Account Receivable Overview - N

Andrew:
"Yes, I understand. We will get that fixed right away. Thanks.
I need to remove a finance charge. Trying to remember…where was that screen to fix it?"

Robert
"I think you're looking for Open Item Maintenance … Maybe a quick tour of all the Accounts Receivable screens and their functions would be a good idea. Why don't you select a topic from the menu and we'll go through them together."

Topics

- Functions
- Related Files
- Reporting features

Functions

Find these function screens in the Accounts Receivable folder of your Eagle Browser or type the letter code in the Launch Bar to access them.

- Customer Maintenance (MCR)
- Received On Account (ROA)
- Open Item Maintenance (MOI)
- Customer Activity Notes Viewer (CANOTE)

Commonly used Accounts Receivable functions include: Customer Maintenance, Received on Account, Open Item Maintenance, and managing Customer Activity Notes.

The Customer Maintenance screen, or MCR, keeps track of your accounts' contact information, special pricing allowances, purchase history, and more.

Locate your customer using their account number, email address, or phone number.

Open each tab to view or edit the information.

Use Received on Account to apply and track customer's payments.

Selecting a customer will display their account information including current balance, credit information, and their Statement Balance Due.

Document the check number along with any discount amount or allowance.

Press Enter to apply the payment

See the Payments and Credits tab for the payment record.

You can make adjustments to the documents using Open Item maintenance.

Make corrections if a document was posted incorrectly or even to the wrong account.

Search by Customer, and use the next button to cycle through documents.

In the Cust Number field, you can Enter a period followed by the document number to quickly access it.

Customer Activity Notes lets you keep and search Customer notes.

Use the dropdown to select a customer, and the other dropdowns to further limit your search.

Use the Add Note link to document your interaction.

AR notes for a customer will appear on this Customer Activity Notes screen.

Customer Maintenance

The Customer Maintenance screen (MCR) keeps track of your accounts' contact information, special pricing allowances, purchase history, and more.

Use the Customer search field using their account number, email address, or phone number.

Then you can use the tabs to view or edit their information.

Received on Account

Received on Account (ROA) lets you apply and track customer's payments.

Payment details can be entered on the lower section of the screen.

The Payments and Credits tab will display account history.

Open Item Maintenance

Open Item Maintenance (MOI) allows you to make corrections to documents posted with errors.

Access a document by entering a period followed by the document number in the Cust Number field.

Example(.43214)

Customer Activity Notes

You can view AR notes on the Customer Activity Notes screen (CANOTE).
The Add Note link lets you add activity notes that can have reminders with follow up dates.

Related Files

Accounts receivable has several related files that impact customer accounts. Select one of the highlighted options for more details.

Category Pricing Plans (CPP) tracks special pricing for specific people, or groups of people. Use the options to adjust the specifics of pricing plans. Use Terms Maintenance (MTM) to set up payment and discount terms.

These will be assigned to accounts on file in Customer Maintenance.

The Tax Code Maintenance (MTX) screen allows you to add and edit tax rates, rounding, and tables. Be sure to check with your account or local government to verify tax requirements for your region.

Salesperson File Maintenance (MSL) contains historical data about sales and returns based on assigned sales, reps or users entered during a POS transaction.

Accounts Receivable has several related files that impact customer accounts.

Salesperson File Maintenance, Tax Codes, Terms Codes, and Category Pricing Plans determine how your system calculates state and local taxes, commissions, and customer discounts.

You can access these files in your Eagle viewer under the Accounts Receivable heading.

Salesperson Maintenance contains historical data about sales and returns based on assigned sales, reps, or users entered during a POS transaction.

Depending on your security Role, you can Add, Change, or Delete Salesperson information with these menu buttons.

You can also export the data to an excel spreadsheet.

The Tax Code Maintenance screen allows you to add and edit Rates, Rounding, and Tables. Be sure to check with your account or local government to verify tax requirements for your region.

Accounts Receivable invoices need accurate due dates, right? Use Terms Maintenance to set up payment and discount terms.

These will be assigned to accounts on file in Customer Maintenance.

Use the dropdown to select an existing Term Code to view or modify.

Category Price Plans keep track of special pricing, for *specific* people or groups of people. It can also be based on the items purchased.

You can adjust the specifics of the pricing plan by using the various options.

These files all work together to better manage Accounts Receivable, cash flow, and employee compensation.

While they will probably only be adjusted on occasion, it is important to understand how they work.

Reporting features

Statement Archive Viewer (SAV)

- View Past Customer for Statements

The Pricing/CPP & Rebate Plan Report (RPPR)

- Generate and print pricing and rebate plans related to the report's customers.

Gift Card Viewer (GCV)

- Look up card details, charge a service charge or track which cards were refunds versus purchases.

Accounts Receivable has some useful tools to monitor your cash flow.

These include the Pricing/CPP & Rebate Plan Report, Statement Archive Maintenance, and the Gift Card Viewer.

You can find these in the Accounts Receivable folder of your Eagle Browser.

Use the Statement Archive Viewer to view past customer statements.

The search criteria can help limit the output.

Select the statement you'd like to view, and double click, press the F6 key, or the Display button.

You can print the statement by pressing the F12 key or the Print button.

The Pricing/CPP & Rebate Plan Report option will open a dialogue to print a list of Pricing and Rebate plans for the customers within the parameters you set.
Complete the details for the report in the 4 sections, and press F4 or the Run button to print the report.

If you printed to a spooler, you can view it in Spooler Maintenance; type MSP in the launch bar to view that screen.

You can look up the details of issued Gift Cards using the Gift Card Viewer. Select it from the Eagle browser or enter GCV into the launch bar.

This screen lets you search for and view gift cards values.

Use this to look up Gift Cards detail, charge a Service Charge, or track which cards were refunds versus purchases.

The Statement Archive Viewer, Pricing/CPP & Rebate Plan Report, and the Gift Card Viewer are useful search features that help you quickly locate important saved information.

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Corporate Office
804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298