

Received on Account (Back Office)

Some customers come to the store to make payments on their account.

Many others send their payments by mail which Accounts Receivable applies to their accounts using the back office Received on Accounts function, commonly called ROA.

Posting payments in a timely manner helps you to maintain accurate customer balances and improve cash flow!

In this course, we show how to apply payments with the Received on Account function, how to apply payments to open item accounts, how to correct errors when they occur and how to verify postings using the reconciliation process.

Objectives

- Apply Payment
- Item Account
- Correcting Errors
- Reconciliation

Apply Payment

Let's open ROA from the launch bar of your Eagle Browser screen and learn how to apply a payment in balance forward and Open Item accounts, correct any errors you might make, and reconcile payments.

Once ROA is open, you'll need to find the customer's account.

The easiest way to find your customer is to type their name in the customer box.

This opens a drop-down listing. You'll then be able to select the customer from the list.

Sometimes you may receive a payment where the customer's name may not be apparent, such as a check from a third-party payment service.

However, if there is reference to an invoice number, you can enter the invoice number preceded by a period in the customer field and Eagle will search and find the customer for you.

Keep in mind, you can also find the customer by phone number, email address, and account number.

If the customer is using jobs accounts, a Job selection box will appear underneath the customer selection.

In this case, select the appropriate job using the drop down arrow.

Notice that you can also select All to apply payments across jobs.

If the customer has a balance forward or revolving charge account, you will not be applying payment to specific invoices, you'll simply apply the payment to the account balance.

The type of account is shown above the customer's name.

To enter the payment, fill in the check number and payment amount.

If you're allowing a prompt payment discount, enter the discount amount in the discount box.

The Receipt date defaults to the current date, but can be changed to reflect the date you received the payment.

You can also enter the ABA # or bank routing number from the check.

This is optional and is not required when posting payments.

Use the Allowance field to make any adjustments to a customer balance such as an overpayment, underpayment, or to write off a bad debt.

The amount you enter in allowance does not affect cash, sales, or tax. It only affects the customer's running balance.

Entering a positive amount in the allowance field decreases the running balance.

Entering a negative amount increases the running balance.

The reference line allows you to enter a note about the payment.

Entering a reference is optional.

Select Post from the ribbon menu to complete the payment.

Item Account

If the customer is set up with an Open Item type account, you must apply each payment to a specific invoice.

You will notice that for this type of account the ROA screen opens directly to the Open Invoices tab.

This tab only appears if the customer is set up with an Open Item-type account.

Select the invoices to pay by enabling the check boxes next to an invoice line.

If you have several invoices to apply payment to, using the All/None icon can be helpful.

Pressing All/None toggles between selecting and unselecting all unpaid invoices.

Once you have all invoices checked, you can unselect specific invoices by disabling the check box next to the invoice line to remove the checkmark.

Alternatively, if there are multiple invoices in the list and you have only one invoice to apply payment to, press Invoice to enter the invoice number.

The bottom right side of your ROA screen keeps a running total of all invoices selected.

If you select more invoices than the payment amount will pay, the system pays them in their displayed order on the payment screen from top to bottom until it runs out of money.

If there's not enough to pay the last invoice in full, the system marks it as a partial payment.

Enter the check number and amount, and press Post to complete the payment.

The other fields for discount, allowances, and such, function the same as for balance forward accounts

Press Reload to see only the remaining, unpaid invoices.

Correcting Errors

If the Unapplied Documents tab is visible, then this customer has payments or credits that have not been used to pay specific invoices.

This can occur for a variety of reason such as: an unapplied payment was taken at point of sale, the customer returned something, or there was an overpayment in a prior month.

To apply these payments or credits, highlight the appropriate line.

The Open Invoice tab displays, and you're ready to select the invoices to apply the selected payment against.

It is important to apply these payments in a timely manner since they will affect how the customer statement appears.

For example you could have an account with a zero running balance, but still have unpaid invoices since the payment was never applied to them.

A customer may find a statement like this confusing.

To review the payments that have been posted for a customer, select the payments and credits tab.

The payments and credits tab will also allow you to delete the payment if you made an error in posting.

Reconciliation

When you're finished posting payments, open the miscellaneous menu. Select Reconcile.

This allows you to verify that you posted all checks with the correct amount.

You can also print a list of the payments to attach to your bank deposit slip.

If you try to exit ROA before reconciling, Eagle prompts you to reconcile first.

If you do exit without reconciling, when you return to ROA, the system asks if you wish to continue your last session.

The reconciliation screen displays your payments.

Simply enter the total amount from each check and the system will check them off for you.

If the system cannot find a payment for the amount you enter it will prompt for the check number and then show you the discrepancy.

Once you have entered the check amounts and they match to the payments, a dialog box will display and give you the choice to print or purge the reconciliation screen.

Select Print Reconciliation to print a listing of checks posted through ROA.

Then select purge to clear the screen once you have printed your listing.

Keep in mind, all checks posted through ROA will show on your RDJ Daily Journal report.

You are only purging the reconciliation file.

If you don't purge this file, the same check numbers will continue to display.

Recap

As you can see, the Received-on Account function simplifies the process of posting payments received for your in-house charge accounts, regardless of the type of customer account.

Reconciling the payments when you've completed posting all checks for the day verifies that everything posted properly.

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