RealGreen®
by WORKWAVE®

Bootcamp: Payment Entry, Statement Printing and Balance Adjustments

Bootcamp: Payments, Statements, Adjustments

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Agenda

- The overview of payment entry
- How to print a past due statement
- How to do basic adjustments to customer balances

Billing Types & Aging
There are 4 main types of billing types within SA5

- **Regular** - an invoice is either printed and left behind or emailed
  - Essentially - the balance is due at time of service / when the job is posted as completed
- **Statement Only** - an invoice is printed that contains all services with the billing type that have been completed within a time frame that have not yet been invoiced.
  - Typically the services included start to age when the invoice is printed.

- **Installment** - services with this billing type are not charged when completed, instead service totals are added and broken into even payments and are charged on specific due dates.

- **CC/ACH** - regardless of the way a customer is invoiced, this typical represents customers with autopay setup and will be automatically charged when the service is completed/invoiced.

Note: there is a class on Alternate Invoice Options that covers all of these in greater detail
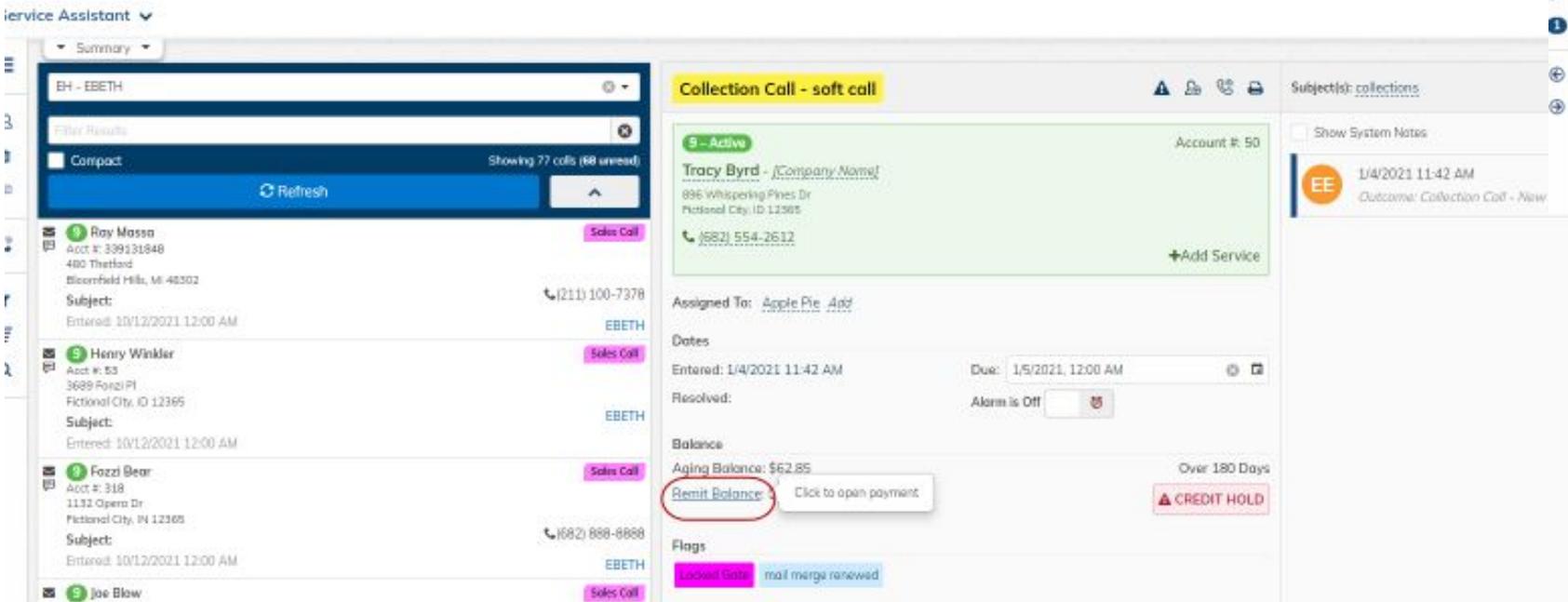
Basic Payment Entry

- Access from the customer
- Scan (customer number) / Invoice No
- Customer Information - customer status, notification if have collection code.
- Understanding Net, Prepay, Credit balances
- Default Amount Due
- Default Date
- Review of the allocation grid
- Saving
- Payment Journal
  - Editing Entries
  - Claiming Journal
  - Receipts
  - Posting Entries

Payment Entry from the Customer

Payments can be applied to a customer from any customer screen using the window shade, but also the customer screen, history screen, call log screen, program screen (services), production entry, and the prepay calculator
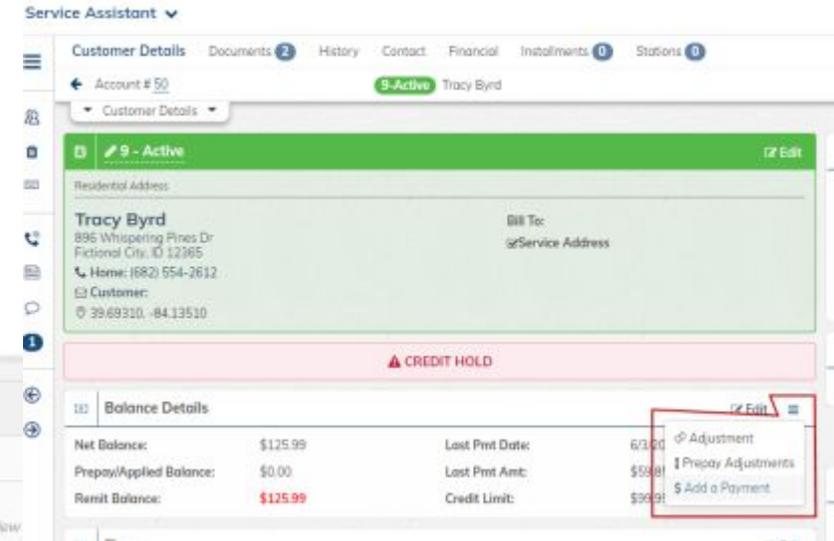
The default payment amount will change based on the page payment entry is accessed from. If from history or service, the amount will be the invoice amount, from the customer, it will be the net balance due.

Payment Entry Screen

Scan/ enter customer number or enter in invoice number.

The customer details color matches customer status, and shows the customer current balances.

The services and or installments that have not been paid in full will be listed in the allocation grid.

Use 'Tab' to move through the entry portion.
The amount will default to the remit balance if using customer number. If the page is being opened the date will default to current date. Once the date is changed, that date will remain as long as the page remains open and the journal has not been posted.

Payment Type default is setup under payment settings.
Any Note will be added to history and if a payment receipt is sent, the note is added to the receipt.

| Payment Entry | Search | Claim Journal (0) | Payment Journal (0) |

Scan

9 271
Suzanne Stewart
2508 Flemming Rd
Heartland, OH 45042
(682) 422-9289

Net Balance: $70.75   Prepay Balance: $0.00   Remit Balance: $70.75

+ Add New Service

Amount:	$	70.75	Date:	12/30/2022		Amount Remaining:	$70.75
Payment Type:	Check		Check Number:			Amount Allocated:	$0.00
Notes:						Total Amount Under Allocated:	$0.00

Add New Adjustment

Select Prepay Code to Update All   Clear All

	Prepay Code	Allocate	Year	Start/Due	Service/Installment	Price	Discount(s)	Prepay Discount	Tax	Amount	Unpaid	DoneDate	Invoice #
⊙	Select...	$0.00	2022	4/4/2022	L1 - Lawn Fert Rd 1	$67.00	$0.00		$3.75	$70.75	$70.75	4/12/2022	25147
	Select...	$0.00	2022		L2 - Lawn Fert 2	$67.00	$0.00		$3.75	$70.75	$70.75		
	Select...	$0.00	2022		L4 - Lawn Fert Rd 4	$67.00	$0.00		$3.75	$70.75	$70.75		
	Select...	$0.00	2022		L5 - Lawn Fert Rd 5	$67.00	$0.00		$3.75	$70.75	$70.75		
	Select...	$0.00	2022		L6 - Lawn Fert Rd 6	$67.00	$0.00		$3.75	$70.75	$70.75		

Cancel   Save and Post

Payment Entry Screen

Payments do not NEED to be allocated to specific services. If nothing is specified the payment will automatically go to the oldest service. This does one important thing, if the oldest services are 'paid' the account may not go on credit hold so that you can continue to treat it.

Payment Entry Continued

The 'save' entry button can be changed so that instead of going to the journal, the entry immediately is saved and posted. This is helpful when doing a CC payment while on the phone with the customer.

Prepayments & Deposits

Prepayments typically have a discount applied, but more importantly they pay for the services selected in full.
Deposits can be any amount applied to a service, typically before it's completed, where the money is being reserved.

Payment Journal

Claim Journal

Users could have access to only enter but not post payments, payments that come from mobile or caw can also be set to go to the journal and not directly post. For a user with rights to post payments, they can go to the 'Claim Journal' tab to find payments that need to be posted.

Statement Printing

- How often should you print statements
- Aging to charge interest
- Review of the steps with statement printing
- Statement Options

Statement Printing

- Statements are past due reminders.
  - This is where aging categories come into play

- Ideally statements should be printed frequently to keep the number of statements to be processed each time to a manageable number. (Weekly is recommended)

- If interest or statement fees are added, this needs to be done before statements are printed.

- Customers have statement setting that could alter or affect who is getting a statement to show up.

Aging to charge Interest

> Utilities > Age Accounts

Age Accounts Utility

Branch: 4004 - boo boo

Aging Category	Amount	Count	Charge Interest
1 - 30 Days	$349.21	3	
31 - 45 Days	$47.50	1	
46 - 60 Days	$0.00	0	Residential
61 - 90 Days	$32.50	1	Residential
91 - 120 Days	$47.50	1	Residential/Commercial
121 - 180 Days	$0.00	0	Residential/Commercial
Over 180 Days	$515.50	6	

Total Amount: $992.21   Total Count: 12   Unique Customers: 9

☑ Charge Interest   ← *The option to charge needs to be selected*

Last Aging Date:	12/29/2022	Charge if calculated interest is at least:	$0.40
Charge if last interest before:	11/30/2022	Minimum interest charge:	$1.00
Age date/charge interest on:	12/30/2022	Percent of interest to charge:	5.00%

⊗ Cancel   ⟳ Perform Aging

Number of customers charged interest:	2	Amount of interest charged:	$16.27

⊗ Cancel   *After Aging, there will be a total and option to go to adjustments*   🖨 Print   ⟳ Adjustments

Statements – Find Customers

Step 1 is primarily to find the customers that should get a statement based on the selections.

(If printing directly from a customer account, step 1 is ignored)

All settings are 'sticky' for the user so the next time the page is accessed, the settings should be the same.

Statement Details – Step 1

- Days Since Last Service is useful if Invoices include previous balance.
- Days Since Last Statement is almost always set at 30 days
- Include Prepay Customers will pull in any prepay customer that has a balance due, even if not aged.

If planning on emailing statements and the preference 'Email Statements' is used to identify customers, filter the list to just those customers through Advanced Options.

BEYOND SERVICE Customer Conference '26

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Statement Details

- Step 2 has all the customers identified from step 1.
- Selections on step 2 affect how the statement is sent, what will be included and how it will be displayed.

| | 256 | Beth, Kitchen | 207 Utensil Dr | 66 | 0 | 66 | 4/12/2022 | 121 - 180 | R2 | 46151 |
| | 259 | Pinatta, Apple | 108 Harrison St | -1430.42 | -1489.29 | 58.87 | 4/12/2022 | 121 - 180 | R2 | 45042 |

Total Statements: 38   **Total Balance:** $7713.80   **Total Prepay Balance:** $-4010.20   **Total Remit Balance:** $11724.00

Options

Form Options

Select forms to include:

☑ Statements [Regular ▾]
(selected items will be marked as printed and removed from the list)

☐ Summary Report

Show History: [📅 Earliest to date ▾]

☐ Print only transactions since last statement date
☐ Show History since last Zero balance:

Linked Documents

☐ Save Linked Documents   ☐ Email Documents

+ Show More

⊗ Cancel   ⟲ Back   🔍 Preview   🖨 Generate

- History date range should include current date to be the most accurate.
- If emailing; email first then print remaining. (If using the advanced option filter, go back and remove the option before printing.

Statement Details

'Statement Options' defines what is printed on the statement and also the main layout.

A regular statement shows all history in order of the transaction date

Open invoice will only show services with an amount due or payments/adjustments unapplied.   (History date range is ignored)

Open invoice with paid services will list all history but grouped by the service transaction.

Statement Examples

Adjustments

- Brief review of customer history to determine the adjustment needed.
- Brief look at prepay adjustment utility
- Posting adjustment from customer
- Posting batch adjustments.
- Credit/ Debit Memo

Understanding History / Balances

Customer's Net balance is any Remit/Credit +/- any prepay or applied credit balance

Prepay is any credit applied to a service in full.   A applied balance is any credit applied to a service, typically not the full amount.

Looking at the prepay adjustment screen will identify prepay vs. deposit.

Understanding History / Balances Continued

Prepay Adjustments – Brief look

To fix prepay allocations, the main thing to remember is that the balance should equal the reserved. Edit the balance amount to match or changing the assigned services will change the reserved will fix the majority of issues.

Adjustment Entry

Batch adjustment entry will have entry at the top and the journal directly below it.

In general, a credit adjustment will lower a balance on the account or create a credit balance. A debit adjustment will add a balance or use up an existing credit balance.

Adjustment Entry

If crediting a service, there is option to create a tax adjustment.

Adjustment Reason and Employee isn't required but it is nice for reporting.

Invoice number could be selected from list of invoices assigned to the customer.

Always add a note as to what the adjustment was for.

Adjustment Entry – from customer

Similar to batch adjustments, but without a journal to post separately.

Adjustments - Credit/Debit Memo

These can be printed from customer history or from the batch adjustment journal.

The 'note' will be the only thing that prints on the memo's.

Questions?

Session Feedback

- Login to the Event Mobile App

- Add this session to your schedule

- Click Survey

- Give it a rating 1-5 stars