

Accounts Receivable FAQs

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How do I add a Customer Record for an individual or family in People?

You can add Customer Records to Accounts Receivable from People. The following information imports to Accounts Receivable:

- Name
- Addresses
- Phone numbers
- Date of birth

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers**. Click **Go** .
3. Click **Import** to begin the import process.
4. Select the product from which you are importing records.
5. In the drop-down list, select the appropriate data set.
6. If you are importing records from People or HeadMaster and want to create parent records, select **Create Parent Records**. This option is not available when importing from Organizations.



Note

Create Parent Records only displays if your Accounts Receivable settings are configured to track family records.

- Click **OK**.
- Select the person or organization to import and click **OK**.
- The individuals or organizations are added to the grid in the Add/Edit Customers window. If you selected **Create Parent Records**, the individual's family members also display in the window.
- Select the imported individual or organization and click **Edit** if you want to review or edit the record. To learn more about the different fields you can edit in a customer's record, see [Editing a Customer's Record](#).

When you make changes to the record in the People module, you can refresh the customer in Accounts Receivable. If you make the changes in Accounts Receivable and then refresh, the information in People overwrites the changes you made in Accounts Receivable.



Refreshing Records

When using the Refresh option, the selected customer record is refreshed, and then the Refresh All Customers window displays. The window gives you the option to refresh all customers, refresh all customers that were added from People, or refresh all customers that were added from HeadMaster.

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How do I add a Customer Record from HeadMaster?

If Accounts Receivable is set up to interface with HeadMaster, you can add records to Accounts Receivable from HeadMaster. The following information imports from HeadMaster:

- Name
- Social security number
- Date of birth
- Address information
- Phone number

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. Click **Import**.
4. Select **HeadMaster**.
5. To add the family, select **Create Parent Records**.
6. Click **OK**.
7. Select the individual you want to add, and then click **OK**.

If you add a record from HeadMaster, you may update the name, social security number, date of birth, grade level, address, or phone number in HeadMaster. When you make changes to these fields in HeadMaster, you can refresh the customer in Accounts Receivable to display the changes. If you make the changes in Accounts Receivable and then refresh, the information in HeadMaster overwrites the changes you made in Accounts Receivable.

Refreshing Records

When using the Refresh option, the selected customer record refreshes, then the Refresh All Customers window displays. The window lets you refresh all customers, refresh all customers added from People, or refresh all customers added from HeadMaster.

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When adding both a parent and a child as customers, can I attach the child's record to the parent's record?

Yes. You can attach a child's record to the parent's record.

1. Under Manage Records, click the **Records** tab.
2. In the drop-down list, select **Add/Edit Customers** and click **Go** .
3. Select the child's record and click **Edit**.
4. Click the **Family** tab.
5. If the parent already has a record in ACS, click **Select** to choose the record. If the parent does not have a record in ACS, click **Add New** to add a record.
6. Click **OK**.

Invoices and Payments

If both the parent and the child are customers in Accounts Receivable, enter invoices on the child's record and payments on the parent's record.

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I'm on an accrual basis and just getting started with Accounts Receivable. How do I enter beginning balances for customers with a credit balance without affecting General Ledger?

To enter beginning balances for customers with a credit balance without affecting General Ledger, you must first switch to cash basis. Once you have switched to cash basis, you can enter the payment credits, post payments, then switch back to accrual basis. If you try to enter the credits while on an accrual basis, the credits affect General Ledger.

 **Negative Invoices**

You cannot enter negative invoices.

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What is a miscellaneous fee, and what is it used for?

A miscellaneous fee holds unapplied payments that are not designated for a certain area. If you use this fee, ACS finds the oldest outstanding invoice and pays it. If you want the unapplied payment to affect a specific area, use the fee for that area.

Sometimes the numbers on the miscellaneous fee do not match the Unapplied Payments Journal. This could occur for several reasons, such as:

- If you use cash-basis accounting, payment credits do not affect General Ledger but display on the Unapplied Payments Journal.
- If the payment is from a prior year, the Unapplied Payments Journal may not reflect it due to fees closing at year-end.
- Transactions from other modules, such as refund checks, affected the account.

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What is the difference between Billing Codes and Payment Codes, and what are they used for?

Billing Code — Use for mass billing. Billing Codes let Accounts Receivable generate batches of invoices at one time instead of one by one. You can generate up to 12 batches at one time.

Payment Code — Use for mass payments. Use Payment Codes only if the customer has a grant or financial aid, since that money is always the same amount and usually comes in around the same time period.

 **Accrual Basis**

If you are on an accrual basis, remember that if you use the "multiple due date" option, the posting month is the same for all invoices regardless of the transaction date. If you need to post the invoices to different months in General Ledger, you must generate invoices one posting month at a time.

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Once an invoice is posted, can it be edited?

If you are on a cash basis, you can edit any part of a posted or unpaid invoice. If you are on an accrual basis, you need to make an adjustment.

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How can I attach discounts to several invoices at one time?

When attaching a billing code to a customer, the billing code has a discount field. This lets multiple discounts affect one customer. You can only see discounts under the **Billing Codes** option under Add/Edit Invoices. When the invoice is generated, it takes the discount into consideration.

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When can I void an invoice?

You can void an invoice any time as long as a payment is not attached to it.

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How should I apply payments?

You can apply a payment in several ways. Accounts Receivable can apply it for you, or you can apply it manually. If you want to see the payments before they are applied, apply them manually under **Apply Payments** in the Enter/Post Payments window.

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How do I handle refunds?

Sometimes a customer may overpay, and you need to write a refund check. For this reason, the **Give Refund** option is available when viewing a posted payment.

1. Under Manage records, click the **Transactions** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.

4. Select the payment you want to refund and click **View**. You may need to filter by the customer's name or select **All Users** and **All Periods** under **Posting Period**.
5. In the View Payment window, click **Give Refund**.
6. When the confirmation window displays, click **Yes**.
7. The customer's invoices display on the grid. To distribute the refund amount to specific invoices associated with the original payment, edit the selected payment's **Refund Amount** as necessary.
8. Click **OK**, then **Yes**.

After you refund a payment in Accounts Receivable, you must enter a refund check in General Ledger or Accounts Payable; otherwise you must post the refund to the General Ledger to reverse the transaction.

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How do I handle returned checks?

You can return a payment when viewing a payment in the Add/Edit Payments grid. After returning a payment, the payment's status changes to Returned, and the Return option is unavailable. For tracking purposes, the original payment's reference number is assigned to the return.

When returning a payment, a return transaction posts to the General Ledger so that the income and checking account are affected. This transaction is a negative credit to income and a negative debit to checking.

1. Under Manage Records, click the **Transaction** tab.
2. In the drop-down list, select **Accounts Receivable Payments** and click **Go** .
3. Click **Add/Edit Payments**.
4. Select the payments you want to view and click **View**. You may need to filter by the customer's name or select **All Users** and **All Periods** under Posting Period.
5. In the View Payment window, click **Return Payment**.
6. When the confirmation message displays, click **Yes**.
7. In the Return Payment window, under **Posting Period**, edit the **Posting Date** and **Post Month/Year** of the return if necessary. These fields automatically default to the current date and posting period.
8. In the **Transaction Source** drop-down list, select the appropriate transaction source.
9. In the **Return Explanation** field, enter a brief explanation of the returned payment.
10. Click **Post Return**.

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How do I record a payment and an invoice at the same time?

You can record an invoice and a payment at the same time by using the **Invoice/Payment Wash** option in Add/Edit Payments. This creates an invoice to match the payment and posts the invoice and payment at the same time. You might use this when recording money for tuition or a field trip. If the customer pays with a credit card, there is a **Credit Card Wash** option.

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How do I handle a payroll adjustment in Accounts Receivable?

In Accounts Receivable, issue a credit against the invoice. In Payroll, if there is one Accounts Receivable account, the deduction should have that account as the credit. If there are multiple accounts, the deduction goes to a liability account. Then, create a journal entry to debit the liability account and credit the corresponding revenue/designated accounts affected by the payment.

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