Account Receivable (A/R) Training Outline (Don's Notes)
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In POSitive, Accounts Receivable / House Accounts allow you to let certain classes of customers "charge" their purchases and pay for them at a later date without using credit cards. The unique feature of this process is that it creates a true Accounts Receivable Module that will record and track all purchases and payments in detail (what items, date, sold or received by, tender, etc.).

To enter accounts receivable data you will need to access the Customer Module (F8) from the Management Console. Your House Accounts will most likely be staff of your school. To enter a typical teacher, you will need to complete the following:

Enter House Account Customer Data
Once in the Customer Module, go to the Add button. On the customer screen enter as much data as you feel is needed. Everything other than the customer ID and name can be added at a later date by editing the customer account.

Customer ID – This number will appear sequentially as names are added.
First Name and Last Name.
Address field - you could enter either the staff's room number or the last four digits of their phone extension or voice mail for identification and sorting purposes.
Work phone number – May be useful in future customer contacts.
E-mail address – For use in future promotions and communications.

Customer Type
Under category you have the option of choosing any of the types of customers previously entered (Employees, Staff, Students, Sports or Clubs, or Parents), or add an additional customer classification of your choice.

For **Category** - Teachers with House Accounts, select "staff".
For **Price Level -** select "our price" .
For **Tax Group** – select "normal sale", unless they may be tax exempt for some reason.

Terms
You have the option in selecting "terms" for you house accounts. Options available include:

Dating Terms – COD, 30 Days, or some other dating option.
Credit Limit – You choose any $ amount. Typical would be $100 or $200.
% Discount - A reduction in price for this type of customer. The % discount can be set at a universal amount, such as 10% or 20%. If universal, this will apply a discount to all categories of merchandise and services. If you give no discounts to staff – leave the % Discount as 0%.

** **Apply to Specific Categories** - You may also provide discounts to only specific categories (i.e. general merchandise only, no food) or change the level of discount according to each categories (i.e. food & beverages 10%, general mdse 20%). To apply this option, hit the % Discount tab and all inventory categories will appear. Enter the appropriate % discount for each category listed. Once you have done this for the first staff member, click OK. For all future customers when selected as "staff", the preset % discounts from your initial staff entry will apply.

Data Fields

The customer module has been preset with 1 data field to enter – Birth Month. You can add more or ignore this data field. The birth month can be used to for a special birthday promotion. Up to five additional data fields are available.

All customers names will appear in alphabetical order upon entry. This allows locating a customer name easier to find when making a sale, receiving a payment, or generating a statement.

Entering Existing Balances

If you have existing balances in accounts when you start using this module, you can add these existing balances to individual customer accounts and then process any new transactions reflecting this beginning amount due. To enter these balances, hit the AR Detail tab and enter the <u>total net amount due</u>. You will be prompted to enter a reason for this balance. You can enter "beginning balance" and it will show up as entered on that date.

Making a House Account Sale

The customer name must be selected. Use the Customer Sale hot key F4. Locate the customer name, highlight it and select it. The name will appear on the invoice screen and will appear on the receipt and all AR records for this transaction. When items are entered on the invoice, appropriate % discounts will apply to items as preset to apply in the staff customer classification. * If you do not have a customer listing in your data base, you can add them on the go in the middle of you invoice sale by "adding" them in them in the customer list.

Tendering a House Account Sale

To accept House Account tender (charging to an account) for an invoice sale, use the House Account tender key and process the sale. The name of the customer must have been selected before you process the transaction. The amount will be automatically updated on their account and the 30 days dating will begin.

Receiving a House Account Payment

To accept payment from a customer, access the list of customers by entering the Customer Module and highlighting the customer making the payment. Hit the Take AR Payment tab on the right side of the screen (with the green $ sign). You will need to get access to this function by entering your Sales ID and password. A screen will appear and select the enter payment tab (F3). Enter the amount of the payment with the prompt column on the screen. Access the tender key and enter the amount and type of tender. Be sure to print multiple receipts – one for the customer and one for your record of the transaction that will match the receipt of currency or check in the cash drawer. During the register daily balance, the house account payment tendered will be listed as along with your shift sales to be deposited.

Statements
At the end of the month you need to close the accounts receivable module (last day of the month after closing, or first day of new month before opening) to generate statements for customers with balances. This printed statement will be personalized and may include each individual invoice in detail along with a $ due at various dates – Current (up to 30 days), 31-60 days, 61-90 days, and over 90 days. Check the Show Transaction Details to include invoices detail in the statement. **AR Statement** – Accounting : Accounts : AR Statements :

Related AR Reports

To Close AR Accounts at End of Month – Accounting : Accounts : AR Statements : Close Monthly Statements (F9) : Process on date (F10)

Customer List - Customers : Customer List : Print (F7) : Report : Options Query

Accounts Receivable Aging Report – Summarizes AR in chronological order by due dates – Accounting : Accounts: AR Aging Reports: Options Query

AR Statement (Alternate) – Customer List : Customer Record : AR Detail : Print Statement

Accounts Receivable Activity – Accounting : Accounts : AR Activity By Date : Date

To Change Terms for Customers – Utilities : Customer Terms : Edit