Sales

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Sales Overview

In MYOB Accounting Plus, *sales* are transactions that indicate that items or services were sold to a customer. There are five layouts for sales:

- Item sales track the sale of both stock and non-stock items.

- Service sales track the sale of services and other non-stock goods.

- Time billing invoices track the sale of activities in time-based increments and items that are marked I Sell (I Buy and I Stock are optional).

- Professional sales track the sales of services and other non-stock goods, as well as the dates each individual service was sold.

- Miscellaneous sales track sales that don't require a printed invoice.

Entering sales

Sales have three different statuses: **Quote**, **Order** and **Invoice**.

You can enter a **quote** into MYOB Accounting Plus to easily provide an estimate or sales quote to a customer without creating a transaction. A quote has no impact on your stock levels and can be changed to an order or an invoice when your customer is ready to buy. It can be deleted if your customer decides not to purchase your product or service. When a quote is changed to an Order or an Invoice, the original quote will be stored in the Sales Register. If you want quotes to be removed after they're changed, choose Preferences from the Setup menu to display the Preferences window, then click the Sales tab and mark the box labeled "Delete Quotes upon Changing to and Recording as an Order or Invoice."

An **order** is a sale that you expect to occur sometime in the future. Orders aren't actual transactions that affect your financial and stock numbers; they merely store sales information until you're ready to use them. Any payments recorded for an order, however, will create a transaction in Accounting

Plus. You can record an order as an invoice if the customer completes the sale or delete it if he or she decides not to buy. Orders can't be changed to quotes once they've been entered into Accounting Plus.

> ## Note: **If you've upgraded from an MYOB product V9 or older**
>
> Orders behave much like pending sales, which no longer exist in Accounting Plus Version 11. Just like a pending sale, an order will capture all of the information available on an invoice, yet won't be recorded as a sales transaction. Also, an order will post any money received as a customer deposit, and the item will be committed, but not removed from stock. Committed items aren't exclusively saved for the order; they're still available for sale to other customers.

An **invoice** is the actual recorded sale. It records a transaction in the appropriate journal and decreases any stock on hand. Invoices can be open, closed or exist as credit memos. A recorded invoices can't be changed into a quote or an order.

You can also use the Bank Register to quickly enter completed, miscellaneous sales transactions with a single allocation account. See "Entering sales using the Bank Register" on page 281 for more information.

Before you begin entering sales into Accounting Plus, read the topics below for some helpful information.

Choose the sale you want

First, you'll select a status (invoice, quote or order) for your transaction. If you like, you can choose a layout for your customer's preferred sales form using the Card File. When you enter a customer's name in the Sales window, the default layout you designated on the customer's card will appear automatically. You can change this layout, if you wish. See "Selling Details view (Customer cards only)" on page 645 for more information.

Mark this check box *only* if you're required to show amounts on sales transactions as VAT inclusive.

If you're required to charge a VAT inclusive amount on a sale, mark the VAT Inclusive check box. The total in the Amount column will include the VAT you selected in the VAT column. For example, let's say you want to record a

VAT inclusive sale of £500 usingthe Standard VAT code. First, you'll select the VAT Inclusive checkbox, then enter a line item for £500 and select the Standard VAT code. You'll notice a VAT inclusive total of £500 in the Amount column and the Subtotal and Total Amount fields. The VAT amount of £74.47 appears in the VAT field. Click Recap Transaction if you want to view the base price allocated to the designated account and the VAT amount allocated to the VAT account.

Leave the VAT Inclusive check box unmarked if you want the total amount of the sale to increase by the VAT amount that is applied to line items. For example, if the amount of a line item is £500 and VAT is charged on the £500, the amount of the sale is £587.50, that is, £500 for the line item + £87.50 VAT.

See the following step-by-step procedure:

"Choose the sale you want" on page 291

Entering information about the customer

Regardless of the layout of the sale you're creating, you should pay special attention to the top section of the Sales window. The information you enter here will determine a number of factors about the sale, including the customer's terms for the sale and the identification numbers assigned to the transaction.

If you want to enter a sale for a customer who doesn't exist in your Card File yet, you can add a new customer record using the Easy-Add feature. Then you can quickly get back to the business of creating the sale.

You can make any changes to the customer's credit terms that affect only the transaction you're currently entering. The credit terms that appeared automatically were set up using the Easy Setup Assistant when you set up your company, the Credit Terms window that's opened from the Preferences window, or the Customer Terms Information section that can be found on the Selling Details tab in the Card Information window.

If you use MYOB Accounting Plus's Multicurrency feature, you can change the exchange rate using the Sales window. For additional information about the Multicurrency feature, see "Multicurrency Overview" on page 770.

See the following step-by-step procedure:

"Enter information about the customer" on page 292

"To enter information about a new customer (using Easy-Add)" on page 292

Billing the customer for reimbursable job expenses

In MYOB Accounting Plus, you can bill the customer for expenses you've incurred during the course of a job, if you've set up a job for this customer. There are a number of steps you need to follow to set up your jobs before you can begin billing customers for reimburseable job expenses. See "Jobs Overview" on page 151 for more information.

See the following step-by-step procedure:

"To bill the customer for job expenses" on page 169

Entering line items

The scrolling list in the middle of the Sales window is the main area where sales are created. In this area, you'll enter item numbers, activity ID numbers, descriptions, accounts and various other information that will serve as the detail for your transaction.

When you enter information in one row in the scrolling list, you enter one *line item* of the transaction. You can enter as many line items on a sale as you want. The actual fields that appear in the scrolling list differ, depending upon the sale layout you're creating.

You can insert a line in the scrolling list to separate a line item or a group of line items from one another, if you want. When the sale is printed, a blank line will appear between the line items or groups.

If you need to enter your line items in a certain order, and you find that you inadvertently left out an item, you can insert a line and enter the skipped line item. The new line can be inserted above the current line.

One or several headers can be added to a sale. If you want to group your transactions according to the type of item, activity or service you sell, you can use insert a header that identifies the group. You can insert the header as you're entering your line items, by inserting a header before you enter the next line item or you can enter your line items first and then insert headers. The header text you enter, will appear in the Description/Notes column of the sale. The text will appear dimmed when viewing the sale on the screen.

In the same manner, if you want to show one or several subtotals of the charges according to the types of items or services you sell, you may want to insert a subtotal. You can insert the subtotal as you're entering your line items by inserting a subtotal line before you enter the next line item or you can enter your line items first and then insert subtotal lines. MYOB Accounting Plus will calculate the subtotal by adding the individual amounts that appear above the subtotal line and below the last subtotal, if there is one. The subtotal text and the subtotal amount will appear dimmed when viewing the sale on the screen. The subtotal text, which appears in the Description/Notes column of the sale can be changed to the text of your choice. (The subtotal amount can't be edited.)

Deleting a line is easy, too. You can delete transaction, blank, header and subtotal lines. When you choose to delete a line the current line is deleted. All of the lines below the deleted line will move up a line. Subtotal(s), tax, total amount and balance due will be recalculated when a line with an amount is deleted.

To view these options, a card must be already entered in the Card field. You'll then click in the scrolling list of the sale and choose Edit on the menu bar. A completed sale might look something like the following illustration:

Ship	Backorder	Item Number	Description	Price	Disc%	Total	Job	Tax
			SERVICE CHARGES					
1		⇨Service - 455	Repair - Printer	$25.00		$25.00		
1		⇨Service - 102	Maintenance - Printer	$50.00		$50.00		
			Subtotal			$75.00		
			MATERIALS					
2		⇨600-101G	Gizmos	$5.25		$10.50		
5		⇨500-101D	Thingies	$28.00		$140.00		
			Subtotal			$150.50		

You can insert a line, delete a line, insert a header line or insert a subtotal line at any time before you record the sale. If your company file is changeable, these options are also available to you so that you can edit the lines after you've recorded the sale. To learn if your company file is changeable, see "What are changeable and unchangeable transactions?" on page 52

See the following step-by-step procedures:

"Enter line items" on page 293

"To assign a line item on a sale to more than one job" on page 301

"To insert a line" on page 298

"To insert a header" on page 298

"To insert a subtotal" on page 299

"To delete a line" on page 299

Entering activities and items for time billing invoices

Working in the Time Billing Command Centre, you'll create activities and enter activity slips to track tasks or services provided by your company for which you can track costs and bill customers on time billing invoices.

When it's time to enter a sale, you can easily and automatically enter the activity slips on a time billing invoice. You can enter time billing sales in two ways -- using the Work in Progress feature in the Time Billing layout of the Sales window or the Prepare Time Billing Invoice feature of the Time Billing Command Centre. In this section we'll discuss using the Work in Progress feature. For information about the Enter Time Billing Feature see "Billing for time using the Time Billing Command Centre" on page 617.

If you're creating an invoice for a customer for whom you have work in progress, you can enter activities *automatically* using the Prepare Time Billing Invoice window.

Using the Prepare Time Billing Invoice window allows more flexible, detailed and accurate activity slips and time billing records. You can bill for activity slips partially or in full. You can also enter adjustments to the billing amounts on the activity slips before you include them on the invoice. When you record the invoice, your activity slips are updated automatically.

You can also enter activities on a time billing invoice *manually*, but no activity slip records will exist for the activities you include. Many time billing reports are based upon activity slip records, so you may want to enter activities automatically using the Work in Progress view of the Prepare Time Billing Invoice window instead.

Items can also be entered on a time billing invoice. If you wish to include items on a time billing invoice, the preference I Include Items on Time Billing Invoices must be marked in the System view of the Preferences window.

See the following step-by-step procedures:

"To enter activities (automatically) and items on a time billing invoice" on page 296 - Step 4 of Entering sales

"To enter activities (manually) and items on a time billing invoice" on page 298 - Step 4 of Entering sales

Completing the sale
If you choose, MYOB Accounting Plus allows you to add useful information about your sale, such as a journal entry memo or an referral source (the way your customer found out about your business). You can also record details about the customer's payment with the Applied Payment Details window. For example, if the customer paid by cheque, you can enter the cheque number. If another customer pays by credit card, you can enter the credit card number, expiration date and other related credit card information.

If you'd like, you can use the customer's card to set default entries for several fields in the Sales window. See "Selling Details view (Customer cards only)" on page 645 and "Enter payment details (customers and suppliers)" on page 657 for more information.

You can track the progress of your employees' sales performance by assigning their names to individual sales transactions. When you do this, each employee's sales amounts are added together and stored on a monthly basis. You can then use this information to analyse your company's sales on a salesperson-by-salesperson basis and to pay sales commission to your employees. See "Distribute other types of wages (optional)" on page 581 to learn more about including commissions on employee paycheques.

VAT codes can be automatically assigned to *items* that you sell using the Selling Details view of the Item Information window and to *customers* using the Selling Details view of the Card Information window. (The VAT code assigned to an item will be used on a sale when both the item and the customer have been assigned VAT codes.)

The automatic entries can be changed in the Sales window, if you wish. All parts of the sale (line items and carriage charges) to which you've assigned VAT codes will be taxed based on the VAT codes's VAT rates.

If, after you've entered all your line items and carriage charges, the sales VAT amount that appears in the VAT field isn't the amount you want to bill the customer, you may want to manually adjust the amount. Click the arrow next to the VAT field to open the Tax Information window; you can adjust the amount in the VAT column.

See the following step-by-step procedure:

"Complete the sale" on page 301

Choosing what to do with the sale

When you're finished making entries in the Sales window, there are a number of tasks you can perform with the transaction. Be sure to review all the following options before you choose what you want to do.

You can select Recap Transaction from the Edit menu to see how a sale will affect your financial records before you record it. Other options include printing and recording sales and creating a recurring sale.

You can print, email or fax a sale and record it at the same time by clicking the Record button if you've set up your preferences properly. To do this, choose Preferences from the Setup menu to display the Preferences window, then click the Sales tab and mark the box labeled "Automatically Print/E-mail/Fax Sales When They're Recorded."

See the following step-by-step procedure:

"Choose what you want to do with the sale" on page 304

Entering sales using the Bank Register

The **Bank Register** allows you to quickly and efficiently enter all your transactions for asset accounts with bank privileges or liability accounts with credit card privilege from one window. You can also view a complete transaction history for a selected date range of each of these accounts and open the source window of each transaction for more detailed information.

While the Bank Register is quick and convenient, it is not appropriate for every sales transaction. Keep these points in mind:

*   If a transaction uses more than one account, you cannot use the Bank Register. Enter the sale in the Sales window, following the procedure described in "Entering sales" on page 273.

*   A Sale that is entered in the Bank Register is always a Miscellaneous sales layout and is a completed transaction (sale and payment).

> ## Note: The Bank Register is a convenient tool for data entry, not the actual transaction window.
> When you enter an Enter Sales transaction in the Bank Register, it is as if you had opened, entered and recorded the information in both the Miscellaneous layout of the Sales window and the Receive Payments window.

The data entry area appears in the bottom portion of the window and the top portion displays the transactions in a scrollable list

The list in the upper left corner of the Bank Register displays only asset accounts with bank privileges and liability accounts with credit card privilege.

See the following step-by-step procedure:

"Entering sales in the Bank Register" on page 254

Printing invoices, packing slips and labels

You can print and reprint individual sales, packing slips and delivery or mailing labels, or you can print several of these MYOB Accounting Plus documents at the same time -- the choice is yours.

Accounting Plus also allows you to easily choose the way you send your forms to your customers. By clicking the Send To button, you can email, fax or save forms to your hard drive.

These three types of sales documents all are printed from the Forms Selection window, so finding the documents you need to print is an easy process.

You can also customise the look of your printed sales forms, packing slips and labels. After you've recorded an invoice, you can print it, along with an accompanying packing slip and a delivery or mailing label, if you want. You can also choose a specific set of forms to print.

If you want to print some sales you've already printed, be sure the Unprinted or Unsent Sales Only selection isn't marked in the Forms Selection window.

If you're unable to make entries or selections in your print window, your printer driver software may not be up to date. See "Choosing preference settings for reports and forms" on page 976 for more information.

See the following step-by-step procedures:

"To choose the forms you want to print" on page 311

"To choose a form layout for your sales forms" on page 311

"To print and reprint your invoices" on page 312

"To reprint a single invoice" on page 313

"To email a sale or purchase" on page 1064

"To save a sale or purchase as a PDF file to attach to an email" on page 1065

"To fax a sale or purchase" on page 1068

Printing statements

At the end of your billing periods, you'll probably want to print statements for customers that summarise their activity with your company. MYOB Accounting Plus statements contain all the necessary information for customers to quickly review their current billing status. There are two types of statements: invoice and activity.

Invoice statements include most sales invoices. The only invoice that won't appear on the invoice statement is an invoice that has been paid in full. Quotes and orders never appear on an invoice statement.

Activity statements include all sales invoices and orders with a customer deposit. Quotes never appear on an activity statement.

You can customise the look of your printed statements. See "Customising forms" on page 1017 for more information.

If you're unable to make entries or selections in your print window, your printer driver software may not be up to date. See "Choosing preference settings for reports and forms" on page 976 for more information.

Finance charges

Finance charges are calculated when you print customer statements. Finance charges can be printed on customer statements, if you wish. However, finance charge amounts are not automatically tracked by Accounting Plus; they're merely printed on the statements. This gives you the freedom to decide how you want to deal with finance charges. When you print customer statements, the credit terms you've set up for the customers whose statements you're printing will be used to calculate each customer's finance charge amount. See "Assigning credit terms to your customers" on page 645 for more information.

If you assign finance charges to balances that aren't paid by their due date, finance charges will be assessed beginning the day after the due date. Due dates and finance charge amounts are determined by the selections you make for each of your customers in the % Monthly Charge for Late Payment field of the Selling Details view of the Card Information window.

A finance charge amount is calculated in Accounting Plus by multiplying the customer's overdue balance by 1/30th of the monthly finance charge rate for each day the balance is overdue. For example, if a customer's overdue balance is £100 and their monthly finance charge rate is 1.5%, their

daily finance charge rate is .05% (1/30th of 1.5%), and their finance charge amount for each day their payment is overdue is £0.05 (£100 multiplied by .05%).

If a customer pays part of an overdue balance during the overdue period - and you use the Customer Payments window to apply the payment - the finance charge amount that's calculated will be based upon the remaining overdue balance.

See the following step-by-step procedures:

Recurring templates

If you plan to record the same sale on a regular basis, you may want to consider creating a recurring template. When you create a recurring template, the transaction information is saved in a separate "holding area" where you can retrieve the transaction as many times as you want in the future. Until you record them, recurring templates have no effect on your financial records.

See the following step-by-step procedures:

Finding sales

After you record a sale, you might want to view the transaction sometime in the future. All sales can be found using the Sales Register. The Find Transactions window can be used for posted transactions only and offers a variety of search methods. You can find recurring templates in addition to quotes, orders and invoices. Invoices and orders with payments applied to them can be found using both the Find Transactions window and the Sales Register. Quotes, orders and recurring templates can be found using the Sales Register.

See the following step-by-step procedures:

Reviewing your sales activity

An important part of managing your business revolves around collecting your sales data and understanding its effects on your overall financial picture. MYOB Accounting Plus contains a number of tools that you can use to review your sales activity so you can make better decisions about your business.

- The Sales Register allows you to view an overall picture of your sales activity. Using just one window, you can quickly and efficiently look at open and closed invoices, quotes, orders, returns and credits and recurring templates. You can even view a list of all sales, if you choose.

  You can perform several Accounting Plus functions using the Sales Register, such as deleting a sale or changing the status of a sale. If one of your customers gives you a deposit, you can easily access the Receive Payments window. You can also display the Settle Returns & Credits window if you want to apply a customer credit to a sale or offer a refund.

  > ### Note: You can still use the Find Transactions window to find invoices
  >
  > You may want to use the Find Transactions window if you're searching for a specific invoice. There are more detailed search methods available to you in the Find Transactions window than in the Sales Register. See "Finding sales" on page 284 for more information.
  >
  > Please note that quotes and orders without payments applied to them don't appear in the Find Transactions window because they don't affect your financial numbers. They can be found using the Sales Register or the Select From List that appears in the Sales window when you enter a customer's name.

- The To Do List window provides a quick way to review your transactions in Accounting Plus, including outstanding debtors, recurring sales and

purchases with expiring discounts. If you choose, you can automatically record transactions using the To Do List.

- The Find Transactions window allows you to gain a detailed history of the activity related to a particular sale. In this window, you can view the sale itself, as well as any payments and other adjustments made to the transaction.

- The Analyse Receivables window provides you with the tools to evaluate how much and how old your customers' outstanding sales balances are. You can also use the Analyse Sales window to understand the "big picture" of your sales activity. This window will help you spot business trends and anticipate your company's future needs.

- The Transaction Journal window lists all your sales, as well as other transactions you've entered into Accounting Plus.

- The **Reports** option opens the Index to Reports window. You can use this window to print virtually all of the reports available with Accounting Plus; you also can display these reports on your computer screen if you like.

See the following step-by-step procedures:

"To view sales in the Sales Register" on page 319

"To display a list of all sales on your screen using the Transaction Journal" on page 319

"To display a list of open sales on your computer screen using the To Do List" on page 320

"To display a list of recurring sales on your computer using the To Do List" on page 322

"To display a list of orders on your screen using the To Do List" on page 323

"To print a list of all your sales" on page 323

"To print a list of your sales by status" on page 324

"To print a list of all your recurring sales templates" on page 324

"To view a sale's history" on page 325

Changing, removing and reversing sales

In MYOB Accounting Plus, sales can be easily changed, removed or reversed. Quotes and orders can be changed or removed at any time. The grouping of line items on a sale can be changed by inserting a line, deleting a line, inserting a header line or inserting a subtotal line. The ability to change, remove or reverse an invoice depends on the way you set up Accounting Plus. An important point to consider is if the sale in question is changeable or unchangeable. If your sale is changeable, you can make changes to a sale or remove the sale altogether from your ledger.

Unchangeable transactions work differently. By reversing an unchangeable sale, the effects of your original sale will no longer be part of your ledger; however, a record of the reversed sale, called a reversing transaction, will remain. Then, if you want, you can enter a new, correct transaction to replace the transaction you reversed. See "What are changeable and unchangeable transactions?" on page 52 for more information.

When you remove a recurring template, the template is removed from your list of recurring templates only. Any transactions you recorded using a recurring template you remove won't be affected.

Changing the status of a sale

You can change the status of a sale. If you enter a quote or an order into Accounting Plus, you can easily convert it to an invoice once your customer is ready to buy your product or service. A quote can be changed into an order or invoice. An order can only be converted to an invoice.

See the following step-by-step procedures:

Entering time billing sales

In MYOB Accounting Plus, you can use the Time Billing layout to record the sale of activities and items. The activities are those for which you've entered information in the Activity Information window. The items are those in your Items List for which you've marked I Sell.

NOTE: In order to include both activities and items on a time billing invoice, the preference I Include Items on Time Billing Invoices must be marked in the System view of the Preferences window.

You can enter activities automatically in the time billing sales layout by selecting the activities you want to bill using the Time Billing Customers window or you can enter activities manually.

Activities that can be recorded automatically are those that have been entered in the Enter Activity Slip window. If you enter activities manually, no activity slip information will be recorded and so the activity won't be reflected in time billing reports that are based upon activity slip information. Also, items that are entered in the time billing sales layout, won't be reflected in time billing reports that are based upon activity slip information.

Additional time billing windows

The Time Billing Customers window lists the customers who have open activity slips with your company. In Accounting Plus, open activity slips, or works in progress, are activity slips for which you haven't billed the customer in full.

The Prepare Time Billing Invoice window allows you to view all open activity slips for a particular customer, or those for a particular employee or supplier. You also can view activity slips for all jobs or a single job. You can view the billing information on the activity slips in hours and units or as sum.

The Prepare Time Billing Invoice window also allows you to enter and adjust the billing information for activity slips just as you would in the Enter Activity Slip window. As you make changes in the Prepare Time Billing Invoice window, your activity slip records are updated automatically. When you're finished updating the Prepare Time Billing Invoice window, your sale will appear as an invoice in the Sale window. If you choose, you can record your sale as a quote or an order.

You can also enter time billing sales using the Prepare Time Billing Invoice window in the Time Billing Command Centre. To learn more about this method, see "Billing for time using the Time Billing Command Centre" on page 632.

See the following step-by-step procedure:

"Entering sales" on page 291

Tracking work on retainer

In MYOB Accounting Plus, you can track work on retainer in two ways. The first is to create a customer credit for the retainer amount and then apply the outstanding payment to invoices you record for the customers who retain you. The other is to create an order on which you can enter billing information when you're ready to record it as an invoice. Either method will work well, but they both affect your accounts in a different way. You may want to ask your accountant which method is best for you.

Tracking work on retainer using a customer credit

Using this method, you'll create a customer credit for the customer. When you're ready to bill the customer for sales activity, you'll create an invoice and then apply the customer credit to the invoice using the Settle Returns & Credits window.

Use this method of tracking work on retainer if you plan to perform many activities for the customer over an extended period of time.

Please note that when you record a blank invoice to create a customer credit, your default chebank account for customer receipts is debited and your sales ledger account (usually an asset account) is credited.

See the following step-by-step procedure:

"To track work on retainer using a customer credit" on page 308

Tracking work on retainer using an order

Using this method, you'll create an order for the customer. When you're ready to bill the customer, you'll convert the order into an invoice.

Use this method of tracking work on retainer if you plan to record the entire retainer amount all at once.

Please note that when you create an order to record the retainer amount, your default chebank account for customer receipts is debited and your linked account for customer deposits (usually a liability account) is credited.

See the following step-by-step procedure:

"To track work on retainer using an order" on page 309

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Entering sales

Step 1: Choose the sale you want

If you haven't already read the Sales Overview, see "Changing the status of a sale" on page 287 and "Entering sales" on page 273 for more information.

▶ To choose the status of the sale

The Sales window should be displayed.

1. If you'd like a status other than the one displayed in the status field, click the arrow to view a drop-down list.

2. Choose Quote, Order or Invoice from the drop-down list.

▶ To change a sale's layout

The Sales window should be displayed.

1. The layout displayed in the Sales window is determined by the default setting on the customer's card. If you wish to change this layout, click the Layout button to display the Layout window.

2. Choose the layout (service, item, professional, time billing or miscellaneous) you want to use.

3. Click OK.

▶ To enter a VAT inclusive sale

The Sales window should be displayed.

Click the VAT Inclusive check box. See "Choose the sale you want" on page 274 for more information about VAT inclusive sales.

Step 2: Enter information about the customer

If you haven't already read the Sales Overview, see "Entering information about the customer" on page 275 for more information.

▶ To enter information about an existing customer

1. Enter the customer's name, or click the search icon next to the Customer field and choose a name.

2. Several fields will be filled in automatically. You can change this information, if you wish.

3. Enter the purchase order number in the Customer PO No.field if the customer gave you a purchase order for this transaction.

▶ To enter information about a new customer (using Easy-Add)

1. Type the new customer's name in the Customer field.

2. Press ENTER. A search list of existing customers appears.

3. Click Easy-Add. The new customer's name is added to your Card File, and the search list disappears.

4. Enter the delivery address in the Deliver To field.

5. Enter the purchase order number in the Customer PO No. field if the customer gave you a purchase order for this transaction.

   Keep in mind that you haven't fully set up the record for the new customer. When you have a spare moment, remember to use the Card File Entry window to complete the customer's record.

▶ To change the customer's credit terms for this transaction

1. Click the zoom arrow next to the Terms field.

2. Make the changes you want in the Credit Terms window.

3.   Click OK.

▶ **To change the exchange rate (if you're using Multicurrency)**

1.   Click the Exchange Rate button.

2.   Enter the exchange rate you want to use for the transaction.

3.   To change the exchange rate for all future transactions, mark the Update Current Exchange Rate in the Currency List with Transaction Exchange Rate option.

4.   Click OK

Step 3: Bill the customer for reimbursable job expenses (optional)

If you haven't already read the Sales Overview, see "Billing the customer for reimbursable job expenses" on page 276 for more information.

See "To bill the customer for job expenses" on page 169 for step-by-step procedures.

Step 4: Enter line items

If you haven't already read the Sales Overview, see "Entering line items" on page 277 for more information.

Line items are entered in the scrolling window in the middle of the Sales window.

▶ **To enter line items on an item sale**
If you haven't already read the Sales Overview, see "Entering line items" on page 277 for more information.

1.   In the Deliver column, enter the quantity of the item you're selling today.

2. If some items are unavailable, enter the backordered quantity in the Backorder column. If you want to assign the same number to an order and invoice created in the same transaction, select Preferences from the Setup menu. Click the Sales tab and mark the "Retain Original Invoice Number on Backorders" preference.

Note: When you enter a quantity in the Backorder field

If you make an entry in the Backorder field, the backordered quantity will be included on the invoice when you print the invoice. The value of the backordered items, however, won't be included on the invoice.

If you don't want your customers to see that you've backordered items to fill their order, leave the Backorder field blank and complete the rest of the invoice. When you're finished, create an order that contains only the backordered quantity.

---

3. Enter the item number in the Item Number column, or press TAB to display a list of items to choose from.

4. The Description, Price and Total fields will be filled in automatically. You can change these fields, if you want.

   If you'd like to enter a blank line between line items, see "To insert a line" on page 298.

5. Enter a volume discount percentage in the Disc% field, if applicable.

6. Enter a job number in the Job field to assign a line item to a job, if you want. Click the arrow to view a list of your existing jobs. You can add a new job, if you wish.

7. Enter a VAT code for the line item in the VAT field.

8. Repeat steps 1 to 7 for the next line item. If you want to enter a blank line in between line items, see "To insert a line" on page 298.

   If you need to assign one line item to more than one job, you can use multiple line items to record the transaction. See "To assign a line item on a sale to more than one job" on page 301 for more information.

▶ To enter line items on a service or professional sale

If you haven't already read the Sales Overview, see "Entering line items" on page 277 for more information.

1. Enter the date when each line item occurred in the Date column (professional sales only).

2. Enter a description of the item or service you're selling in the Description column.

3. Enter the account you want to assign to each line item in the Acct No. column, or click the arrow to display a list of accounts to choose from or create a new one.

4. Enter the amount you want to charge for each line item.

5. Enter a job number in the Job field to assign a line item to a job, if you want. Click the arrow to view a list of your existing jobs. You can add a new job, if you wish.

6. Enter a VAT code for the line item in the VAT field.

7. Repeat steps 1 to 6 for the next line item.

▶ To enter line items on a miscellaneous sale

If you haven't already read the Sales Overview, see "Entering line items" on page 277 for more information.

1. Enter a description of the item or service you're selling in the Description column.

2. Enter the account you want to assign to the items or services in this transaction. The account's name will appear in the next column. Click the arrow if you wish to display a list of accounts to choose from or create a new one

3. Enter the amount you're charging for each line item.

4. Enter a job number in the Job field to assign a line item to a job, if you want. Click the arrow to view a list of your existing jobs. You can add a new job, if you wish.

5. Enter a tax code for the line item in the Tax field.

6. Repeat steps 1 to 5 for the next line item.

▶ # To enter activities and items on a time billing sale

If you haven't already read the Sales Overview, see "Entering activities and items for time billing invoices" on page 278 for more information.

Choose the method you wish to use:

"To enter activities (automatically) and items on a time billing invoice" on page 296

"To enter activities (manually) and items on a time billing invoice" on page 298

NOTE: In order to include both activities and items on a time billing invoice, the preference I Include Items on Time Billing Invoices must be marked in the System view of the Preferences window.

To enter activities (automatically) and items on a time billing invoice

1. Click the Work in Progress button. The Prepare Time Billing Invoice window appears with the Work In Progress tab selected. All the customer's open activity slips appear in the list.

1. Don't worry if you see some slips you don't intend to bill for, but be sure the invoice or all the slips you want to include are displayed. There are different ways to view an activity slip:

   "To view activity slips for a particular employee or supplier" on page 297
   "To view activity slips by job" on page 297
   "To view activity slips for a particular job" on page 297
   "To view billing information in hours and units" on page 298

2. Enter the amount or number of hours you want to include on the time billing invoice in the Bill field. The amounts in the Left to Bill field will change to reflect your entry. Any activity slip with 0.00 units or £0.00 in the Left to Bill field is considered billed in full.

3. Enter any adjustments you want to make for each activity slip using the Adjustment field. Enter adjustments just as you would in the Enter Activity Slip window. The amounts in the Left to Bill field will change to reflect your entries.

4. Mark the Consolidate Activities On Invoice selection if you've billed activity slips for the same activity and job number and you want those activity slips to appear as a single line item on the invoice.

5. Mark the Use Activity Slip Notes Instead of Activity Name/Description On Invoice selection if you want the notes you entered in the Enter Activity Slip window for each activity slip to appear on the invoice instead of activity names or descriptions.

6. Click the Prepare Invoice button. The Sales window appears and the activity slips you selected in the Prepare Time Billing Invoice window are displayed.

7. If you also want to bill customers for items along with your activity slips, enter the item number in the Activity column.

    NOTE: In order to include both activities and items on a time billing invoice, the preference I Include Items on Time Billing Invoices must be marked in the System view of the Preferences window.

8. Enter the number of items you're selling in the Hrs/Units column.

9. Repeat steps 8 and 9 for each item you wish to add to the invoice.

▶ ## To view activity slips for a particular employee or supplier

Enter the card you want in the Selected field below the All Employees and Suppliers selection. You also can click the Search icon and choose the card from the list that appears.

▶ ## To view activity slips by job

Mark the Sort By Job selection.

▶ ## To view activity slips for a particular job

Enter the job in the Selected field below the All Jobs selection. You also can click the Search icon and choose the job from the list that appears.

▶ To view billing information in hours and units

Mark the Work In Hrs/Units selection. You can change this selection at any time as you work in this window. You may want to alternate the way you view billing information as you make entries.

To enter activities (manually) and items on a time billing invoice

1. Enter the date when you performed each activity in the Date field.

2. Enter the number of hours or billing units for which you want to bill the customer in the Hrs/Units field.

3. Enter the ID number of the activity for which you're billing the customer in the Notes field.

4. The total amount of each line item appears on the Amount field. You can change it, if you want.

5. Enter a job number in the Job field to assign a line item to a job. Click the arrow to view a list of your existing jobs. You can add a new job, if you wish.

6. Enter the code in the VAT column if you want to assign taxes to an activity. Click the arrow to view a list of your existing VAT codes. You can add a new VAT code, if you wish.

7. To finish creating a time billing invoice, proceed to Step 5: "Complete the sale" on page 301.

▶ To insert a line

If you haven't already read the Sales Overview, see "Entering line items" on page 277 for more information.

The Sales window should be displayed.

1. Click in a line of the scrolling list. (The new line will be inserted above this line.)

2. Select Insert Line from the Edit menu.

▶ To insert a header

If you haven't already read the Sales Overview, see "Entering line items" on page 277 for more information.

The Sales window should be displayed.

1.   Enter a customer card in the Customer field.

2.   Choose where you want the header to be inserted:

     If the line on which you want to insert the header is empty -- no transaction is entered on the line, and it's not a blank, header or subtotal line -- click in the line. (The header will be inserted here.)

     Click on a line where there is a transaction, blank, header, or subtotal line entered on the line. (The header will appear above the line.)

3.   Select Insert Header from the Edit menu; a line will be added.

4.   Enter the text you want for your header in the Description column of the header line.

▶   **To insert a subtotal**

If you haven't already read the Sales Overview, see "Entering line items" on page 277 for more information.

The Sales window should be displayed.

1.   Choose where you want the subtotal to be inserted:

     If the line on which you want to insert the subtotal is empty -- no transaction is entered on the line, and it's not a blank, header or subtotal line -- click in the line. (The subtotal will be inserted here.)

     Click on a line where there is a transaction, blank, header, or subtotal line entered on the line. (The subtotal will appear above the line.)

2.   Select Insert Subtotal from the Edit menu.

▶   **To delete a line**

If you haven't already read the Sales Overview, see "Entering line items" on page 277 for more information.

The Sales window should be displayed.

1.   Click on the line you want to delete

2. Select Delete Line from the Edit menu.

▶ To assign a line item on a sale to more than one job

If you need to assign one line item to more than one job, use multiple line items to record the transaction. For example, assume you want to include 100 gadgets on an item sale, but you want to assign 30 gadgets to job 12 and 70 gadgets to job 43.

1. In the first line item of the transaction, enter the Gadgets item number in the Item Number field, then enter 30 in the Deliver field and 12 in the Job field.

2. In the second line item of the transaction, enter the Gadgets item number again in the Item Number field, enter 70 in the Deliver field and 43 in the Job field.

Step 5: Complete the sale

If you haven't already read the Sales Overview, see "Completing the sale" on page 279 for more information.

The actual fields that appear at the bottom of the Sales window differ, depending upon the sale layout you've selected. Some of the fields may be filled in automatically if you selected default entries in the customer's card file. All the following fields are optional; complete only those that apply to the sale you're entering:

- Salesperson
- Comment
- Deliver Via
- Delivery Date
- Carriage

- Journal Memo
- Referral Source
- Paid Today
- Payment Method
- Already Printed or Sent

To add, edit or delete menu options in the Select From Lists for the Comment, Deliver Via, Referral Source or Payment Methods fields, see "To add or edit Sales Information" on page 303 or "To remove Sales Information" on page 303.

▶ To enter payment details

Click the Details button to enter additional information about the customer's payment in the Applied Payment Details window, if you wish.

You can deposit the amount listed in the Paid Today field into a designated account or the Undeposited Funds Account.

If you want, you can change the Deposit to Account account by selecting Linked Accounts from the Setup menu. Choose Sales Ledger Accounts to display the Sales Ledger Linked Accounts window. Enter an account with chebank privileges in the Banking Account for Customer Receipts field.

To change the Undeposited Funds Account, select Linked Accounts from the Setup menu. Choose Nominal Ledger to display the Nominal Ledger & Chequebook Linked Accounts window. Enter an account with chebank privileges in the Chebank Account for Undeposited Funds field.

▶ To change VAT amounts

1. Click the zoom arrow next to the VAT field to open the Tax Information window.

2. Enter the new VAT amounts in the VAT column.

3. Click OK. The total VAT amount displayed in the VAT field will change to reflect the change you made.

   Click the Recalculate button if you want the VAT amount to be restored to an amount that's based on the VAT codes assigned to the transaction.

> ### Warning: VAT amounts change automatically
>
> The amount in the VAT field will change whenever you change an amount in the line item area or the Carriage field, regardless of whether you've changed the VAT amount manually. If you change a transaction's information *after* manually changing its VAT amount, be sure to review the amount in the VAT field again to ensure that the amount is still the amount you want.
>
> If, at a later time, you realise the original VAT amount was correct, open the VAT Information window again and click the Recalculate button. The VAT amount will be restored to an amount that's based on the VAT codes assigned to the transaction.

▶ To add or edit Sales Information

The Sales & Purchases Information window should be displayed.

1. Click the tab (Comments, Delivery Methods, Referral Source or Payment Methods) for the entry you want to add or edit.

2. Click New to create a new comment, delivery method, referral source or payment method or click Edit to change an existing one.

3. Enter a new comment, delivery method, referral source or payment method, if you clicked New, or edit the existing one, if you clicked Edit.

4. Click OK.

▶ To remove Sales Information

The Sales & Purchases Information window should be displayed.

1. Click the tab (Comments, Delivery Methods, Referral Source or Payment Methods) of the entry you want to delete.

2. Highlight the comment, delivery method, referral source or payment method you want to remove.

3.   Select Delete Comment, Delivery Method, Referral Source or Payment Method from the Edit menu.

4.   Click OK.

Step 6: Choose what you want to do with the sale

If you haven't already read the Sales Overview, see "Choosing what to do with the sale" on page 280 for more information.

▸ To see how the sale will affect your financial records

Choose Recap Transaction from the Edit menu to view the accounting entries that will be made to your financial records when you record the sale.

▸ To print and record a sale

1.   Click the Print button in the Sales window.

2.   A message appears, explaining that the transaction will be recorded before it's printed. Click OK to begin the printing process.

▸ To record the sale

To record the sale without printing it, click the Record button.

▸ To save the sale as a recurring sale

The sale you want to save should be displayed in the Sales window.

1.   Click the Save Recurring button to open the Save Recurring Template window.

2.   Enter the necessary information about the template in this window.

3.   Click Save Template to close the Save Recurring Template window.

4.   If you want to record the sale as an actual transaction now, click the Record button in the Sales window. If you don't want to record the sale at this time, click the Cancel button.

C h a p t e r   3

Entering sales using the Bank Register

Step 1: Select the account where the money from the sales transaction will go

If you haven't already read the Sales Overview, see "Entering sales using the Bank Register" on page 281 for more information.

The Bank Register window should be displayed.

To create a new Sales transaction, first select an account from the list in the upper left of the window. Then proceed to Step 2.

Note: There is no default account in the Bank Register

The account you select in this field is the account that is used. Even if you selected the option When I Receive Money, I Prefer to Group It with Other Undeposited Funds in the Banking view of the Preferences window, you must select Undeposited Funds here to apply the transaction to that account.

Step 2: Enter details about the transaction

If you haven't already read the Sales Overview, see "Entering sales using the Bank Register" on page 281 for more information.

The Bank Register window should be displayed

1.   In the Type field, select Enter Sale.

2. The next ID No. in sequence from the last transaction and the system date appear in the ID No. and Date fields. You can use or change these entries.

3. Enter the customer's name, or click the search icon next to the Customer field and choose a name.

4. In the Amount field, enter the amount of the sale.

You can use the Memo field to record the purpose of the transaction. We recommend that you make a detailed comment, so you'll be able to identify the purpose of the transaction when you review your records later on. The name you selected in the Name field appears here by default.

Note: There is no Payment Method field in the Bank Register

The payment method and details used are the ones you assigned to the customer in the Payment Details view of the Card Information window.

If there is no default payment method assigned to the selected customer, no payment method is assigned to the transaction.

If the method or details of this sale differ from the default information or there is no default information and it is important to you that the payment method or details are recorded, you should enter the sale in the Sales window.

Step 3: Indicate which accounts will be affected by the transaction

If you haven't already read the Sales Overview, see "Entering sales using the Bank Register" on page 281 for more information.

The Bank Register window should be displayed

1. In the Account field, select which account will be affected by the transaction.

> ### Note: If the transaction requires more than one allocation account
> The Bank Register can be used for quick entry of sales with just one allocation account. If a transaction uses more than one account, enter the sale in the Sales window. Follow the procedure described in "Entering sales" on page 253.

2.   Select the tax code, if any, that applies to this transaction. If a tax code is entered, the Amount is calculated as tax inclusive.

Step 4: Choose what you want to do with the transaction

If you haven't already read the Sales Overview, see "Entering sales using the Bank Register" on page 281 for more information.

▶ ## To record the transaction
The Bank Register window should be displayed.

To record the transaction, click the Record button.

Chapter 4

Tracking work on retainer

Tracking work on retainer using a customer credit

▶ To track work on retainer using a customer credit

If you haven't already read the Sales Overview, see "Tracking work on retainer" on page 290 for more information.

Recording the retainer amount
The Sales window should be displayed.

1. Create a blank invoice for the customer who paid you the retainer amount. Click the arrow in the upper left corner of the Sales window and select Invoice, if necessary.

2. Enter the customer's name in the Customer field. *Don't* make any additional entries, other than the ones described in the following steps.

3. Enter the retainer amount paid to you by the customer in the Paid Today field of the sale.

4. Click Record. A message will appear asking if you want to record a transaction with so little information.

5. Click OK.

6. When you've performed activities for the customer and you're ready to bill the customer, use the Sales window to record an invoice as you usually do.

Applying the customer credit to the customer's balance

7.   Click Sales Register in the Sales Command Centre and then click the Returns & Credits tab.

8.   Select the customer credit you created in step 5, then click Apply to Sale. The retainer amount you entered on the invoice in step 3 appears in the Credit Amount field.

9.   In the scrolling list, click the Amount Applied field for the invoice you created in step 6. The amount displayed in the Total Due field appears, or if the amount in the Total Due field is greater than the retainer amount, the retainer amount appears.

     If you're applying an amount less than the full retainer amount, click the Credit Amount field to adjust the total amount being credited.

10. Click Record. The customer's retainer amount is reduced. If any amount remains, the customer's credit isn't fully applied; the remaining amount can be applied to other invoices, now or at some other time in the future.

11. If the customer credit still exists, follow steps 6 to 9 each time you want to bill the customer.

Tracking sales on retainer using an order

▶ ## To track work on retainer using an order

If you haven't already read the Sales Overview, see "Tracking work on retainer" on page 290 for more information.

Record the retainer amount as an order
The Sales window should be displayed.

1.   Click the arrow in the upper left corner of the Sales window and select Order.

2.   Enter the name of the customer who has paid you a retainer amount in the Customer field.

3.   Without entering any line items, enter the retainer amount in the Paid Today field.

4.   Click Record. A message will appear asking if you want to record a transaction with so little information.

5.   Click OK.

Add line items to the order and change it to an invoice

6.   When you're ready to bill the customer for activities you've performed, open the Sales window and enter the customer's name in the Customer field. The Select From List window appears, displaying all the quotes and orders for this customer.

7.   Highlight the order you created in steps 1 to 6 and click Use Sale. The order you selected will appear in the Sales window.

8.   Prepare line items for the order just as you normally would.

If you're using a Time Billing order, click the Work in Progress button to open the Prepare Time Billing Invoice window. Prepare line items for the invoice just as you normally would and click Prepare Invoice. See "To enter line items on a service or professional sale" on page 295 for more information. The line items you prepared appear on the order in the Sales window.

9.   Click the Change to Invoice button. The order has been converted to an invoice.

10. Click Record.

If you didn't bill the customer for the entire retainer amount, the invoice is recorded as paid in full and the remaining amount from the retainer is recorded on a credit invoice. You can apply the credit to other invoices in the Settle Returns & Credits window.

If you've exceeded the retainer amount on the invoice, you can apply payments to the balance of the invoice in the Receive Payments window.

Chapter 5

Printing invoices, packing slips and labels

Choosing the sales, packing slips and labels you want to print

▶ ### To choose the forms you want to print

If you haven't already read the Sales Overview, see "Printing invoices, packing slips and labels" on page 282 for more information.

 The Forms Selection - Print Sale Forms window should be displayed.

1.   Choose the sale layout you want to print in the Form Layout field.

2.   Choose the status of the sale that you want to print in the Sale Status field.

3.   Mark Unprinted or Unsent Sales Only to print only the sales you haven't already printed or sent.

4.   Enter the date range of the sales you want to print, if you choose.

5.   Enter the range of invoice numbers you want to print, if you choose.

6.   Choose the appropriate form from the Selected Form for Sale list.

7.   Click OK.

▶ ### To choose a form layout for your sales forms

If you haven't already read the Sales Overview, see "Printing invoices, packing slips and labels" on page 282 for more information.

In the Forms Selection - Print Sale Forms window, you can choose to print your sales forms on pre-printed paper forms or on plain paper, and you can customise your forms so they'll look the way you want them to look. Collectively, these choices are called *form layouts* in Accounting Plus. See "Choosing the form you want to print" on page 1016 for more information.

Printing and reprinting invoices, packing slips and labels

▶ ## To print and reprint your invoices

If you haven't already read the Sales Overview, see "Printing invoices, packing slips and labels" on page 282 for more information.

1. Insert blank forms in your printer.

2. Click Print Invoices in the Sales Command Centre.

3. Select the sales, packing slips or labels you want to print in the Forms Selection window.

4. Click the OK button. A Review window will appear, listing the transactions you selected in the Forms Selection window.

5. Enter the number of copies of each selected sale, packing slip and/or label that you want to print.

6. Mark the Print column next to the transactions that you want to print. Click the zoom arrow if you'd like to see the original sale.

7. To begin printing the forms, click the Print button in the Review window.

8. If a print window appears, make your selections in the window, then click the button in the window that begins the printing process. (The button is usually labeled "OK" or "Print").

9. If you chose to print either packing slips or labels with your sales, a message will appear when the sales are finished printing, indicating that you should load the appropriate forms in your printer. Load the forms, then click OK to begin printing your packing slips or labels.

▶ To reprint a single invoice

If you haven't already read the Sales Overview, see "Printing invoices, packing slips and labels" on page 282 for more information.

1. Insert blank sales forms in your printer.

2. Choose Find Transactions in any command centre to open the Find Transactions window.

3. Select the Invoice tab if it isn't already selected.

4. Choose Invoice No. from the Search By selection box and enter the invoice's number in the box to the right.

5. The sale you're looking for appears in the scrolling list. Click the zoom arrow next to the invoice number and the transaction will appear.

6. Click the Print button.

Chapter 6

Printing statements

Step 1: Choose the statements you want to print

If you haven't already read the Sales Overview, see "Printing statements" on page 283 for more information.

The Forms Selection - Print Statements window should be displayed.

1. Choose to print invoice statements or activity statements in the Statement Type field.

2. Enter the identifier in the Identifier field if you want to print a statement for a specific group of customers to whom you have assigned a special identifier.

3. Enter the name of a custom list if you want to print a customer statement for a custom list you've created.

4. Mark the Include Customers with Zero Balances box if you want to print statements for customers with no current outstanding balances.

5. Mark the Add Finance Charges to Amount Due box if you want to add finance charge amounts to the statements' total amounts due. (To learn how to track finance charges, see "To track finance charges for one of your customers" on page 339.)

Step 2: Choose the form layout for your statements

If you haven't already read the Sales Overview, see "Printing statements" on page 283 for more information.

In the Forms Selection - Print Statements window, you can choose to print your statements on pre-printed paper forms or on plain paper, and you can customise your forms so they'll look the way you want them to look. Collectively, these choices are called *form layouts* in MYOB Accounting Plus. Choose the form layout you want to use from the Selected Form for Statements list.

See "Choosing the form you want to print" on page 1016 for more information.

Step 3: Print your statements

If you haven't already read the Sales Overview, see "Printing statements" on page 283 for more information.

1. After you've made your entries in the Forms Selection window, click the OK button. A Review window will appear, listing the customers you specified in the Forms Selection window.

2. Enter the number of copies you want to print in the Print ___ Statements per Customer field.

3. Mark the Print column next to the statements that you want to print. Click the zoom arrow if you'd like to view information about the customer in the Card File Entry window.

4. To begin printing the forms, click the Print button in the Review window.

5. If a print window appears, make your selections in the window, then click the button in the window that begins the printing process. (The button is usually labeled "OK" or "Print").

6. To begin printing the statements, click the Print button in the Review window. Depending upon how your computer is set up, the first form may begin to print immediately, or a print window may appear on your computer screen. If a print window appears, make your selections in the window, then click the button in the window that begins the printing process (the button is usually labeled "OK" or "Print").

Chapter 7

Using recurring sales templates

Using recurring sales templates

▶ ### To use a recurring sales templates

If you haven't already read the Sales Overview, see "Recurring templates" on page 284 for more information.

The Sales window or the Sales Register window should be displayed.

1. Click the Use Recurring button, if you're in the Sales window or click the Recurring Templates tab, if you're in the Sales Register.

2. All recurring templates you've set up will be displayed. Double-click the template you want; the template's information will appear in the Sales window.

3. Review all the information to be sure it's correct. Pay particular attention to the date and invoice number; if you need to find this transaction in the future, you'll need to remember this information.

4. Click Record. The recurring sale will be recorded as an actual transaction, and will also remain available in the Sales Register for future use.

Chapter 8
Finding sales

Finding sales

▶ To find a sale

If you haven't already read the Sales Overview, see "Finding sales" on page 284 for more information.

1. Choose Find Transactions in any command centre to open the Find Transactions window.

2. Click the Invoice tab.

3. You have several choices:

   - Choose Invoice No. from the Search By selection box and enter the invoice number in the box to the right.

   - Use the Search By selection box to choose another way to search -- All Invoices or Customer PO No.

   - Click the Advanced button to search using additional criteria, such as the date, amount or memo.

   - Click the Card tab, then enter the name of the customer whose invoice you're looking for to find the invoice number. Enter this number in the Invoice No. field under the Invoice tab.

4. The invoice you're looking for appears in the scrolling list. Click the zoom arrow next to the invoice's number and the transaction will appear.

▶ To find a recurring sale

If you haven't already read the Sales Overview, see "Finding sales" on page 284 for more information.

The Recurring Templates view of the Sales Register should be displayed.

Double-click the sale you want; the recurring sale will be displayed in the
Sales window.

Chapter 9

Reviewing your sales information

Viewing lists of your sales

▶ To view sales in the Sales Register

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

The Sales Command Centre or the Sales window should be displayed.

1. Click the Sales Register button (from the Sales Command Centre) or Register button (from the Sales window).

2. Select the tab of the sales category you'd like to view.

3. You can view sales for all or just one of your customers. To view sales for one customer, select Customer in the Search By field, then enter the customer's name in the second field.

   If you selected the Recurring Templates tab, you'll search by the name of the template.

4. Enter a date range in the Dated From field. (You won't have to enter a date range if you selected the Returns and Credits or Recurring Templates tab.)

5. A list of sales will appear. Click the zoom arrow to view detail about the original sale.

▶ To display a list of all sales on your screen using the Transaction Journal

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

The Sales view of the Transaction Journal window should be displayed.

1. Enter the desired date range in the Dated From field.

2. The accounts affected by each sale, as well as the amounts by which each account is debited or credited, will be displayed in the scrolling list.

3. Click the zoom arrow next to a transaction to display it in the Sales window.

4. Click the Print button to print the Sales Ledger Journal.

▶ To display a list of open sales on your computer screen using the To Do List

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

These steps will also allow you to create a file that contains information about the customers who have open sales, so you can create letters that remind them that their payments are due.

The To Do List window should be displayed.

1. Click the Debtors tab to display a list of all your open invoices.

2. Click the zoom arrow to the left of the customer's name to view details about a specific invoice.

3. Using Accounting Plus and your word processing software, you can create personalised letters, reminding your customers to make their payments. See "Creating personalised letters" on page 858 for more information.

   If you're using an MYOB OfficeLink-compatible word processing programme and you chose to use OfficeLink when you installed Accounting Plus, complete steps 4 to 7.

   If you're using another word processing programme, complete steps 8 to 11.

If you're using an OfficeLink-compatible word processing programme

4. Click the Action column for each customer in the list to whom you want to send a letter.

5.   Click the Mail Merge button.

6.   The Select From List window appears with a list of letter templates you can use to create personalised letters for the customers you've selected. Accounting Plus provides four templates for collection letters. Highlight the template you want, and click the Use Template button.

7.   Your word processor will open, and a series of dialogue boxes will appear, allowing you to enter your name and business title.

     When you've made all the entries required, the personalised letters for the customers you selected will be displayed. You can edit these letters, if you like, or print them just as they are.

If you're not using an OfficeLink-compatible word processing programme

8.   Mark the Action column for each customer in the list you want to send a letter.

9.   Click the Disk button at the bottom of the window.

10. A dialogue box appears, asking you to choose one of four file formats for your export file. Select one of the following formats:

     Tab-Delimited Text File: When you save a file in tab-delimited format, the individual pieces of information in the file are separated by tab characters. For example, if the last name *Jones* and the address *300 Roundhill Drive* appears in the file, a tab character will appear between *Jones* and *300 Roundhill Drive* in the file.

     Comma-Separated Text File: When you save a file in comma-separated format, the individual pieces of information in the file are separated by commas. For example, if the last name *Jones* and the address *300 Roundhill Drive* appears in a file, a comma will appear between *Jones* and *300 Roundhill Drive* in the file. (Individual pieces of information that actually contain commas are surrounded by quotation marks.)

     Text: When you save a file in text format, the individual pieces of information in the file are separated by spaces.

     HTML Formatted Text File: When you save a file in HTML (HyperText Markup Language) format, the file can be viewed with World Wide Web

browser software. The file's default three-digit extension will be .HTM.

PDF: When you save a file in PDF (Portable Document Format) format, the file can be viewed as an electronic image using Adobe Acrobat Reader. The file's default three-digit extension will be.PDF. You can find information about Adobe products at http://www.adobe.com.

11. The Save As window appears, allowing you to specify a name and location for the export file. Enter this information, then click OK to create the export file.

You're now ready to merge the export file's data with your word-processing software's documents. See "To export data for use in personalised letters" on page 946 for more information.

▶ To display a list of recurring sales on your computer using the To Do List

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

The To Do List window should be displayed.

1. Click the Recurring Sales tab.

2. Click the zoom arrow to view details about a specific sale.

3. Click the Action column if you want to record one or more of the recurring purchases in the list.

> ### Warning: Read this before you record recurring sales using the To Do List
>
> If you choose to record recurring sales using the To Do List window, keep in mind that the transactions will be recorded automatically; you won't get a chance to review or change any of the transactions before they're recorded. If you're not sure you want to record a particular recurring sale, we suggest you use the Sales window to manually enter the transaction so you have better control over the sale than you would if you used the To Do List.

4.   Click Record.

▶ To display a list of orders on your screen using the To Do List

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

The To Do List window should be displayed.

1.   Click the Orders tab to display a list of all your sales and purchase orders.

2.   Click the zoom arrow to the *left* of the customer's name to view details about a specific order.

3.   Click the Action column if you want to convert one or more of your orders to invoices.

> ### Warning: Read this before you convert orders to invoices using the To Do List
>
> If you choose to convert orders to invoices using the To Do List window, keep in mind that the conversion will occur automatically; you won't get a chance to review or change any of the transactions before they're converted. If you're not sure you want to convert a particular order, we suggest you use the Sales window to manually make the conversion so you have better control over the sale than you would if you used the To Do List. See "To convert an order to an invoice using the Sales window" on page 331 for more information.

4.   Click the Record As Actual button.

▶ To print a list of all your sales

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

Use the Index to Reports window to print or display any of the following reports:

- Sales [Customer Summary]
- Sales [Customer Detail]
- Sales [Salesperson Summary]
- Sales [Salesperson Detail]

- Sales [Item Summary]
- Sales [Item Detail]
- Sales Ledger Journal
- Sales [Activity Summary]
- Sales [Activity Detail]

▶ **To print a list of your sales by status**

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

The Index to Reports window should be displayed.

1. Click the Sales tab.

2. Locate the Sales [Customer Summary] and Sales [Customer Detail] selections in the scrolling list; choose the report you want, based on the amount of information you want to see, and highlight it.

3. Click the Customise button to open the Report Customisation window for the report you selected.

4. Be sure All Customers is selected at the top of the window, and that the Dated From/To fields reflect the range of dates you want to view on the report.

5. Choose the sale status you want to print from the Sale Status list, then click OK. You now can either display the report on your computer screen or print it on your printer.

▶ **To print a list of all your recurring sales templates**

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

Use the Index to Reports window to print or display either of the following reports:

- Recurring Sales Templates

- To Do List [Recurring Sales]

Viewing the history of sales

▶ To view a sale's history

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

1. Click Find Transactions in any command centre.

2. Click the Invoice tab.

3. Enter the number of the sale whose history you want to view in the second Search By field. Click the zoom arrow next to the invoice number to display the invoice in the Sales window.

   Click the Advanced button to search by additional criteria, such as date, amount and memo.

4. The sale's history appears in the scrolling list. Click the zoom arrows in the scrolling list to display transactions in the windows in which they were already entered.

5. Click the Print button to print the Invoice Transactions Report for the displayed sale, if you choose.

▶ To change a sales transaction from the Find Transactions window

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

The Find Transactions window should be displayed.

1. Click the zoom arrow next to the transaction you want to change.

2. You can now change, remove or reverse the transaction as you normally do.

Viewing the amounts your customers owe you

▶ To view the amounts you're owed

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

The Analyse Receivables window should be displayed.

1. Choose one of three options to view the amounts and ages of your customers' outstanding debts in the scrolling list:

   • Mark the Summary field if you want a summary of all your customers' outstanding sales balances.

   • Enter a customer's name in the Customer Detail field for the summary of the customer's unpaid sales.

   • Enter a sale's number in the Invoice Detail field to view the transactions that make up the sale's outstanding balance.

2. Click the customise button to choose whether you want the ageing columns to be based on the date assigned to each sales transaction or on each customer's credit terms.

3. Click the Print button to print either the Aged Debtors [Summary] Report or the Aged Debtors [Detail] Report.

Analysing your sales activity

▶ To analyse your sales activity

If you haven't already read the Sales Overview, see "Reviewing your sales activity" on page 285 for more information.

The Analyse Sales window should be displayed.

1. Click the customise button to open the Analysis Selection window.

2. Choose the sales figures, time periods and other criteria you want to view in the Analyse Sales window.

3. Click OK.

4.   The information you selected in step 2 appears in the Analyse Sales window.

The Analyse Sales window can be displayed in a number of ways, depending upon the criteria you set in step 2. See "Displaying graphs" on page 1003 for more information.

Chapter 10

Changing sales

Changing quotes, orders and invoices

▶ To change a quote or order

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

The quote or order you want to change should be displayed. If you need help doing this, see "To view sales in the Sales Register" on page 319.

1. Change the information in the Sales window in the same way you normally enter information.

2. Click Record.

▶ To change an invoice

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

The invoice you want to change should be displayed. If you need help doing this, see "To find a sale" on page 317.

1. Change the information in the Sales window in the same way you normally enter information.

2. Click Record.

> **Note: Changing time billing invoices won't update activity slips**
>
> If you used the Prepare Time Billing Invoice window to create the time billing invoice you want to change, remember that any changes you make won't be reflected in any activity slips. In addition, time billing reports based upon activity slip records may be inaccurate.

Changing recurring templates

▶ To change a recurring template's name or frequency

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

The Sales Register window should be displayed.

1. Select the Recurring Templates tab.

2. Highlight the recurring template you want to change and click Edit Frequency.

3. Make your changes in the Save Recurring Template window, then click Save Template.

▶ To change a recurring template's line items and other information

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

The Sales Register window should be displayed.

1. Wait until the next time you need to record the sale.

2. Select the Recurring Templates tab.

3. Click the zoom arrow next to the recurring template you'd like to change. The Sales window will appear.

4. Make any changes to the line items and other information.

5. Click Record. Your changes will be reflected in the transaction the next time you display it in the Sales window.

Converting sales

▶ To convert a quote to an order or invoice using the Sales window

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

The Sales window should be displayed.

1. Enter the name of the customer whose quote you want to convert. A search list appears, displaying all of the customer's quotes and orders.

2. Select the quote you want to convert and click Use Selected Sale. The transaction appears in the Sales window.

3. You have two options:

   • Click the Change to Order button if you want to convert the quote to an order.

   • Click the Change to Invoice button if you want to convert to an invoice.

4. Three new fields appear: Paid Today, Payment Method and Balance Due. Make any necessary changes to these fields and to any existing fields, if you wish.

5. Change the transaction date to today's date.

6. Click Record. The new invoice exists in MYOB Accounting Plus and the original quote is located in the Sales Register.

See "Reviewing your sales activity" on page 285 for more information about working with the Sales Register.

▶ To convert a quote to an order or invoice using the Sales Register

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

The Sales Register window should be displayed.

1. Select the Quotes tab.

2. You can find quotes for one customer, select Customer in the Search By field, then enter the customer's name in the second field.

3. Enter a date range in the Dated From field.

4. A list of sales will appear. Highlight the quote you want to convert.

5. You have two options:

    •   Click the Change to Order button if you want to convert the quote to an order. An order will appear in the Sales window.

    •   Click the Change to Invoice button if you want to convert to an invoice. An invoice will appear in the Sales window.

6. Review the information in the Sales window. You can change or add information, if you wish.

7. Click Record. The new order or invoice exists in MYOB Accounting Plus and the original quote remains in the Sales Register.

    See "Reviewing your sales activity" on page 285 for more information about working with the Sales Register.

▶ To convert an order to an invoice using the Sales window

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

The Sales window should be displayed.

1. Enter the name of the customer whose order you want to convert. A search list appears, displaying all of the customer's quotes and orders.

2. Select the order you want to convert and click Use Selected Sale. The transaction appears in the Sales window.

3. Click the Change to Invoice button.

4. Three new fields appear: Paid Today, Payment Method and Balance Due. Make any necessary changes to these fields and to any existing fields, if you wish.

5. Change the transaction date to today's date.

6. Click Record. The new invoice exists in MYOB Accounting Plus and the original order is removed.

▶ To convert an order to an invoice using the Sales Register

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

The Sales Register window should be displayed.

1. Select the Orders tab.

2. Select Customer in the Search By field, then enter the customer's name in the second field.

3. Enter a date range in the Dated From field.

4. A list of orders will appear. Highlight the order you want to convert.

5. Click the Change to Invoice button. An invoice will appear in the Sales window.

6. Review the information in the Sales window. You can change or add information, if you wish.

7. Click Record. The new invoice exists in MYOB Accounting Plus and the original order is removed from the Sales Register.

Chapter 11

Removing sales

Removing quotes, orders and invoices

▶ To remove a quote

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

The Sales Register window should be displayed.

1.   Select the Quotes tab, if it isn't already selected.

2.   Enter the customer's name in the Search By field. A scrolling list appears, displaying all of the customer's quotes.

3.   Highlight the quote you'd like to remove, then click the Delete button.

▶ To remove an order with no payment applied to it

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

The Sales Register window should be displayed.

1.   Click the Orders tab, if it isn't already selected.

2.   Enter the customer's name in the Search By field. A scrolling list appears, displaying all of the customer's orders.

3.   Click the zoom arrow next to the order you'd like to view and the transaction will appear.

4.   Choose Delete Order from the Edit menu.

▶ **To remove an invoice with no payment applied to it**

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

The invoice you want to remove should be displayed. If you need help doing this, see "To find a sale" on page 317.

Choose Delete Sale from the Edit menu.

▶ **To remove an order with a payment applied to it**

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

If you've already applied a payment to a order that you want to remove, you need to remove the payment before you remove the order.

The payment you want to remove should be displayed. If you need help doing this, see "To find a sale" on page 317.

1. Choose Delete Payment from the Edit menu.

2. If more payments have been applied to the order, be sure to delete each payment.

3. When all payments applied to the order have been removed, display the order you want to remove in the Sales window. See "To view sales in the Sales Register" on page 319 if you need help doing this.

4. Choose Delete Order from the Edit menu.

▶ **To remove a order with a deposit applied to it, *and* to write a refund cheque for the deposit amount**

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

The order you want to remove should be displayed. If you need help doing this, see "To view sales in the Sales Register" on page 319.

1.   Delete any items, amounts, VAT and carriage from the invoice. When you're finished doing this, the amount in the Balance Due field will appear as a negative number.

2.   Click Record.

3.   A message appears, asking whether you wish to record the sale. Click OK.

     You've just created a transaction, called a customer credit, that indicates that you owe the customer the amount of his or her deposit. In the remaining steps of this task, you'll write a refund cheque to the customer for the amount of the deposit.

4.   Click the Sales Register option in the Sales Command Centre then click the Returns & Credits tab. A list of all customer credits currently in your records will be displayed.

5.   Highlight the customer credit you recorded in step 2, then click the Pay Refund button.

6.   The refund cheque appears in the Settle Returns & Credits window. Click Print to print and record the refund cheque, or click Record to record the cheque.

▶ **To remove an invoice with a payment applied to it**

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

The payment you want to remove should be displayed. If you need help doing this, see "To find a sale" on page 317.

1. Choose Delete Payment from the Edit menu.

2. If more payments have been applied to the invoice, be sure to delete each payment.

3. When all payments applied to the sale have been removed, display the sale you want to remove in the Sales window.

4. Choose Delete Sale from the Edit menu.

Removing recurring sales

▶ To remove a recurring sales template

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

The Sales Register window should be displayed.

1. Click the Recurring Templates tab.

2. Highlight the recurring template you want to remove and click Delete.

Chapter 12

Reversing sales

Reversing sales

▶ To reverse an invoice

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

Use this procedure only if your transactions are unchangeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

The invoice you want to reverse should be displayed. If you need help doing this, see "To find a sale" on page 317.

1. Choose Reverse Invoice from the Edit menu. After a few moments, a customer credit will be displayed in the Sales window.

    If you want, you can make a few changes to the customer credit (such as the date and the memo), but you can't change the accounts, amounts and quantities that are associated with the customer credit.

    If you're reversing a sale from a previous accounting period, consider assigning a date from that period to the customer credit. This will allow your reports for that accounting period to reflect the proper amounts.

2. Click Record Reversal to record the customer credit.

3. You have two choices to settle the customer credit:

    •   Apply the amount of the customer credit to the customer's outstanding sales balance. To learn how to apply customer credits to outstanding sales balances, see "To apply a customer credit (from the Sales Register)" on page 371.

    •   Write a refund cheque to the customer for the amount of the customer credit. To learn how to write a refund cheque, see "To write a refund

cheque (from the Sales Register)" on page 375.

▶ To credit a customer's account for an item invoice when the customer didn't return all the items

If you haven't already read the Sales Overview, see "Changing, removing and reversing sales" on page 287 for more information.

Use this procedure only if your transactions are unchangeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

This process returns all account balances and item quantities to their previous levels.

The Sales window should be displayed.

1. Create a new item invoice by entering the customer's name and other information at the top of the window.

2. In the first line of the scrolling window, enter a negative number in the Deliver field to indicate the quantity of items that were returned.

   For example, if the original item invoice recorded the sale of 10 gadgets but the customer returned only five gadgets, enter -5 in the Deliver field and the gadgets item number in the Item Number field. When you do this, the amount of the invoice will appear as a negative number in the Total Amount field.

3. Enter additional returned items in the other line items, if necessary.

4. Click Record. The total quantities of the items in stock will change to reflect the negative numbers you entered in step 2.

5. You have two choices to settle the customer credit:

   • Apply the amount of the customer credit to the customer's outstanding sales balance. To learn how to apply customer credits to outstanding sales balances, see page "To apply a customer credit (from the Receive Payments window)" on page 373.

   • Write a refund cheque to the customer for the amount of the customer credit. To learn how to write a refund cheque, see page "To write a

refund cheque (from the Sales Register)" on page 375.

▶   **To track finance charges for one of your customers**

If you haven't already read the Sales Overview, see "Finance charges" on page 283 for more information.

To track finance charges for one of your customers, you can do one of three things:

- When you're entering a payment from a customer in the Receive Payments window, enter a finance charge payment in the Finance Charge field in the Receive Payments window

- Create an entire sale only for the finance charges using the Sales window -- Service layout or Miscellaneous layout -- then use the Receive Payments window to enter payments against the sale

- Add the finance charge amount to the outstanding balance of the open sale, then use the Receive Payments window to enter payments against that open sale. (Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.)

Chapter 13

Receive Payments Overview

In MYOB Accounting Plus, you'll enter *receive payment* transactions to indicate that customers have made payments for the sales you've conducted with them. When you enter a payment for a sale in Accounting Plus, you apply the payment to one or more of the customer's outstanding sales balances. You also can choose to apply customer credits while preparing to apply the payment.

Entering Receive Payment transactions

When you're entering the details of a payment from a customer in MYOB Accounting Plus, we recommend that you use the default journal number to ensure you don't use duplicate journal numbers. If you want to assign a different number, consider leaving the CR prefix assigned to the number, so it's easy for you to distinguish the transaction as a Cash Receipts transaction.

If you've entered payment information for the card in the Card Information window, the payment method will appear automatically. Otherwise, select a payment method, if you wish. If you choose to group your payments, when you use the Prepare Bank Deposit window to enter a bank deposit, you can choose to sort your payments by payment method in the Prepare Bank Deposit window.

Use the Details button to access the Applied Payment Details window. If you want, enter a cheque number, for instance, if the payment was made by cheque, or credit card number and other information if the payment was made using a credit card.

The scrolling list in the middle of the Receive Payments window is the main area where payments are created. When information is entered in a row in the scrolling list, the row is called a *line item* on the transaction. You can

enter as many line items on a payment as you want. You'll enter the individual amounts that are included in this payment, along with the account or accounts they affect. Typically these are income accounts.

The amount you entered in the Amount Received field in the top half of the window is considered a debit amount, and the amounts you enter in this column are considered credit amounts. Keep in mind that the amount(s) you apply in the Amount Applied column will accumulate in the Total Applied field and the Total Applied amount must equal the amount that appears in the Amount Received field in the top half of the window before you can record the transaction. The Out of Balance amount must be zero before you record.

Choose Recap Transaction from the Edit menu to view the accounting entries that will be made to your financial records when you record the payment.

You have the choice of recording payments directly into one of your accounts or of grouping payments into an undeposited funds account:

You can also use the Bank Register window to enter receive payment transactions. See "Entering Receive Payment transactions using the Bank Register" on page 343 for more information.

See the following step-by-step procedure:

"Entering Receive Payment transactions" on page 347

Deposit to Account
When you record payments directly into an account, an individual cash receipt transaction is recorded in the account for each transaction. The list in the upper left corner of the Receive Payments window displays all the accounts you've specifically designated as Detail Bank accounts or Detail Credit Card accounts.

Remember that these accounts can be used for any cash your company receives. Credit cards, petty cash, Building Society Accountsand other methods for receiving money may be displayed in this list. If you want a particular account to appear in this list, you'll need to create the account first. See "Creating accounts" on page 101 for more information.

Group with Other Undeposited Funds

When you record payments into an undeposited funds account, individual cash receipt transactions are recorded in the undeposited funds account -- not directly to your bank or credit card accounts. After you've grouped all of the cash receipts transactions you want, you can then make a bank deposit which can include one or many of the grouped transactions. See "Preparing a bank deposit of undeposited funds transactions" on page 238 for more information about undeposited funds.

Using this method, a single bank deposit transaction will appear on your bank or credit card statement in place of many cash receipt transactions. To learn how to choose a linked account for undeposited funds see "To choose a linked account for undeposited funds transactions" on page 264.

Entering Receive Payment transactions using the Bank Register

The **Bank Register** allows you to quickly and efficiently enter all your transactions for asset accounts with bank privileges or liability accounts with credit card privilege from one window. You can also view a complete transaction history for a selected date range of each of these accounts and open the source window of each transaction for more detailed information.

The data entry area appears in the bottom portion of the window and the top portion displays the transactions in a scrollable list.

> ### Note: The Bank Register window is a convenient tool for data entry, not the actual transaction window.
>
> When you enter a Receive Payment transaction in the Bank Register window, it is as if you had opened and entered the information in the Receive Payments window.
>
> The Receive Payments window has fields for more information than does the Bank Register. You can click the Split button in the Bank Register window to open the Receive Payments window and enter more detailed information.

The list in the upper left corner of the Bank Register window displays only asset accounts with bank privileges and liability accounts with credit card privilege.

See the following step-by-step procedure:

"Entering Receive Payment transactions using the Bank Register" on page 351

Finding, removing and reversing payments from customers

After you record a payment from a customer, you might want to view the transaction again sometime in the future. MYOB Accounting Plus makes it easy to find the payment from a customer you've entered into the system.

You can also quickly remove or reverse the effects of a payment from a customer from your records. If your transactions are changeable, you can remove the payment altogether from your ledger; unchangeable transactions can only be reversed. When you reverse a payment from a customer, the effects of your original payment will no longer be part of your ledger; however, the original transaction and a record of the reversed payment, called a reversing transaction, will remain. Then, if you want, you can enter a new, correct transaction to replace the transaction you reversed. See "What are changeable and unchangeable transactions?" on page 52 for more information.

If you notice a problem with a payment from a customer you've already applied to a sale, be aware that you can't simply change the payment. You'll need to remove or reverse the payment first, then re-create and re-apply the payment.

If you want to reverse a payment from a customer that was recorded on a bank deposit for undeposited funds, you'll complete some additional steps. When a payment is recorded in this manner, it is first recorded in the undeposited funds account and then the amount is transferred to the bank account when the bank deposit is recorded. While reversing the payment removes the payment from the undeposited funds account, the additional steps are needed to remove the payment from the bank account.

If a customer's payment "bounces," you can reverse the returned payment and, if you want, charge a penalty for the transaction. If you don't expect a replacement payment, you can use a customer credit to remove a customer's bad debt.

You can also use the Bank Register window to view a complete transaction history for a selected date range a selected account and open the source window of each transaction for more detailed information.

Note: To remove a payment recorded on a bank deposit, you must first remove the bank deposit

If you want to remove a payment that was recorded on a bank deposit of receipts grouped in the undeposited funds account, you must first remove the bank deposit.

After the bank deposit has been removed, payments that were included on the bank deposit can be removed. To learn more, see "To remove a bank deposit for undeposited funds transactions" on page 266.

Whether a bank deposit or an individual payment can be removed depends upon whether your company file is changeable or unchangeable. For more information, see "What are changeable and unchangeable transactions?" on page 52

See "To reverse a payment from a customer that was recorded on a bank deposit for undeposited funds" on page 361 for information about reversing this type of payment.

See the following step-by-step procedures:

"To find a payment from a customer" on page 355

"To remove a payment from a customer" on page 357

"To reverse a payment from a customer" on page 359

"To reverse a payment from a customer that was recorded on a bank deposit for undeposited funds" on page 361

"To track a bounced payment from a customer" on page 362

"To reverse a bounced payment from a customer that was recorded on a bank deposit of grouped undeposited funds" on page 363

"To use a customer credit to remove a customer's bad debt" on page 385

Chapter 14

Entering Receive Payment transactions

Step 1: Identify where the money from the payment will be recorded

If you haven't already read the Receive Payments Overview, see "Entering Receive Payment transactions" on page 341 for more information.

The Receive Payments window should be displayed.

Choose one of the following:

- Select the Deposit to Account button, and choose the account from the list in the upper left corner of the window.

- Select the Group with Undeposited Funds option.

Step 2: Enter details about the payment from a customer

If you haven't already read the Receive Payments Overview, see "Entering Receive Payment transactions" on page 341 for more information.

1. In the Customer field, enter or select the name of the customer from whom you received the payment.

Note: If you receive an alert message

If this customer has outstanding unapplied credit memos, an alert message will appear. You'll have the opportunity to immediately settle the credit memos against any of the customer's open invoices or settle them at a later date.

See "To apply a customer credit (from the Receive Payments window)" on page 373 for more information.

2. After you enter a customer name, some default entries appear automatically in the top half of the window. You can make changes to these entries, if you want.

Note: If this is a foreign customer

If you're using MYOB Accounting Plus's Multicurrency feature and you selected a customer who's been assigned a foreign currency in the Card File Entry window, that currency is automatically assigned to the transaction, and it can't be changed.

If you want to use a different exchange rate for this transaction than the one you've entered for the currency in the Currency Information window, click the Exchange Rate button. The Exchange Rate window appears; enter the exchange rate you want to use for the transaction. If you want to change the exchange rate for all future transactions, mark the Update Current Exchange Rate in the Currency List with Transaction Exchange Rate option, then click OK.

3. In the Amount Received field, enter the amount the customer paid you.

4. Enter the payment method that the customer used to make this payment. Click the arrow to view a list of choices. Click Details to enter information about the payment method.

5. Enter a description of the transaction in the Memo field. This description will appear on various Accounting Plus reports, as well as the Sales Journal.

Step 3: Indicate which sales will be affected by the payment

If you haven't already read the Receive Payments Overview, see "Entering Receive Payment transactions" on page 341 for more information.

In this step, you'll indicate which sales will be affected -- what debt will be reduced or "paid off," in effect -- by the payment. You'll make these entries in the scrolling list in the bottom half of the Receive Payments window.

1. Depending upon the selections you've made in the Preferences window, the amount you entered in the Amount Received field may have been applied automatically to the transactions in the scrolling list, starting with the oldest open sale first. These entries, however, are merely suggestions; you can apply the payment to any transactions you want.

    Enter the amount you want to apply to the sale or sales in the appropriate field in the Amount Applied column.

Note: If the customer overpaid you

If a customer paid you more than he or she owes you, simply enter the full amount in the Amount Applied column -- in effect, you'll be marking one or more of the transactions as overpaid. When you record the transaction, a customer credit will be created automatically; you can either apply the credit to a future sale or print a refund cheque for the customer.

See "Customer Credits Overview" on page 365 for more information.

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2. To apply part or all of the payment from a customer to any unpaid finance charges the customer may have accrued, enter the amount you want to apply in the Finance Charge field.

    Keep in mind that the amount in the Out of Balance field must equal zero before you can record the transaction.

Step 4: Choose what you want to do with the payment from a customer

If you haven't already read the Receive Payments Overview, see "Entering Receive Payment transactions" on page 341 for more information.

▶ **To see how the payment from a customer will affect your financial records**

Choose Recap Transaction from the Edit menu to view the accounting entries that will be made to your financial records when you record the payment.

▶ **To record the payment from a customer**

Click the Record button to record the payment.

▶ **To record a payment on an order after you've already recorded the order**

The Receive Payments window should be displayed.

1. In the Customer field, enter the name of the customer who made the payment.

2. Search the list of transactions at the bottom of the Receive Payments window for the order. (The transaction's Status column shows the word "Order.")

3. Enter the amount of the payment in the Amount Applied column for that transaction.

4. Notice that the Amount Received field in the top half of the window is empty. Enter the amount of the payment in this field. To do this, simply click the empty field. The amount will automatically appear.

5. Click Record.

Chapter 15

Entering Receive Payment transactions using the Bank Register

Step 1: Identify where the money from the payment will be recorded

If you haven't already read the Receive Payments Overview, see "Entering Receive Payment transactions using the Bank Register" on page 343 for more information.

The Bank Register window should be displayed.

To enter a new payment from a customer, first select an account from the list in the upper left of the window.

Note: The 'Group with Undeposited Funds' preference does not apply in the Bank Register

The account you select in this field is the account that is used. Even if you selected the option When I Receive Money, I Prefer to Group It with Other Undeposited Funds in the Banking view of the Preferences window, you must select Undeposited Funds here to apply the transaction to that account.

Step 2: Enter details about the payment from a customer

If you haven't already read the Receive Payments Overview, see "Entering Receive Payment transactions using the Bank Register" on page 343 for more information.

The Bank Register window should be displayed.

1. Select Receive Payment in the Type field.

> **Note:** **There is no Payment Method field in the Bank Register window.**
>
> The payment method and details used are the ones you assigned to the customer in the Payment Details view of the Card Information window.
>
> If there is no default payment method assigned to the selected customer, no payment method is assigned to the transaction.
>
> Click the Split button to open the source window to change the payment method or details if they differ from the default information or to assign a payment method and details if there is no default.

2. The next ID No. in sequence from the last transaction and the system date appear in the ID No. and Date fields. You can use or change these entries.

3. Select the card from whom you want to receive the payment or enter the customer's name in the Name field.

4. In the Amount field, enter the amount being received. The payment is applied to the oldest invoice first. If you want apply the payment to any invoices out of that date order, click the Split button to open the Receive Money window where you can indicate which sales will be affected.

Note: If you receive an alert message

If this customer has outstanding unapplied credit memos, an alert message will appear. Click the Split button to open the Receive Money window where you can immediately settle the credit memos against any of the customer's open invoices or settle them at a later date.

See "To apply a customer credit (from the Receive Payments window)" on page 373 for more information.

Note: If the customer overpaid you

If a customer paid you more than he or she owes you, either change the amount entered or click the Split button to open the Receive Payments window.

All the data already entered into the Bank Register window carries to the Receive Payments window and the Bank Register Transaction Entry fields clear.

In the Receive Payments window, follow the procedure described in "Entering Receive Payment transactions" on page 341; then click the Record button. When you record the transaction, a customer credit will be created automatically; you can either apply the credit to a future sale or print a refund cheque for the customer.

You can enter additional Receive Payment transactions in the Receive Payments window or click the Cancel button to exit the window and return to the Bank Register.

See "Customer Credits Overview" on page 365 for more information.

5. You can use the Memo field to record the purpose of the customer payment. We recommend that you make a detailed comment, so you'll be able to identify the purpose of the transaction when you review your records later on. The name you selected in the Name field appears here by default.

Step 3: Choose what you want to do with the payment from the customer

If you haven't already read the Receive Payments Overview, see "Entering Receive Payment transactions using the Bank Register" on page 343 for more information.

▶ **To record the transaction**

The Bank Register window should be displayed.

To record the transaction, click the Record button.

Chapter 16
Finding payments from customers

Finding a payment from a customer

▶ To find a payment from a customer

If you haven't already read the Receive Payments Overview, see "Finding, removing and reversing payments from customers" on page 344 for more information.

1. Click the Find Transactions option in any command centre.

2. Click the Invoice tab.

3. To find a payment from a customer, you'll first have to locate the sale on which the payment was made. You have several choices:

   • Choose Invoice from the Search By selection box and enter the sale's number in the box to the right.

   • Use the Search By selection box to choose another way to search -- All Invoices or Customer PO No.

   • Click the Advanced button to search using additional criteria, such as the date, amount or memo.

   • Click the Card tab, then enter the name of the customer whose invoice you're looking for to find the invoice number. Enter this number in the Invoice No. field under the Invoice tab.

4. The payment you're looking for appears in the scrolling list. Click the zoom arrow next to the payment's number to view details about the payment.

Chapter 17

Removing payments from customers

Removing payments from customers

▶ To remove a payment from a customer

If you haven't already read the Receive Payments Overview, see "Finding, removing and reversing payments from customers" on page 344 for more information.

Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

Note: If the payment was recorded on a bank deposit of grouped undeposited funds

If you want to remove a payment that was recorded on a bank deposit of receipts grouped in the undeposited funds account, you must first remove the bank deposit.

After the bank deposit has been removed, payments that were included on the bank deposit can be removed.

To learn how to remove a bank deposit of undeposited funds, see "To remove a bank deposit for undeposited funds transactions" on page 266

The payment you want to remove should be displayed. If you need help doing this, see "To find a payment from a customer" on page 355.

1. Choose Delete Payment from the Edit menu.

    If the payment you deleted was originally used to fully pay a sale and any discounts for paying off the sale promptly applied to the sale, a message will appear. If you receive this message, continue to step 2.

    If no prompt-payment discount message appears, you're finished --the payment is deleted.

2. Display the discount in the Receive Payments window. (You can find discount transactions the same way as you find payments from customers; look for a transaction labeled "Discount" in the Find Transactions window.)

3. Choose Delete Payment from the Edit menu, then click the Record button to delete the discount.

Chapter 18

Reversing payments from customers

Reversing payments from customers

▶ To reverse a payment from a customer

If you haven't already read the Receive Payments Overview, see "Finding, removing and reversing payments from customers" on page 344 for more information.

Note: If you're reversing a payment from a customer that was recorded on a bank deposit of grouped undeposited funds

If you're reversing a payment from a customer that was recorded on a bank deposit of receipts grouped in the undeposited funds account, you'll need to perform additional steps. After you reverse the payment, use the procedure "To reverse a payment from a customer that was recorded on a bank deposit for undeposited funds" on page 361.

The payment you want to reverse should be displayed. If you need help doing this, see "To find a payment from a customer" on page 355

1.   Choose Reverse Payment from the Edit menu.

> ## Note: If you see Delete Payment in the Edit menu
>
> The choice to Delete Payment appears in the Edit menu when your transactions are changeable. If you want to reverse a payment, you must first make your transactions unchangeable. See "What are changeable and unchangeable transactions?" on page 52 to learn how to make your transactions unchangeable.
>
> Then, if you want, you can return to your original preference -- changeable transactions -- after the payment is reversed.

After a few moments, a transaction with the exact opposite amount of the payment will be displayed in the Receive Payments window.

2. If you want, you can make a few changes to the transaction (such as the date and the memo), but you can't change the amounts that are associated with it.

    If you're reversing a payment from a previous accounting period, consider assigning a date from that period to the transaction you just created. This will allow your reports for that accounting period to reflect the proper amounts.

3. Click Record to record the reversed payment.

    If the payment you reversed was originally used to fully pay a sale and any discounts for paying off the sale promptly applied to the sale, a message will appear. If you receive this message, continue to step 4.

    If no prompt-payment discount message appears, you're done --the payment is reversed.

4. Display the discount in the Receive Payments window. (You can find discount transactions the same way as you find payments from customer; look for a transaction labeled "Discount" in the Find Transactions window.)

5. Choose Reverse Payment from the Edit menu, then click the Record button to reverse the discount.

▶ ## To reverse a payment from a customer that was recorded on a bank deposit for undeposited funds

If you haven't already read the Receive Payments Overview, see "Finding, removing and reversing payments from customers" on page 344 for more information.

1. If you haven't already, reverse the payment from a customer as you normally do. If you need help, see "To reverse a payment from a customer" on page 359.

2. Click Prepare Bank Deposit from the Chequebook command centre to open the Prepare Bank Deposit window.

3. Select the payment reversal (a negative amount) from the list of payments by clicking the Deposit column.

4. Click Record. The payment from the customer has been removed from your bank account.

Chapter 19

Tracking bounced payments from customers

Tracking a bounced payment from a customer

▶ To track a bounced payment from a customer

If you haven't already read the Receive Payments Overview, see "Finding, removing and reversing payments from customers" on page 344 for more information.

The payment you want to reverse should be displayed. If you need help doing this, see "To find a payment from a customer" on page 355

1. Select the correct procedure to reverse the bounced payment:

   • "To reverse a payment from a customer" on page 359

   • "To reverse a payment from a customer that was recorded on a bank deposit for undeposited funds" on page 361

2. If you want to charge a penalty for the bounced payment, continue to steps 3 and 4. If you don't want to charge a penalty, continue to step 5.

3. Create a service or miscellaneous sale for the amount of the penalty. You may want to consult your accountant to determine the account you should use to track the penalty amount.

4. When you receive a payment for the penalty, apply the payment to the service or miscellaneous sale using the Receive Payments window.

5. If you no longer expect to receive a replacement payment for the bounced payment, you can apply a bad debt credit to the customer's open sale to close the customer's account. For a step-by-step procedure, see "To use a customer credit to remove a customer's bad debt" on page 385.

▶ To reverse a bounced payment from a customer that was recorded on a bank deposit of grouped undeposited funds

If you haven't already read the Receive Payments Overview, see "Finding, removing and reversing payments from customers" on page 344 for more information.

The bounced payment from the customer should be displayed. If you need help doing this, see "To find a payment from a customer" on page 355.

1. If you haven't already, reverse the payment as you normally do. If you need help, see "To reverse a payment from a customer" on page 359.

2. Click Prepare Bank Deposit from the Chequebook command centre to open the Prepare Bank Deposit window.

3. Select the payment reversal (a negative amount) from the list of payments by clicking the Deposit column.

4. Click Record. The payment from the customer has been removed from your bank account.

5. If you want to charge a penalty or apply a bad debt credit, select from the following procedures:

    •   If you want to charge a penalty for the bounced payment, create a service or miscellaneous sale for the amount of the penalty. You may want to consult your accountant to determine the account you should use to track the penalty amount.

    When you receive a payment for the penalty, apply the payment to the service or miscellaneous sale using the Receive Payments window.

    •   If you no longer expect to receive a replacement payment for the bounced payment, you can apply a bad debt credit to the customer's open sale to close the customer's account. For a step-by-step procedure, see "To use a customer credit to remove a customer's bad debt" on page 385.

Chapter 20

Customer Credits Overview

In MYOB Accounting Plus, a *customer credit* is a transaction that indicates you owe money to a customer. You can create a customer credit in several ways.

You can choose from two ways of settling a customer credit:

- By *applying* the customer credit to one or more of the customer's unpaid sales, thereby reducing the amount of money the customer owes you

- By *writing a refund cheque* for the amount of the customer credit

Creating customer credits

Customer credits can be created in several ways. Refer to the topics given below for each of the techniques you can use for creating a customer credit. If none of the other procedures is appropriate, use the procedure "To create a customer credit for no specific reason" on page 369.

- To create a customer credit by removing an order with a deposit applied to it, use the procedure "To remove an order with a payment applied to it" on page 334.

- To create a customer credit by reversing a sale, use the procedure "To reverse an invoice" on page 337.

- To create a customer credit for a sale when all items were not returned, use the procedure "To credit a customer's account for an item invoice when the customer didn't return all the items" on page 338.

- To create a customer credit by receiving more money than what is owed, see the note located in the procedure "Indicate which sales will be affected by the payment" on page 349.

- To create a customer credit to remove a customer's bad debt, use the procedures "To use a customer credit to remove a customer's bad debt" on page 385.

- To create a customer credit to track sales on retainer, use the procedure "To track work on retainer using a customer credit" on page 308.

Applying customer credits and issuing refund cheques

MYOB Accounting Plus allows you apply a customer credit to one or more of the customer's sales balances or issue a refund cheque to the customer. You can perform these functions by clicking the Sales Register option in the Sales Command Centre, then click the Returns & Credits tab.

You can also apply a customer credit or write a refund cheque using the Receive Payments window. If you're entering a payment from a customer and Accounting Plus detects that this customer has an outstanding credit, an alert message will appear. You'll have the opportunity to either automatically apply the entire amount to an open invoice or open the Sales Register to select the invoices and orders to which you'd like to apply the credit or write a refund cheque. You can also exit the window and leave the amount as a customer credit.

See the following step-by-step procedures:

"To apply a customer credit (from the Sales Register)" on page 371

"To apply a customer credit (from the Receive Payments window)" on page 373

"To write a refund cheque (from the Sales Register)" on page 375

"To write a refund cheque (from the Receive Payments window)" on page 375

Finding, removing and reversing customer credits

There may be times when you want to view a customer credit before or after you've applied it or written a refund cheque for it. MYOB Accounting Plus allows you to easily find the customer credits you've entered into the system.

Note: You can still use the Find Transactions window to find customer credits

You may want to use the Find Transactions option if you're searching for specific customer credit. There are more detailed search methods available to you in the Find Transactions window than in the Sales Register.

There may be times when you simply want to remove or reverse ("unapply") a customer credit that you mistakenly applied to a sale, or when you want to remove a refund cheque you wrote to a customer. When this is the case, you can quickly remove the effects of such a transaction from your records. An important point to consider is if the customer credit is changeable or unchangeable. If the credit is changeable, you can make changes or remove the credit altogether from your ledger.

Unchangeable transactions work differently. By reversing an unchangeable customer credit, the effects of the original will no longer be part of your ledger; however, a record of the reversed customer credit, called a reversing transaction, will remain. Then, if you want, you can enter a new, correct transaction to replace the transaction you reversed. See "What are changeable and unchangeable transactions?" on page 52 for more information.

If you notice a problem with a customer credit you've already settled, be aware that you can't simply change the credit. You'll need to unapply the credit or remove (or reverse) the refund cheque first then re-apply the credit or write a new cheque.

See the following step-by-step procedures:

"To find a customer credit before it's settled" on page 378

"To find a customer credit after it's applied" on page 378

"To find a customer credit after writing a refund cheque for it" on page 379

"To remove applied customer credits or customers' refund cheques" on page 381

"To reverse an applied customer credit" on page 382

Handling customers' bad debt

If you haven't received a payment and you now no longer expect a payment from a delinquent customer, you can apply a bad debt credit to the customer's open sale to close the customer's account.

On the other hand, if you've received a payment but the payment "bounced" you'll first reverse the payment and then apply the bad debt credit.

If you think there is a chance that you may receive payment for the invoice, but it is doubtful, you may wish to set up a bad debt provision. To find out if you can recover any VAT that may have been charged on an invoice, you should contact your Accountant or Customs & Excise and ask about VAT Bad Debt Relief. If you think there is a chance you might receive the money, we suggest you set up a bad debt provision, rather than removing it (writing it off) from your books.

The provision will reduce the value of your Debtors to show that you don't think you'll get paid, but the debt will still remain on your sales ledger reports so it will appear on statements you send to the customer.

See the following step-by-step procedures:

Chapter 21

Creating customer credits

Creating customer credits

▸ To create a customer credit for no specific reason

If you haven't already read the Customer Credits Overview, see "Creating customer credits" on page 365 for more information.

1. If necessary, create an account designated for tracking returns and allowances using the Accounts List and Edit Accounts windows in the Accounts Command Centre. Be sure the new account is an expense account. See "Creating accounts" on page 95 for more information.

2. Click the Enter Sales option in the Sales Command Centre to open the Sales window.

3. Click the Layout button. The Layout window appears; choose either Service or Professional.

4. Click OK.

5. Enter transaction information in the top of the Sales window as you normally do.

6. Enter whatever text you'd like to use to describe the transaction in the Description column for the first line item.

7. In the Acct# column for the first line item, enter the account described in step 1.

8. In the Amount column for the first line item, enter the amount you owe the customer. Enter this amount as a negative amount; in other words, use a minus symbol (-) before you enter the dollar amount.

9. Click Record. A customer credit is created.

10. When you're ready to settle the credit, use the procedures "To apply a customer credit (from the Receive Payments window)" on page 373 and "To write a refund cheque (from the Sales Register)" on page 375.

Chapter 22

Applying customer credits and writing refund cheques

Applying customer credits

▶ **To apply a customer credit (from the Sales Register)**

If you haven't already read the Customer Credits Overview, see "Applying customer credits and issuing refund cheques" on page 366 for more information.

The Returns & Credits view of the Sales Register should be displayed.

1. You can view credits for all or just one of your customers.

   To view sales for one customer, select Customer in the Search by field, then enter the customer's name in the second field.

2. A list of the customer's credits appears. Highlight the credit you wish to apply.

3. Click the Apply to Sale button. The Settle Returns & Credits window appears, listing all open sales assigned to the customer.

4. Depending upon your selections in the Preferences window, invoice amounts may appear automatically in the Amount Applied column in the scrolling list. This column is the area where you designate the sales to which you want to apply the customer credit. If amounts appear here, take a moment to review them.

If you marked the Apply Receive Payments Automatically to Oldest Invoice First option in the Sales view of the Preferences window, amounts will appear next to the oldest invoices at the top of the scrolling list in the Settle Returns & Credits window. Accounting Plus is suggesting that you apply the credit to the customer's oldest open sales; however, you can apply the credit amount to any one transaction -- or you can divide it among many transactions -- in the list. Keep in mind, however, that the total amount you apply in the Amount Applied column must equal the amount that appears in the Credit Amount field.

5. Enter the amount you want to apply in the appropriate field in the Amount Applied column.

6. Enter the customer credit amount in the Finance Charge field, if you want to apply a customer credit to any unpaid finance charges the customer may have accrued.

7. Enter a discount amount in the sale's Discount column, if you wish to give a discount to the customer for a particular sale.

8. Click Record. At this point, a number of situations may occur:

   • If the Settle Returns & Credits window closes, you successfully applied the customer credit, and you're done!

   • If the total amount entered in the Amount Applied column doesn't equal the amount displayed in the Credit Amount field at the top of the window, an alert message will appear, explaining that an unbalanced transaction can't be recorded. Click OK to close the message, then continue to step 9.

9. To balance the transaction, you can change either the total amount in the Amount Applied column or the amount that's displayed in the Credit Amount field.

   If you change the Credit Amount field's amount, keep in mind that you can enter an amount less than the original customer credit amount only. If you choose to do this, the customer credit won't be fully applied; the remaining amount will continue to appear as a customer credit.

10. Click Record to apply the customer credit.

▶ ## To apply a customer credit (from the Receive Payments window)

If you haven't already read the Customer Credits Overview, see "Applying customer credits and issuing refund cheques" on page 366 for more information.

1. An alert message that reads "You have $XX in outstanding credit memos on file with this customer" should appear. You have three choices:

   • Click Apply Credits if you want to settle the customer credit against any open invoices for this customer. The outstanding credit memos will be automatically applied to the oldest invoices first. This transaction will be automatically created. You're done!

   • Click Open Register if you'd like to use the Sales Register to choose how the customer credit will be settled. Proceed to step 2.

   • Click Cancel if you don't want to settle the customer credit at this time. You're done!

   ### Note: The alert message may be different

   If you have only open orders in Accounting Plus, the alert message will have two choices: you can use either the Open Register or Cancel options.

2. The Returns & Credits view of the Sales Register appears. You can view credits for all or just one of your customers.

   To view sales for one customer, select Customer in the Search by field, then enter the customer's name in the second field.

3. A list of the customer's credits appears. Highlight the credit you wish to apply.

4. Click the Apply to Sale button. The Settle Returns & Credits window appears, listing all open sales assigned to the customer.

5. Depending upon your selections in the Preferences window, amounts may appear automatically in the Amount Applied column in the scrolling list. This column is the area where you designate the sales to which you want to apply the customer credit. If amounts appear here, take a moment to review them.

    If you marked the Apply Receive Payments Automatically to Oldest Invoice First option in the Sales view of the Preferences window, amounts will appear next to the oldest invoices at the top of the scrolling list in the Settle Returns & Credits window. Accounting Plus is suggesting that you apply the credit to the customer's oldest open sales; however, you can apply the credit amount to any one transaction -- or you can divide it among many transactions -- in the list. Keep in mind, however, that the total amount you apply in the Amount Applied column must equal the amount that appears in the Credit Amount field.

6. Enter the amount you want to apply in the appropriate field in the Amount Applied column.

7. Enter the customer credit amount in the Finance Charge field, if you want to apply a customer credit to any unpaid finance charges the customer may have accrued.

8. Enter a discount amount in the sale's Discount column, if you wish to give a discount to the customer for a particular sale.

9. Click Record. At this point, a number of situations may occur:

    •   If the Settle Returns & Credits window closes, you successfully applied the customer credit, and you're done!

    •   If the total amount entered in the Amount Applied column doesn't equal the amount displayed in the Credit Amount field at the top of the window, an alert message will appear, explaining that an unbalanced transaction can't be recorded. Click OK to close the message, then continue to step 10.

10. To balance the transaction, you can change either the total amount in the Amount Applied column or the amount that's displayed in the Credit Amount field.

    If you change the Credit Amount field's amount, keep in mind that you can enter an amount less than the original customer credit amount only. If you choose to do this, the customer credit won't be fully applied; the remaining amount will continue to appear as a customer credit.

11. Click Record to apply the customer credit.

Writing refund cheques

▶ To write a refund cheque (from the Sales Register)

If you haven't already read the Customer Credits Overview, see "Applying customer credits and issuing refund cheques" on page 366 for more information.

The Returns & Credits view of the Sales Register should be displayed.

1. You can view credits for all or just one of your customers.

   To view credits for one customer, select Customer in the Search by field, then enter the customer's name in the second field.

2. A list of the customer's credits appears. Highlight the credit you wish to apply.

3. Click Pay Refund. The Settle Returns & Credits window appears, displaying a refund cheque in the amount of the customer credit.

4. If you want, make changes to the information in the window.

   If you change the Amount field's amount, keep in mind that you can enter an amount less than the original customer credit amount only. If you choose to do this, the customer credit won't be fully settled; the difference will continue to appear as a customer credit.

5. If you'd like to use one of the additional addresses listed on the customer's card, click the arrow next to the Payee field. Choose the appropriate address.

6. Click Print to print and record the refund cheque, or click Record to record the cheque.

▶ To write a refund cheque (from the Receive Payments window)

If you haven't already read the Customer Credits Overview, see "Applying customer credits and issuing refund cheques" on page 366 for more information.

1. An alert message that reads "You have $XX in outstanding credit memos on file with this customer" should appear. You have three choices:

   • Click Apply Credits if you want to settle the customer credit against any open invoices for this customer. The outstanding credit memos will be automatically applied to the oldest invoices first. This transaction will be automatically created. You're done!

   • Click Open Register if you'd like to use the Sales Register to choose how the customer credit will be settled. Proceed to step 2.

   • Click Cancel if you don't want to settle the customer credit at this time. You're done!

> **Note: The alert message may be different**
>
> If you have only open orders in Accounting Plus, the alert message will have two choices: you can use either the Open Register or Cancel options.

2. The Returns & Credits view of the Sales Register appears. You can view credits for all or just one of your customers.

   To view credits for one customer, select Customer in the Search by field, then enter the customer's name in the second field.

3. A list of the customer's credits appears. Highlight the credit you wish to apply.

4. Click Pay Refund. The Settle Returns & Credits window appears, displaying a refund cheque in the amount of the customer credit.

5. If you want, make changes to the information in the window.

   If you change the Amount field's amount, keep in mind that you can enter an amount less than the original customer credit amount only. If you choose to do this, the customer credit won't be fully settled; the difference will continue to appear as a customer credit.

6.   If you'd like to use one of the additional addresses listed on the customer's card, click the arrow next to the Payee field. Choose the appropriate address.

Click Print to print and record the refund cheque, or click Record to record the cheque.

Chapter 23

Finding customer credits

Finding customer credits

▸ To find a customer credit before it's settled

If you haven't already read the Customer Credits Overview, see "Finding, removing and reversing customer credits" on page 366 for more information.

All customer credits that haven't been applied to sales or written as refund cheques are located in the same place in Accounting Plus.

1. Click Sales Register in the Sales Command Centre.

2. Click the Returns & Credits tab. You can view credits for all or just one of your customers.

   To view sales for one customer, select Customer in the Search by field, then enter the customer's name in the second field.

3. A list of the customer's credits appears.

▸ To find a customer credit after it's applied

If you haven't already read the Customer Credits Overview, see "Finding, removing and reversing customer credits" on page 366 for more information.

1. Click Find Transactions in the Sales Command Centre.

2. Click the Invoice tab.

3. To find a customer credit, you'll first have to locate the sale on which the credit was made. You have several choices:

- Choose Invoice from the Search By selection box and enter the sale's number in the box to the right.

- Use the Search By selection box to choose another way to search -- All Invoices or Customer PO #.

- Click the Advanced button to search using additional criteria, such as the date, amount or memo.

- Click the Card tab, then enter the name of the customer whose invoice you're looking for to find the invoice number. Enter this number in the Invoice # field under the Invoice tab.

4. Applied customer credits can be recognised by their source journal code, SJ. Search the ID# column for transactions numbered with SJ prefixes and click the zoom arrow next to the customer credit you want to view. The Settle Returns & Credits window appears, displaying the original customer credit.

▶ ## To find a customer credit after writing a refund cheque for it

If you haven't already read the Customer Credits Overview, see "Finding, removing and reversing customer credits" on page 366 for more information.

1. Click Find Transactions in the Sales Command Centre.

2. Click the Card tab.

3. Choose Card from the Search By selection box and enter the customer name in the box to the right. Change the date range, if needed, to broaden or narrow your search.

   If you're not sure of the customer name, you can choose All Cards from the Search By selection box. By clicking the Advanced button on the left side of the Find Transactions window, you can search using additional criteria, such as Source Journal, Amount or Memo.

4. Refund cheques to customers can be identified by their source journal code, CD. Search the Src column for transactions assigned the source journal code CD to find the transaction you want; when you find it, click the zoom arrow next to it. The Settle Returns & Credits window appears, displaying the original refund cheque.

Chapter 24

Removing customer credits

Removing customer credits

▶ ### To remove applied customer credits or customers' refund cheques

If you haven't already read the Customer Credits Overview, see "Finding, removing and reversing customer credits" on page 366 for more information.

Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

1. The customer credit you want to remove should be displayed. If you need help doing this, see "To find a customer credit before it's settled" on page 378, "To find a customer credit after it's applied" on page 378 or "To find a customer credit after writing a refund cheque for it" on page 379.

2. Choose Delete Credit from the Edit menu.

Chapter 25

Reversing customer credits

Reversing applied customer credits

▶ To reverse an applied customer credit

If you haven't already read the Customer Credits Overview, see "Finding, removing and reversing customer credits" on page 366 for more information.

Use this procedure only if your transactions are changeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

The customer credit you want to reverse should be displayed. If you need help doing this, see "To find a customer credit before it's settled" on page 378, "To find a customer credit after it's applied" on page 378 or "To find a customer credit after writing a refund cheque for it" on page 379.

1. Choose Reverse Credit from the Edit menu. After a few moments, a new transaction, with an amount exactly opposite of the customer credit's amount, will be displayed in the Settle Returns & Credits window.

2. If you want, you can make a few changes to the new transaction (such as the date and the memo), but you can't change the amounts that are associated with it.

   If you're reversing a customer credit from a previous accounting period, consider assigning a date from that period to the new transaction. This will allow your reports for that accounting period to reflect the proper amounts.

3. Click Record.

The applied customer credit is reversed, and the balance of the sale to which you originally applied the customer credit is returned to its previous amount.

4.   Keep in mind that an outstanding customer credit exists again for this customer. To settle the customer credit, you can either apply the amount of the customer credit to the customer's outstanding sales balance or write a refund cheque to the customer for the amount of the customer credit.

See "To apply a customer credit (from the Receive Payments window)" on page 373 and "To write a refund cheque (from the Sales Register)" on page 375 for more information.

Reversing customers refund cheques

▶ To reverse a customer's refund cheque

If you haven't already read the Customer Credits Overview, see "Finding, removing and reversing customer credits" on page 366 for more information.

Use this procedure only if your transactions are unchangeable. See "What are changeable and unchangeable transactions?" on page 52 for more information.

The customer credit you want to reverse should be displayed. If you need help doing this, see "To find a customer credit before it's settled" on page 378, "To find a customer credit after it's applied" on page 378 or "To find a customer credit after writing a refund cheque for it" on page 379.

1.   Choose Reverse Credit from the Edit menu. After a few moments, a new transaction, with an amount exactly opposite of the refund cheque's amount, will be displayed in the Settle Returns & Credits window.

2.   If you want, you can make a few changes to the new transaction (such as the date and the memo), but you can't change the amounts that are associated with it.

If you're reversing a refund cheque from a previous accounting period, consider assigning a date from that period to the new transaction. This will allow your reports for that accounting period to reflect the proper amounts.

3. Click Record to record the new transaction. The Settle Returns & Credits window closes. The refund cheque is reversed.

4. Keep in mind that an outstanding customer credit exists again for this customer. To settle the customer credit, you can either apply the amount of the customer credit to the customer's outstanding sales balance or write a new refund cheque to the customer for the amount of the customer credit.

   See "To apply a customer credit (from the Receive Payments window)" on page 373 and "To write a refund cheque (from the Sales Register)" on page 375 for more information.

Chapter 26

Using customer credits to remove customers' bad debts

Using customer credits to remove customers' bad debts

▶ To use a customer credit to remove a customer's bad debt

If you haven't already read the Customer Credits Overview, see "Handling customers' bad debt" on page 368 for more information.

1. Create a new account named Bad Debts and assign it an expense account type. See "Creating accounts" on page 95 for more information.

2. Use the Sales window to create a miscellaneous sale for the customer. See "Entering sales" on page 291 for more information. For each of the customer's outstanding debts, enter a line item with a negative value, using the Bad Debt account you created in step 1 in the Allocation Account column in each line item.

   When you're finished, click Record. The transaction you've recorded is called a *customer credit*.

3. Click the Sales Register option in the Sales Command Centre then click the Returns & Credits tab.

4. Highlight the customer credit you created in step 2.

5. Click Apply to Sale. The Settle Returns & Credits window appears.

6. The customer's open sales appear in a scrolling window. Enter the amount of each open sale in the Amount Applied column.

7. Click Record. All the customer's bad debt is cleared.

▶ To set up a bad debt provision

If you haven't already read the Customer Credits Overview, see "Handling customers' bad debt" on page 368 for more information.

1. If not already created, create an asset account called Provision for Bad Debts. (If you need help creating this account, see Creating accounts.)

2. If not already created, create an expenses account called Bad Debt. (If you need help creating this account, see Creating accounts.)

3. Select Record Journal Entry in the Nominal Ledger Command Centre and complete the date and memo fields.

4. For the first line item, enter the allocation account for the Bad Debt Provision and enter the amount in the Credit column for the amount of the debt that probably will not be collected.

5. For the second line item, balance the journal entry by entering the account used for Bad Debts, and entering an amount in the Debit column for the amount of the debt that probably will not be collected. The Out of Balance amount will be zero.

6. Click Record.