

# Realtime Software Corporation - Accounts Receivable Manual

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ACCOUNTS RECEIVABLE

A. CUSTOMER INQUIRY

Type Screen Jump **CI** at any menu to get to Customer Inquiry.

```
CM01Q  CW REALTIME SOFTWARE CORP          CUSTOMER INQUIRY          14 May 03
CUSTOMER NNNNNNA*XXXXX...

Enter CUSTOMER number or
'?' + NAME to search for similar-sounding names or
'??'+ TEXT to search for partial EXACT spelling of a name
'?#'+ NUMBER to search by phone number.
'CUST*?' to search SHIP-TO entries.
'?:' + CUSTOMER# To See an Index By Customer Number
'?;' + CUSTOMER NAME To See an Index By Customer Name
```

Type **??** followed by part of customer name to search.

```
CM01Q  CW REALTIME SOFTWARE CORP          CUSTOMER INQUIRY          14 May 03
CUSTOMER ??CARRBOXXXXX...

Enter CUSTOMER number or
'?' + NAME to search for similar-sounding names or
'??'+ TEXT to search for partial EXACT spelling of a name
'?#'+ NUMBER to search by phone number.
'CUST*?' to search SHIP-TO entries.
'?:' + CUSTOMER# To See an Index By Customer Number
'?;' + CUSTOMER NAME To See an Index By Customer Name
```

You can also search a customer by using any of the above listed search codes. If you use **?;C** it will pull up every customer starting with the letter C or higher.

The Ship-To is always designated by the Bill-To number followed by \*001, \*002, etc.

```
CM01 CW REALTIME SOFTWARE CORP          CUSTOMER MAINTENANCE      14 May 03

Seq. Customer                               Number           Searching on CARRBO
 1 CARRBORO FIRE DEPARTMENT                 12390            CARRBORO NC
 2 CARRBORO FIRE DEPARTMENT                 12390*001        CARRBORO NC

Enter Seq., * To Exit, PB Page Back, C Change Search, or (RTN) to page. ....
```

The A/R information stays on the bill-to but the invoice will show both the bill-to and ship-to information. **Select Line 1 and ENTER** for the bill-to.

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NAME	CARRBORO FIRE DEPARTMENT	B/O ALLOWED	
ADDRESS 1	ATTN: CHIEF WAYNE LACOCK	ZONE	
ADDRESS 2	PO BOX 545	CATEGORY	
CITY	CARRBORO	TYPE	
ST/COUNTY	NC	STATUS	
POSTAL CD	27510	MARKET AREA	
COUNTRY		ACCT# AT CUST	
CUST CLASS	REG	COUNTRY CODE	
PHONE NO.	919-968-7715	ORDER TAX CODE	T
FAX NUMBER		SOURCE OF LEAD	
TELEX NO.		P/O REQUIRED	
CONTACT	WAYNE LACOCK	BLANKET P/O#	
TITLE			
SHIP VIA	UPS GROUND	A/R CUSTOMER#	
FOB		ORDER TYPE	
SALESMAN	11	NO \$ PICK TICKET	
SALESMAN 2	PERCENT	CASH SALES ONLY	
RESALE#		FREE FREIGHT	
(AR) OPEN AR, (C) REDIT, (I) NFO, (O) PTIONS, (OO) OPEN ORD, OR RTN FOR CUST#			AR

Choices for further inquiries are listed on the bottom of the screen or **type O** to see even more inquiry options.

CM01Q CW REALTIME SOFTWARE CORP	CUSTOMER INQUIRY	14 May 03
CUSTOMER 12390		
TX = TOGGLE TAX CODES	U = USER HISTORY	
OO = OPEN ORDERS	OQ = OPEN QUOTES	
OOH = OPEN ORDER HISTORY	OQH = OPEN QUOTE HISTORY	
AR = OPEN ACCOUNTS RECEIVABLE	.# = SCREEN BUILDER INQUIRY	
C = CREDIT INFORMATION		
H = PAYMENT HISTORY (OLD WAY)	S = SHIP TO	
TB = A/R TRIAL BALANCE	EF = EMAIL/FAX INFO	
PR = CUSTOMER PRICE INQUIRY	DR = DEMO REQUEST	
SA = MONTHLY SALES ANALYSIS	DRH = DEMO REQUEST HISTORY	
I = CONTACT AND DIARY INFORMATION	DH = DEMO HISTORY	
DI = DETAIL INVOICE HISTORY	OD = ORDER DETAIL LINES (OPEN)	
PI = PARTS INVOICED	OC = ORDER DETAIL LINES (ALL)	
PH = PAYMENT HISTORY	OCH = ORDER DETAIL LINES (HISTORY)	
CH = CHECK HISTORY	QD = QUOTE DETAIL LINES (OPEN)	
SN = SERIAL NUMBER DISPLAY	QC = QUOTE DETAIL LINES (ALL)	
UC = UNAPPLIED CASH	QCH = QUOTE DETAIL LINES (HISTORY)	
CP = CUSTOMER PRICE LEVELS	ID = INVOICE DETAIL LINES (ALL)	
ENTER SELECTION, RETURN TO CONTINUE, OR * FOR NEXT CUSTOMER		

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**Type S** to see customer's Ship-to addresses:

CM01Q	CW REALTIME SOFTWARE CORP	CUSTOMER INQUIRY	14 May 03
CUSTOMER	18080	CITY OF ROCKY MOUNT	
SHIP-TO NAME		CITY	STATE/COUNTY
001	CITY OF ROCKY MOUNT	ROCKY MOUNT	NC
002	CITY OF ROCKY MOUNT WATER/SEW	ROCKY MOUNT	NC
ENTER P TO PAGE, ^ TO DISPLAY CUSTOMER SHIP-TO SUFFIX FOR SHIP-TO INQUIRY, OR RTN FOR NEXT CUSTOMER . . . . .			

**Type AR** to see customer's outstanding A/R. Then **ENTER** at O for Oldest to Newest.

AR15C	CW REALTIME SOFTWARE CORP	CUSTOMER OPEN A/R INQUIRY	14 May 03
CUST#	12390	CARRBORO FIRE DEPARTMENT	A/R BALANCE 6,566.21
REF #	REF DATE	DUE DATE	ORDER# OTYPE D CUSTOMER P/O# INV TOTAL BALANCE
429940	04/29/03	05/29/03	344357 SERV S 4,352.87 4,352.87
<b>429960</b>	04/30/03	05/30/03	345616 SERV S 2,213.34 2,213.34
ENTER (P)AGE, (PB)PAGE BACK, * FOR NEXT CUSTOMER, (H)ISTORY, (TB)TRIAL BALANCE (O)RDER#, ^ TO REDISPLAY CUSTOMER, REF. NUMBER, OR (R)EPRINT . <b>429960</b> .....			

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**Type the invoice number** in bottom right of screen to look at invoice detail.

```

DI01A  CW REALTIME SOFTWARE CORP                DETAIL INVOICE INQUIRY                15 May 03

INVOICE# 429960      ORDER# 345616
CUST#   12390
NAME    CARRBORO FIRE DEPARTMENT              SHIP-TO
ADDR 1  ATTN: CHIEF WAYNE LACOCK              CARRBORO FIRE DEPARTMENT
ADDR 2  PO BOX 545                            S   ATTN: CHIEF WAYNE LACOCK
CITY    CARRBORO                             H T 301 WEST MAIN STREET
ST/CNTY NC                                             I O CARRBORO
ZIP/PST 27510                                       P   NC
COUNTRY                                             27510

OBY                DUE DATE    05/30/03
ORDER DATE    04/28/03  INVOICE DATE 04/30/03  TERMS 30      ORDER TYPE  SERV
TO SHIP DATE 04/28/03  DATE SHIPPED 04/30/03  SHIP VIA  UPS GROUND
REFERENCE CREDIT#                REFERENCE INV#
CUST P.O.                FOB
SPECIAL INSTRUCTIONS        SLMN1 11  SLMN2 81  SLMN2 %
                                OVERRIDE LINE ITEM TAX CD
                                A/R CUSTOMER#
                                RGA#
                                RGA ISSUED BY
F)AX, PI/PO TO PAGE INSTR/NOTES, D)ETAILS, A)CCT DIST., R)EPRINT, CH)ECK HIST
L)ABOR, S)ERVICE, T)OTALS, M)ANIFEST, U)SER HIST, * OR RTN                ..
    
```

At the first customer inquiry screen, type **PH** for payment history, and select O)ldest or N)ewest to specify sort order.

```

CM01Q  CW REALTIME SOFTWARE CORP                CUSTOMER INQUIRY                14 May 03

CUSTOMER 12390

NAME          CARRBORO FIRE DEPARTMENT              B/O ALLOWED
ADDRESS 1    ATTN: CHIEF WAYNE LACOCK              ZONE
ADDRESS 2    PO BOX 545                            CATEGORY
CITY         CARRBORO                              TYPE
ST/COUNTY    NC                                    STATUS
POSTAL CD    27510                                MARKET AREA
COUNTRY
CUST CLASS   REG                                  ACCT# AT CUST
PHONE NO.    919-968-7715                          COUNTRY CODE
FAX NUMBER
TELEX NO.
CONTACT      WAYNE LACOCK                            ORDER TAX CODE    T
TITLE
SHIP VIA     UPS GROUND                              SOURCE OF LEAD
FOB
SALESMAN     11                                    P/O REQUIRED
SALESMAN 2   PERCENT                                BLANKET P/O#
RESALE#
(AR)OPEN AR, (C)REDIT, (I)NFO, (O)PTIONS, (OO)OPEN ORD, OR RTN FOR CUST#    PH
    
```

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This will display the customer's payment history by invoice date with further inquiry options available at the bottom of the screen.

AR04E MODS BCP-TEST6 COMPANY					CUSTOMER PAYMENT INQUIRY			07 Oct 04	
					LYR SALES		3,005.00		
CUSTOMER 14050 CITY OF FAYETTEVILLE FIRE					YTD SALES		2,335.01		
INVOICE DATE	INVOICE NUMBER	INVOICE AMOUNT	CHECK NUMBER	PAYMENT DATE	CHECK DATE	BK CD	CHECK AMOUNT	PAY DAYS	PF
08/12/04	U00109	-10.00	CC4747	08/12/04	08/12/04	AA	10.00	0	
12/24/03	X10366	20.00	4	10/31/03	12/24/03	01	5.00	-54	
12/24/03	P30509	90.00	44	10/31/03	12/24/03	01	40.00	-54	
11/20/03	C33800	-200.00	TEST4741	04/23/04	04/23/04	01	-100.00	155	
10/31/03	U00102	-220.22	22222	10/31/03	12/23/03	01	220.22	0	
09/30/03	111301	100.00	22222	10/31/03	12/23/03	01	2.00	31	
09/29/03	P30458	1,020.00	77	10/31/03	11/12/03	A1	1,020.00	32	Y
09/24/03	X10360	20.00	88	10/31/03	10/31/03	01	20.00	37	Y
09/22/03	P30456	200.00	888	10/31/03	10/31/03	01	200.00	39	Y
09/19/03	P30454	200.00	99999	10/31/03	10/31/03	01	200.00	42	Y
09/08/03	P30415	200.00	9999	10/31/03	10/31/03	01	200.00	53	Y
09/08/03	P30414	200.00	99	10/31/03	10/31/03	01	200.00	53	Y
08/29/03	P30413	200.00	99	10/31/03	10/31/03	01	100.00	63	Y
08/29/03	P30413	200.00	3	09/08/03	09/08/03	01	100.00	10	Y

ENTER (P)AGE, (PB)PAGE BACK, \* FOR NEXT CUSTOMER,  
 ^ TO REDISPLAY CUSTOMER, OR REF. NUMBER FOR A/R INQUIRY

At the first customer inquiry screen, type **CH** for check history, and select O)ldest or N)ewest to specify sort order. This will display the customer's check history by check date.

AR04F MODS BCP-TEST6 COMPANY					CUSTOMER CHECK INQUIRY			07 Oct 04	
					LYR SALES		3,005.00		
CUSTOMER 14050 CITY OF FAYETTEVILLE FIRE					YTD SALES		2,335.01		
SEQ	CHECK#	CHECK DT	CHECK AMOUNT	PAYMENT DATE	BC				
1	CC4747	08/12/04	10.00	08/12/04	AA				
2	TEST4741	04/23/04	-100.00	04/23/04	01				
3	44	12/24/03	40.00	10/31/03	01				
4	4	12/24/03	5.00	10/31/03	01				
5	22222	12/23/03	222.22	10/31/03	01				
6	77	11/12/03	1,020.00	10/31/03	A1				
7	99999	10/31/03	200.00	10/31/03	01				
8	9999	10/31/03	200.00	10/31/03	01				
9	99	10/31/03	300.00	10/31/03	01				
10	888	10/31/03	200.00	10/31/03	01				
11	88	10/31/03	20.00	10/31/03	01				
12	3	09/08/03	100.00	09/08/03	01				
13	2	09/05/03	125.00	08/31/03	01				
14	1	09/05/03	200.00	08/31/03	01				
15	555	08/19/03	10.00	08/19/03	1				

ENTER (P)AGE, (PB)PAGE BACK, SEQ#, CHECK#, \* TO VOID

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Further inquiry options including displaying a list of invoice payments posted from each check, available at the bottom of the screen.

AR04F MODS BCP-TEST6 COMPANY				CUSTOMER CHECK INQUIRY			07 Oct 04	
CUSTOMER 14050		CITY OF FAYETTEVILLE FIRE		SLM1 000 ON ORD		64,202.85		
CHECK# 99		CHK DT 10/31/03		PAYMENT DT 10/31/03		A/R BAL 24,936.17		
				BANK CODE 01		CHK AMT 300.00		
SEQ	REFER NUMBER	AMOUNT PAID/USED	DISCOUNT AMOUNT	WRITE OFF AMT	INVOICE DATE	INVOICE AMOUNT	ORDER NUMBER	CUSTOMER PO NUMBER
1	P30413	100.00		0.00	08/29/03	200.00	112873	ANYTHING HE
2	P30414	200.00		0.00	09/08/03	200.00	112885	ANYTHING HE
ENTER (P)AGE, (PB)PAGE BACK, SEQ#, INVOICE#, * TO VOID .....								

OO – Open Orders is another inquiry that is often used to see what they have on order. Type **OO**

OE12B MODS BCP-TEST6 COMPANY				CUSTOMER ORDERS INQUIRY			08 Oct 04	
				OPEN ORDERS				
CUST# TEST		TEST CUSTOMER				OPEN ORDERS 8,190.90		
ORDER#	TYPE	D ORDER DT	CUSTOMER PO	ORDER VALUE	ORDER TOTAL	BO#		
108219	SER	S 10/05/99	WERAW	0.00	0.00			
108220	SER	S 10/05/99	ASDLFKJAFDL	0.00	0.00			
108221	SER	S 10/05/99	D321FG3D2	0.00	0.00			
108228	SER	S 10/05/99	(30)	10.00	10.00			
109693	TEST	P 10/05/99	ASDS2A3D1	3.50	3.52			
109695	TEST	P 03/09/01	ASDS2A3D1	0.00	0.00			
109072	DROP	P 06/07/00		225.00	0.00			
109096	TEST	P 06/21/00		540.00	0.00	3		
109355	DROP	P 11/15/00	EATEM	225.00	0.00	1		
109491	TEST	P 01/22/01		180.00	0.00	1		
109592	TEST	P 02/12/01	TESTIN	9.00	9.14			
110127	P	P 05/29/01		2.00	2.03			
110128	P	P 05/29/01		2.00	2.03			
110129	P	P 05/29/01		117.00	2.03			
ENTER (P)AGE, (PB)PAGE BACK, * FOR NEXT CUSTOMER, ORDER NUMBER FOR INQUIRY, ^ TO REDISPLAY CUSTOMER, OR 'C' FOR INQUIRY BY CUSTOMER P.O. ....								

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This provides a summary look at the customer's orders and is handy provided the customer doesn't have to many orders. Each order is available for display by entering the order numbers, one at a time at the bottom of the screen. This same view is available for quotations by typing OQ.

For customers with a lot of open orders, or to find the order a specific item is on, the Order Detail option is a better choice. It displays open (unshipped) detail order lines by order number with fields for quantity ordered, balance to ship, and available. Each order is available for display by entering the order number. Type **OD**

OE12B MODS BCP-TEST6 COMPANY				CUSTOMER ORDER DETAIL				08 Oct 04	
				OPEN ORDERS					
CUST# TEST		TEST CUSTOMER		OPEN ORDERS				8,190.90	
<b>ORDER#</b>	TYPE	D	ORDER DT	<b>ITEM# / DESCRIPTION</b>	SI	<b>ORDERD</b>	<b>BALNCE</b>	<b>TO SHP</b>	PRICE/EA
108219	SER	S	10/05/99	1234	01	1	1	1	0.00
001	WERAW			CHEESE					
108219	SER	S	10/05/99	108	01	1	1	1	0.00
002	WERAW			THIS IS A TEST PART					
108220	SER	S	10/05/99	1234	01	1	1	1	0.00
001	ASDLFKJAFDL			CHEESE					
108220	SER	S	10/05/99	108	01	1	1	1	0.00
002	ASDLFKJAFDL			THIS IS A TEST PART					
108221	SER	S	10/05/99	ONAN	01	1	1	0	0.00
001	D321FG3D2			ONAN TEST					
108228	SER	S	10/05/99	1234	01	1	1	1	0.00
001	(30)			CHEESE					
108228	SER	S	10/05/99	LAB-2	01	1	1	1	0.00
002	(30)			SUPPORT AGREEMENT TIME					
108228	SER	S	10/05/99	108	01	1	1	1	0.00
003	(30)			THIS IS A TEST PART					
ENTER (P)AGE, (PB)PAGE BACK, * TO VOID, OR ORDER# . . . . .									

To see individual items a customer has purchased in the past, use the Parts Invoiced option. This displays the most recent purchase of each item (not just parts) by the customer. Type **PI**

DI01D MODS BCP-TEST6 COMPANY				CUSTOMER PART-INVOICE INQ				08 Oct 04	
CUST# KAS		K-K		LAST INVOICE DATE				09/30/04	
[----- INVENTORY MASTER VALUES -----] [--- INVOICE VALUES ----]									
ITEM#	DESCRIPTION			UNIT PRICE	UOM	LAST DTE	LAST PRICE	UOM	
-----									
KAS-PART1	TEST PART ONE			10.00	EA	08/12/04	0.00	EA	
KOH-4710006-S	SCREW, BOWL RETA			2.85	EA	03/26/04	2.85	EA	
LAB,C001	CUSTOMER LABOR			0.00	EA	03/03/04	0.00	EA	
LAB,SUP	SUPPLIES, SHOP			0.00	EA	09/15/04	0.00	EA	
LAB-2	SUPPORT AGREEMEN			0.00	EA	09/15/04	-60.00	EA	
WSB-SHELBY	KITTY CAT			100.00	EA	05/28/04	10.00	EA	
AMG-88	PGC 88 TEST PART			9.00	PLT	03/31/04	10.00	PLT	
ENTER (P)AGE, (PB)PAGE BACK, * FOR NEXT CUSTOMER, PART NUMBER FOR INQUIRY,									
(L)PTR, ^ TO REDISPLAY CUSTOMER <b>KAS-PART1</b> . . . . .									



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To see every time that customer has bought the item, enter the item number including prefix. A list of invoices will be displayed, with further inquiry available.

DI01D MODS BCP-TEST6 COMPANY										CUSTOMER PART-INVOICE INQ 08 Oct 04			
PARTS INVOICED										PART NUMBER: KAS-PART1			
CUST# KAS		K-K				LAST PART DATE		08/12/04					
ORDER D													
INVCE#	SEQ	ORDER#	TYPE	P	SI	ORD DATE	INV DATE	SHIP QTY	B/O	QTY	UNIT	PRICE	UOM
111359	001		P	P	01	06/30/04		0				0.00	EA
111360	001		P	P	01	06/30/04		5				10.00	EA
P30614	001	113478	P	P	01	08/12/04	08/12/04	0		1		0.00	EA

ENTER (P)AGE, (PB)PAGE BACK, \* FOR NEXT CUSTOMER, INVOICE NUMBER FOR INQUIRY,  
 ^ TO REDISPLAY CUSTOMER, RETURN TO REDISPLAY PART NUMBERS . . . . .

Another inquiry that is often used for the customer is to see what serial number records they own and if any service work has been done on it. At first customer inquiry screen **type SN** to display their fire trucks. This option doesn't show on the bottom of screen, but O for options shows more inquiries.

CM01Q MODS BCP-TEST6 COMPANY										CUSTOMER INQUIRY				14 May 03	
CUSTOMER 12390															
NAME		CARRBORO FIRE DEPARTMENT						B/O ALLOWED							
ADDRESS 1		ATTN: CHIEF WAYNE LACOCK						ZONE							
ADDRESS 2		PO BOX 545						CATEGORY							
CITY		CARRBORO						TYPE							
ST/COUNTY		NC						STATUS							
POSTAL CD		27510						MARKET AREA							
COUNTRY								ACCT# AT CUST							
CUST CLASS		REG						COUNTRY CODE							
PHONE NO.		919-968-7715						ORDER TAX CODE T							
FAX NUMBER								SOURCE OF LEAD							
TELEX NO.								P/O REQUIRED							
CONTACT		WAYNE LACOCK						BLANKET P/O#							
TITLE															
SHIP VIA		UPS GROUND						A/R CUSTOMER#							
FOB								ORDER TYPE							
SALESMAN		11						NO \$ PICK TICKET							
SALESMAN 2		PERCENT						CASH SALES ONLY							
RESALE#								FREE FREIGHT							
(AR)OPEN AR, (C)REDIT, (I)NFO, (O)PTIONS, (OO)OPEN ORD, OR RTN FOR CUST# . <b>SN</b>															

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Then **select a sequence**, to see detail on a particular apparatus.

CM01Q MODS BCP-TEST6 COMPANY		CUSTOMER INQUIRY	14 May 03
CUSTOMER 12390			
CUST NUMBER 12390		CARRBORO FIRE DEPARTMENT	
S S			
SEQ SERIAL#	PART NUMBER	DESCRIPTION O B ORDER#	INVCE# INV DATE ITGP
-----			
001 12556	ADD+ENGINE	ENGINE	
<b>002</b> 8023	EON+ALAD	AERIAL LADD	
ENTER (C)HANGE, (P)AGE, (PB) PAGE BACK, SEQ TO SELECT OR * TO EXIT			<b>.2..</b>

**Type I** for invoices to look at all invoices on this apparatus. There are other options listed at the bottom of the screen to see orders and other pertinent information.

SN03A MODS BCP-TEST6 COMPANY		SERIAL MASTER INQUIRY	14 May 03
SERIAL NUMBER 8023		PART # EON+ALAD	SITE
DLM 03/13/03		DESC AERIAL LADDER	
SOLD TO# 12390 CARRBORO FIRE DEPARTMENT / USER 12390 CARRBORO FIRE DEPARTMENT		CONDITION CODE	
LOCATION		DEMO FLAG	
FLOORPLAN ITEM	DUE DATE	WARRANTY EXP DATE	
VENDOR#	INVOICE#		
PAYMENT FLAG		EXTENDED WARR (Y/N)	
AMOUNT PAID		EXT WARR CONTRACT#	
CHECK NUMBER	CHK DATE	INSTALL DATE	
ACQUISITION COST		SERVICE ORDER COMMENTS	
ADDED VALUE	0.00		
TOTAL COST	0.00	SERV ORD'S-N	SERV BLTN'S-N
		LAST SERV ORD HR MTR READING 1464 DATE 03/13/03	
PARENT			
P/O NUMBER	SALES ORDER		
RECEIVED DATE	INVOICE NO.		LINE
RECEIVER NO	DATE	PRICE	
'AV/AVD' ADDED VALUE, 'DR/DRH' DEMO REQUEST, 'SB' SRVC BULL, 'DH' DEMO HIST,			
(S)OLD TO, (C)URRENT OR (P)REVIOUS USER, (Q)UOTES, (O)RDER#'S, ( <b>I</b> )NVOICE#'S			
(A)DDL, (DI)NVOICE, (OI)ORDER, (T)EXT, 'PO/POR' PO/RCPTS RTN NEXT SERIAL# <b>.I..</b>			

Then **select sequence 1** to view actual work order.

SN03A MODS BCP-TEST6 COMPANY		SERIAL MASTER INQUIRY	14 May 03
SERIAL NUMBER 8023		PART # EON+ALAD	SITE
DLM 03/13/03		DESC AERIAL LADDER	
SOLD TO# 12390 CARRBORO FIRE DEPARTMENT / USER 12390 CARRBORO FIRE DEPARTMENT			
SEQ INVCE#	ORDER TYPE	INVC DATE	CUSTOMER# CUSTOMER NAME INV AMOUNT
-----			
<b>001</b> 429940	SERV	04/29/03	12390 CARRBORO FIRE DEPARTME 4352.87
ENTER (C)HANGE, (P)AGE, (PB) PAGE BACK, SEQ TO SELECT OR * TO EXIT			<b>1</b>

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There are many options listed at the bottom of the screen to see more detail on the invoice such as labor, parts, etc.

DI01A	MODS BCP-TEST6 COMPANY	DETAIL INVOICE INQUIRY	14 May 03
INVOICE# 429940	ORDER# 344357		
CUST# 12390		SHIP-TO	
NAME CARRBORO FIRE DEPARTMENT		CARRBORO FIRE DEPARTMENT	
ADDR 1 ATTN: CHIEF WAYNE LACOCK		S ATTN: CHIEF WAYNE LACOCK	
ADDR 2 PO BOX 545		H T 301 WEST MAIN STREET	
CITY CARRBORO		I O CARRBORO	
ST/CNTY NC		P NC	
ZIP/PST 27510		27510	
COUNTRY			
OBV RAY	DUE DATE 05/29/03		
ORDER DATE 03/13/03	INVOICE DATE 04/29/03	TERMS 30	ORDER TYPE SERV
TO SHIP DATE 03/13/03	DATE SHIPPED 04/29/03	SHIP VIA UPS GROUND	
REFERENCE CREDIT#		REFERENCE INV#	
CUST P.O.		FOB	
SPECIAL INSTRUCTIONS		SLMN1 11 SLMN2 22 SLMN2 %	
		OVERRIDE LINE ITEM TAX CD	
		A/R CUSTOMER#	
		RGA#	
		RGA ISSUED BY	
F)AX, P)AGE INSTR, D)ETAIL LINES, A)CCT DISTRIBUTION, R)EPRINT, CH)ECK HIST, L)ABOR, S)ERVICE, T)OTALS, M)ANIFEST * OR RTN FOR NEXT INVOICE NUMBER. . .			

## ACCOUNTS RECEIVABLE

### B. CUSTOMER MAINTENANCE

Type the Screen Jump **CM** at any menu to get to customer maintenance.

```

CM01 CW REALTIME SOFTWARE CORP                CUSTOMER MAINTENANCE                15 May 03

CUSTOMER  NNNNNNA*XXXXX...

Enter CUSTOMER number or
'?' + NAME to search for similar-sounding names or
'??'+ TEXT to search for partial EXACT spelling of a name
'?#' + NUMBER to search by phone number.
'CUST*?' to search SHIP-TO entries.
'?:' + CUSTOMER# To See an Index By Customer Number
'?;' + CUSTOMER NAME To See an Index By Customer Name
    
```

Type customer number if known or **?? and customer name** to search, then bring up customer you need to make changes to.

```

CM01 CW REALTIME SOFTWARE CORP                CUSTOMER MAINTENANCE                15 May 03

CUSTOMER  14050

1. NAME          CITY OF FAYETTEVILLE FIRE DEPT.  18A NO BATCH BILL
2. ADDRESS 1     433 HAY ST./PURCHASE ORDERS  19. B/O ALLOWED
3. ADDRESS 2
4. CITY          FAYETTEVILLE           20. ZONE
5. ST/COUNTY    NC                       21. CATEGORY
6. POSTAL CD    28302                    22. TYPE
7. COUNTRY
8. CUST CLASS   REG                      23. STATUS          CUMBERLAND
9. PHONE NO.    910-433-17259(KATHY)      24. MARKET AREA
10. FAX NUMBER  910-433-1780              25. ACCT# AT CUST
11. TELEX NO.   910-223-4392(BOB)        26. COUNTRY CODE
12. CONTACT     KATHY LINDLEY            27. ORDER TAX CODE  T
13. TITLE
14. SHIP VIA    UPS GROUND                28. SOURCE OF LEAD
15. FOB
16. SALESMAN    17                       29. P/O REQUIRED
17. SALESMAN 2      PERCENT              30. BLANKET P/O#
18. RESALE#
ENTER #, .#, *, (C)REDIT, (DEL)ETE, (I)NFO, (P)RICE LVL, (EF)EMAIL/FAX, ^ =POST .C..
    
```

Select number corresponding to field that needs to be changed, make the changes, and then **^ to post** and update the changes.

Type **C** in the field if you want to go to the credit screen.

# Realtime Software Corporation - Accounts Receivable Manual

CM01 CW	REALTIME SOFTWARE CORP	CUSTOMER MAINTENANCE	15 May 03
CUSTOMER	14050	CITY OF FAYETTEVILLE FIRE DEPT.910-433-17259(KATHY)	
1. INACTIVE		HIGH BALANCE	3,352.90
2. BUSINESS SINCE		OPEN A/R BAL	1,675.29
3. TERMS CODE	30	NO. OPEN A/R ITEMS	4
4. PRICE DISC CODE		LAST INVOICE DATE	04/24/03
5. PRICE CALC CODE		LAST PAYMENT DATE	05/05/03
6. CREDIT CODE		YTD AVG. DAYS TO PAY	35
7. CREDIT LIMIT		LYR AVG. DAYS TO PAY	
8. CREDIT DAYS		OPEN ORDERS	0.00
9. DISCOUNT PERCENT		NO. OPEN ORDERS	0
10. STATEMENTS REQ'D		LAST ORDER DATE	04/23/03
11. FINANCE CHARGE/%		OPEN QUOTE BAL	
12. CREDIT CONTACT		NO. OPEN QUOTES	
13. TITLE			
14. CREDIT TEXT		MTD SALES	0.00
		YTD SALES	276.78
		LYR SALES	
		YTD PROFIT	69.02
ENTER LINE#, .#, * TO VOID, (DEL)ETE, (I)NFO, RTN TO CONTINUE ^ TO POST ...			

The credit department generally makes the changes on this screen. **Select number** you need to change, then **^ to post** and update changes.

To set up a new customer, type the Screen Jump **CM** and then **type the number** in that you wish to use for that customer, then **ENTER**. You can also type in COPY and then Enter to copy an existing customer to a new customer.

CM01 CW	REALTIME SOFTWARE CORP	CUSTOMER MAINTENANCE	15 May 03
CUSTOMER	<b>91030</b> .....*XXXXX		
	(Enter COPY to copy from another customer)		
Enter CUSTOMER number or			
'?' + NAME to search for similar-sounding names or			
'??'+ TEXT to search for partial EXACT spelling of a name			
'?#'+ NUMBER to search by phone number.			
'CUST*?' to search SHIP-TO entries.			
'?:'+ CUSTOMER# To See an Index By Customer Number			
'?;'+ CUSTOMER NAME To See an Index By Customer Name			

This will bring up a blank screen and you will fill in the necessary information for that customer.

# Realtime Software Corporation - Accounts Receivable Manual

CM01 CW REALTIME SOFTWARE CORP	CUSTOMER MAINTENANCE	15 May 03
CUSTOMER 91030		
1. NAME ..... 2. ADDRESS 1 3. ADDRESS 2 4. CITY 5. ST/COUNTY 6. POSTAL CD 7. COUNTRY 8. CUST CLASS 9. PHONE NO. 10. FAX NUMBER 11. TELEX NO. 12. CONTACT 13. TITLE 14. SHIP VIA 15. FOB 16. SLM-1            SLM-2            SLM2 % 17. LBR OVERRIDE RATE            PRICE AT COST 18. RESALE#	18A NO BATCH BILL 19. PARTIAL INVOICES 20. ZONE 21. CATEGORY 22. TYPE 23. STATUS 24. MARKET AREA 25. ACCT# AT CUST 26. COUNTRY CODE 27. ORDER TAX CODE    01   ++ 28. SOURCE OF LEAD 29. P/O REQUIRED 30. BLANKET P/O# 31. A/R CUSTOMER# 32. ORDER TYPE 33. NO \$ PICK TICKET 34. CASH SALES ONLY 35. FREE FREIGHT        Y	

After filling in the information, at the bottom of the screen you can **type C** for credit to enter information on the credit screen.

CM01 CW REALTIME SOFTWARE CORP	CUSTOMER MAINTENANCE	15 May 03
CUSTOMER 91030		
1. NAME            HAYWARD FIRE DEPT. 2. ADDRESS 1    1540 BILLINGS DRV 3. ADDRESS 2 4. CITY            HAYWARD 5. ST/COUNTY    CA 6. POSTAL CD    93869 7. COUNTRY 8. CUST CLASS    REG 9. PHONE NO.    980/333-4958 10. FAX NUMBER 11. TELEX NO. 12. CONTACT      CHIEF DAN 13. TITLE 14. SHIP VIA 15. FOB 16. SALESMAN     11 17. SALESMAN 2        PERCENT 18. RESALE#	18A NO BATCH BILL 19. B/O ALLOWED 20. ZONE 21. CATEGORY 22. TYPE 23. STATUS 24. MARKET AREA 25. ACCT# AT CUST 26. COUNTRY CODE 27. ORDER TAX CODE    E 28. SOURCE OF LEAD 29. P/O REQUIRED 30. BLANKET P/O# 31. A/R CUSTOMER# 32. ORDER TYPE 33. NO \$ PICK TICKET 34. CASH SALES ONLY 35. FREE FREIGHT	
ENTER #, .#, *, <b>C</b> REDIT, DEL)ETE, I)NFO, P)RICE LVL, (EF)EMAIL/FAX, ^ =POST <b>.C.</b>		

# Realtime Software Corporation - Accounts Receivable Manual

CM01 CW	REALTIME SOFTWARE CORP	CUSTOMER MAINTENANCE	15 May 03
CUSTOMER 91030	HAYWARD FIRE DEPT.	980/333-4958	
1. INACTIVE		HIGH BALANCE	
2. BUSINESS SINCE 10/07/04		OPEN A/R BAL	
3. TERMS CODE		NO. OPEN A/R ITEMS	
4. PRICE DISC CODE		LAST INVOICE DATE	
5. PRICE CALC CODE		LAST PAYMENT DATE	
6. CREDIT CODE		YTD AVG. DAYS TO PAY	
7. CREDIT LIMIT		LYR AVG. DAYS TO PAY	
8. CREDIT DAYS		OPEN ORDERS	
9. DISCOUNT PERCENT		NO. OPEN ORDERS	
10. STATEMENTS REQ'D		LAST ORDER DATE	
11. FINANCE CHARGE/%		OPEN QUOTE BAL	
12. CREDIT CONTACT		NO. OPEN QUOTES	
13. TITLE			
14. CREDIT TEXT		MTD SALES	
		YTD SALES	
		LYR SALES	
		YTD PROFIT	
ENTER LINE#, .#, * TO VOID, (DEL)ETE, (I)NFO, RTN TO CONTINUE ^ TO POST ...			

Line 3 Terms Code is a required field. You can **type?** to look up the different terms if needed.

You may wish to set up price levels for the customer at this time. Price levels are used to override the normal product pricing established in the inventory product line. You can set a price level for an individual product line or a default price level covering all product lines. *Be careful* – sometimes a supplier offers varying discounts, say 10% and 25% off list. If you set your customer up with a price level of 15% off, you could lose 5% on those sales! Also, if you set up a default price level, be sure you actually mean to be giving that customer a discount on everything he buys, and not just one or two popular product lines. To set up a price level, type **P** at the change line of the first customer maintenance screen.

# Realtime Software Corporation - Accounts Receivable Manual

```

CM01 MODS BCP-TEST6 COMPANY                CUSTOMER MAINTENANCE                08 Oct 04

CUSTOMER TEST

1. NAME          TEST CUSTOMER          18A NO BATCH BILL
2. ADDRESS 1
3. ADDRESS 2    123 ABC                 19. PARTIAL INVOICES
4. CITY         ANYTOWN                 20. ZONE
5. ST/COUNTRY   IL                     21. CATEGORY
6. POSTAL CD    12345                 22. TYPE                      RESALE
7. COUNTRY
8. CUST CLASS   001                   23. STATUS
9. PHONE NO.    123/456-7890          24. MARKET AREA
10. FAX NUMBER
11. TELEX NO.
12. CONTACT
13. TITLE
14. SHIP VIA
15. FOB
16. SLM-1 002   SLM-2                 SLM2 % 00                    25. ACCT# AT CUST
17. LBR OVERRIDE RATE          PRICE AT COST                26. COUNTRY CODE              1
18. RESALE#
ENTER #, .#, *, C)REDIT, DEL)ETE, I)NFO, P)RICE LVL, (EF)EMAIL/FAX, ^ =POST P..
    
```

Type **1** and **ENTER**. If you want to enter a default price level for all sales to this customer type ENTER again and answer Y to the question that displays.

```

CPL1 MODS BCP-TEST6 COMPANY                CUSTOMER-PRICE-LEVEL MAINT          08 Oct 04

CUST# TEST                                TEST CUSTOMER
1. PL          PRICE LEVEL
                PRICE MULTIPLIER
    WOULD YOU LIKE TO MAINTAIN DEFAULT RECORD (Y/N)?
PL          LEVEL LEVEL DESCRIPTION          MULTIPLER

ENTER#, D)ELETE, ^ OR RTN TO CONTINUE
    
```

You now need to select whether this price level is to be based on Cost, selling Price, or Suggested list. This example uses Suggested list.



## Realtime Software Corporation - Accounts Receivable Manual

Next input the multiplier. The system will use this multiplier and the level designated above to calculate the customer's price. This example uses 0.9000 (90%). This means that this customer will be charged 0.9000 times suggested list or 90% of list. ENTER to continue.

```
CPL1   MODS BCP-TEST6 COMPANY                CUSTOMER-PRICE-LEVEL MAINT   08 Oct 04

CUST# TEST                                TEST CUSTOMER
1. PL                                     PRICE LEVEL                S.....
                                     PRICE MULTIPLIER           0.9000

PL      LEVEL  LEVEL DESCRIPTION            MULTIPLIER

ENTER#, D)ELETE, ^ OR RTN TO CONTINUE                                1
ENTER VALID PRICE LEVEL OR BASE ON C)OST, P)RICE, OR S)UGG LIST (MSRP)
```

To enter a price level for a specific product line, type **1** and **ENTER**. Type the **product line** (e.g. EON-) and **ENTER**. Continue as above.

```
CPL1   MODS BCP-TEST6 COMPANY                CUSTOMER-PRICE-LEVEL MAINT   08 Oct 04

CUST# TEST                                TEST CUSTOMER
1. PL                                     PRICE LEVEL                .....
                                     PRICE MULTIPLIER

PL      LEVEL  LEVEL DESCRIPTION            MULTIPLIER
S      SUGGESTED LIST (MSRP)            0.9000

ENTER#, D)ELETE, ^ OR RTN TO CONTINUE                                1
ENTER VALID PRICE LEVEL OR BASE ON C)OST, P)RICE, OR S)UGG LIST (MSRP)
```

ACCOUNTS RECEIVABLE

C. POSTING PAYMENTS

1. TO CUSTOMER ACCOUNTS

Type the Screen Jump **CASH** at any menu to post payments received for customer accounts.

```
AR04C  CW REALTIME SOFTWARE CORP          CUSTOMER CASH RECEIPTS ENTRY 15 May 03

      ENTER BANK CODE  . .

      PAYMENT DATE
```

You then **enter the correct bank code**. You can do a ? to look up the choices.

```
AR04C  CW REALTIME SOFTWARE CORP          CUSTOMER CASH RECEIPTS ENTRY 15 May 03

      ENTER BANK CODE  01

      BANK NAME IS  REG. CHECKING ACCOUNT

      ACCOUNT NO IS  105000

      PAYMENT DATE    05/15/03
```

It will default to the current date.

```
AR04C  CW REALTIME SOFTWARE CORP          CUSTOMER CASH RECEIPTS ENTRY 15 May 03

CUST# NNNNN . . . . .
```

**Enter the customer number or ?? and first letters** of customer name to search.

# Realtime Software Corporation - Accounts Receivable Manual

**Enter the requested information:** check# or cash, check date, amount.

```

AR04C  CW REALTIME SOFTWARE CORP          CUSTOMER CASH RECEIPTS ENTRY 15 May 03

CUST# 14050          CITY OF FAYETTEVILLE FIRE DEPT.          PAYMENT DATE          05/15/03
      OPEN INV          1,675.29          CREDIT DAYS          A/R BAL          1,675.29
                                          CREDIT LM

CHECK#/CASH 12345          $ AMOUNT          450.00 TOTAL TO APPLY          450.00
CHECK DATE 05/13/03          REMAIN'G TO APPLY          450.00

      NMBR REF NO    DATE          AMT DUE    TERM  $/% DISCOUNT          AMT PAID
ENTER  001  ..A...

ENTER 'OLDEST' TO LOOP THROUGH INVOICES
ENTER 'R' OR 'RANGE' TO PAY OFF RANGE
ENTER 'A' TO GO INTO AUTOMATIC APPLY MODE
    
```

**Type A** to display all open invoices for customer.

```

AR04C  CW REALTIME SOFTWARE CORP          CUSTOMER CASH RECEIPTS ENTRY 15 May 03

CUST# 14050          CITY OF FAYETTEVILLE FIRE DEPT.          PAYMENT DATE          05/15/03
      OPEN INV          1,675.29          CREDIT DAYS          A/R BAL          1,675.29
                                          CREDIT LM

CHECK#/CASH 12345          $ AMOUNT          450.00 TOTAL TO APPLY          450.00
CHECK DATE 05/13/03          REMAIN'G TO APPLY          450.00

      NMBR REF NO    DATE          AMT DUE    TERM  $/% DISCOUNT          AMT PAID
ENTER

      001  39699  01 Jan 03          1,377.92
      002  429284  20 Mar 03           76.67    30
      003  429388  26 Mar 03           65.06    30
      004  F34094  31 Mar 03           20.48
      005  U00013  31 Mar 03          -12.88
      006  429867  24 Apr 03          125.44    30
      007  F34201  29 Apr 03           22.60

ENTER LINE#, (A)N-N, (U)N-N, (M)N-N, * TO VOID, (P)AGE, ^ TO POST .A2-7...
    
```

**Select the invoices** to be paid by **typing A and the line number** (1 thru 7) or **A2-7** in this case to apply lines 2 through 7 all at once.

# Realtime Software Corporation - Accounts Receivable Manual

AR04C CW REALTIME SOFTWARE CORP		CUSTOMER CASH RECEIPTS ENTRY 15 May 03			
CUST# 14050	CITY OF FAYETTEVILLE	FIRE DEPT.	PAYMENT DATE	05/15/03	
OPEN INV	1,377.92	CREDIT DAYS	A/R BAL	1,675.29	
			CREDIT LM		
CHECK#/CASH 12345	\$ AMOUNT	450.00	TOTAL TO APPLY	450.00	
CHECK DATE 05/13/03			REMAIN'G TO APPLY	152.63	
	NMBR REF NO	DATE	AMT DUE	TERM \$/% DISCOUNT	AMT PAID
ENTER					
	001 39699	01 Jan 03	1,377.92		0.00
	002 429284	20 Mar 03	76.67	30	76.67
	003 429388	26 Mar 03	65.06	30	65.06
	004 F34094	31 Mar 03	20.48		20.48
	005 U00013	31 Mar 03	-12.88		-12.88
	006 429867	24 Apr 03	125.44	30	125.44
	007 F34201	29 Apr 03	22.60		22.60
ENTER LINE#, (A)N-N, (U)N-N, (M)N-N, * TO VOID, (P)AGE, <span style="background-color: yellow;">^ TO POST</span> .. <span style="background-color: yellow;">^</span> .....					

Once the balance is zero make sure you've entered the correct information because you cannot go back and change it once you have posted with the ^ and updated. (Corrections have to be done with credit or debit memos.) You can make changes to any line or if you want to re-do the entire transaction asterisk (\*) to exit and start over.

In this case the balance is not zero. The remaining to apply is 152.63 and if you're not sure where to apply it you can enter as an unapplied credit that will show separately on their account.

If all is correct, ^ to post, and the message below will appear.

AR04C CW REALTIME SOFTWARE CORP		CUSTOMER CASH RECEIPTS ENTRY 15 May 03			
CUST# 14050	CITY OF FAYETTEVILLE	FIRE DEPT.	PAYMENT DATE	05/15/03	
OPEN INV	1,377.92	CREDIT DAYS	A/R BAL	1,675.29	
			CREDIT LM		
CHECK#/CASH 12345	\$ AMOUNT	450.00	TOTAL TO APPLY	450.00	
CHECK DATE 05/13/03			REMAIN'G TO APPLY	152.63	
	NMBR REF NO	DATE	AMT DUE	TERM \$/% DISCOUNT	AMT PAID
ENTER					
	001 39699	01 Jan 03	1,377.92		0.00
	002 429284	20 Mar 03	76.67	30	76.67
	003 429388	26 Mar 03	65.06	30	65.06
	004 F34094	31 Mar 03	20.48		20.48
	005 U00013	31 Mar 03	-12.88		-12.88
	006 429867	24 Apr 03	125.44	30	125.44
	007 F34201	29 Apr 03	22.60		22.60
ALL CASH NOT APPLIED, ENTER U TO ADD TO UNAPPLIED TOTAL OR RTN TO APPLY <span style="background-color: yellow;">U</span>					

# Realtime Software Corporation - Accounts Receivable Manual

**Enter U**, then **type a description** for the unapplied (such as duplicate payment, etc.) and then **ENTER** to complete.

If entering a partial payment on an invoice just **enter the amount** you're applying to that invoice. Then **select P** for partial.

If writing off an amount then **select W** for write off. The maximum amount of write off allowed and the g/l account that will be charged are both designated in the customer-class background table. A different amount and account are allowed for each class.

AR04C CW REALTIME SOFTWARE CORP		CUSTOMER CASH RECEIPTS ENTRY 15 May 03			
CUST# 14050	CITY OF FAYETTEVILLE FIRE DEPT.	PAYMENT DATE	05/15/03		
OPEN INV	775.29	CREDIT DAYS	A/R BAL	775.29	
			CREDIT LM		
CHECK#/CASH 5863	\$ AMOUNT	300.00	TOTAL TO APPLY	300.00	
CHECK DATE 05/13/03			REMAIN'G TO APPLY	300.00	
	NMBR REF NO	DATE	AMT DUE	TERM \$/% DISCOUNT	AMT PAID
ENTER	001 39699	01 Jan 03	1,377.92	\$	<b>300.00</b>
ENTER	(P)ARTIAL OR (W)RITE OFF		<b>P</b>		
	<b>001</b> 39699	01 Jan 03	1,377.92		0.00
	002 U00020	15 May 03	-152.63		0.00
	003 U00021	15 May 03	-450.00		0.00
<b>ENTER LINE#</b> , (A)N-N, (U)N-N, (M)N-N, * TO VOID, (P)AGE, ^ TO POST <b>1</b>					
UNDERPAYMENT OF 1077.92					

AR04C CW REALTIME SOFTWARE CORP		CUSTOMER CASH RECEIPTS ENTRY 15 May 03			
CUST# 14050	CITY OF FAYETTEVILLE FIRE DEPT.	PAYMENT DATE	05/15/03		
OPEN INV	775.29	CREDIT DAYS	A/R BAL	775.29	
			CREDIT LM		
CHECK#/CASH 5863	\$ AMOUNT	300.00	TOTAL TO APPLY	300.00	
CHECK DATE 05/13/03			REMAIN'G TO APPLY	300.00	
	NMBR REF NO	DATE	AMT DUE	TERM \$/% DISCOUNT	AMT PAID
ENTER	001 39699	01 Jan 03	1,377.92	\$	<b>1376.00</b>
ENTER	(P)ARTIAL OR (W)RITE OFF		<b>W</b> G/L ACCT	<b>7020008</b> .....	
	001 39699	01 Jan 03	1,377.92		300.00
	002 U00020	15 May 03	-152.63		0.00
	003 U00021	15 May 03	-450.00		0.00
<b>ENTER LINE#</b> , (A)N-N, (U)N-N, (M)N-N, * TO VOID, (P)AGE, ^ TO POST <b>1</b>					

ACCOUNTS RECEIVABLE

C. POSTING PAYMENTS

2. TO GENERAL LEDGER ACCOUNTS

Type the Screen Jump **CASH-GL** at any menu to post misc. payments received that are not for customer receivables.

**Enter correct bank code and type Y.**

```
AR04D  CW REALTIME SOFTWARE CORP          G/L CASH RECEIPTS ENTRY      15 May 03

      ENTER BANK CODE  01

      BANK CODE IS  REG. CHECKING ACCOUNT

      ACCOUNT NO IS 105000

      IS THIS THE CORRECT BANK? (Y/N)  Y
```

**Enter information** required. You must **enter a valid GL** account for this process. Balance to distribute must be zero to complete. **Enter amount** as a negative (-700.00). Finish with **^ to post**.

```
AR04D  CW REALTIME SOFTWARE CORP          G/L CASH RECEIPTS ENTRY      15 May 03

SOURCE REYNOLDS INSURANCE CO.          MEDIA# GL2265      PAYMENT DATE  05/15/03
CHECK#/CASH 14838          $ AMOUNT      700.00  TOTAL TO APPLY      700.00
CHECK DATE  05/12/03
DESCRIPTION RETURN OF INSURANCE PREMIUM

      NMBR  G/L ACCOUNT          AMOUNT          BALANCE TO
ENTER  002  5650008          -700.00.NN      DISTRIBUTE
      INSURANCE -PROPERTY          -700.00

      DEBITS      CREDITS
001  105000          700.00
```

```
AR04D  CW REALTIME SOFTWARE CORP          G/L CASH RECEIPTS ENTRY      15 May 03

SOURCE REYNOLDS INSURANCE CO.          MEDIA# GL2265      PAYMENT DATE  05/15/03
CHECK#/CASH 14838          $ AMOUNT      700.00  TOTAL TO APPLY      700.00
CHECK DATE  05/12/03
DESCRIPTION RETURN OF INSURANCE PREMIUM

      NMBR  G/L ACCOUNT          AMOUNT          BALANCE TO
ENTER  003          AMOUNT          DISTRIBUTE
          0.00

      DEBITS      CREDITS
001  105000          700.00
002  5650008          700.00

ENTER LINE TO CHANGE, * TO VOID, P TO PAGE, ^ TO POST ^..
```

## ACCOUNTS RECEIVABLE

### C. POSTING PAYMENTS

#### 3. DAILY CASH RECEIPTS REPORT

After posting the daily cash receipts, type the Screen Jump **CASH-DAILY** at any menu to run the bank deposit register and the detailed report of cash receipts. Enter the report profile of **RT-DA**, then **Y** to execute.

```
AR06    CW REALTIME SOFTWARE CORP    DAILY CASH RECEIPTS REGISTER    19 May 03
        Display of the PROFILE-HEADER table, by Profile
SQ  Profile      Description
   1  RT-DA      DAILY - ALL BANKS
   2  CUSTOM    CREATE YOUR OWN PROFILE

(C)HANGE, (P)AGE, (B)ACK, (I)NDEX, (T)OGGLE, (R)ETURN, * TO VOID, SEQ# 1....
END OF SEARCH INDEX
```

```
AR06    CW REALTIME SOFTWARE CORP    DAILY CASH RECEIPTS REGISTER    19 May 03

0.  ENTER PROFILE TO USE      DAILY  DESC - DAILY BATCH

1.  ENTER BANK CODE(S)        I 01 C1

ENTER #, S)AVE PROFILE, * TO VOID, OR 'Y' TO EXECUTE      Y
```

If you need to run a different bank code than the default, first go to **line 1** and change to the different bank code that you want, then type **Y** to execute.

```
AR06    CW REALTIME SOFTWARE CORP    DAILY CASH RECEIPTS REGISTER    19 May 03

[404] 13 items selected out of 1 items..

[404] 4 items selected out of 13 items. saved.
        NOTE: IF ACCEPTED,
        UPDATES WILL TAKE PLACE AND REGISTER CAN NOT BE RERUN.

IS THE REGISTER ACCEPTABLE? (Y/N) .
```

Verify the balance on the register and answer Y if acceptable, otherwise answer N, post any additional transactions and run the register again. This register is re-printable from historical data on menu SAR11 choice #2 – the reprint does NOT update any records.

## ACCOUNTS RECEIVABLE

### D. CREDIT AND DEBIT MEMOS

#### 1. CREDIT MEMOS

Type the Screen Jump **CD** at any menu to enter a credit or debit memo.

```
AR03B  CW REALTIME SOFTWARE CORP          CREDIT/DEBIT MEMO ENTRY      16 May 03

DO YOU WISH TO INCLUDE THESE MEMOS IN THE NEXT MEMO PRINT? (Y/N)  .
```

Type **Y** if you want to print it, and **N** if you do not. If you answer yes it will print the next time you run the batch for invoice printing. If you want to do a partial credit that involves inventory items or you need to charge a restocking charge, you can enter a negative sales order through the order entry program, or continue on here and adjust the detail lines as needed.

```
AR03B  CW REALTIME SOFTWARE CORP          CREDIT/DEBIT MEMO ENTRY      16 May 03

CUST#  NNNNN.....*XXXXX

OR ENTER 'R' TO CREATE CREDIT FROM RGA
OR ENTER 'I' TO CREATE CREDIT FROM INVOICE
```

To create a credit from an existing invoice, type **I** and **ENTER**. This will completely reverse an existing invoice and put the inventory back into stock.

You will be prompted for the invoice number to credit. Type the **invoice#** and **ENTER**.

```
AR03B  CW REALTIME SOFTWARE CORP          CREDIT/DEBIT MEMO ENTRY      16 May 03

CUST#  I

OR ENTER 'R' TO CREATE CREDIT FROM RGA
OR ENTER 'I' TO CREATE CREDIT FROM INVOICE

ENTER INVOICE#          429867
```

If the invoice was created from an open order, the original order number will be displayed and you will be asked if you want to re-open the order.



# Realtime Software Corporation - Accounts Receivable Manual

```

AR03B  CW REALTIME SOFTWARE CORP          CREDIT/DEBIT MEMO ENTRY      16 May 03

CUST# I

OR ENTER 'R' TO CREATE CREDIT FROM RGA
OR ENTER 'I' TO CREATE CREDIT FROM INVOICE

ENTER INVOICE#          429867      LINKED ORDER# 112919

RE-OPEN ORDER (Y/N) Y
    
```

Y – this will put the original open order back on the system as if it hadn’t been invoiced. You will not be allowed to make any adjustments to the detail lines during the credit process. Once the credit memo process is complete, you will be able to enter and invoice shipments against the re-opened order. Order inquiry will display both the original invoice number and the credit memo number in the Other Header information field.

N – no action with regard to the original order will be taken.

```

AR03B  CW REALTIME SOFTWARE CORP          CREDIT/DEBIT MEMO ENTRY      16 May 03

CUST# 14050          CITY OF FAYETTEVILLE FIRE      OPEN INVOICES      775.29
                   433 HAY ST./PURCHASE ORDERS      UNAPPLIED CASH
                   FAYETTEVILLE                  ACCTS RECV BAL      775.29
                   NC 28302                        CREDIT LIMIT

*** CREDIT MEMO ***
RGA#
MEMO NO.          C32894          5. CUST P.O.
1. MEMO DATE      05/16/03          6. TERMS            30
2. REF INVOICE#   429867          7. SLMN1 17        SLMN2 31      SLMN2 %      0
3. REF ORDER#     345518          8. INCLUDE IN MEMO PRINT  Y
4. SPECIAL INSTRUCTIONS          9. MEMO TYPE P
                   11. A/R CUSTOMER#

ENTER LINE TO CHANGE, * TO VOID, D FOR DETAIL ENTRY, S FOR SUMMARY ENTRY .D.
    
```

The credit memo# will automatically assign. Type **D** for detail entry since inventory is involved. Notice credit memo # and reference to original invoice # and order #.

```

AR03B  CW REALTIME SOFTWARE CORP          CREDIT/DEBIT MEMO ENTRY      16 May 03

CUST# 14050          CITY OF FAYETTEVILLE FIRE      SLM1 17      OPN INV      775.29
MEMO# C32894          MEMO DT 05/16/03      CR LIMIT          A/R BAL      775.29
SITE # 01          LAST CUST-INV DATE

SEQ  QTY  ITEM NO.          PRICE          EXTENSION      R
      RETURN DESCRIPTION      UOM          COST
TEXT
001      4 HAL-296-2540-00      EA          28.46000      113.84      Y

ENTER SEQ TO CHANGE, P TO PAGE, * TO VOID, RTN TO CONTINUE ...
    
```

# Realtime Software Corporation - Accounts Receivable Manual

Make any necessary changes (e.g. adjusting quantity if partial return) to the detail lines at this time by entering the SEQ number of the line and updating the appropriate field.

If you want to remove a detail line, call up the line by entering the SEQ number, and then type a shift\_ in the qty-return field and ENTER. Or you can change the qty-return amount to '0'.

Note the RTN column on the right side of the screen. This will default to a 'Y' but can be changed to an 'N'

Y – the inventory site quantity will be adjusted and the transaction will be posted to the INVENTORY account from the product group table.

N – the inventory site quantity will NOT be adjusted. The DAMAGE account from the product group table will be posted to..

**ENTER** to continue.

AR03B	CW REALTIME SOFTWARE CORP	CREDIT/DEBIT MEMO ENTRY	16 May 03
CUST# 14050	CITY OF FAYETTEVILLE FIRE	SLM1 17 OPN INV	775.29
MEMO# C32894	MEMO DT 05/16/03 CR LIMIT	A/R BAL	775.29
	TERM30 0.000%		
	PRODUCT TOTAL	113.84	
2.	DISCOUNT (\$/%) \$	DISCOUNTABLE AMOUNT	113.84
		-TAXABLE-- TAX	
		INV LINE CODE RATE%	TAX AMT
3.	FREIGHT	3.39 Y	
4.	MISCELLANEOUS		
5.	MINIMUM ORDER CHG		
6.	RESTOCKING CHARGE		
7.	MEMO TAX AMOUNT	117.23 T 7.000 (%/\$) \$	8.21
	TOTAL TAX AMOUNT	8.21	
		** PRODUCT TOTAL INCLUDES **	
		BROKEN PKG CHARGES	0.00
	CREDIT MEMO TOTAL	125.44	
	ENTER LINE TO CHANGE, * TO VOID, ^ TO POST		

**ENTER** through all lines until reaching the bottom. Do not add a restocking charge here because this is a credit memo. Then **^ to post** and update.

To enter a credit memo that is non-inventory related such as credit for freight, sales tax, a correction to a cash posting, etc., you will **enter the customer number** after typing the Screen Jump **CD**.

# Realtime Software Corporation - Accounts Receivable Manual

```

AR03B  CW REALTIME SOFTWARE CORP          CREDIT/DEBIT MEMO ENTRY      16 May 03

CUST# 14050 .....*XXXXX

OR ENTER 'R' TO CREATE CREDIT FROM RGA
OR ENTER 'I' TO CREATE CREDIT FROM INVOICE
AR03B  CW REALTIME SOFTWARE CORP          CREDIT/DEBIT MEMO ENTRY      16 May 03

CUST# 14050          CITY OF FAYETTEVILLE FIRE      OPEN INVOICES      649.85
                   433 HAY ST./PURCHASE ORDERS      UNAPPLIED CASH
                   FAYETTEVILLE                  ACCTS RECV BAL      649.85
                   NC 28302                        CREDIT LIMIT

ENTER 'C' FOR CREDIT MEMO, 'D' FOR DEBIT MEMO, RTN TO VOID C
    
```

**Type C** as instructed. A credit memo # will automatically be assigned.

```

AR03B  CW REALTIME SOFTWARE CORP          CREDIT/DEBIT MEMO ENTRY      16 May 03

CUST# 14050          CITY OF FAYETTEVILLE FIRE      OPEN INVOICES      649.85
                   433 HAY ST./PURCHASE ORDERS      UNAPPLIED CASH
                   FAYETTEVILLE                  ACCTS RECV BAL      649.85
                   NC 28302                        CREDIT LIMIT

*** CREDIT MEMO ***
RGA#
MEMO NO.          C32895
1. MEMO DATE      05/16/03
2. REF INVOICE#
3. REF ORDER#
4. SPECIAL INSTRUCTIONS
5. CUST P.O.
6. TERMS          30
7. SLMN1 17      SLMN2          SLMN2 %
8. INCLUDE IN MEMO PRINT  Y
9. MEMO TYPE
11. A/R CUSTOMER#

Text Window          Edit

ENTER LINE TO CHANGE, * TO VOID, D FOR DETAIL ENTRY, S FOR SUMMARY ENTRY
    
```

**ENTER** to move through the different fields, entering any important information as you go .At line 4 type **text** for why the credit is being issued.

```

4. SPECIAL INSTRUCTIONS          9. MEMO TYPE
  CREDIT FREIGHT CHARGED IN
  ERROR, INVOICE 838535
11. A/R CUSTOMER#

Text Window          Insert
    
```

# Realtime Software Corporation - Accounts Receivable Manual

Type **your own number** in SLMN2 and **0** in SLMN2 %. Then **type S** for Summary. Always use Summary for these accounting types of credits that are adjustments to a customer's account.

AR03B CW REALTIME SOFTWARE CORP		CREDIT/DEBIT MEMO ENTRY		16 May 03
CUST# 14050	CITY OF FAYETTEVILLE FIRE	OPEN INVOICES	649.85	
	433 HAY ST./PURCHASE ORDERS	UNAPPLIED CASH		
	FAYETTEVILLE	ACCTS RECV BAL	649.85	
	NC 28302	CREDIT LIMIT		
*** CREDIT MEMO ***				
RGA#				
MEMO NO.	C32896	5. CUST P.O.		
1. MEMO DATE	05/16/03	6. TERMS	30	
2. REF INVOICE#		7. SLMN1 17	SLMN2 <b>15</b>	SLMN2 % <b>0</b>
3. REF ORDER#		8. INCLUDE IN MEMO PRINT	Y	
4. SPECIAL INSTRUCTIONS		9. MEMO TYPE		
CREDIT FREIGHT CHARGED IN				
ERROR, INVOICE 838535		11. A/R CUSTOMER#		
ENTER LINE TO CHANGE, * TO VOID, D FOR DETAIL ENTRY, <b>S</b> FOR SUMMARY ENTRY <b>S</b> .				

**Type the total amount in line 1.** Then at line 7 **change the tax amount to 0** if tax is not involved. Most accounting adjustments will not involve tax. Then **type A** for account distribution to assign the appropriate GL account.

AR03B CW REALTIME SOFTWARE CORP		CREDIT/DEBIT MEMO ENTRY		16 May 03
CUST# 14050	CITY OF FAYETTEVILLE FIRE	SLM1 17	OPN INV	649.85
MEMO# C32896	MEMO DT 05/16/03	CR LIMIT	A/R BAL	649.85
		TERM30	0.000%	
1. PRODUCT TOTAL	<b>25.00</b>			
2. DISCOUNT (\$/%)	\$	DISCOUNTABLE AMOUNT	25.00	
		-TAXABLE-- TAX		
		INV LINE CODE RATE%	TAX AMT	
3. FREIGHT		Y		
4. MISCELLANEOUS				
5. MINIMUM ORDER CHG				
6. RESTOCKING CHARGE				
7. MEMO TAX AMOUNT	<b>0.00</b>	T	7.000 (%/\$)	\$ 0.00
TOTAL TAX AMOUNT	0.00			
CREDIT MEMO TOTAL	25.00			
ENTER LINE #, * TO VOID,				
<b>A</b> FOR ACCOUNT DISTRIBUTION, P FOR PRODUCT GROUP DISTRIBUTION <b>A</b>				

# Realtime Software Corporation - Accounts Receivable Manual

Type the applicable **GL** account and the **amount** and **ENTER**, then balance to distribute will go to zero. Then **^ to post**.

AR03B	CW REALTIME SOFTWARE CORP	CREDIT/DEBIT MEMO ENTRY	16 May 03
CUST# 14050	CITY OF FAYETTEVILLE FIRE	SLM1 17 OPN INV	649.85
MEMO# C32896	MEMO DT 05/16/03 CR LIMIT	A/R BAL	649.85
	PRODUCT TOTAL	25.00	
	G/L ACCOUNT	AMOUNT	BALANCE TO DISTRIBUTE
ENTER 001	3300003	25.00	25.00
	FREIGHT-PARTS	DEBITS	CREDITS
ENTER LINE TO CHANGE, P TO PAGE, * TO VOID, ^ TO POST ...			

To **credit a customer for sales tax** that was charged in error the procedure is very similar to the previous credit memo until you get to the last totals screen.

AR03B	CW REALTIME SOFTWARE CORP	CREDIT/DEBIT MEMO ENTRY	19 May 03
CUST# 11500	BAHAMA FIRE DEPARTMENT	SLM1 11 OPN INV	
MEMO# C32897	MEMO DT 05/19/03 CR LIMIT	A/R BAL	
	TERM30 0.000%		
1.	PRODUCT TOTAL	<b>500.00</b>	
2.	DISCOUNT (\$/%) \$	DISCOUNTABLE AMOUNT	500.00
		-TAXABLE-- TAX	
		INV LINE CODE RATE%	TAX AMT
3.	FREIGHT	Y	
4.	MISCELLANEOUS	<b>-500.00</b>	
5.	MINIMUM ORDER CHG		
6.	RESTOCKING CHARGE		
7.	MEMO TAX AMOUNT	500.00 T 7.000 (%/\$) \$	35.00
	TOTAL TAX AMOUNT	35.00	
	CREDIT MEMO TOTAL	35.00	
ENTER LINE #, * TO VOID, <b>A</b> FOR ACCOUNT DISTRIBUTION, P FOR PRODUCT GROUP DISTRIBUTION <b>A</b>			

Type the taxable amount in line 1. Then type the same amount as a negative in line 4. This will make the sales tax report at end of month correct and will leave just the amount of the sales tax as a credit to the customer. Do not zero out line 7 as you were instructed in the other types of credit memos. Type **A** for account distribution.

# Realtime Software Corporation - Accounts Receivable Manual

Then **type the GL** account for misc. clearing that corresponds to the table set up for line 4 miscellaneous. Then **^ to post.**

AR03B	CW REALTIME SOFTWARE CORP	CREDIT/DEBIT MEMO ENTRY	19 May 03
CUST# 11500	BAHAMA FIRE DEPARTMENT	SLM1 11 OPN INV	
MEMO# C32897	MEMO DT 05/19/03 CR LIMIT	A/R BAL	
	PRODUCT TOTAL	500.00	
	G/L ACCOUNT	AMOUNT	BALANCE TO
ENTER 001	<b>247000</b>	<b>500.00</b> NN.NN	DISTRIBUTE
	CLEARING ACCOUNT	DEBITS	500.00
		CREDITS	

**ACCOUNTS RECEIVABLE**

**D. CREDIT AND DEBIT MEMOS**

**2. DEBIT MEMOS**

For debit memos the process is very similar. **Select the customer** and then **type D** for debit memo.

AR03B	CW REALTIME SOFTWARE CORP	CREDIT/DEBIT MEMO ENTRY	16 May 03
CUST#	<b>10580</b>	EMERGENCY ONE, INC.	OPEN INVOICES 800.83
	P O BOX 2710	UNAPPLIED CASH	
	OCALA	ACCTS RECV BAL	800.83
	FL 34478-2710	CREDIT LIMIT	

ENTER 'C' FOR CREDIT MEMO, 'D' FOR DEBIT MEMO, RTN TO VOID **D**

Notice the debit memo# assigned. **ENTER** through the lines and add any important information. Use the text window on line 4 as instructed above in credit memos. Line 5 shows up in customer's open A/R inquiry screen so is useful to see a description or p.o.# in that field. **Enter your own number** in SLMN1. Then **ENTER** to continue.

AR03B	CW REALTIME SOFTWARE CORP	CREDIT/DEBIT MEMO ENTRY	16 May 03
CUST#	10580	EMERGENCY ONE, INC.	OPEN INVOICES 800.83
	P O BOX 2710	UNAPPLIED CASH	
	OCALA	ACCTS RECV BAL	800.83
	FL 34478-2710	CREDIT LIMIT	

\*\*\* DEBIT MEMO \*\*\*

MEMO NO.	<b>D13155</b>	5. CUST P.O.	<b>MAY ADV CO-OP</b>
1. MEMO DATE	05/16/03	6. TERMS	30
2. REF INVOICE#		7. SLMN1	<b>15</b> SLMN2 SLMN2 %
3. REF ORDER#		8. INCLUDE IN MEMO PRINT	Y
4. SPECIAL INSTRUCTIONS	<b>REIMBURSE FOR ADVERTISING CO-OP, MAY 2003</b>	9. MEMO TYPE	
		11. A/R CUSTOMER#	

ENTER LINE TO CHANGE, \* TO VOID, OR RTN TO CONTINUE ..

# Realtime Software Corporation - Accounts Receivable Manual

**Type amount in line 1**, then enter through to **line 7** and **change to 0** for no taxable amount. **Type A** for GL account distribution.

AR03B CW REALTIME SOFTWARE CORP		CREDIT/DEBIT MEMO ENTRY		16 May 03
CUST# 10580	EMERGENCY ONE, INC.	SLM1 INT OPN INV		800.83
MEMO# D13155	MEMO DT 05/16/03 CR LIMIT	A/R BAL		800.83
	TERM30 0.000%			
1. PRODUCT TOTAL	<b>800.00</b>			
2. DISCOUNT (\$/%)	\$	DISCOUNTABLE AMOUNT		800.00
		-TAXABLE-- TAX		
		INV LINE CODE RATE%		TAX AMT
3. FREIGHT		Y		
4. MISCELLANEOUS				
5. MINIMUM ORDER CHG				
6. RESTOCKING CHARGE				
7. MEMO TAX AMOUNT	<b>0.00</b>	I	0.000 (%/\$)	\$ 0.00
TOTAL TAX AMOUNT	0.00			
DEBIT MEMO TOTAL	800.00			

ENTER LINE #, F)UTURE DATING, \* TO VOID,  
A FOR ACCOUNT DISTRIBUTION, P FOR PRODUCT GROUP DISTRIBUTION **A**

**Type the applicable GL** and the **amount** as a negative (-800.00), then **ENTER** to take balance to distribute to zero. Then **^ to post**.

AR03B CW REALTIME SOFTWARE CORP		CREDIT/DEBIT MEMO ENTRY		16 May 03
CUST# 10580	EMERGENCY ONE, INC.	SLM1 INT OPN INV		800.83
MEMO# D13155	MEMO DT 05/16/03 CR LIMIT	A/R BAL		800.83
PRODUCT TOTAL	800.00			
G/L ACCOUNT		AMOUNT		BALANCE TO
				DISTRIBUTE
ENTER 001	<b>5100001</b>	<b>-800.00</b>		-800.00
	ADVERTISING-APPARATUS	DEBITS	CREDITS	

ENTER LINE TO CHANGE, P TO PAGE, \* TO VOID, ^ TO POST



ACCOUNTS RECEIVABLE

E. INVOICE ADJUSTMENTS

Although invoices are generally considered “final” documents, instances do arise where making small immaterial changes to header or descriptive information would be advantageous. The system provides three programs for making such changes on menu **SAR15**.

```
SCREEN MODS BCP-TEST6 COMPANY          Detail Invoice Processing      08 Oct 04
13 BCP-TEST6                               KAS
SAR15          ENTER SELECTION NUMBER:      13:46:18
HS
      FUNCTION          NMBR          DESCRIPTION
      0          Select Printer
      1          Detail Invoice Inquiry
      2          Purge Detail Invoice History
      3          Customer Invoice Inquiry
      4          Customer Part Invoice Inquiry
      5          Inventory Invoices Inquiry
      6          Customer Invoice Print
      7          Customer Part Invoice Print
      8          Purge DIH History
      9          Invoice Inquiry with Commission Change
     10          Invoice Inquiry with Service Order Change
     11          Invoice Inq with Commission + Serv Ord Change
     12          Customer Invoice Detail Inquiry
```

**Choice 9 - Invoice Inquiry with Commission Change** – this program allows the user to change four fields – customer po, salesman1, salesman2 and salesman2 %. No other changes are allowed. This is very useful when a sale has been invoiced without a purchase order number or under an incorrect salesman. Instead of crediting and re-billing the invoice, the user can simply change any or all of the four allowed fields.

Type the **invoice#** and **ENTER**.

```
DI01A  MODS BCP-TEST6 COMPANY          DETAIL INVOICE INQUIRY      08 Oct 04
INVOICE# 111283
(ENTER 'O' TO INQUIRE BY SALES ORDER NUMBER)
(ENTER 'W' TO INQUIRE BY WARRANTY CLAIM #)
```

# Realtime Software Corporation - Accounts Receivable Manual

Type **MO** and **ENTER**. You be automatically stepped through the four fields. Change data as necessary and ENTER.

```
DI01A  MODS BCP-TEST6 COMPANY          DETAIL INVOICE INQUIRY          08 Oct 04

INVOICE# 111283      ORDER#
CUST#     TEST              SHIP-TO
NAME      TEST CUSTOMER
ADDR 1                    S
ADDR 2  123 ABC           H T
CITY      ANYTOWN         I O
ST/CNTY  IL               P
ZIP/PST  12345
COUNTRY

OBY                DUE DATE    04/14/03
ORDER DATE          INVOICE DATE 04/14/03  TERMS 04      ORDER TYPE W
TO SHIP DATE 04/14/03  DATE SHIPPED 04/14/03  SHIP VIA
REFERENCE CREDIT#          REFERENCE INV#
  CUST P.O.                FOB
  SPECIAL INSTRUCTIONS     SLMN1      SLMN2      SLMN2 %
                           OVERRIDE LINE ITEM TAX CD
                           A/R CUSTOMER#          *FREE FRT*
                           RGA#
                           RGA ISSUED BY
F)AX, PI/PO TO PAGE INSTR/NOTES, D)ETAILS, A)CCT DIST., R)EPRINT, CH)ECK HIST
L)ABOR, S)ERVICE, T)OTALS, M)ANIFEST, MO)DIFY * OR RTN FOR NEXT INVOICE#. MO
```

**Choice 10 - Invoice Inquiry with Service Order Change** – this program allows the user to change various service-related fields.

Type the **invoice#** and **ENTER**.

```
DI01A  MODS BCP-TEST6 COMPANY          DETAIL INVOICE INQUIRY          08 Oct 04

INVOICE# 111283

(ENTER 'O' TO INQUIRE BY SALES ORDER NUMBER)
(ENTER 'W' TO INQUIRE BY WARRANTY CLAIM #)
```

Type **S** and **ENTER** to display the service screen, then type **MO** and **ENTER**.

# Realtime Software Corporation - Accounts Receivable Manual

```

DI01A  MODS BCP-TEST6 COMPANY                DETAIL INVOICE INQUIRY                08 Oct 04

CUST # TEST                TEST CUSTOMER                SLM1    INV TOT                10.15
INVOICE# 111283            INV DT 04/14/03  CR LIMIT                0.00 A/R BAL                1,646.24
  TYPE W                    RENTAL COST%                PROD TOT                10.00
PART#                        SERIAL#                        WARRANTY
DATE SOLD                    WARRANTY CLAIM#
REPAIR DATE                  VENDOR CREDIT#/DATE
FAILURE DATE                  CREDIT DUE CUST#/CREDIT#
HOURS/MILES / 10992          HOURS WORKED/BILLED
PROMISE DATE                  DOLLARS WORKED/BILLED
$ ESTIMATE                    PARTS FILED/RECEIVED
QUOTE NUMBER                  LABOR FILED/RECEIVED
MODEL NAME
PICKUP?                        SERVICE AUTH#
DELIVER?                       VENDOR CONTACT
SERV CALL?  DISTANCE          MISC EXPENSES
IN SHOP?    TECH
BULLETIN#

FAILED PARTS
ENTER * FOR NEXT INVOICE, A)CCT DIST, P)AGE NOTES, M)ANIFEST, C)OMMENTS
L)ABOR, T)OTALS, D)ETAIL LINES, CH)ECK HIST, MO)DIFY, RTN FOR HEADER      MO.
  
```

You can change data in any of the numbered fields. Type **field#** and **ENTER** to access data fields. Change data as necessary and ENTER.

```

DI01J  MODS BCP-TEST6 COMPANY                DETAIL INVOICE INQUIRY                08 Oct 04

CUST # TEST                TEST CUSTOMER                SLM1    INV TOT                10.15
INVOICE# 111283            INV DT 04/14/03  CR LIMIT                0.00 A/R BAL                1,646.24
  TYPE W                    RENTAL COST%                PROD TOT                10.00
PART*SER#                        WARRANTY EXPIRE
1. DATE SOLD                    14. WARRANTY CLAIM#
2. REPAIR DATE                  15. VENDOR CREDIT#/DATE
3. FAILURE DATE  TEST          16. CREDIT DUE CUST#/CREDIT#
4. HOURS/MILES / 10992          17. HOURS WORKED/BILLED
5. PROMISE DATE                  18. DOLLARS WORKED/BILLED
6. $ ESTIMATE                    19. PARTS FILED/RECEIVED
7. QUOTE NUMBER                  20. LABOR FILED/RECEIVED
8. MODEL NAME                        21. SERVICE TAG# 12888
9. PICKUP?                        22. SERVICE AUTH#
10. DELIVER?                       23. VENDOR CONTACT
11. SERV CALL?  DISTANCE          24. MISC EXPENSES
12. STATUS    TECH                COMMENT:
13. BULLETIN#

'SO' TO VIEW 0 SERVICE ORDERS, 'SB' FOR 0 BULTNS
25. FAILED PARTS                LAST SO HR METER/DATE: =>

ENTER #, (A#) FOR ALL, * -VOID, H)DR, C)OMMENTS, L)ABOR, OR RTN TO CONT    ...
  
```

**Choice 11 - Invoice Inquiry with Commission + Serv Ord Change** – this program combines the functionality of the two programs discussed above.

ACCOUNTS RECEIVABLE

F. CREDIT HOLDS & CREDIT LIMITS

In Customer Maintenance (Screen Jump **CM**) you can put a customer's account on credit hold if necessary. You can also set a specified credit limit. If an order is being processed for a customer placed on credit hold, there will be a **message on the first screen that they are on credit hold**. You can continue with the order but will not be able to print the ticket until the credit department releases the order. If a customer order puts them over their credit limit, it will give you **a message on the detail parts screen** after the amount is entered that puts them over their limit.

CM01 MODS BCP-TEST6 COMPANY	CUSTOMER MAINTENANCE	08 Oct 04
CUSTOMER TEST		
1. NAME TEST CUSTOMER	18A NO BATCH BILL	
2. ADDRESS 1	19. PARTIAL INVOICES	
3. ADDRESS 2 123 ABC	20. ZONE	
4. CITY ANYTOWN	21. CATEGORY	
5. ST/COUNTY IL	22. TYPE RESALE	
6. POSTAL CD 12345	23. STATUS	
7. COUNTRY	24. MARKET AREA	
8. CUST CLASS 001	25. ACCT# AT CUST	
9. PHONE NO. 123/456-7890	26. COUNTRY CODE 1	
10. FAX NUMBER	27. ORDER TAX CODE L50	
11. TELEX NO.	28. SOURCE OF LEAD	
12. CONTACT	29. P/O REQUIRED	
13. TITLE	30. BLANKET P/O#	
14. SHIP VIA	31. A/R CUSTOMER#	
15. FOB	32. ORDER TYPE TEST	
16. SLM-1 002 SLM-2 SLM2 % 00	33. NO \$ PICK TICKET	
17. LBR OVERRIDE RATE PRICE AT COST	34. CASH SALES ONLY	
18. RESALE#	35. FREE FREIGHT Y	
ENTER #, .#, *, C)REDIT, DEL)ETE, I)NFO, P)RICE LVL, (EF)EMAIL/FAX, ^ =POST ...		

**Type C** to go to the credit screen.

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CM01 MODS	BCP-TEST6 COMPANY	<b>CUSTOMER MAINTENANCE</b>	08 Oct 04
CUSTOMER TEST	TEST CUSTOMER		123/456-7890
1. INACTIVE		HIGH BALANCE	4,691.24
2. BUSINESS SINCE		OPEN A/R BAL	1,646.24
3. TERMS CODE	04	NO. OPEN A/R ITEMS	18
4. PRICE DISC CODE		LAST INVOICE DATE	03/09/04
5. PRICE CALC CODE		LAST PAYMENT DATE	11/30/01
6. CREDIT CODE	<b>1</b>	YTD AVG. DAYS TO PAY	
7. CREDIT LIMIT		LYR AVG. DAYS TO PAY	141
8. CREDIT DAYS		OPEN ORDERS	8,190.90
9. DISCOUNT PERCENT		NO. OPEN ORDERS	43
10. STATEMENTS REQ'D		LAST ORDER DATE	07/29/03
11. FINANCE CHARGE/%		OPEN QUOTE BAL	180,000,551.38
12. CREDIT CONTACT		NO. OPEN QUOTES	7
13. TITLE			
14. CREDIT TEXT		MTD SALES	3,000.00
		YTD SALES	-3,302.88
		LYR SALES	60.00
		YTD PROFIT	-3,302.88
ENTER LINE#, .#, * TO VOID, (DEL)ETE, (I)NFO, RTN TO CONTINUE ^ TO POST ...			

CM01 MODS	BCP-TEST6 COMPANY	<b>CUSTOMER MAINTENANCE</b>	08 Oct 04
CUSTOMER TEST	TEST CUSTOMER		123/456-7890
1. INACTIVE		HIGH BALANCE	4,691.24
2. BUSINESS SINCE		OPEN A/R BAL	1,646.24
3. TERMS CODE	04	NO. OPEN A/R ITEMS	18
4. PRICE DISC CODE		LAST INVOICE DATE	03/09/04
5. PRICE CALC CODE		LAST PAYMENT DATE	11/30/01
6. CREDIT CODE		YTD AVG. DAYS TO PAY	
7. CREDIT LIMIT		LYR AVG. DAYS TO PAY	141
8. CREDIT DAYS		OPEN ORDERS	8,190.90
9. DISCOUNT PERCENT		NO. OPEN ORDERS	43
10. STATEMENTS REQ'D		LAST ORDER DATE	07/29/03
11. FINANCE CHARGE/%		OPEN QUOTE BAL	180,000,551.38
12. CREDIT CONTACT		NO. OPEN QUOTES	7
13. TITLE			
14. CREDIT TEXT		MTD SALES	3,000.00
		YTD SALES	-3,302.88
		LYR SALES	60.00
		YTD PROFIT	-3,302.88
ENTER LINE#, .#, * TO VOID, (DEL)ETE, (I)NFO, RTN TO CONTINUE ^ TO POST ...			

# Realtime Software Corporation - Accounts Receivable Manual

```

OE03A  CW REALTIME SOFTWARE CORP          ORDER ENTRY          19 May 03

CUST# 14350                               ** ORDER NO.

NAME      GASTONIA FIRE & SAFETY          1.      GASTONIA FIRE & SAFETY
ADDR 1    CAROLINA SAFETY ASSOC. INC      2. S    CAROLINA SAFETY ASSOC. INC
ADDR 2    P O BOX 71                      3. H T P O BOX 71
CITY      GASTONIA                        4. I O GASTONIA
ST/CNTY  NC                              5. P    NC
ZIP/PST   28053                           6.      28053
COUNTRY                                  7.

THIS ORDER BEING PLACED ON CREDIT HOLD

CUSTOMER ON CREDIT HOLD - CODE 1
ENTER * TO EXIT, S TO CHANGE SHIP-TO, Y OR RTN TO CONTINUE ORDER/QUOTE Y
    
```

**Type Y** to acknowledge and continue order if you want to go ahead and enter the order. Otherwise **type \*** to exit.

```

OE07A  CW REALTIME SOFTWARE CORP          ORDER ENTRY          19 May 03

CUST # 14350          GASTONIA FIRE & SAFETY          SLM1 12  ON ORD          200.00
ORDER# 345930          ORD DT 05/19/03  CR LIMIT          500.00 A/R BAL
SITE # 01  'GM' =          550.00  MSRP (SL)          ORD VAL          550.00
      REM  'GP' =          100.00%  'SL' DISC          0.00%  COST EXT          0.00
SEQ G QTY  ITEM NO.          ORD GROSS          QTY TO          PRICE          EXTENSION
      ORD'D DESCRIPTION          UOM MARGIN%          SHIP
001      1 LAB,SUPPLIES          EA 100.000          1          550.00000          550.00
      MISC. SERV. SUPPLIES          BIN#

ORDER EXCEEDS CREDIT LIMIT BY          50.00 / 10.00THIS ORDER ON CR HOLD
ENTER SEQ TO CHANGE, P TO PAGE, * TO VOID, RTN TO CONTINUE
    
```

To release an order from credit hold, **type SOE03** at any menu and **select item # 3**. Enter the order number, then **R to release order**. You will then be asked if you want to print the ticket. Notice the hold reasons displayed. In this case the customer is on credit hold as well as being over their credit limit.

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OE03C	CW REALTIME SOFTWARE CORP	RELEASE ORDERS ON CREDIT	19 May 03
		HOLD	
ORDER#	<b>345930</b>		
CUST#	14350		
NAME	GASTONIA FIRE & SAFETY	GASTONIA FIRE & SAFETY	
ATTN	CAROLINA SAFETY ASSOC. INC	S CAROLINA SAFETY ASSOC. INC	
ADDRESS	P O BOX 71	H T P O BOX 71	
CITY	GASTONIA	I O GASTONIA	
STATE	NC	P NC	
ZIP	28053	28053	
COUNTRY			
			<b>HOLD REASONS</b>
ENTRY DATE	05/19/03	ORDER VALUE	550.00 1 CREDIT CODE
ORDER DATE	05/19/03	ON ORDER	550.00 2 CREDIT LIMIT
CUST P.O.		A/R BALANCE	
TERMS	30	HIGH BALANCE	
SHIP VIA	UPS GROUND	AVG. DAY PAY	
FOB		CREDIT LIMIT	500.00
ORDER TYPE	P	DAYS	
SLMN1	12 SLMN2 SLMN2%		
ENTER * TO VOID, R TO RELEASE ENTIRE ORDER, NUMBER FOR PARTIAL RELEASE			<b>R</b>

Once an order is released, if anyone goes back into order adjustments and raises the order value it will have to be released again because the assumption is made that additional dollars are being added to the order.

**ACCOUNTS RECEIVABLE**

**G. DIARIES**

Diaries can be used to record data specific to each customer. Multiple contacts can be set up with information as detailed as birthdays, anniversaries, etc. It can also be used to track calls made to a customer, whether for A/R collections, satisfaction with a service job that was performed, or follow-up on how their new apparatus is working for them.

Type the Screen Jump CI for Customer Inquiry and type **the customer number or search with ??** and their name. Then **type I** for Info.

```

CM01Q  CW REALTIME SOFTWARE CORP          CUSTOMER INQUIRY          20 May 03

CUSTOMER  14050
  NAME      CITY OF FAYETTEVILLE FIRE DEPT.    B/O ALLOWED
  ADDRESS 1  433 HAY ST./PURCHASE ORDERS          ZONE
  ADDRESS 2
  CITY      FAYETTEVILLE                       CATEGORY
  ST/COUNTY NC                                   TYPE
  POSTAL CD 28302                                STATUS          CUMBERLAND
  COUNTRY
  CUST CLASS REG                                MARKET AREA
  PHONE NO. 910-433-17259(KATHY)                 ACCT# AT CUST
  FAX NUMBER 910-433-1780                        COUNTRY CODE
  TELEX NO.  910-223-4392(BOB)                   ORDER TAX CODE  T
  CONTACT    KATHY LINDLEY                        SOURCE OF LEAD
  TITLE
  SHIP VIA   UPS GROUND                            P/O REQUIRED
  FOB
  SALESMAN   17                                    BLANKET P/O#
  SALESMAN 2   PERCENT                             A/R CUSTOMER#
  RESALE#
  (AR)OPEN AR, (C)REDIT, (I)NFO, (O)PTIONS, (OO)OPEN ORD, OR RTN FOR CUST#  I..
    
```

```

CM01IQ CW REALTIME SOFTWARE CORP          CUSTOMER INFORMATION      20 May 03

CUSTOMER  14050          CITY OF FAYETTEVILLE FIRE DEPT.    910-433-17259(KATHY)

  PARENT CO.                SIC CODE
  SUBSIDIARY COMPANIES ["PS" TO PAGE]    ANNUAL SALES
                                          # EMPLOYEES
                                          YEAR EST.
  ORDER/QUOTE INSTRUCTIONS ["PC" TO PAGE]  ORDER/QUOTE NOTES ["PB" TO PAGE]

  SEQ CONTACT                TITLE                PHONE                TYPE
C001

  ENTER SEQ# TO VIEW CONTACT, (L)ETTER, (F)AX, (C)ONTACT ADD,
  (D)IARY, (P)AGE CONTACTS, (S)TATISTICS, OR ^ TO RETURN          C...
    
```

Notice there is no contact set up yet. **Type C** to set up a new contact.



# Realtime Software Corporation - Accounts Receivable Manual

Fill in whatever information you would like. This information is also used if you're doing a quote. In quote entry you can select the contact you want or if there aren't any set up, you can type the minimum information just for that quote.

```
CM01IQ CW REALTIME SOFTWARE CORP          CUSTOMER INFORMATION          20 May 03

CUSTOMER  14050          CITY OF FAYETTEVILLE FIRE DEPT.      910-433-17259(KATHY)
CONTACT#   001

*** PERSONAL INFORMATION ***
1. MISS/MS/MRS/MR      ....
2. FIRST NAME
3. MIDDLE NAME/INT
4. LAST NAME
5. PHONETIC
6. NICKNAME
7. TITLE
8. PHONE/EXTENSION
9. VOICE MAIL EXT
10. CONTACT TYPE
11. FAX NUMBER
12. MAIL CODES

14. ADDR1
15. ADDR2
16. CITY
17. ST/CTNY
18. POSTAL
19. COUNTRY
20. PHONE
21. B-DAY
22. SPOUSE
23. B-DAY
24. ANNIV
25. #CHLDRN
26. TEXT

13. E-MAIL

ENTER LINE# TO CHANGE, * TO VOID, (DEL)ETE, ENTER OR ^ TO POST
```

```
CM01IQ CW REALTIME SOFTWARE CORP          CUSTOMER INFORMATION          20 May 03

CUSTOMER  14050          CITY OF FAYETTEVILLE FIRE DEPT.      910-433-17259(KATHY)
CONTACT#   001          MR. JOHN JACKSON

*** PERSONAL INFORMATION ***
1. MISS/MS/MRS/MR      MR
2. FIRST NAME          JOHN
3. MIDDLE NAME/INT
4. LAST NAME          JACKSON
5. PHONETIC
6. NICKNAME
7. TITLE              FIRE CHIEF
8. PHONE/EXTENSION     386/777-8983
9. VOICE MAIL EXT
10. CONTACT TYPE
11. FAX NUMBER
12. MAIL CODES

14. ADDR1          3899 S. PINE
15. ADDR2
16. CITY          FAYETEVILLE
17. ST/CTNY      NC
18. POSTAL       78934
19. COUNTRY
20. PHONE
21. B-DAY        08/22/50
22. SPOUSE       ANNE
23. B-DAY
24. ANNIV
25. #CHLDRN
26. TEXT

      MAKES ALL NEW EQUIPMENT
      DECISIONS

13. E-MAIL        jjackson@fayette.com

ENTER LINE# TO CHANGE, * TO VOID, (DEL)ETE, ENTER OR ^ TO POST ^...
```

Post the information you have just entered with **^** and **ENTER**.

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**Type D** for diary and then **C** to create a new one. You can see there are no previous diaries. Then **select the number** corresponding to the appropriate contact. In this case there are two choices.

```

CM01IQ CW REALTIME SOFTWARE CORP          CUSTOMER INFORMATION          20 May 03
CUSTOMER  14050          CITY OF FAYETTEVILLE FIRE DEPT.          910-433-17259(KATHY)

PARENT CO.                                SIC CODE
SUBSIDIARY COMPANIES ["PS" TO PAGE]        ANNUAL SALES
                                           # EMPLOYEES
                                           YEAR EST.

ORDER/QUOTE INSTRUCTIONS ["PC" TO PAGE]    ORDER/QUOTE NOTES ["PB" TO PAGE]

SEQ CONTACT          TITLE          PHONE          TYPE
C001 MR. JOHN JACKSON    FIRE CHIEF    386/777-8983
C002 JANET ANSON        A/P MANAGER   383/999-2521

ENTER SEQ# TO VIEW CONTACT, (L)ETTER, (F)AX, (C)ONTACT ADD,
(D)IARY, (P)AGE CONTACTS, (S)TATISTICS, OR ^ TO RETURN          D...
    
```

```

CM01IQ CW REALTIME SOFTWARE CORP          CUSTOMER INFORMATION          20 May 03
CUSTOMER  14050          CITY OF FAYETTEVILLE FIRE DEPT.          910-433-17259(KATHY)

Next Contact Date          Last Contact Date
Next Contact Time          Last Contact Time
Total Follow-ups          0          Total Diary Entries
=====
Diary# Date          Time Type Empl# Subject          Nxt Date Code Time
-----
-----

Enter (O)ldest to Newest, (S)election Criteria
Enter Diary#, (C)reate, (B)ack Page, (P)age, or (RTN) To Continue          C.....
    
```

```

M01IQ CW REALTIME SOFTWARE CORP          CUSTOMER INFORMATION          20 May 03
CUSTOMER  14050          CITY OF FAYETTEVILLE FIRE DEPT.          910-433-17259(KATHY)

Next Contact Date          Last Contact Date
Next Contact Time          Last Contact Time
Total Follow-ups          0          Total Diary Entries
=====
Diary# Date          Time Type Empl# Subject          Nxt Date Code Time
-----
-----

Seq Contact          Title          Phone/Ext          Type
001 MR. JOHN JACKSON    FIRE CHIEF    386/777-8983
002 JANET ANSON        A/P MANAGER   383/999-2521

Enter contact number or * to void          2..
    
```

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You will be prompted for your **employee number**. This will stay with the diary so you'll always know who created it. Reports can be run or inquiries made on the screen daily or periodically to track what is being entered and by whom. The end of day report can be used to make follow-up calls.

```

CM01IQ CW REALTIME SOFTWARE CORP          CUSTOMER INFORMATION          20 May 03
CUSTOMER  14050          CITY OF FAYETTEVILLE FIRE DEPT.          910-433-17259(KATHY)

Next Contact Date          Last Contact Date
Next Contact Time          Last Contact Time
Total Follow-ups          0          Total Diary Entries
=====
Diary# Date          Time  Type Empl#  Subject          Nxt Date Code Time
-----
Seq  Contact          Title          Phone/Ext          Type
001 MR. JOHN JACKSON          FIRE CHIEF          386/777-8983
002 JANET ANSON          A/P MANAGER          383/999-2521

ENTER EMPLOYEE NUMBER          15....
Enter contact number or * to void  2
    
```

```

DIARY CW REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
                                          Last Date
CUSTOMER# 14050          CITY OF FAYETTEVILLE FIRE DEPT.          910-433-17259(KATHY)
Cont# 002          JANET ANSON          383/999-2521
Title:          A/P MANAGER
Nickname
Phonetic          Total Diary Entries
===== Employee# 09 - DEBRA SIMS =====
1. Contact Date          05/20/03          9. Subject:
2. Contact Time          10. Text
3. Contact Type

4. Diary Type

5. Next Date
6. Next Time
7. Next Employee

8. Follow up code

Enter Field to Change, * to Exit, D)delete, PT to Page Text, (RTN) to post.
    
```

Line 1 will always be the default date but you can change it if needed. **ENTER** through each field and fill in the appropriate information. You can do a **? search** on line 3 **contact type**, line 4 **diary type**, and line 8 **follow up code**.

# Realtime Software Corporation - Accounts Receivable Manual

```
DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
            Display of the CONTACT-TYPE table, by Code
SQ  Code Description
  1  CW  INTER COMPANY
  2  E   E-MAIL
  3  F   FAX
  4  IP  IN PERSON
  5  P   PHONE CALL TO CUSTOMER

(C)HANGE, (P)AGE, (B)ACK, (I)NDEX, (T)OGGLE, (R)ETURN, * TO VOID, SEQ# .....
END OF SEARCH INDEX
```

```
DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
            Display of the DIARY-TYPE table, by Code
SQ  Type Description
  1  A   APPARATUS
  2  AR  A/R COLLECTIONS
  3  P   PARTS ISSUE
  4  S   SERVICE ISSUE
  5  W   WARRANTY ISSUE

(C)HANGE, (P)AGE, (B)ACK, (I)NDEX, (T)OGGLE, (R)ETURN, * TO VOID, SEQ# .....
END OF SEARCH INDEX
```

```
DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
            Display of the FOLLOW-UP-TABLE table, by Code
SQ  Code Description
  1  9999 CLOSED
  2  EP  FOLLOW UP-EQUIPMENT SALES
  3  FA  FOLLOW UP-APPARATUS SALES
  4  FAX FAXED DOCUMENTS
  5  FP  FOLLOW UP-PARTS SALES
  6  FS  FOLLOW UP-SERVICE SALES
  7  FW  FOLLOW UP-WARRANTY SALES
  8  MSG LEFT MESSAGE
  9  NA  NO ANSWER
 10  RES RESEARCHING
 11  WP  WAITING FOR PAYMENT

(C)HANGE, (P)AGE, (B)ACK, (I)NDEX, (T)OGGLE, (R)ETURN, * TO VOID, SEQ# .....
END OF SEARCH INDEX
```

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**Line 5 next date** is used for the date you want to contact this customer again about this diary. Leave it blank if a follow up is not required. In this case since **line 8 follow up** code is WP for waiting payment we want to be reminded to contact this customer again in a week to follow up if the payment is not received. **Line 9** can be whatever description you want and it will show up on the reports. It will also appear on the first screen in "Diaries" that shows all the diaries you have open. **Line 10** is to type detail of what you or the customer discussed..

```
DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
                                                Last Date
CUSTOMER# 14050          CITY OF FAYETTEVILLE FIRE DEPT.    910-433-17259(KATHY)
Cont# 002              JANET ANSON                          383/999-2521
  Title:      A/P MANAGER
  Nickname
  Phonetic
===== Employee# 09 - DEBRA SIMS =====
1. Contact Date 05/21/03
2. Contact Time 12:41
3. Contact Type P
   PHONE CALL TO CUSTOMER
4. Diary Type   AR
   A/R COLLECTIONS
5. Next Date   05/28/03
6. Next Time   09:00
7. Next Employee 09
   DEBRA SIMS
8. Follow up code WP
   WAITING FOR PAYMENT
                                                Text Window          Insert
Enter Field to Change, * to Exit, D)delete, PT to Page Text, (RTN) to post.
```

**ENTER** to post diary.

```
DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
                                                Last Date
CUSTOMER# 14050          CITY OF FAYETTEVILLE FIRE DEPT.    910-433-17259(KATHY)
Cont# 002              JANET ANSON                          383/999-2521
  Title:      A/P MANAGER
  Nickname
  Phonetic
===== Employee# 09 - DEBRA SIMS =====
1. Contact Date 05/20/03
2. Contact Time 12:41
3. Contact Type P
   PHONE CALL TO CUSTOMER
4. Diary Type   AR
   A/R COLLECTIONS
5. Next Date   05/28/03
6. Next Time   09:00
7. Next Employee 09
   DEBRA SIMS
8. Follow up code WP
   WAITING FOR PAYMENT
                                                9. Subject: PAST DUE INVOICES
                                                10. Text
                                                JANET SAID CHECK IS IN THE MAIL.
Enter Field to Change, * to Exit, D)delete, PT to Page Text, (RTN) to post.  ..
```

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The diaries show up at the diary screen. As a quick review, **CI** for Customer Inquiry, select customer, then **I** for Info and **D** for diary will get you to this screen.

```

DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
                                                Last Date
CUSTOMER# 14050          CITY OF FAYETTEVILLE FIRE DEPT.    910-433-17259(KATHY)

Next Contact Date          Last Contact Date    05/20/03
Next Contact Time          Last Contact Time    12:41
Total Follow-ups          2          Total Diary Entries    2
=====
Diary# Date      Time  Type Empl#  Subject          Nxt Date Code Time
-----
180836 05/20/03 12:41 AR    09    PAST DUE INVOICES    05/28/03 WP  09:00
180837 05/13/03 13:02 A     09    CHECK ON NEW TRUCK

Enter (O)ldest to Newest, (S)election Criteria
Enter Diary#, (C)reate, (B)ack Page, (P)age, or (RTN) To Continue    180837
    
```

To look at an existing diary type the **diary #**. Notice there is not a Next Date for this diary. It requires no follow up. It's just a notation of what was done.

```

DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
                                                Last Date
CUSTOMER# 14050          CITY OF FAYETTEVILLE FIRE DEPT.    910-433-17259(KATHY)

Next Contact Date          Last Contact Date    05/20/03
Next Contact Time          Last Contact Time    12:41
Total Follow-ups          2          Total Diary Entries    2
===== Employee# 09 - DEBRA SIMS =====
Contact Date    05/13/03          Subject: CHECK ON NEW TRUCK
Contact Time    13:02          Text
Contact Type    IP          STOPPED BY TO SEE CHIEF JACKSON.
IN PERSON          HE'S VERY HAPPY WITH HIS NEW
Diary Type      A          TRUCK. HAS SOME MINOR WARRANTY
APPARATUS          ISSUES I PASSED ON TO SERVICE TO
Next Date          TAKE CARE OF.
Next Time
Next Employee

Follow up code

** Diary# 180837 **
Contact# 001 - MR. JOHN JACKSON
Enter '*' to Exit, (M)odify, PT to Page Text, or (RTN) to Continue    ..
    
```

To edit an existing diary type the **diary #** and make the changes.

# Realtime Software Corporation - Accounts Receivable Manual

```

DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
                                                Last Date
CUSTOMER# 14050          CITY OF FAYETTEVILLE FIRE DEPT.    910-433-17259(KATHY)

Next Contact Date          Last Contact Date    05/20/03
Next Contact Time          Last Contact Time    12:41
Total Follow-ups          2          Total Diary Entries    2
===== Employee# 09 - DEBRA SIMS =====
Contact Date    05/20/03          Subject: PAST DUE INVOICES
Contact Time    12:41          Text
Contact Type    P          JANET SAID CHECK IS IN THE MAIL.
PHONE CALL TO CUSTOMER
Diary Type      AR
A/R COLLECTIONS
Next Date       05/28/03
Next Time       09:00
Next Employee   09
                DEBRA SIMS
Follow up code  WP
                WAITING FOR PAYMENT
** Diary# 180836 **
Contact# 002 - JANET ANSON
Enter '*' to Exit, (M)odify, PT to Page Text, or (RTN) to Continue M.
    
```

In this case the date is 5/28/03 and we checked to see if the payment had come in. It was received so we want to close this diary. Type **M** to modify, then **select the line number** to change.

```

DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
                                                Last Date
CUSTOMER# 14050          CITY OF FAYETTEVILLE FIRE DEPT.    910-433-17259(KATHY)
Cont# 002          JANET ANSON          383/999-2521          05/20/03
Title:          A/P MANAGER
Nickname
Phonetic
Total Diary Entries          1
===== Employee# 09 - DEBRA SIMS =====
1. Contact Date    05/20/03          9. Subject: PAST DUE INVOICES
2. Contact Time    12:41          10. Text
3. Contact Type    P          JANET SAID CHECK IS IN THE MAIL.
PHONE CALL TO CUSTOMER
4. Diary Type      AR
A/R COLLECTIONS
5. Next Date       05/28/03
6. Next Time       09:00
7. Next Employee   09
                DEBRA SIMS
8. Follow up code WP
                WAITING FOR PAYMENT
** Diary# 180836 **
Enter Field to Change, * to Exit, D)delete, PT to Page Text, (RTN) to post. 8.
    
```

The follow up code to close a diary is **9999**.

# Realtime Software Corporation - Accounts Receivable Manual

```

DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
                                                Last Date
CUSTOMER# 14050          CITY OF FAYETTEVILLE FIRE DEPT.    910-433-17259(KATHY)
Cont# 002          JANET ANSON          383/999-2521          05/20/03
  Title:      A/P MANAGER
  Nickname
  Phonetic
                    Total Diary Entries          1
===== Employee# 09 - DEBRA SIMS =====
1. Contact Date 05/20/03          9. Subject: PAST DUE INVOICES
2. Contact Time 12:41          10. Text
3. Contact Type P          JANET SAID CHECK IS IN THE MAIL.
   PHONE CALL TO CUSTOMER
4. Diary Type AR
   A/R COLLECTIONS
5. Next Date
6. Next Time
7. Next Employee
8. Follow up code 9999
   CLOSED
** Diary# 180836 **

Enter Field to Change, * to Exit, D)delete, PT to Page Text, (RTN) to post.  ..
    
```

If the payment had not been received and you called the customer again you would **select line 10**, type the **current date**, type **new information**, then **ENTER** out of the field. You would also **change line 5** for a new follow up date and may or may not need to change line 8. If you tried to call and got no answer or left message, you may want to change line 8 to NA or MSG until next time you call. Example below:

```

DIARY CW    REALTIME SOFTWARE CORP          Contact Diary Entry          20 May 03
                                                Last Date
CUSTOMER# 14050          CITY OF FAYETTEVILLE FIRE DEPT.    910-433-17259(KATHY)
Cont# 002          JANET ANSON          383/999-2521          05/20/03
  Title:      A/P MANAGER
  Nickname
  Phonetic
                    Total Diary Entries          1
===== Employee# 09 - DEBRA SIMS =====
1. Contact Date 05/20/03          9. Subject: PAST DUE INVOICES
2. Contact Time 12:41          10. Text
3. Contact Type P          5-28-03 LEFT MSG FOR JANET THAT
   PHONE CALL TO CUSTOMER          PYMT DIDN'T COME, PLEASE LET ME
4. Diary Type AR          KNOW THE STATUS.<
   A/R COLLECTIONS          JANET SAID CHECK IS IN THE MAIL.
5. Next Date          05/29/03
6. Next Time          09:00
7. Next Employee 09
   DEBRA SIMS
8. Follow up code MSG
   LEFT MESSAGE
** Diary# 180836 **

Enter Field to Change, * to Exit, D)delete, PT to Page Text, (RTN) to post.  ..
    
```



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Note that the follow up date is the very next day because a message was left and you need to follow up immediately on the payment status. The same case would be if there was no answer (NA). Also by entering the date in the most recent text **on line 10**, and **ENTER** afterward it is easier to see what's happening with this diary as it progresses.

When a diary is closed it will appear on the diary screen and you can see it's closed. It will not show up on any more follow up reports once it is closed.

DIARY CW	REALTIME SOFTWARE CORP	Contact Diary Entry	20 May 03
			Last Date
CUSTOMER# 14050	CITY OF FAYETTEVILLE FIRE DEPT.	910-433-17259(KATHY)	
Cont# 002	JANET ANSON	383/999-2521	05/20/03
Title:	A/P MANAGER		
Nickname			
Phonetic		Total Diary Entries	1
Diary#	Date	Time	Type
180836	05/20/03	12:41	AR
180837	05/13/03	13:02	A
			Empl#
			09
			09
			Subject
			PAST DUE INVOICES
			CHECK ON NEW TRUCK
			Nxt Date
			Code
			Time
			9999
Enter (O)ldest to Newest, (S)election Criteria			
Enter Diary#, (C)reate, (B)ack Page, (P)age, or (RTN) To Continue .....			

There are several options for reports and inquiries for diaries. **Type SP/T** at any menu. The following menu has various options for reviewing diaries. The most common report to use for follow-up calling is number **8**, and then **1** for an end-of-day report. It will look at the next day's date and select all diaries that have a follow up date for that next day or any date that has already gone by and not been closed yet. This can be distributed the next morning for follow up calling.

SCREEN CW	REALTIME SOFTWARE CORP	PROSPECT TRACKING	20 May 03
17 CWW			DS
SP/T	ENTER SELECTION NUMBER:		13:59:25
AS			
	FUNCTION	NMBR	DESCRIPTION
		0	Select Printer
		1	Company Processing
		2	Prospect Processing
		3	Customer Processing
		4	Vendor Processing
		5	Daily Contact Processing
		6	Follow Up Processing
		7	Pac Track Reports
		8	End Of Day Processing
		9	Pac-Track Inquiry
	Inquiry	10	Employee Processing

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```
SCREEN CW REALTIME SOFTWARE CORP          End Of Day Processing          20 May 03
17 CWW                                     DS
SPT08          ENTER SELECTION NUMBER:    14:04:57
AS

      FUNCTION          NMBR          DESCRIPTION
          0          Select Printer
          1          End Of Day Processing and Follow-Up Update
          2          Diaries Entered Report
          3          Diary Adjustments Report
          4          Closed Follow-Ups Report
```

**Type** the profile you want to edit or execute, make any necessary changes, and then **Y** to print. You also have a choice of running a detail report (**change line 3**) that will show the text on each diary. The summary shows the customer, diary #, follow up date, and description.

```
PT08A CW REALTIME SOFTWARE CORP  END OF DAY PROCESSING + FOLLOW-UPS 20 May 03

0.  ENTER PROFILE TO USE          DAILY  DESC - FOLLOW UP REPORT-SUMMARY

1.  UPDATE FOLLOW-UP THRU DATE      X C  05/20/03
2.  ENTER # DELINQUENT DAYS        X    0
3.  ENTER REPORT FORMAT TYPE       C S  SUMMARY REPORT
4.  ENTER EMPLOYEE #               I

ENTER #, S)AVE PROFILE, * TO VOID, OR 'Y' TO EXECUTE          Y
```

## ACCOUNTS RECEIVABLE

### **H. FINANCE CHARGES**

This facility enables the operator to calculate finance charges on overdue invoices and memos. The finance charges will be calculated based on the as-of date entered. The invoice date or due date selection is used as a basis for assessing these charges. The Customer Master file is selected for all customers with an open A/R balance greater than zero, and a finance charge flag that is not "N". Open invoices or debit memos with invoice or due dates older than the date entered will be totaled. If the customer has unapplied cash or credit memos, they will be used to decrease the amount of the finance charge. If the finance charge on interest flag in the Accounts Receivable Control record (CA/R) is "Y", previously calculated finance charges with a date older than the date entered will also be included in the finance charge assessment. Once the customer's total is summed, a finance charge amount is calculated using the percentage in the Accounts Receivable Control record. A record is created in the Finance Charge file for each finance charge amount that is greater than zero. A record is created in the Accounts Receivable file if the finance charge for the customer is greater than the minimum finance charge. If the finance charge is below the minimum finance charge, the record is not created.

Some users who assess finance charges, do so at month-end and have them processed during their EOM batch. Finance charges can also be processed, or the report profile maintained, from the menu **SA/R** choice **7**.

SCREEN MODS BCP-TEST6 COMPANY	Accounts Receivable	08 Oct 04
13 BCP-TEST6		KAS
SA/R	ENTER SELECTION NUMBER:	12:31:27
HS		
	FUNCTION	NMBR DESCRIPTION
		0 Select Printer
Company		1 Company Processing
Customer		2 Customer Processing
Invoices/Memos		3 Invoice/Memo Processing
Cash Application		4 Cash Receipts Processing
		5 Cash Sales Processing
		6 Daily Cash Receipts & Bank Deposit Register
Period End		<b>7 Finance Charge Calculation</b>
		8 Statement Print
		9 Aged Trial Balance Processing
		10 Open Invoice Report
		11 Period End Cash Receipts Processing
		12 Commission Processing
Year End		13 Year End Processing
History		14 Customer Payment History Processing
		15 Detail Invoice Processing

# Realtime Software Corporation - Accounts Receivable Manual

Type the profile you want to edit or execute, make any necessary changes, and then Y to print.

```
AR07   MODS BCP-TEST6 COMPANY                FINANCE CHARGE CALCULATION    08 Oct 04
      Display of the PROFILE-HEADER table, by Profile
SQ   Profile                Description
  1   RT-ME                  MONTH-END (30-DAYS)
  2   TEST                   TEST
  3   CUSTOM                 CREATE YOUR OWN PROFILE

(C)HANGE, (P)AGE, (B)ACK, (I)NDEX, (T)OGGLE, (R)ETURN, * TO VOID, SEQ# .....
END OF SEARCH INDEX
```

```
AR07   MODS BCP-TEST6 COMPANY                FINANCE CHARGE CALCULATION    08 Oct 04

      ENTER PROFILE TO USE          RT-ME   DESC - MONTH-END (30-DAYS)

1. ENTER AS OF DATE                X C   01/01/05
2. USE I)NVOICE OR D)UE DATE       C D   DUE DATE
3. FINANCE CHARGE DATE             X O  -30 09/08/04

Select #, S)AVE, DEL)ETE PROFILE, OR 'Y' TO EXECUTE          ...
      PROFILE DATA HAS CHANGED, SAVE PROFILE WITH 'S' OPTION
```

## ACCOUNTS RECEIVABLE

### I. REPORTS

#### 1. REPRINT INVOICES

Invoices can be reprinted at any time through **CI**, Customer Inquiry, then **DI**. Detail Invoices, for all invoices. Type the **invoice number** you want to print, then **R** for reprint, then **I** for instant if you want it immediately. If you type Y for next batch it will print whenever the next invoice batch prints.

DI01C CW REALTIME SOFTWARE CORP						CUSTOMER INVOICE INQUIRY				20 May 03	
CUST# 14050		CITY OF FAYETTEVILLE FIRE DEPT.			LAST INVOICE DATE		05/16/03				
		ORDER D		SHIP							
INVCE#	INV DATE	ORDER#	ORD DATE	TYPE	P	CUSTOMER	P/O NUMBER	TO	INV TOTAL		
<b>429284</b>	03/20/03	344648	03/20/03	EPD	E				76.67		
429334	03/24/03	344714	03/20/03	P	P				28.67		
429388	03/26/03	344866	03/25/03	PD	P				65.06		
429727	04/16/03	345261	04/10/03	P	P				17.26		
429867	04/24/03	345518	04/23/03	P	P				125.44		
(L)PTR, (P)AGE, (PB)PAGE BACK, * FOR NEXT CUST#, (H)ISTORY, (TB)TRIAL BALANCE, (O)RDER#, ^ TO REDISPLAY CUSTOMER, OR INVOICE# FOR INVOICE INQUIRY										<b>429284</b>	

DI01A CW REALTIME SOFTWARE CORP						DETAIL INVOICE INQUIRY				20 May 03	
INVOICE# 429284		ORDER# 344648									
CUST# 14050		SHIP-TO									
NAME CITY OF FAYETTEVILLE FIRE DEPT.		CITY OF FAYETTEVILLE FIRE DEPT.									
ADDR 1 433 HAY ST./PURCHASE ORDERS		S 255 GROVE STREET									
ADDR 2		H T									
CITY FAYETTEVILLE		I O FAYETTEVILLE									
ST/CNTY NC		P NC									
ZIP/PST 28302		28302									
COUNTRY											
OBY KEN WEST		DUE DATE		04/19/03							
ORDER DATE 03/20/03		INVOICE DATE		03/20/03		TERMS 30		ORDER TYPE EPD			
TO SHIP DATE 03/20/03		DATE SHIPPED		03/20/03		SHIP VIA UPS GROUND					
REFERENCE CREDIT#		REFERENCE INV#									
CUST P.O.		FOB									
SPECIAL INSTRUCTIONS		SLMN1 17		SLMN2 80		SLMN2 %					
		OVERRIDE LINE ITEM TAX CD									
		A/R CUSTOMER#									
		RGA#									
		RGA ISSUED BY									
F)AX, P)AGE INSTR, D)ETAIL LINES, A)CCT DISTRIBUTION, <b>R</b> )EPRINT, CH)ECK HIST,											
L)ABOR, S)ERVICE, T)OTALS, M)ANIFEST * OR RTN FOR NEXT INVOICE NUMBER. <b>R</b> .											

# Realtime Software Corporation - Accounts Receivable Manual

```

BL05    CW REALTIME SOFTWARE CORP                INVOICE REPRINT                20 May 03

INVOICE# 429284

CUST#   14050
NAME    CITY OF FAYETTEVILLE FIRE DEPT.      CITY OF FAYETTEVILLE FIRE DEPT.
ATTN    433 HAY ST./PURCHASE ORDERS            S  255 GROVE STREET
ADDRESS                                     H  T
CITY    FAYETTEVILLE                          I  O  FAYETTEVILLE
STATE   NC                                       P  NC
ZIP     28302                                    28302
COUNTRY

      INVOICE DATE 03/20/03                TERMS    30
      SHIP DATE   03/20/03                SLMN1    17
      CUST P.O.   .                        SLMN2    80
      SHIP VIA    UPS GROUND                SLMN2    %

ENTER (I)NSTANT REPRINT, 'Y' FOR REPRINT IN NEXT BATCH, OR (N)O REPRINT      I
    
```

If you know the invoice number you want to print, you can bypass Customer Inquiry and use Screen Jump **DI** for Detail Invoices, then type the **invoice #**, then **R** to reprint, and **I** for instant.

If you need to print all the open invoices that are unpaid for a customer, after pulling up the customer from Screen Jump **CI**, then **AR** for open A/R, then **type R** for reprint.

```

AR15C CW REALTIME SOFTWARE CORP                CUSTOMER OPEN A/R INQUIRY 20 May 03

CUST# 14050          CITY OF FAYETTEVILLE FIRE DEPT.          A/R BALANCE          624.85

REF #  REF DATE  DUE DATE  ORDER#  OTYPE  D  CUSTOMER  P/O#  INV TOTAL          BALANCE

39699  01/01/03  02/01/03                                     1,377.92          1,377.92
U00020 05/15/03  UNKNOWN ADDTL AMT PAIDAR04C  C          -152.63          -152.63
U00021 05/15/03  DUPE INVOICE PD                                     -450.00          -450.00
C32894 05/16/03  05/16/03          P          P          -125.44          -125.44
C32896 05/16/03  05/16/03                                     -25.00           -25.00

ENTER (P)AGE, (PB)PAGE BACK, * FOR NEXT CUSTOMER, (H)ISTORY, (TB)TRIAL BALANCE
(O)RDER#, ^ TO REDISPLAY CUSTOMER, REF. NUMBER, OR (R)EPRINT      R.....
    
```



## ACCOUNTS RECEIVABLE

### I. REPORTS

#### 2. AGED TRIAL BALANCE

At the menu for Business Control Programs, select **9** for Aged Trial Balance.

SCREEN CW REALTIME SOFTWARE CORP	Accounts Receivable	20 May 03
17 CWW		DS
SA/R	ENTER SELECTION NUMBER:	14:47:58
AS		
	FUNCTION	NMBR DESCRIPTION
		0 Select Printer
	Company	1 Company Processing
	Customer	2 Customer Processing
	Invoices/Memos	3 Invoice/Memo Processing
	Cash Application	4 Cash Receipts Processing
		5 Cash Sales Processing
		6 Daily Cash Receipts & Bank Deposit Register
	Period End	7 Finance Charge Calculation
		8 Statement Print
		<b>9 Aged Trial Balance Processing</b>
		10 Open Invoice Report
		11 Period End Cash Receipts Processing
		12 Commission Processing
	Year End	13 Year End Processing
	History	14 Customer Payment History Processing
		15 Detail Invoice Processing

**Type 2** to print an aged trial balance report. At profile prompt type ? to see which report you want.

SCREEN CW REALTIME SOFTWARE CORP	Aged Trial Balance Processing	20 May 03
17 CWW		DS
SAR09	ENTER SELECTION NUMBER:	15:27:35
AS		
	FUNCTION	NMBR DESCRIPTION
		0 Select Printer
		1 Customer Trial Balance Display
		<b>2 Customer Aged Trial Balance Report</b>
		3 Change Invoice Aging
		4 A/R Adjustments Audit Report



# Realtime Software Corporation - Accounts Receivable Manual

```
AR09B  CW REALTIME SOFTWARE CORP  CUSTOMER AGED-TRIAL BALANCE REPORT 20 May 03
      Display of the PROFILE-HEADER table, by Profile
SQ  Profile      Description
 1  EOMD         END OF MONTH DETAIL
 2  EOMS         END OF MONTH SUMMARY
 3  CUSTOM      CREATE YOUR OWN PROFILE

(C)HANGE, (P)AGE, (B)ACK, (I)NDEX, (T)OGGLE, (R)ETURN, * TO VOID, SEQ# 2...
END OF SEARCH INDEX
```

If you need to change any parameters select the appropriate line and change. Then **type Y** to print.

```
AR09B  CW REALTIME SOFTWARE CORP  CUSTOMER AGED-TRIAL BALANCE REPORT 20 May 03

 0.  ENTER PROFILE TO USE      EOMS  DESC - END OF MONTH SUMMARY

 1.  AS OF DATE FOR AGING      O S CPED 05/31/03  USE INVOICE DATE
 2.  ENTER REPORT FORMAT      C S  SUMMARY TRIAL BALANCE
 3.  ENTER CUSTOMER CLASS      A
 4.  INCLUDE INVOICES > AS OF DATE  C Y  YES
 5.  ENTER CUSTOMER NUMBER      A
 6.  ENTER SORT AND BREAK OPTION  C 3  BY CUST CLASS BY CUST #
 7.  ONLY INVOICES OLDER THAN -DAYS X

ENTER #, S)AVE PROFILE, * TO VOID, OR 'Y' TO EXECUTE      Y
PROFILE DATA HAS CHANGED, SAVE PROFILE WITH 'S' OPTION
```

**As of Date** –this is the date the system will use to age the receivables to distribute them among the appropriate buckets (normally a month-end date). As well as the as-of date, you can also specify the dates for the individual aging buckets. Invoices with future dating, will have the future amounts distributed into the appropriate buckets. There also 2 aging options here:

Invoice date – the as-of date is compared to the invoice date. Using this method, if you ran an aging as-of today’s date, an invoice dated yesterday would be considered 1 day past due.

Due date – the as-of date is compared to the due date. Any invoice with a due date within current bucket is considered current, regardless of its invoice date.

**Format** – there are 3 choices available here:

D – detail – each open a/r record is aged and printed with totals by customer

S-summary – a single aged totals line is printed for each customer

T – totals – only aged totals are printed, no detail by customer

**Customer Class** – a single class, multiple classes or all classes may be specified

## Realtime Software Corporation - Accounts Receivable Manual

---

**Include Invoices > As of Date** - there are 3 choices available here:

If "Y" to include dates greater than as of date is selected, then all open receivables will be selected.

If "N" to not include dates greater than as of date is selected, then any invoice with a TRANSACTION DATE greater than the As of Date will be ignored.

If "R" to regenerate is selected, then the system will re-create the open A/R balance as of the specified transaction date. Invoices paid since the as of date will be considered open and receivables created after the as-of date will be ignored.

**Customer Number** - a single customer, multiple customers or all customers may be specified

**Sort and Break Options** – these 6 pre-defined options determine how data is sorted and subtotaled

**Invoices Older Than NN Days** - typical entry is null here. If data is entered, then only customers who have invoices older than this number of days will be selected. For example, if this field is loaded with the number 60, the system will look at each invoice for a customer. If any one invoice is 60 days old or older, the system will then select all invoices for that customer.

## ACCOUNTS RECEIVABLE

### I. REPORTS

#### 3. STATEMENTS

Many users have their customer statements set to print in their EOM batch. The following instructions can be used to either print statements or create a profile for later use from the menu or in batch.

For statement print go to menu **SA/R** and select choice **8**.

SCREEN CW REALTIME SOFTWARE CORP	Accounts Receivable	20 May 03
17 CWW		DS
<b>SA/R</b>	ENTER SELECTION NUMBER:	14:47:58
AS		
	FUNCTION	NMBR DESCRIPTION
		0 Select Printer
	Company	1 Company Processing
	Customer	2 Customer Processing
	Invoices/Memos	3 Invoice/Memo Processing
	Cash Application	4 Cash Receipts Processing
		5 Cash Sales Processing
		6 Daily Cash Receipts & Bank Deposit Register
	Period End	7 Finance Charge Calculation
		<b>8 Statement Print</b>
		9 Aged Trial Balance Processing
		10 Open Invoice Report
		11 Period End Cash Receipts Processing
		12 Commission Processing
	Year End	13 Year End Processing
	History	14 Customer Payment History Processing
		15 Detail Invoice Processing

**Type** the profile you want to edit or execute, make any necessary changes, and then **Y** to print. This is usually done during month end process right before closing, however you may need to re-print a statement from time to time.

AR08	CW REALTIME SOFTWARE CORP	STATEMENT PRINT	20 May 03
0.	ENTER PROFILE TO USE	<b>EOM</b>	DESC - END OF MONTH STATEMENTS (ALL)
1.	ENTER AS OF DATE FOR STATEMENT	O S CPED 05/31/03	USE INVOICE DATE
2.	PRINT ZERO BALANCE ACCOUNTS ?	C N	NO
3.	INCLUDE INVOICES WITH DATE GT	C Y	YES
4.	ENTER CUSTOMER NUMBER	A	
5.	ENTER SORT OPTION	C 1	BY CUST#
6.	ENTER CUSTOMER CLASS	A	
7.	PRINT FORMS ALIGNMENT	C N	NO
ENTER #, S)AVE PROFILE, * TO VOID, OR 'Y' TO EXECUTE			<b>Y</b> .

## Realtime Software Corporation - Accounts Receivable Manual

---

**As of Date** –this is the date the system will use to age the receivables to distribute them among the appropriate buckets (normally a month-end date). As well as the as-of date, you can also specify the dates for the individual aging buckets. Invoices with future dating, will have the future amounts distributed into the appropriate buckets. There also 2 aging options here:

Invoice date – the as-of date is compared to the invoice date. Using this method, if you ran an aging as-of today's date, an invoice dated yesterday would be considered 1 day past due.

Due date – the as-of date is compared to the due date. Any invoice with a due date within current bucket is considered current, regardless of its invoice date.

**Zero Balance** - set to N normally

**Include Invoices > As of Date** - there are 3 choices available here:

If "Y" to include dates greater than as of date is selected, then all open receivables will be selected.

If "N" to not include dates greater than as of date is selected, then any invoice with a TRANSACTION DATE greater than the As of Date will be ignored.

If "R" to regenerate is selected, then the system will re-create the open A/R balance as of the specified transaction date. Invoices paid since the as of date will be considered open and receivables created after the as-of date will be ignored.

**Customer Number** - a single customer, multiple customers or all customers may be specified

**Sort Options** – these 6 pre-defined options determine how data is sorted and subtotaled

**Customer Class** – a single class, multiple classes or all classes may be specified

**Forms Alignment** – set to N normally, Y prints a sample for verify alignment to a preprinted form

## ACCOUNTS RECEIVABLE

### I. REPORTS

#### 4. PERIOD END CASH RECEIPTS REPORTS

Various period end and historical cash receipts reports are available on menu **SAR11**.

SCREEN MODS BCP-TEST6 COMPANY	Pd End Cash Receipts Procsng	08 Oct 04
13 BCP-TEST6		KAS
SAR11	ENTER SELECTION NUMBER:	12:54:46
HS		
FUNCTION	NMBR	DESCRIPTION
	0	Select Printer
	1	Period End Cash Receipts Register
	2	Daily Cash Receipts History Report
	3	Period End Cash Receipts History Report
	4	Cash Receipts History Purge
	5	Open A/R Tax Report

#### PERIOD END CASH RECEIPTS REGISTER (AND TAX REPORT)

Most users have this register run as part of their EOM batch.

This facility enables the operator to produce a summary register of all cash received and deposited during the period. The records are selected from the Cash Receipts file with a payment date less than or equal to the period end date entered. The file is sorted in bank code, payment date sequence.

In addition, a tax code report can be printed, and is sorted in tax code, payment date sequence. This is the report you would use to file taxes collected on a cash-basis.

Upon acceptance of the report, records are written to the Commission Sales Receipts file for use in calculating due and payable commissions at a later date. These records are written only if the commission flag in the Company Header Control record (CHDR) is "R" - commission sales receipts, or "B" - both commissions. After the records are printed, they are deleted from the Cash Receipts file.

#### DAILY CASH RECEIPTS HISTORY REPORT

Allows users to re-produce the reports output when processing the Daily Cash Receipts Register. This program does NOT re-process the receipt records. It is a historical query only.

## **PERIOD END CASH RECEIPTS HISTORY REPORT**

Allows users to re-produce the reports output when processing the Period End Cash Receipts Register. This program does NOT re-process the receipt records. It is a historical query only.

## **OPEN A/R TAX REPORT**

This report provides cash-basis sales tax not yet due on open accounts receivable balances. This report should be used in conjunction with the tax report produced by the Period End Cash Receipts Register to reconcile sales tax due on a cash-basis.

## ACCOUNTS RECEIVABLE

### I. REPORTS

#### 5. PAYMENT HISTORY REPORTS

Payment history reports are available on menu **SAR14**.

SCREEN MODS BCP-TEST6 COMPANY	Payment History Processing	08 Oct 04
13 BCP-TEST6		KAS
SAR14	ENTER SELECTION NUMBER:	13:25:46
HS		
FUNCTION	NMBR	DESCRIPTION
	0	Select Printer
	1	Customer Invoice Payment Inquiry
	2	Payment History Report For Checks
	3	Payment History Report For Invoices
	4	Payment History Purge

#### PAYMENT HISTORY REPORT FOR CHECKS

This report shows a listing of checks by customer, with a breakdown of the invoices which the payments were applied to. Users can specify customer(s), payment date range, check date range, check number range, and sort method

#### PAYMENT HISTORY REPORT FOR INVOICES

This report shows a listing of invoice payments by customer by invoice, with the check or other payment information the invoices were paid from. Users can specify customer(s), invoice date invoice number range, and sort method