and finalized transactions. As a rule, all transactions generated at POS are considered finalized immediately—as soon the clerk presses `<Total>` for the last time (although the Finalized field in Function MOI will continue to say N until RDJ is run with Option F that night). But back-office transactions—those created by Functions MOI or ROA, or finance charges generated by Report RAG with Options FX—are unfinalized until they print on Report RDJ, Option F. Then they are finalized. You should be running Report RDJ with Option F at the end of every business day, as part of your queue.

Your Triad system allows you to change or delete unfinalized transactions in almost any way you like, without leaving any permanent record of the change or deletion.

However, if someone makes a significant change to a finalized transaction, or deletes it, an “audit trail” is automatically generated. This audit trail takes several forms:

- Any deletion prints on the RDJ Report, Option F, that runs at the end of the day. The deletion will also reverse the updates to MTX, MSL and General Ledger Passoff that were made by the transaction when it was added.

- A change or deletion prints on the customer’s next statement (unless you use Option D the next time you print Report RSM, the statement report).

- Deleted transactions continue to be displayed in Function DCA, in reverse video, until they are eventually purged by Report RAG, Option P.
What’s a “significant” change? In general, the only fields you can change without generating an audit trail are: Apply To #, Reference, Trx Codes, Disputed, Doc Date, and Due Date. Changing any other field generates an audit trail.

On different types of transactions, you can change different things. Study the chart below and on the next page carefully; it shows you exactly what changes you can make, and how to make them:

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Unfinalized</th>
<th>Finalized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td>Display this transaction, type over any field, and press <code>&lt;Change&gt;</code>. Leaves no audit trail.</td>
<td>To change Reference, Disputed, Doc Date, Due Date or Trx Code: Display the transaction, type over the field and press <code>&lt;Change&gt;</code>. Leaves no audit trail.</td>
</tr>
<tr>
<td>Credit</td>
<td>Display this transaction, type over any field, and press <code>&lt;Change&gt;</code>. Leaves no audit trail.</td>
<td>To change any other field: Create an adjustment or credit and apply it to the original invoice that the credit was applied to. See “Posting an Adjustment or Credit.”</td>
</tr>
<tr>
<td>Adjustment</td>
<td>Display this transaction, type over any field, and press <code>&lt;Change&gt;</code>. Leaves no audit trail.</td>
<td>To change any other field: Create an adjustment or credit and apply it to the original invoice that started it all. See “Posting an Adjustment or Credit.”</td>
</tr>
<tr>
<td>Document Type</td>
<td>Unfinalized</td>
<td>Finalized</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Finance Chg</td>
<td>To change Reference, Disputed, Doc Date, Due Date or Trx Code: Display the transaction, type over the field and press &lt;Change&gt;. Leaves no audit trail.</td>
<td>To change Reference, Disputed, Doc Date, Due Date or Trx Code: Display the transaction, type over the field and press &lt;Change&gt;. Leaves no audit trail.</td>
</tr>
<tr>
<td></td>
<td>To change any other field: Delete the transaction and then re-add it. To delete, see “Deleting an Invoice, Adjustment, Credit or Finance Charge.” To re-add, see the tabbed section Monthly Close, “Running Statements.” Leaves no audit trail.</td>
<td>To change any other field: Delete the transaction and then re-add it. To delete, see “Deleting an Invoice, Adjustment, Credit or Finance Charge.” To re-add, see the tabbed section Monthly Close, “Running Statements.” Leaves an audit trail.</td>
</tr>
<tr>
<td>Payment</td>
<td>To change Reference or Trx Codes: Display the transaction, type over the field and press &lt;Change&gt;. Leaves no audit trail.</td>
<td>To change Reference or Trx Codes: Display the transaction, type over the field and press &lt;Change&gt;. Leaves no audit trail.</td>
</tr>
<tr>
<td></td>
<td>To change any other field: Delete the transaction and then re-add it. To delete, see “Deleting a Payment.” To re-add, see the tabbed section Payments, “Receiving Payments From B and R Accounts” or “Receiving Payments from O Accounts.” Leaves no audit trail.</td>
<td>To change any other field: Delete the transaction and then re-add it. To delete, see “Deleting a Payment.” To re-add, see the tabbed section Payments, “Receiving Payments From B and R Accounts” or “Receiving Payments from O Accounts.” Leaves an audit trail.</td>
</tr>
<tr>
<td>Balance Fwd</td>
<td>No such thing. Balances Forward are always finalized.</td>
<td>Create an adjustment or credit and apply it to this balance forward. See “Posting an Adjustment or Credit.” Leaves an audit trail.</td>
</tr>
</tbody>
</table>
Adjustments and credits affect your receivables only; they never affect your inventory. That’s an important point. Point-of-sale transactions affect your item quantity-on-hand, quantity sold, committed quantity, quantity available, and other inventory quantities. But adjustments and credits do not.

Point-of-sale transactions affect your sales-to-date, gross profit dollars, gross profit percent, and other inventory sales history figures. But adjustments and credits do not.

Suppose you are permitting a customer to return some merchandise for credit. You must create a Credit Memo at point-of-sale; the Credit Memo updates your sales history and quantity figures for the returned merchandise, and automatically credits the account for the value of the returned merchandise. On the other hand, if you just posted an adjustment or credit through the back-office Function MOI, you would credit the account—but your inventory sales history and quantity figures would be wrong.

As a general rule, if a mistake was made at point-of-sale, you should correct it through point-of-sale, not through the back-office Function MOI. It’s best if you get around to correcting it the same day, but that’s not essential.

Make sure you use the back-office Function MOI to post adjustments or credits for corrections that have no effect on your inventory. For example:

- to correct an overcharge or undercharge
- to correct a sale that was charged to the wrong account
- to adjust tax amounts
- to adjust terms discount amounts

1
At any menu, type MOI and press <Enter>.

This is the Open Item File Maintenance Screen.

*Multistore users only:*
Use the Store field to assign the RDJ store number that should reflect this transaction.
2
At Cust # / Job #, type the number of the customer and job for whom you’re entering the adjustment, and press <Enter>.

If you don’t know the account number, please see the tabbed section Maintaining Accounts, “Displaying an Account.”

If there is no job account, leave Job # blank and press <Enter>.

Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> and try again.

3
At Document Type, type A to post an adjustment, or type C to post a credit.

Should you post an adjustment or a credit?

If you want the Triad system to automatically credit the account for any appropriate sales tax and terms discount, as well as for merchandise, post a credit. If you want to tell the Triad system exactly how much to adjust the account, post an adjustment.

If you are increasing the amount the account owes you, always post an adjustment, not a credit. Credits always decrease the amount the account owes you.

4
Type the amount of the adjustment or credit in the appropriate fields, in the Taxable or Non-Taxable column.

If you are posting a credit, the Triad system will automatically calculate the appropriate sales tax and terms discount, when you press <Add>. Just type the net amount of the credit in any of the first four fields (Merchandise, Non-Merch, Freight or Labor, under Taxable or Non-Taxable). The Triad system will calculate the Tax and Terms Discount by referring to this account’s record.

If you are posting an adjustment, the Triad system will not calculate any additional amounts.

If you are posting a credit, do not use a minus sign; the Triad system knows that credits always reduce the amount the customer owes you.

If you are posting an adjustment, it could be positive or negative.

• To increase the amount the customer owes you, enter a positive adjustment.
• To reduce the amount the customer owes you, enter a negative adjustment. Use a dash for a minus sign.
5 At Apply To #, type the number of the transaction you’re correcting.

If you want to change the Doc Date, move the cursor to the Doc Date field. Type the correct date.

6 Press <Add>.

The screen says RECORD HAS BEEN ADDED. The Triad system assigns this adjustment or credit a Document Number. For a credit, its Due Date is the same as the due date of the transaction you applied it to. For an adjustment, the Triad system will assign it a due date, just like it does for an invoice.

This adjustment or credit will be finalized the next time you run Report RDJ with Option F, probably at close of business tonight. Until then, this adjustment or credit is unfinalized. You could delete it without creating an audit trail by pressing <Delete> twice. Or you could change any field by typing over it and pressing <Change>.

If the screen says THIS APPLY TO NUMBER IS NOT ON FILE, it means either you have typed the wrong Apply To # or that the document number is associated with a different customer number. You’ll have to verify that number. (See the tabbed section Maintaining Accounts, “Viewing a List of Transactions.”) Then return to this procedure.

**Changing a Terms Discount**

1 At any menu, type MOI and press <Enter>.

This is the Open Item File Maintenance Screen.

*Multistore users only:*
Use the Store field to assign the RDJ store number that should reflect this transaction.

2 At Cust # / Job #, type the number of the customer and job whose terms discount you want to change, and press <Enter>.

If you don’t know the account number, see the tabbed section Maintaining Accounts, “Displaying an Account.”

If there is no job account, just leave the Job # field blank and press <Enter>. 
Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> and try again.

3
At Document Type, type A.

4
At Terms Disc, type the amount of the difference.

- If you are increasing the amount of the terms discount, type the amount by which you are increasing it. If it was $2, and you are increasing it to $3, for example, type 1.00.

- If you are decreasing the amount of the terms discount, type the negative amount by which you are reducing it. Use a dash for a minus sign. If it was $3 and you are reducing it to $2, for example, type -1.00.

5
At Apply To #, type the number of the transaction you’re correcting.

- Be sure to do this even for B and R accounts.

- If you want this amount to affect a particular period’s statement discount, be sure that the document date is a date that falls on or between the starting and closing dates used on that Report RSM.

6
Press <Add>.

The screen says RECORD HAS BEEN ADDED. The Triad system assigns this adjustment a Document Number. For a credit, its Due Date is the same as the due date of the transaction you applied it to. For an adjustment, the Triad system will assign it a due date, just like for an invoice.
Maintaining Transactions

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This adjustment will be finalized the next time you run Report RDJ with Option F, probably at close of business tonight. Until then, this adjustment or credit is unfinalized. You could delete it without creating an audit trail by pressing <Delete> twice. Or you could change any field by typing over it and pressing <Change>.

If the screen says THIS APPLY TO NUMBER IS NOT ON FILE, it means either you have typed the wrong Apply To # or that the document number is associated with a different customer number. You’ll have to verify that number. (See tabbed section Maintaining Accounts, “Viewing a List of Transactions.”) Then return to this procedure.

Marking a Transaction as Disputed

Occasionally a customer may dispute a transaction charged to his account. He may maintain that he did not make the purchase, or that he was overcharged, or that for some other reason he should not be held responsible for the transaction. In that case, you can mark the transaction as disputed while the facts are ascertained.

Disputed transactions remain on record, and still appear on the customer’s statements; however, they:

- do not trigger dunning messages
- are not included in the balance on which finance charges are calculated
- cannot be purged
- cannot be deleted

After the dispute has been resolved, you should mark the transaction as undisputed again (by reversing the procedure that follows). Then, depending on the resolution of the dispute you can:

- Receive payment.
- Delete or adjust the transaction.
  or
- Write it off as a bad debt.

1

At any menu, type MOI and press <Enter>. This is the Open Item File Maintenance Screen.
2 At Cust # / Job #, type the number of the customer and job with the disputed transaction, and press <Enter>.

If you don’t know the account number, please see the tabbed section Maintaining Accounts, “Displaying an Account.”

If there is no job account, just leave Job # blank and press <Enter>.

Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> twice and try again.

3 Move the cursor down to Document # and type the number of the disputed document. Then press <Display>.

If you’re not sure, you can look up transactions for this account by document date or by document type.

By document date:
- Move the cursor to the Doc Date field.
- Type the date of the document you want to display.
- Press <Next Item> until the correct document displays.

By document type:
- At the Document Type field, type the code for the document you want to display:
  I - Invoice
  C - Credit (This is not the same as an ROA. If you want to look up a posted payment, see “Displaying Payments.”)
  A - Adjustment
  F - Finance Charge
- Press <Backtab> to move to the parentheses in front of Document Type.
- Type an X in the parentheses.
- Move the cursor to the Doc Date field.
- Press <Clear Field> three times to clear out all the dates.
- Press <Next Item> until the correct document displays.

Look up all transactions for this account (except payments):
- Move the cursor to the Doc Date field.
- Press <Clear Field> three times to clear out all the dates.
- Press <Next Item> until the correct document displays.
Move the cursor to Disputed and type Y over the N. Then press <Change>.

The Disputed field can be hard to reach. Here’s one way:

- Press <Tab> to move to the Document # field
- Press <Next Line> twice to move to the Reference field
- Press <Backtab>

Now this transaction cannot be purged until you change the Disputed field back to N again (just use this same procedure). It will not trigger dunning messages, and is no longer subject to finance charges. It will continue to appear on customer statements, however.
Deleting a Transaction

Deleting an Invoice, Adjustment, Credit or Finance Charge

1
At any menu, type MOI and press <Enter>. This is the Open Item File Maintenance Screen.

2
At Cust # / Job #, type the number of the customer and job with the transaction to be deleted, and press <Enter>. If you don’t know the account number, please see the tabbed section Maintaining Accounts, “Displaying an Account.”
If there is no job account, just leave Job # blank and press <Enter>.
Check the account name and terms that display to make sure you have the right account. If it’s not the right account, press <Clear> twice and try again.

3
Move the cursor down to Document # and type the number of the transaction to be deleted. Then press <Display>. If you’re not sure of the number, you can look up transactions for this account by document date or by document type.
By document date:
• Move the cursor to the Doc Date field.
• Type the date of the document you want to display.
• Press <Next Item> until the correct document displays.
By document type:

- At the Document Type field, type the code for the document you want to display:
  - I - Invoice
  - C - Credit (This is not the same as an ROA. If you want to look up a posted payment, please see “Displaying Payments.”)
  - A - Adjustment
  - F - Finance Charge

- Press <Backtab> to move to the parentheses in front of Document Type.

- Type an X in the parentheses.

- Move the cursor to the Doc Date field.

- Press <Clear Field> three times to clear out all the dates.

- Press <Next Item> until the correct document displays.

Look up all transactions for this account (except payments):

- Move the cursor to the Doc Date field.

- Press <Clear Field> three times to clear out all the dates.

- Press <Next Item> until the correct document displays.

4

Press <Delete> twice.

Now this transaction is deleted from the system. It is no longer included in the account balance, and cannot be displayed or changed in Function MOI again.

If it was a finalized transaction, however, it is not yet purged. It will be purged eventually, in accordance with the Past Due Periods Kept After Purge field in Function MCT. If you were to display this account in Function DCA (see the tabbed section Maintaining Accounts, “Viewing a List of Transactions”), this transaction would still display—but it would be in reverse video, to indicate that it is awaiting purge.

This adjustment will be finalized the next time you run Report RDJ with Option F, probably at close of business tonight. Until then, this adjustment or credit is unfinalized. You could delete it without creating an audit trail by pressing <Delete> twice. Or you could change any field by typing over it and pressing <Change>.
Deleting a Payment

Occasionally you may have to delete a payment. You would delete a payment if:

- You mistakenly applied a payment to the wrong account.
  
or
- You find that a payment amount was entered incorrectly.

Finalized Payments and Audit Trails

You can delete finalized payments just as easily as unfinalized payments. But whenever you delete a finalized payment, you’ll leave an audit trail—that is, the deletion prints on the RDJ Option F report that runs at the end of the day, and prints on the customer’s next statement (unless you print the statement with Option D). If you delete an unfinalized payment, there is no audit trail.

Which payments are finalized?

- Payments entered through the back-office Function ROA are finalized when you run Report RDJ with Option F at the end of the day. Until then, they are unfinalized.
- Payments entered through the point-of-sale ROA program are automatically finalized as soon as they are added into the Triad system.

1 Display the payment you want to delete, in Function ROA.

If you don’t know the check number and receipt date:

- At any menu, type ROA and press <Enter>.
- At the Cust#/Job# field, type the account number, and press <Enter>.
- With the cursor at the Check#/ABA field, press <Next Item> until the correct payment displays.

If you do know the check number and receipt date:

- At any menu, type ROA and press <Enter>.
- At the Cust#/Job# field, type the account number.
- Enter the correct check number and receipt date, and press <Display>.
To delete the entire check (or entire cash payment), press <Delete> twice.

For O accounts:

You can select and delete just a particular payment that was generated from this check. To do so:

- Move the cursor down to the payment to be deleted and press <Delete> twice.
- The Amount Remaining increases by the amount of the deleted payment. You may now re-apply that amount, or create an unapplied payment, or clear that amount depending on the whether or not this payment has been finalized.

If this payment has not been finalized, you can press <Clear> to have the remaining amount cleared from the screen.

If this payment has been finalized, and you want to delete only one payment but not the entire check, you must use a negative allowance.

If an allowance isn’t appropriate, you’ll have to delete the entire check, then add the check back into the system from scratch.

If you have applied a payment to the wrong invoice, you could apply that dollar amount to another invoice or leave the amount as an unapplied payment. The steps for doing these procedures are below.

- Move the cursor down to the payment that was mis-applied and press <Delete> twice. The Amt Remaining field will be increased by the amount of the payment.
- Apply the amount to another invoice. For more information, see the tabbed section Payments, “Applying An Unapplied Payment or Credit.”
- To leave the amount unapplied:
  - Press <Clear> once.
  - Press <Clear Field> once.
  - Press <Tab> (to the first pay box) and type an X.
  - Press <Add> twice.

Now this payment is deleted from the system. It is no longer included in the account balance, and cannot be displayed or changed in Function ROA again.

If it was a finalized payment, however, it is not yet purged. It will be purged eventually, in accordance with the Past Due Periods Kept After Purge field in Function MCT. If you were to
Writing Off a Bad Debt or Returning a Credit Balance to a Customer

When you owe a charge customer money and he wants a check instead of leaving the amount in his account to be used against future charges, you can use this procedure to tell the Triad system that the customer’s balance should be increased.

A bad debt is an invoice on which you have given up—you expect it will never be paid. As soon as you determine that an invoice is a bad debt, you should write it off.

The procedure for writing off a bad debt varies a little depending on the account balance method.

An Eye for An Eye (Or, Cutting Off your Nose?)

If you haven’t already done so, you should consider cutting off charge privileges for any account with a bad debt. Here’s how:

- Press <End>, type MCR and press <Enter>.
- At the Cust No field, type the account number and press <Display>.
- At the Charge Allowed field, type N.
- At the Credit A/R Only field, type Y.
- If you’ve received bad checks from this customer, type N at the Check Allowed field.
- Press <Change>.

Now purchases at POS can no longer be charged to this account, and checks will not be accepted either, if you so indicated. However, the Triad system will still permit you to accept checks entered through the back-office Function ROA. Also any returns must be credited against the customer’s account; no cash refunds will be allowed.
The RDJ Report that prints at the end of the day will include any allowances you post to write off bad debts. The amount will print in the Net Change To Accounts section. It will be included in the amount that prints on the credit side of the A/R figure, and in the amount that prints on the debit side of the Allowance figure.

- If you use Automated Passoff, these figures will be posted automatically.
- If you don’t use Automated Passoff, you can post these figures manually.

**B and R Accounts**

Before you begin this procedure, you should know the amount you need to write off for this customer. If you’re not sure, you can look up all open items:

- At any menu, type DCA and press <Enter>.
- *Multistore users only:* Press <Home>. At the Store field, press <Clear Field> to include invoices from all stores.
- At the Cust No/Job field, type the account number you want to see.
- Press <Display>.
- Find the amount of the open item(s) that is to be written off.

1. At any menu, type ROA and press <Enter>.

2. At Cust#/Job#, type the appropriate account number and press <Enter>.

3. At Check#, type 1 (for a debt write-off) or your check number (for a credit return) and press <Enter>.

   Leave the ABA field blank.

   If you want to record a different date for this write-off, press <Tab> and type it at the Recpt Date field.
4 At Allowance, type the total bad debt amount. For a debt write-off, use a positive amount. For a credit return, use a negative amount.

If you wish to record any comment, type it at Reference.

If you wish to code this transaction, press <Backtab> and type any codes you want at Trx Codes. You can use any combination of letters and numbers in any of the four code positions. The position is significant; that is, _AM_ is different from A_M_. It's up to you to remember what your codes mean; they're not stored or defined anywhere in the Triad system.

You can use these codes to include or exclude transactions when you print accounts receivable or sales analysis reports.

5 Press <Add>.

0 Accounts

1 At any menu, type ROA and press <Enter>.  

*Multistore users only:* Press <Home>. At the Store field, press <Clear Field>. Now you can write off bad debts originating at all stores.

2 At Cust#/Job#, type the appropriate account number and press <Enter>.

3 At Check#, type 1 and press <Enter>. Leave the ABA field blank.

If you want to record a different date for this write-off, press <Tab> and type it at Recpt Date.
4
Type .01 at Payment and press <Add>. You’ll clear this amount in a moment.

5
Press <Invoice>. Up to 10 unpaid transactions display.

6
Type N in the PAY column in front of all invoices that are bad debts. Press <Clear Field> to blank out the Pay column in front of all other transactions.

7
Press <Quote>. The amount that displays in the Payment field is the total amount of the allowance that will be required to cover the bad debt(s) that are displayed so far on this screen (if there are more than ten open items on file for this account, there may be additional bad debts among them). This is the total amount of this write-off.

8
Remember or write down the number at Payment. Then press <Clear Field> to blank out Payment.

9
At Allowance, type the amount that was previously at Payment. If you wish to record any comment, type it at the Reference field.

If you wish to code this transaction, press <Back Tab> and type any codes you want at Trx Codes. You can use any combination of letters and numbers in any of the four code positions. The position is significant; that is, _AM_ is different from A_M_. It’s up to you to remember what your codes mean; they’re not stored or defined anywhere in the Triad system.

You can use these codes to include or exclude transactions when you print accounts receivable or sales analysis reports.
10
Press <Add> twice. PAID appears next to each invoice you marked with an N. The Amt Remaining still says 0.01.

If there are additional bad debts on this account, press <Invoice>. Repeat steps 4 through 10 as necessary.

11
When you have written off all bad debts, press <Clear> twice to clear the Amt Remaining field.
Monthly Close

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What is the Monthly Close?

Periodically, you need to see how much your charge customers owe you, and send out statements. To do this, you will pick a date that marks the end of the period you’re interested in, and use that as a closing date. Then you will age your accounts and print statements, showing each account’s status as of that closing date.

This system works best if you close at least once a month, on or about the same date each month. But if your terms are defined in days (net 25 days), not dates (net 25th), you can close as frequently or infrequently as you like.

You don’t have to close all accounts at the same time. For example, some people close half their accounts on the 10th, and the other half on the 25th.

When to Close

No matter how you define your terms code, either by days or by dates, you can pretty much choose when you want to close. You can even change your close date from month to month, as long as you follow a few simple rules.

Changing Closing Dates

Using a different closing date for days terms is simple. The Closing Date field in Function MTM is not used at all by days terms so any date can be used as the closing date for Report RSM.

Date terms are a bit more complicated. All date terms are structured so that, within one calendar month, there will be one (and only one) due date and usually only one closing date.
In most terms the due date falls between the first of the calendar month and the closing date. This generates due dates that are at least one month away from, but not more than two months away from, the document date. For example, the terms can be set up as follows.

<table>
<thead>
<tr>
<th>Terms</th>
<th>Closing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2% 10th - net 20th</td>
<td>25th</td>
</tr>
<tr>
<td>Net 20th</td>
<td>23rd</td>
</tr>
<tr>
<td>1% - net EM</td>
<td>EM (end of month)</td>
</tr>
</tbody>
</table>

Or the due date can fall after the closing date but on or before the last day of the calendar month. This generates due dates that are at least one day away from, but not more than one month away from, the document date. For example, the terms can be set up as follows.

<table>
<thead>
<tr>
<th>Terms</th>
<th>Closing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2% 10th - net 20th</td>
<td>12th</td>
</tr>
<tr>
<td>Net 20th</td>
<td>1st</td>
</tr>
<tr>
<td>1% - net EM</td>
<td>5th</td>
</tr>
</tbody>
</table>

The real difference between the two set ups is that, in the first situation, the customer always has the first month free and clear (with no chance of a finance charge). In the second setup, the period between the real due date and the date you assess finance charges on is always in question. Your customers look at the situation differently if you always calculate your finance charges as of your closing date.

You already know if your due dates are before or after your closing dates. And it’s not difficult to change your closing date, as long as you keep using the same relationship between the two dates. There is just one change to make and you usually have a long range of time to make it in. This section will tell you how and when you can make this change.

But if you want to change the relationship between your due date and closing date, it requires two changes and is more complicated. Call Triad for advice before doing this change.

**What date can it be changed to?**

You cannot close earlier than the first due date preceding your normal closing date without causing problems with aged balances and finance charges. (All transactions that were aged as Current on the last statement would not yet be past due and they would be aged as Current again.) If you need to close before your due date in Function MTM, check with your Triad Education Representative for special procedures and cautions.
You cannot close later than the day before the next calendar due date in Function MTM. (Closing before that date would cause transactions to move directly from Current to 31-60 past due; they would never be aged as 0-30 days past due.)

**When should the change be made?**

Changes to the closing date in Function MTM can be made any time after the first of the calendar month but before the earliest of the two closing dates. The two closing dates are:

1) the date currently in MTM

   *and*

2) the date you want to change to

Usually, this is a one time change and you will be changing back to your “normal” closing date for the next period. Be careful not to change back too soon—you must wait until after the first of the calendar month to change Function MTM back to “normal.” In the unusual case where your normal closing date falls before the due date every month, the earliest you can change Function MTM back is after your closing date that month, not after the first of the month.

**What about these special situations?**

What if your due date is the same as your closing date? In this case you are closing as early as possible already. It is not possible to close any earlier without affecting aged balances and finance charge calculations.

What if your current Closing Date in Function MTM is EM (end of month)? This is the least flexible arrangement possible—you can’t close early and Function MTM must be changed at exactly the right time to close late.

If your terms are also “Close EM”, and you want to change the closing date, the change must be made between periods on the last day of the calendar month.

For example, what if you want to run RSM with a closing date of the 2nd? To ensure that transactions generate correct due dates in both “this” and the “next” statement period, the Closing Date in Function MTM must remain EM for the remainder of business for this month. Then, after all transactions from both POS and the back office have been created for the month, you can change the closing date to the 2nd in Function MTM.
Interim Statements

You can’t run statements more than once a month for revolving charge accounts.

If you use dates terms, there are no special procedures needed when running interim statements. All that really needs to be done is to run Report RSM with the correct date range. You don’t have to do finance charges or roll the period-to-date fields, and General Ledger isn’t affected in any way.

However, you should check with your Triad Customer Education Representative about the available options concerning discounts, aging and period end reports. They will help you set up a custom procedure that will fill your needs.

The Big Picture

The five major steps to completing the monthly close are separate and distinct operations. You may want to do them all together as one process, but you don’t have to. The first five sections of this chapter explain how to complete each major step. The sixth section, The SALES PER Queue, explains how to combine the reports into one queue to run at the end of your accounting period.
What Is the Monthly Close?

1. **Start**
2. **Run General Ledger report**
   - Report RAG
3. **Run optional reports**
   - Report RFR, OPENITEM, Option C
   - Report RMR, Option F
4. **Roll period-to-date fields**
   - Report RSA, Option C
   - Report RAG, Option V
   - Report RFR, PTDROLL, Option PE
   - Report RTX, Option P
   - Report RSL, Option P
   - Report RUS, Option PT
5. **Run statements**
   - Report RAG, Option CX
   - Report RDJ, Option F
   - Report RSM
6. **Purge transaction detail**
   - Report RAG, Option P
Running the General Ledger Report

The General Ledger needs a report that provides the total dollars of outstanding receivables. It must include every dollar in the system, and the aging of those dollars is important. Report RAG will calculate and report this information.

When to Run the Report

When can (or should) you run this report? The earliest that an accurate total outstanding aged receivables report is available is after the completion of all POS and back-office activity on your closing date. That doesn’t mean that you have to run it that night (although you certainly can), but, on the other hand, you can’t wait too long to run it either.

So how long can you wait to run it? Well, the last date that the Report RAG can be expected to reproduce the aged totals accurately depends on when the next purge report is run and the control settings specified in the Past Due Periods Kept After Purge field in Function MCT.

In simplest terms, you must run Report RAG some time before the next purge report is run. Revolving Charge accounts cannot extend this time range, and it is the minimum time range for Balance Forward and Open Item account.

Balance Forward and Open Item accounts have control over when transaction details are actually purged—the Past Due Periods Kept After Purge field in Function MCT. You can specify in this field the number of purges that can be run before the detail is purged.

For example, a 1 in this field means that one purge could be run and Report RAG would still provide accurate totals.

So, keeping the above in mind, we recommend that you run Report RAG either:

- overnight on your close date. (Before or after the end-of-day queue; it doesn’t matter.)

or

- every night as part of your end of day queue. (This is helpful for daily balancing and eliminates the need to run a report specially for a General Ledger total.)
1
At any menu, type **RAG**.

2
At Select Options, type **CZ**.

3
At Print Options, type **T**.

4
(Optional) At Update Options, type **C**.

If you use Update Option C, the Triad system assumes your next monthly close will be on the same day next month. For example, if you enter the 25th of this month in the Closing Date field (coming up), the Triad system assumes your next monthly close will be on the 25th of next month.

If you don’t use Update Option C, the Triad system assumes your next monthly close will be on the date specified by your terms codes.

5
At Closing Date, type the cutoff date for aging the dollars.

The closing date doesn’t have to be today’s date. If the Closing Date field is left blank, the system date at the time the report was queued will be used. Therefore, it won’t matter if the report happens to start printing after midnight (or runs through midnight).

6
At Items To Include, type **A**.

If the report isn’t run until after POS and back-office activity resumes on the next business day after your General Ledger closing date, use D instead of A. This will exclude any transactions dated after your General Ledger closing date.

7
Fill in the From, To:Codes, and Exclusion columns if desired.

For example, you might want to use codes to restrict the report to only one store.
Press **Run**. If this report is run every night, keep the one report that ran on the night of your monthly close.
Running the Optional Reports

There are two reports commonly run during the monthly close that are strictly optional. One, Report RFR, OPENITEM, can be used to preview terms discounts. The discounts can then be adjusted if necessary before the statements are run. This report does not update any information.

The other, Report RMR, is used to print and delete the monthly POS activity that has accumulated in Function MMR during the month. (The data in Function MMR is created by the daily RDS, Option F, and RDJ, Option F, reports.) The information for “this” month is not combined with the information from “last” month; instead, this month’s data replaces last month’s data.

When to Run These Reports

Report RFR should be run after the close of business on the date you intend to use as the closing date for Report RSM this period. It can be run either before or after the end-of-day reports.

Report RMR must be run on the same day each month, after the end-of-day queue. Most people run it on the last day of the month, but you can choose any day that is convenient.

Report RFR, Open item
(Optional: to preview terms discounts)

1
At any menu, type RFR and press <Enter>. This is the initiation screen for running A/R Flexible Reports.

*Multistore users only:*
The Store field must be blank to include all stores to accurately report the discounts that will appear on Report RSM.

2
At Flex Report Name, type OPENITEM and press <Enter>. If you want to use a different printer, type its number at the Printer Number field.
3
At Options, type C. Leave the Options field blank to print the invoice detail.

4
Leave Flex Field, From and To blank. If you run this report the same night as Report RFR, PTDROLL, these fields can be completed as follows to reduce the length of the report. Just be sure you run Report RFR, OPENITEM before Report RFR, PTDROLL.

<table>
<thead>
<tr>
<th>Flex Field</th>
<th>Type 30 in the parentheses</th>
</tr>
</thead>
<tbody>
<tr>
<td>From</td>
<td>.01</td>
</tr>
<tr>
<td>To</td>
<td>blank</td>
</tr>
</tbody>
</table>

Now the report will include only those accounts which have a terms discount.

You could restrict the range of customers by filling in other From and To fields or the Code and Excl fields.

5
At Document Date, type the first day of this period under From. Leave To blank. All three of the following dates should be the same.

- The first day of this period.
- The starting date that will be used on all statements this month.
- The day after your last RSM Closing Date.

You must restrict the range of document dates included in the discounts that print. Use the same dates you intend to use for the Starting Date and Closing Date in Report RSM this period.

6

If you find any discounts you want to modify, please see the tabbed section Maintaining Accounts, “Changing One Account’s Terms.”

You don’t have to save Report RFR OPENITEM.
Report RMR, Option F

1
At any menu, type RMR.  

Multi-store users:
Use either a blank Store field to print one report covering all stores, or use the appropriate store numbers to print a report for each store.

2
Leave the From and To fields blank.

3
At Options, type F.  

Option T may also be used to print only totals.  

Option F deletes all records after they print, leaving the file empty for the new month. No other updating occurs.

4
Press <Run>.
Rolling the Period-to-Date Fields

The reports in this major step are included in the monthly AR close because it makes sense to do them then, not because there’s a technical tie between these reports and the running of statements. In other words, if you didn’t run these reports, your account aging and statements would still be correct. However, if you didn’t run the reports, your ability to analyze what’s happened to the accounts would be severely reduced and your bookkeeper and accountant would have a hard time verifying “what happened when.” So, you should always include these reports as part of your monthly close.

When to Run These Reports

When should you run these reports? The order in which these reports are run is important, so they are usually loaded as a report queue. This queue must be run between periods, after the normal end of day reports have finalized that day’s transactions. The Reports RFR and RSA roll information fields that are updated immediately when AR activity occurs anywhere in the system. Therefore you must run the queue when there is no other activity on the system (overnight is best). Three good nights for this are

- the night of your MTM close date.

  or

- any night on any scheduled cycle you deem important. Define what you want “period” to mean, then stick to it. For example, some accounting system cycles alternate between four and five week periods (four four-week periods, then one five-week period, then four four-week periods, etc.), so the year is broken into predefined periods. Run these reports on the night of the closing date of the pre-defined period.

  or

- the night of each inventory period-end specified in MDT.

For more information about building the SALESPER queue, see the “SALESPER Queue” section.
Report RSA
(Rolls MCR-3 departmental sales history)

1
At any menu, type RSA. This is the AR Sales Analysis Report Screen.

2
Multi-store Users:
Either leave the Store field blank or enter the appropriate store number. If the Store field is blank, one report will include all stores, or you can run separate reports for each store by entering the store number here.

3
At Options, type PE. Option T may also be used if you want only totals to print.

4
Press <Run>.

Report RAG, Option V
(Recalculates customer discount levels and prints the discounts on the Discount or PTDROLL reports.) This report is optional. It is only necessary if you have multi-level terms discounts, based on monthly sales volume. See section “Days, Dates, and Monthly Sales,” subsection “Terms by Monthly Sales” in section 3.

1
At any menu, type RAG.

2
At Select Options, type CZ.

3
At Update Options, type V. This will recalculate the terms discount in MOI. The system
uses the appropriate discount percentages from Function MTM, based on the monthly sales.

4
At Closing Date, type the last date you want transactions to be considered in the monthly sales volume. This date is also used as the cutoff date for aging the dollars.

The closing date doesn’t have to be today’s date. If the Closing Date field is left blank, the system date at the time the report was queued will be used. Therefore, it won’t matter if the report happens to start printing after midnight (or runs through midnight).

5
At Items To Include, type D.

This will exclude any transactions dated after the above closing date.

6
Fill in the From, To:Codes, and Exclusion columns if desired.

For example, you might want to use codes to restrict the report to only one store.

7
Press <Run>.

If this report is run every night, keep the one report that ran on the night of your monthly close.

Report RFR, PTDROLL
(Rolls MCR-2 standard history fields)

1
At any menu, type RFR and press <Enter>.

Multistore users only:
The Store field cannot be used to print reports for separate stores. The appropriate From and To, and Excl fields must be used to print reports for specific stores.

2
At Flex Report Name, type PTDROLL and press <Enter>.

If you want to use a different printer, type its number at the Printer Number field.
3 At Options, type P. Option T may also be used if you want only totals to print.


Report RTX
(Rolls the tax period-to-date fields)

1 At any menu, type RTX. The Tax Information Report Screen appears.

2 At Options, type P. When the report is processed, it will zero out the period-to-date totals.


Report RSL (AR 2 only)
(Rolls the salesman period-to-date fields)

1 At any menu, type RSL. The Salesperson Report Screen appears.

2 At Options, type P. When the report is processed, it will zero out the period-to-date totals.

Report RUS
(Rolls user record signed-on hours)

1
At any menu, type RUS. The User File Report Screen appears.

2
Multi-store Users:
Either leave the Store field blank or enter the appropriate store number.

If the Store field is blank, one report will include all stores, or you can run separate reports for each store by entering the store number here.

3
At Options, type PT. When the report is processed, it will zero out the period-to-date totals.

4
Running Statements

Reports RAG, RDJ and RSM calculate and finalize finance charges, and print statements. When and how you run these reports depend on what types of accounts you have.

For Revolving Charge accounts: Report RAG, Option F, and Report RDJ must be run after the close of business on their closing date. Report RSM is then run during the next business day.

Even if you never assess finance charges or late fees, Report RAG, Option F, must be run to calculate a new current minimum and adjust the past due minimum payment amounts.

For Balance Forward and Open Item accounts: Report RAG, Option F, and Report RDJ must be run once a month to re-age each transaction and orient the MCR 2 aged balances with the Closing Date on Report RAG.

If you do assess finance charges, the date they are assessed on can be changed from month to month if you want. The Triad system doesn’t require that you be consistent about the date, but check with your accountant about any local restrictions.

What dates can be used? That depends on whether you use days terms or dates terms.

• Date terms:
  - The earliest date you want to use is the Due Date in Function MTM. (An earlier date wouldn’t “see” last month’s transactions as past due yet, so they would not be subject to finance charges.)
  - The latest date you could use is this period’s Closing Date that you will use on the statements. (A later date would prevent the finance charges from even appearing on the statements because finance charges document date would be after the Report RSM closing date.)
- Days terms:
  - Finance charges should be assessed around the same date every month. There are no particular restrictions on what date you use.
  - The latest date you could use is this period’s Closing Date that you will use on the statements. (A later date would prevent the finance charges from even appearing on the statements because finance charges document date would be after the Report RSM closing date.)

Report RAG Option CX
(Optional to calculate finance charges)

1
At any menu, type RAG and press <Enter>.  
This is the initiation screen for the A/R Aging Report.
If you want to use a different printer, type its number at Printer Number.

Multistore users only:
There’s no Store field. The Aging Report always includes transactions initiated at all stores.

2
Type any Select Options you want from the list in the table below. (We recommend you use options CZ.)
You should include on this report all the accounts for which you’re going to print statements.

If don’t use any options, all accounts which owe you money will be included. Select Options are for including accounts that would otherwise be excluded—or excluding accounts that would otherwise be included.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
</table>
| A      | Include Active Zero Balance Accounts  
         An account is “active” if there has been a charge or payment during the current period. These accounts print only if you use this option. |
| C      | Include Credit Balance Accounts  
         Includes even those accounts whom you owe money. These accounts print only if you use this option. |
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
</table>
| Z      | Include Zero Balance Accounts  
Includes even those zero-balance accounts which have not made a charge or payment during the current period. These accounts print only if you use this option. |

3

If you want to govern how the report prints, type the appropriate option at Print Options. We recommend you use Option T.

If you use no print options, the accounts will print in order by account number, with aged totals for each account. You won’t see transaction detail.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
</table>
| A      | Print Alphabetically by Sort Name  
The accounts will print in alphabetical order by sort name, rather than in account number order. |
| C      | Customer Subtotals Only  
The aged totals for each customer account and any job accounts associated with it are all added together; just one aged total prints, without separate detail for each job account. Applies only to contractor users with job accounts. |
| E      | Expanded Format  
When you use Option E, the report includes a line of detail for each transaction, including its amount, date, age, and so on. Option E uses a lot of paper, and is probably unnecessary in this procedure, but you can use it if you want. |

4

At Update Options, type CFX.

Options F and X calculate and finalize your finance charges and late charges.

Update Option C governs the assumptions the Triad system makes about your next closing date—and therefore determines which transactions are considered current, and which are considered future.
Triad recommends that you use Update Option C at your month-end close, when you are preparing for statements. If you use Update Option C, the Triad system assumes your next monthly close will be on the same day next month. For example, if you enter the 25th of this month in the Closing Date field (coming up), the Triad system assumes your next monthly close will be on the 25th of next month.

Any invoices that fall due after your next closing date are considered future. Any invoices that fall due before your next closing date are considered current. So the assumptions about next closing date have a big effect on what this report shows as current and what it shows as future.

If you don’t use Update Option C, the Triad system makes a different assumption about your next closing date. It assumes one of two things, depending on whether your terms are defined in days or dates.

- For terms defined in dates, the Triad system assumes your next monthly close will be as specified in your Terms Codes (Function MTM). For example, for terms 2% 10th net 25th, closing EM, the Triad system assumes your next monthly close will be the next end of month—even if that’s just a few days from now. Not necessarily the end of next month.

- Terms defined in days, not dates, don’t have their own closing date. So the Triad system takes the date you type at Closing Date (coming up), and adds the terms Due Days to it. For example, for terms 2% 5 net 20, the Triad system takes your Closing Date from this screen—say the 25th—and adds 20 to it. It concludes your next closing date will be the 15th of next month.

5

Leave Closing Date blank. This is an important date! And if your terms are defined by date, not days, it’s especially important.

Type the date you are cutting off charge business.

- It does not have to be today’s date.

- If your terms are defined by date, not days, it should ideally be the same as the Closing Date in Function MTM.

- If your terms are defined by days, not date, it can be today or any past date.

- If you are using Update Option P, it cannot be a future date.
Use a future Closing Date only if you will not be open for business between now and the Closing Date.

- For example, suppose today is the 23rd, and you will be open for business on the 24th and 25th. The statements can’t include any transactions that will take place during the next two days—the 24th and 25th—because they haven’t happened yet. So it would be misleading for your statements to show a closing date of the 25th.

- However, suppose today is the 23rd, but you will be closed on the 24th and 25th. In this case, it’s okay to show a closing date of the 25th, since no additional transactions can take place on the 24th and 25th.

6
Either A or D can be used at Items To Include. We recommend you use A.

Do not use Option U when calculating finance charges.

7
If necessary, you can use the From and To or Codes and Excl fields to restrict the range of accounts that are included on this report.

For example, you may wish to close today only those accounts that use terms code 1. In that case, you would fill in the Codes and Excl fields like this:

Terms Code 1 N

Or, to include only those accounts that use Balance Method O:

Bal Method O N

Or, to include those accounts that use Balance Methods B and R, but not O:

Bal Method O Y

8
Press <Run>.

9
Review the report. Pay special attention to the finance charges, late charges, and aging.

The Finance Charges:
You should do a quick spot-check of the finance charges. In almost every case, everything’s fine. Occasionally, though, you may want to make some changes or deletions. Please see “Messing with Finance Charges and Late Charges,” on the next page.
The Late Charges:
Late charges are calculated only for those revolving charge accounts that have a past-due amount. There’s really not much “calculating” involved; the amount of the late charge is always the same, no matter what; you set it in Function MCT in the Late Fee field. To the Triad system, a late charge looks just like a finance charge; in fact, if you looked it up in Function MOI or displayed it in Function DCA, its document type would be F. So if you want to change or delete a late charge, treat it just as you would a finance charge. See “Messing with Finance Charges and Late Charges.”

The Aging:
This is how the aged balances will appear on the statements when you print them (assuming you use the same closing date). If the balances appear to be in the wrong aging buckets, you probably used the wrong closing date. You will have to delete all the finance charges you just calculated (see “Messing with Finance Charges and Late Charges”); then return to step 1 of this procedure and do it over again. You can’t hurt anything by starting over for Balance Forward and Open Item accounts. For Revolving Charge accounts, call Triad for assistance before starting over. But if everything is fine, you can go on to step 8. Save this report; you will use it to fill out your Goal-Tracking worksheets.

Messing With Finance Charges and Late Charges

To delete a particular finance charge:
• At any menu, type MOI and press <Enter>.
• At the Document # field, type the number the Triad system assigned to the finance charge you want to delete (get the number from Report RAG), and press <Display>.
• Press <Delete> twice.
• If this customer should never be assessed a finance charge, display the customer account in Function MCR. At the Finance Charges field, type N. Then press <Change>.

To change a finance charge:
(Read with your accountant about whether this is appropriate before doing this.)
• At any menu, type MOI and press <Enter>.
• At the Document # field, type the number the Triad system assigned to the finance charge you want to change (get the number from Report RAG ) and press <Display>.
• Press <Delete> twice.
• Type over the fields you want to change. Press <Clear Field> if necessary to blank out any leftover numbers.
• Press <Add>.

Occasionally you may find you calculated all the finance charges wrong (this may happen if you entered the wrong Closing Date). If you want, you can delete all the finance charges (and late charges) you just calculated and start over again.

• At any menu, type FDELETE and press <Enter>.

• At the Doc Date to be Deleted field, type the closing date you used in step 5.

• Think twice! Double-check the date you typed.

• Press <Delete>.

• Now all finance charges (and late charges) with that date have been deleted. Return to step 1 and run Report RAG, Option CX again.

**Report RDJ**
(Optional to finalize finance charges)

1
At any menu, type RDJ. The Daily Journal Report Screen appears.

2
At Options, type F, FS, or leave the field blank. All three will provide correct information. Finance charges do not have to be finalized to appear on statements. If the Options field is blank, the finance charges will appear on the next Report RDJ, Option F.

3
Leave the From and To fields blank.

4

**Report RSM**
(Prints statements)

Does the Statement Report (RSM) take the aged balances for each account from Function MCR (which you just set by running the RAG)? You might assume so, but that’s not the case. RSM always does its own calculations, all over again.
However, they will exactly match the ones that printed on your RAG (and were set in MCR by the RAG) if you ran the RAG as instructed:

- using Update Options FXC
- using the same Closing Date you will use on the statements.

1
At any menu, type **MPS** and press **<Enter>**.

This is the Modify Printer Status Screen.

Check Printer Number. If you will use a different printer, type its number and press **<Display>**.

Check the box at the bottom of the screen. If both the Number of Entries In Queue and the Name of Active Report fields are blank, continue with step 2. If either field is not blank, you can either wait for the current reports to print or use a different printer.

2
At Form Used In Printer, type **STMT**. Then press **<Change>**.

Now this printer can print nothing but statements, until you change this field again.

3
Go to your printer, remove the paper in it now, and load your statement forms.

There are two sizes of statements available, standard and narrow (approximately 7 inches wide). Make sure the printer’s characters per inch setting is correct for the statement type you are using.
Here’s how:

• Make sure the printer is off-line. (The Online light is off.)
• Open the printer cover.
• Open the hinged doors on both paper feed tractors.
• Remove the paper that’s in the printer now, and let it fall down or back through the paper feed slot.
• Feed your statement forms up through the paper feed slot so that it trips the paper out switch.
• Lift the lock levers on the feed tractors and slide them left or right, as necessary to adjust for the width of the forms.
• Position the statement forms on the tractor feed pins. Place the forms so that the printhead is about three inches below the top of a statement form.
• Close both tractor feed hinges. Adjust left or right to take all the slack out of the forms; then press lock levers down to lock into position.
• Make sure the characters per inch setting is correct.

<table>
<thead>
<tr>
<th>Form Type</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>10 cpi (16.5 cpi light or Pitch/SFL light is off)</td>
</tr>
<tr>
<td>Narrow</td>
<td>16.5 cpi (16.5 cpi light or Pitch/SFL light is on)</td>
</tr>
</tbody>
</table>

• Close the printer cover.
• Press the <Online> button.

In Function MTM, verify that the Closing Date field for all date type terms codes that will be included on Report RSM are set correctly.

Here’s how

• At any menu type MTM.
• Press <Next Item> to display the first code.
• Check the Closing Date field.
  - If it is blank, this is a days terms code so ignore it and press <Next Item> again.
  - If there is a date or EM in the field, and statements for customers using this code will be printed today, the number here must match the day of the month you will use as the closing date on Report RSM. If it’s different, change it.
• When the message END OF FILE, NO NEXT RECORDS displays, press <End>.
When running interim statements, you may not want the closing date in Function MTM to match the closing date in Function MSR. If you want the closing dates to be different, check the Print Due Date field in Function MCT.

- At any menu, type MCT and press <Enter>.
- Check the Print Due Date field at the lower right corner of the screen.
- Type N over the Y, if necessary.
- Press <Change>.

5
At any menu, type RSM and press <Enter>.

*Multistore users only:* There is no Store field. That’s because statements print per account, and accounts are for all stores.

6
At Start Date, type the first day of the period you’re now closing. At Closing Date, type the last day of the period you’re now closing. Use the same closing date you used in step 4.

Use month/day/year format.

The Start Date to use is (all of the definitions below should describe the same date)

- The day after the Closing Date on your last Report RSM
- The first day of this period
- The oldest document date that has a valid terms discount amount.
- The oldest document that should show as a detail line item for Balance Forward and Open Item accounts.

The Start Date governs which documents print on the statements, and which documents just get added up as a “previous balance.”

**For Balance Forward and Revolving Charge Accounts**

The Triad system just adds up all transactions whose document date is before the Start Date you enter here. It prints the sum of those transactions at the top of the statement as a “previous balance.” (This is not the same as a “balance forward,” although the previous balance may well include a balance forward document.) Then the Triad system prints each transaction whose document date is on or after the Start Date, and on or before the Closing Date. It doesn’t print any transactions whose document date is after the Closing Date.
For Open Item Accounts

The Start Date field has no effect on which detail lines print (all open transactions will print). But the start date does identify the oldest document date that is considered to have a valid terms discount amount.

The Closing Date is the last day of this period. It cannot be “today’s” date or a future date unless there will be no more POS and back-office activity dated today (or up to and including the future date) entered into the system.

For Revolving Charge Accounts

The start date must be the same closing date used on Report RAG, Option FXC, to set the current minimums, calculate finance charges and late fees.

For Balance Forward and Open Item Accounts

If you are floating the finance charge date, the Report RSM closing date doesn’t have to match the Report RAG, Option FXC, closing date. If you assess finance charges “as of the closing date,” then it has to be the same date used on the Report RAG that calculated the finance charges.

For All Balance Methods

The Report RSM Closing Date determines

- The anchor date for all aged balances that print on statements.
- The newest document date that will be included on the Report RSM.
- The Due Date that prints on the statements.

At Stmt Message, type any message you want to print on all the statements.

Many people like to type a message here about any special promotions coming up, information about a new line you have recently begun carrying, or seasonal suggestions.

Any message you type here will print on all your statements.

The message will print on statements exactly the way you type it here. For example, if you want it centered, you must center it on these two lines. And be sure to proofread carefully.
8
At Printer, type the number of the printer where you loaded your statement forms.

9
At Options, type any options you want. Don’t use Option T now.

If you don’t use any options, a statement will print for each account which owes you money, and they will print in numerical order by account number. You can include or exclude certain accounts, or make them print in a different order, however, depending on what options you use. See “Options You Could Use.”

Contractor Users:
For customer accounts with associated job accounts, you may print
- a single consolidated statement for all accounts
- a separate statement for each account
- a consolidated statement and separate statements. (There is a maximum of 400 jobs allowed when printing both statement types.)

It all depends on how you set up each main customer account’s Stmts by Job field in Function MCR.
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td><strong>Include active zero balance accounts</strong>&lt;br&gt;An account is “active” if there has been a charge or payment during the current period. Statements for these accounts print only if you use this option.</td>
</tr>
<tr>
<td>C</td>
<td><strong>Include credit balance accounts</strong>&lt;br&gt;Prints statements even for those accounts whom you owe money. Statements for these accounts print only if you use this option.</td>
</tr>
<tr>
<td>D</td>
<td><strong>Suppress deleted transactions</strong>&lt;br&gt;For security reasons, this option doesn’t display on the screen, but it is available. If you use this option, no deleted transactions print on the statement. If you have done some heavy-duty maintenance on an account (like that required to change an account’s balance method to O), this option is useful for producing a neater, less-confusing statement. However, your statements lose some of their value as an audit trail when you use this option. We recommend that you avoid using this option for your regular statement runs. If you find a messy-looking statement when you review all your statements at the end of this procedure, you can come back and reprint just that statement, using this option. (Keep the first messy-looking statement, too, as an audit trail for your own files.)</td>
</tr>
<tr>
<td>G</td>
<td><strong>Suppress aged totals</strong>&lt;br&gt;No aged totals (like the ones you printed on your RAG report) will print across the bottom of the statements. For revolving charge accounts, no amounts indicating current, past due, and minimum now due print, either.</td>
</tr>
<tr>
<td>J</td>
<td><strong>Suppress statement post page</strong>&lt;br&gt;No pre-page prints with statements, because it would be difficult to align them if you had to print a pre-page first. Instead, the information that usually prints on report pre-pages prints on a post-page, after all your statements have printed. If you use this option, that post-page won’t print. If you like, you can use this option, and then later use option T to print just the post-page that you omitted earlier.</td>
</tr>
<tr>
<td>P</td>
<td><strong>Print past due balance accounts only</strong>&lt;br&gt;Prints statements only for those accounts with a past-due balance. Accounts with only current and/or future balances are excluded.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| R      | Suppress the credit limit and credit available fields  
For Revolving Charge accounts, the Credit Limit and Credit Available fields won’t print. This option has no effect on Balance Forward and Open Item accounts. |
| S      | Print alphabetically by sort name  
If you use this option, the statements will print in alphabetical order by sort name. If you don’t use this option, they will print in numerical order by account number. |
| X      | Suppress terms disc for past due accounts  
If you use this option, any valid terms discount will not print on the statement for any account that has a past-due balance. |
| Y      | Print finance charges YTD  
Total year-to-date finance charges print on each statement. You should use this option for the last statement run of each calendar year—and you could also use it any other time you like. |
| Z      | Include zero balance accounts  
Prints a statement even for those zero-balance accounts which have not made a charge or payment during the current period. These accounts print only if you use this option. |

**10**

At #Stmt Align, type any number from 0 to 5. If you’re good at aligning statements, type 1 or 2. If you’ve never done it before, type 5.

This is the number of statements that will print with XXXs for alignment purposes before the real statements begin printing.

If you want to print more than one copy of all your statements, type the quantity you want at the Copies field.

**11**

If you don’t want to print any terms discount for accounts with small current balances, type the minimum balance at Disc Cutoff. If terms discounts should print no matter what the current balance that prints in RSM, leave Disc Cutoff blank.

For example, if you don’t want to print terms discounts for accounts with current balances under $10, type 10 at the Disc Cutoff field. You can enter only a whole-dollar amount—no pennies.
12
To print statements for only a certain range of customers, account codes, balance methods, or terms codes, fill in the From, To, Codes and Exclusion fields as necessary. To print statements for all accounts, leave these fields blank.

These are the same choices you had when you ran your Aging Report (RAG). For example, you may wish to print statements for only those accounts that use terms code 1. In that case, you would fill in the Codes and Excl fields like this:

Terms Code 1 N

Or, to print statements for only those accounts that use Balance Method O:

Bal Method O N

Or, to print statements for those accounts that use Balance Methods B and R, but not O:

Bal Method O Y

13
Stop! Think about the dates you typed at Start Date and Closing Date. When you are sure they are correct, press <Run>.

When people have problems with statements, it’s almost always because they typed the wrong dates.

When you press <Run>, the test pattern begins printing.

14
Go to the printer. Press <Online> to stop printing the test pattern. Align the forms in the printer as necessary. Press <Online> again to resume printing the test pattern.

If the statement forms are too far to the left, or the right:

• Press <Online> to stop the printer.
• Lift the printer cover.
• Loosen the lock levers on both the feed tractors.
• If the forms are too far to the left, slide both the feed tractors to the right. If the forms are too far to the right, slide both the feed tractors to the left. Keep the forms taut.
• Tighten down the lock levers on both the feed tractors.
• Lower the printer cover.
• Press <Online> to re-start the printer.
• Repeat as necessary.
If the statement forms are too high, or too low:

- Press <Online> to stop the printer.
- If the forms are too high, press the down-pointing arrow, or the Form Align Down button. If the forms are too low, press the up-pointing arrow, or the Form Align Up button.
- Press <Online> to re-start the printer.
- Repeat as necessary.

If the statements begin printing before you’ve properly aligned the forms, you can cancel the print and start it over. Here’s how:

- At your terminal, press <End>, type ABO and press <Enter>.
- Type the number of the printer you’re using and press <Clear Field>.
- Press <Delete>. In a few moments, the printer will stop.
- Return to step 5 of this procedure and start over. You can’t hurt anything by starting over.

15
Make sure your statements all printed correctly.

If your statements didn’t print correctly, return to step 5 and reprint all of them or any range of them. You can reprint statements as many times as necessary without affecting the records in the Triad system. (Actually, any payments with discount amounts that are added or deleted between statement runs will affect the statement discount field, but this rarely happens.)

16
Remove the statement forms from the printer and re-load the paper that was in it before. Make sure the print compression feature is set correctly.

Here’s how:

- Make sure the printer is off-line. (The <Online> light is off.)
- Open the printer cover.
- Open the hinged doors on both paper feed tractors.
- Remove the statement forms and let them fall down or back through the paper feed slot.
- Feed your regular paper up through the paper feed slot so that it trips the paper out switch.
- Lift the lock levers on the feed tractors and slide them left or right, as necessary to adjust for the width of the paper.
• Position the statement forms on the tractor feed pins. Place the forms so that the printhead is just below the perforations marking the top of the page.

• Close both tractor feed hinges. Adjust left or right to take all the slack out of the paper; then press lock levers down to lock into position.

• If you are using narrow report paper (8 1/2 inches), re-set the printer to print 16.5 characters per inch (compressed print).

• Close the printer cover.

• Press the <Online> button.

17
At your terminal, type MPS at any menu and press <Enter>. Here’s the Modify Printer Status Screen again.

Check the number at the Printer Number field. If you used a different printer, type its number and press <Display>.

18
At Form Used In Printer, type the code for the paper you just re-loaded. Then press <Change>. If you just re-loaded plain report paper, press <Clear Field> to blank out the Form Used In Printer field.

19
If you changed the MCT Print Due Date field in step 4, change it back again. If you did not change the Print Due Date field in step 4, skip this step.

To change Function MCT:
• At any menu, type MCT and press <Enter>.
• At the Print Due Date field, type Y over the N.
• Press <Change>.
Purging Past-Due Transactions

As part of each monthly close, you should purge the open item file of transaction detail which is no longer needed. You do this by running Report RAG with Option P.

How does the Triad system know how long to keep transaction detail? It checks the Past Due Periods Kept After Purge fields in Function MCT. (You set these fields when you set up your Accounts Receivable system.)

Accounts using different balance methods are all purged a little differently.

For Open Item Accounts

The Triad system purges any transaction (and its associated payments) which meets all of these conditions.

- has been fully paid (I and F transactions)
- is not marked as disputed
- meets the MCT Past Due Periods Kept After Purge requirement
- has a valid apply-to number assigned (A, C, and P transactions)

To keep the minimum detail, the newest payment document considered old enough to be purged should have a Document Date (receipt date) of the day before the Closing Date used on the Report RAG, Option P.

You should also be aware that for open item accounts, unapplied payments cannot be purged. And any payment which is applied to more than one invoice cannot be purged until even the most recent invoice to which it was applied is eligible for purge.

For Balance Forward Accounts

The Triad system deletes all undisputed transactions that meet the MCT Past Due Periods Kept After Purge requirement, keeping a running total of their sum. After that, any “purgable” payment or credit transaction will have had a chance to reduce each month’s balance. If there are any remaining dollars, a B type transaction is created for the remaining amount falling due in each month. This B transaction is added back to the account, or, if there was already B transaction for that month, it will show as being adjusted.
Each balance forward will have a document date and due date that represents the range of due dates that are contained in the B transaction total. Any transaction that had a due date in that date range will have been deleted (and could have been reduced by a payment or credit). The remaining balance will be part of that B transactions total.

**For Revolving Charge Accounts**

The Triad system purges transactions similarly to the way Balance Forward accounts are handled. It is slightly different to allow accurate aged balances to print on Report RAG. That’s why there is no control over the Past Due Periods Kept After Purge in MCT.

**For Disputed Items**

Disputed items are always protected from purging. They can’t be purged until you change the Disputed field in Function MOI back to N.

**If You Don’t Purge**

We strongly recommend that you purge monthly, for the sake of disk space and system speed. If you don’t purge, your old transactions will take up a lot of valuable disk space. And your system performance will gradually become markedly slower, especially when using Function MOI or running any report that prints transactions.

You’re not really “losing” information when you purge; you’re just transferring it to paper. You should keep your purge reports in a safe place. If you ever needed to look up information about transactions that have already been purged, you would just pull out your old purge reports.

**When to Purge**

You can’t use a future Closing Date for your purge. If you ran your monthly close with a future closing date, wait until that closing date arrives to do this procedure. For example, if you ran your monthly close on the 23rd, but you used a Closing Date of the 25th, wait until the 25th or later to run your purge.

**Report RAG Option P**

1

At any menu, type RAG and press <Enter>.
2
At Update Options, type **P**.

3
At Closing Date, type the appropriate date for the account. Never use a date that is “future” to the closing date you will use on Report RSM.

**For Open Item Accounts**
The closing date is not critical because no B transactions are ever created. To eliminate all paid detail, be sure that the Closing Date on Report RAG, Option P, is one day future to the Report RSM closing date for this period. Any transactions with a document date the same as the Closing Date on the Report RAG, Option P, will not purge.

**For Revolving Charge Accounts**
The closing date is not critical because aged balances are not retained. If you want this aging to remain accurate, follow the rules below for Balance Forward accounts. If you don’t care if the aging remains accurate, follow the rules above for Open Item accounts.
For Balance Forward Accounts

The closing date depends on the type of terms codes used.

- Date Terms Code
  The closing date must match the due date specified in Function MTM. Use the due date (calendar-wise) just prior to the closing date used in RSM.

- Days Terms Code
  All transactions falling due on any date in a given month will be combined into a single transaction that is due on the same day of the month as the date used on Report RAG, Option P. This date should be as far away from the RAM closing date (calendar-wise) as possible.

  For example, if you normally close near the end of the month use a purge closing date of the 10th or 15th. This will ensure that the B transaction will still fall due in the correct aging periods, even if your closing date changes.

4

You should keep this purge report in a safe place. It shows you exactly what transactions have been deleted or compressed into a balance forward or current balance. If any questions arise in the future about a transaction that’s been purged, you can refer to this report.
**SALESPER Queue**

This section shows how the various reports outlined in major steps 1 and 3 of this chapter (Running the General Ledger Report and Rolling the Period-to-Date Fields) can be combined into one report queue, named SALESPER. The SALESPER queue can then be run the night of your closing date so you will be ready to calculate finance charges and run statements the next day.

The optional reports in major step 2 are included in other queues.

<table>
<thead>
<tr>
<th>Report</th>
<th>Include in this queue</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFR, OPENITEM</td>
<td>Sales Analysis</td>
</tr>
<tr>
<td>RMR</td>
<td>INVPER</td>
</tr>
</tbody>
</table>

**General Assumptions**

The directions in this section are based on several assumptions. If any of the assumptions listed below are not true for your system setup, in most cases, the queue can easily be modified to accommodate the differences. (If you're unsure how to modify the queue, talk to your Triad Education Representative.)

- Terms discounts are allowed, and you want to monitor them.
- Finance charges are always assessed as of the closing date.
- Period-to-date periods are logically identical to Accounts Receivable periods.
- General Ledger periods are logically identical to Accounts Receivable periods.
- AR 2 customers are monitoring salesperson productivity.
- All customers are using exactly the same terms code. If they don't, additional assumptions must be made.
  - For multiple or different days terms codes this queue will work fine if all customers receive statements just one per period and assessment of finance charges for all customers can be done at one time.
  - For multiple or different date terms codes, this queue will work fine if all terms codes use the same closing date.
**Which Closing Date to Use**

Leave the closing date blank on all the reports in the queue. This way you can set the queue up one time and don’t need to change it every time you want to run your close. However, the system date at the time the queue is loaded must be the closing date that will be used on Report RSM for all statements.

**Coordinating With Other Queues**

You must run your reports in the following order on your closing date.

1. Normal, end-of-day queue.
2. All analysis or goal tracking types of reports. (AR informational reports, such as Report RSA.)
3. The SALESPER queue.
4. The INVPER queue, if you run it on this night. (Actually this queue can be run any time after the end-of-day queue, either before or after the SALESPER queue.)

**Building the SALESPER Queue**

Use function QUE to enter the following reports, in the following order, in the SALESPER queue.

When building the queue:

- The default value (the value in a field when you first enter the function) must be left in any Options and/or From and To fields that are not specifically noted. Note that the default may be a blank.
- The printer number assigned must be the same for all reports in the queue. (Check with your Triad Education Representative if you want to use multiple printers.)

1. At any menu, type CEQ, and press <Enter>.

   The Create End-of-Day Queue Screen appears.

2. Type SALESPER at Name Of Report Queue.
3 Type the name of the report (from the list below) at Function Name and press <Display>. The standard report initiation screen for the requested report will display.

4 Complete the report initiation screen as indicated in the list below. Press <Run>, then press <Add>. The message REPORT HAS BEEN QUEUED displays.

5 Press <End>. You’re back at the CEQ Screen. The message REPORT ______ HAS BEEN ADDED TO THE ______ QUEUE displays.

6 Repeat steps 1 - 5 for each of the seven reports listed.

1st Report Name: RSA

Store: Multistore users can run either:
  • one report with a blank store field to cover all stores
  
or
  • one report for each store with the appropriate store numbers in this field.

Options: Required Optional
  PE T
2nd Report Name: RFR

Store: This field can not be used to separate stores. Multistore users can run either:
• one report with a blank store field to cover all stores
  
or
• one report for each store using a From/To range or Excl. Code to separate stores.

Flex Report Name: PTDROLL

Options: Required Optional
  P T

3rd Report Name: RAG

Store: There is no Store field available. Multistore users can run either:
• one report to cover all stores
  
or
• one report for each store using a From/To range or Excl. Code to separate stores.

Select Options: CZ
Print Options: T
Update Options: FXC
Closing Date: blank
Items To Include: A

4th Report Name: RDJ

Store: blank
Options: F
5th Report Name: RTX

Store: There is no Store field available. Multistore users can run either:
  • one report to cover all stores

  or

  • for one report for each store, devise a tax code scheme that would allow a From/To range to find only one store’s tax code records.

Options: P

6th Report Name: RSL

Store: There is no Store field available. Multistore users can run either:
  • one report to cover all stores

  or

  • for one report for each store, devise a salesman code scheme that would allow a From/To range to find only one store’s salesperson records.

Options: P

7th Report Name: RUS

Store: blank
Options: P
Printing Customer Mailing Labels

You can print mailing labels for any customer account or range of customer accounts whenever you want. No labels print for job accounts, however.

These mailing labels print three-across on special forms. Check with your Triad system representative for a list of suppliers who stock the forms.

1
At any menu, type **MPS** and press **<Enter>**.

This is the Modify Printer Status Screen.

2
At Printer Number, type the number of the printer you will use, and press **<Display>**.

Check Printer Status.

- If it is S, you’re fine; the printer’s available for you to use.
- If it is Q, this printer is already in use. You can wait until it is available or use another printer.

3
At Form Used In Printer, type **LAB3**. Press **<Change>**. Then press **<End>**.

Now that printer can print only mailing labels, until you change the Form Used In Printer field again.

4
At the printer you will use, take out the report paper and load in the mailing label forms.

Here’s how.

- Make sure the printer is off-line.
- Open the printer cover.
- Open the hinged doors on both paper feed tractors.
- Remove the paper that’s in the printer now, and let it fall down or back through the paper feed slot.
- Feed your mailing labels up through the paper feed slot so that they trip the paper out switch.
- Lift the lock levers on the feed tractors and slide them left or right, as necessary to adjust for the width of the forms.
• Position the mailing labels on the tractor feed pins. Place the forms so that the printhead is just below the top of a mailing label.

• Close both tractor feed hinges. Adjust left or right to take all the slack out of the forms; then press lock levers down to lock into position.

• Make sure the printer is set to print ten characters per inch. That is, the 16.5 cpi light or compressed print light should be off.

• Close the printer cover.

• Put the printer back on-line.

5
At any menu, type RML and press <Enter>. This is the Customer Mailing Labels Report.

6
Fill in the fields on this screen according to how you want the labels to print.

Printer Number: Type the number of the printer you indicated in Function MPS.

Printing Seq: A (alphabetic), N (numeric) or Z (by zip code). If you use Z, the labels will already be sorted for bundling and mailing.

Options: If you don’t use Options 1, 2, 3, 4 or L, mailing labels print for all accounts (within the range you will enter below, in the From and To fields) regardless of their balance. You can’t use more than one numbered option at a time; that is, you can’t use Options 1 and 2 together.

1 – Past Due Accounts Only
2 – Accounts 31 Days Past Due and Older
3 – Accounts 61 Days Past Due and Older
4 – Accounts Over 90 Days Past Due
C – Print Country Code. Use this option if some of your accounts are in a different country.
L – Print labels only for those accounts whose balance exceeds their credit limit.
N – Print customer number.

Print Alignment: Type here the number of rows of labels to print with XXXs for as a test pattern for alignment purposes before the real labels begin printing. If you think you can align the forms within five test rows, for example, you would type 5.
Copies: Type the number of times you want to repeat the entire label print. The first entire print will complete; then the Triad system will begin again for the next entire print.

Labels Per Cust: Type the number of labels you want for each customer. These will all print together; then the Triad system will go on to the next customer.

7
Fill in the From and To fields and the Codes and Exclusion fields to indicate what accounts or addresses you want to include or exclude.

If you leave these fields blank, labels will print for all accounts (that meet any qualifications you may have set using options, above).

You don’t need to fill in ranges that coincide with your selected printing sequence.

8
Press <Run>. Then go to the printer and align the labels.

To stop printing the test pattern, take the printer off-line by pressing its ON-LINE button. Adjust the labels horizontally, moving the paper tractors along their bar. Then adjust the labels vertically, using the Form Align Up or Down buttons. To resume printing the test pattern, press ON-LINE again. Repeat as many times as necessary. When the Triad system has printed as many rows of test pattern labels as you entered at Print Alignment, it automatically begins printing the real labels.

If you have not succeeded in aligning the labels by the time the real labels begin printing, you can cancel the print and begin again.

- At your terminal, press <End>, type ABO, and press <Enter>.
- Type the number of the printer you are using, and press <Clear Field>.
- Press <Delete>. After a few moments, the printer stops. Return to step 5 of this procedure.

9
When the labels have finished printing, remove the label forms from the printer, and load the paper you will use next. Make sure the print compression feature is set correctly.

Here’s how.

- Make sure the printer is off-line.
- Tear off the printed mailing labels.
- Open the printer cover.
- Open the hinged doors on both paper feed tractors.
- Remove the blank mailing labels and let them fall down or
back through the paper feed slot.

- Feed your regular paper up through the paper feed slot so that it trips the paper out switch.

- Lift the lock levers on the feed tractors and slide them left or right, as necessary to adjust for the width of the paper.

- Position the statement forms on the tractor feed pins. Place the forms so that the printhead is just below the perforations marking the top of the page.

- Close both tractor feed hinges. Adjust left or right to take all the slack out of the paper; then press lock levers down to lock into position.

- If you are using narrow report paper (8 1/2 inches), re-set the printer to print 16.5 characters per inch (compressed print).

- Close the printer cover.

- Put the printer back on-line.

10
At your terminal, press <End>, type MPS and press <Enter>.

11
At Printer Number, type the number of the printer you used, and press <Display>.

12
At Form Used in Printer, type the code for the paper you just loaded into the printer. If you loaded report paper, press <Clear Field>.

When the cursor moves to the Form Used In Printer field, a list of forms and their codes appears on the right side of the screen.

13
Press <Change>.
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