



Bootcamp: Payment Entry, Statement Printing and Balance Adjustments

Bootcamp: Payments, Statements, Adjustments



Elizabeth Hlavaty

SA5 Product Owner, RealGreen by WorkWave

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 typically represents customers with autopay setup and will be automatically charged when the service is completed/invoiced.

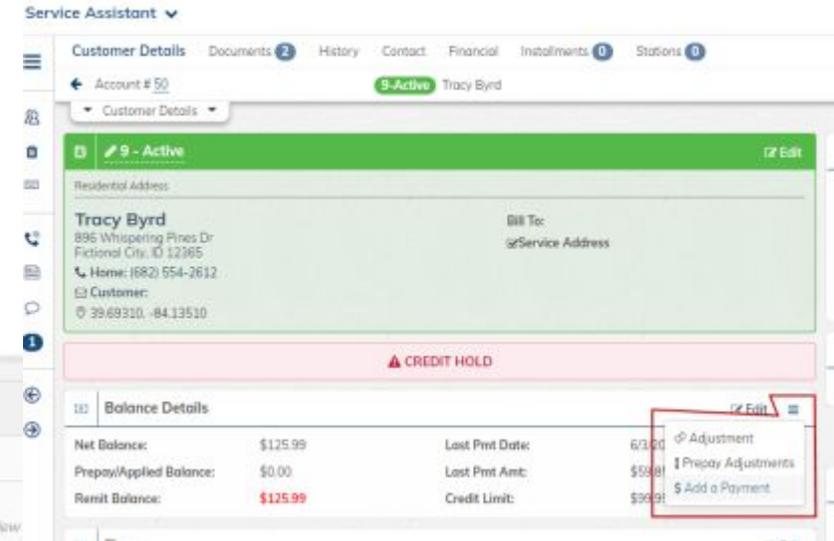
Note: there is a class on Alternate Invoice Options that covers all of these in greater detail

Basic Payment Entry

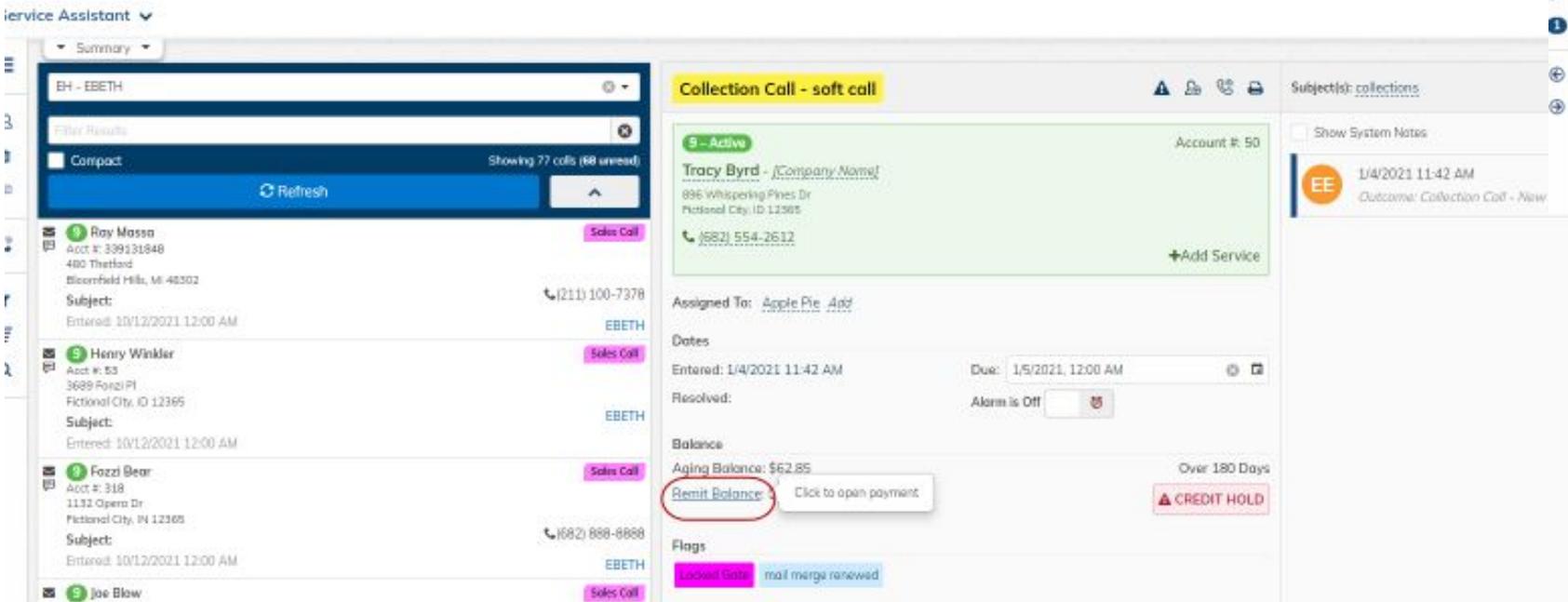
- Access from the customer
- Scan (customer number) / Invoice No
- Customer Information - customer status, notification if have collection code.
- Understanding Net, Prepay, Credit balances
- Default Amount Due
- Default Date
- Review of the allocation grid
- Saving
- Payment Journal
 - Editing Entries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

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

Payment Type: Check Check Number:

Notes:

Amount Remaining: \$70.75
Amount Allocated: \$0.00
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.

Service Assistant > Payments > Payment Entry

Payment Entry Search Claim Journal (0) Payment Journal (1)

Scan

63 Blair Underwood
6231 Heights Landing Cres
Fictional City, ID 12365
(682) 233-0870

Net Balance: \$106.49 Prepay Balance: \$0.00 Remit Balance: \$106.49

+ Add New Service

Amount: \$ 106.49 Date: 11/08/2021

Payment Type: Check Check Number:

Notes:

Amount Remaining: \$106.49
Amount Allocated: \$0.00
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	2020	3/16/2020	MOW - Weekly Mowing	\$47.50	\$0.00		\$0.00	\$47.50	\$47.50	3/16/2020	21382
Select...	\$0.00	2020		L5 - Lawn Fert Rd 5	\$53.50	\$0.00		\$2.68	\$56.18	\$56.18	11/13/2020	22897
Select...	\$0.00			II - II Interest Charge Interest Charge	\$2.81	\$0.00		\$0.00	\$2.81	\$2.81	1/4/2021	
Select...	\$0.00	2021	3/1/2021	MOW - Weekly Mowing	\$47.50	\$0.00		\$0.00	\$47.50	\$47.50		
Select...	\$0.00	2021		L1 - Lawn Fert Rd 1	\$53.50	\$0.00		\$2.68	\$56.18	\$56.18		
Select...	\$0.00	2021		L2 - Lawn Fert 2	\$53.50	\$0.00		\$2.68	\$56.18	\$56.18		

Payment Entry Continued

Quick select to apply a prepay to all eligible charges

Quick button to apply unpaid amount to service

9 41
Billy Bob
32645 Harvester Holw
Fictional City, ID 12365
(682) 986-5238

Net Balance: \$277.13
Prepay Balance: \$0.00
Remit Balance: \$277.13

+ Add New Service

Amount: \$ 277.13 Date: 12/30/2022

Payment Type: Check Check Number:

Notes:

Amount Remaining: \$277.13
Amount Allocated: \$0.00
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	4/13/2022	L1 - Lawn Fert Rd 1	\$90.75	\$0.00		\$4.54	\$86.55	\$86.55	3/17/2022	25445
⊕	Select...	\$0.00	2022		L2 - Lawn Fert 2	\$90.75	\$0.00		\$4.54	\$95.29	\$95.29	4/28/2022	25723
⊕	Select...	\$0.00	2022		L3 - Lawn Fert Rd 3	\$90.75	\$0.00		\$4.54	\$95.29	\$95.29	6/8/2022	25794
	Select...	\$0.00	2022	1/5/2022	MOW - Weekly Mowing	\$72.00	\$0.00		\$0.00	\$72.00	\$72.00		
	Select...	\$0.00	2022	1/12/2022	MOW - Weekly Mowing	\$72.00	\$0.00		\$0.00	\$72.00	\$72.00		
	Select...	\$0.00	2022	1/19/2022	MOW - Weekly Mowing	\$72.00	\$0.00		\$0.00	\$72.00	\$72.00		
	Select...	\$0.00	2022	1/26/2022	MOW - Weekly Mowing	\$72.00	\$0.00		\$0.00	\$72.00	\$72.00		
	Select...	\$0.00	2022	2/2/2022	MOW - Weekly Mowing	\$72.00	\$0.00		\$0.00	\$72.00	\$72.00		
	Select...	\$0.00	2022	2/9/2022	MOW - Weekly Mowing	\$72.00	\$0.00		\$0.00	\$72.00	\$72.00		

'Deposit or partial payment amounts can be entered here'

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.

Save and Post

Save

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 Entry Search Claim Journal (0) Payment Journal (2)

Scan

339131793
Wing Lake Woods Homeowners Assoc.
4125 Wing Mdw
Bloomfield, MI 48301
(714) 588-7771

Net Balance: \$0.00 Prepay Balance: \$0.00 Credit Balance: \$0.00

+ Add New Service

Amount: \$ 308.90 Date: 11/08/2021

Payment Type: Check Check Number:

Notes:

Amount Remaining: \$0.00
Amount Allocated: \$308.90
Total Amount Under Allocated: \$0.00

+ Add New Adjustment

Select Prepay Code to Update All Clear All

Payment allocated to 4 services/targets.

	Prepay Code	Allocate	Year	Start/Due	Service/Installment	Price	Discount(s)	Prepay Discount	Tax	Amount	Unpaid	DoneDate	Invoice #
X	5 - 5% Prepay	109.25	2021	11/8/2021	GCU - Grub Curative	\$120.00	\$5.00	\$5.75	\$0.00	\$115.00	\$115.00		
X	5 - 5% Prepay	54.68	2021		L4 - Lawn Fert Rd 4	\$84.50	\$30.00	\$2.72	\$2.90	\$57.55	\$57.55		
X	5 - 5% Prepay	84.78	2021		L6 - Lawn Fert Rd 6	\$84.50	\$0.00	\$4.22	\$4.50	\$89.23	\$89.23		
X	5 - 5% Prepay	60.19	2021		T5 - Tree rd 5	\$60.00	\$0.00	\$3.00	\$3.19	\$63.36	\$63.36		

Payment Journal

Service Assistant > Payments > Payment Entry



Payment Entry Search Claim Journal (0) Payment Journal (2)

Payment Journal

The following payments are ready to be posted.

Showing: 25 Results

Search...

<input type="checkbox"/>	Customer #	Check #	Date	Amount	Payment Type	Name	CustomerAddress	Balance	Remaining
<input checked="" type="checkbox"/>		33	11/8/2021	\$600.00	CK	Jesse Vantura	689 Woodstock Ct Fictional City, ID 12365	(\$57.19)	\$598.42
<input checked="" type="checkbox"/>		63	11/8/2021	\$106.49	CK	Blair Underwood	6231 Heights Landing Cres Fictional City, ID 12365	\$106.49	\$50.31

10 25 50 100

Page 1 of 1 (2 items) < 1 >

Number of Payments: 2

Total Amount: 706.49

Delete Receipt Preview Post

Linked Documents

Email Documents

Payment Transaction Journal												
11/8/2021		Entered By : EH - EBETH										
Acct #	Check Number	Payment Date	Prepay Code	Prepay Amount	Payment Amount	Payment Type	Customer / Name	Collection Code	Preferred Phone	Balance	Age	
33		11/8/2021			600.00	Check	Vantura, Jesse		(682) 954-5456	-57.19	180+	
63		11/8/2021			106.49	Check	Underwood, Blair		(682) 233-0870	106.49	180+	
				Total	Count					Amount	Count	
Totals by Payment Type				Check	706.49	2					706.49	2
						Regular Payments				706.49	2	
						Pre-Payments				0.00	0	
						Total				706.49	2	
						Number of Payments				2.00		

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.

The screenshot shows a web interface with a navigation bar at the top containing tabs: 'Payment Entry', 'Search', 'Claim Journal (9)', and 'Payment Journal (0)'. Below the navigation bar is a section titled 'Claim Journal' with a search bar on the right. The main content is a table with the following data:

<input type="checkbox"/>	Owner ID	Owner Name	Date	Amount	Journals
<input type="checkbox"/>	▶ PP	Polly Pocket	5/17/2022	226.5	2
<input type="checkbox"/>	▶ PP	Polly Pocket	5/18/2022	126	1
<input type="checkbox"/>	▶ PP	Polly Pocket	5/27/2022	1581.09	4
<input type="checkbox"/>	▶ PP	Polly Pocket	6/15/2022	345.4	2
<input type="checkbox"/>	▶ PP	Polly Pocket	6/16/2022	122.42	1
<input type="checkbox"/>	▶ PP	Polly Pocket	6/22/2022	126	1
<input type="checkbox"/>	▶ PP	Polly Pocket	6/27/2022	119.32	1
<input type="checkbox"/>	▶ PP	Polly Pocket	6/29/2022	110	1
<input type="checkbox"/>	▶ PP	Polly Pocket	7/1/2022	996.64	4

At the bottom right of the interface, there is a blue button labeled 'Claim' with a right-pointing arrow.

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

> Statements > Statements 23

1 Step 1 Select Customers

2 Step 2 Customer List

Select Customers

Account #: All

Branch: *

Route: *

Billing Type: *

Days Since Last Service:

Days Since Last Statement:

Aging Category: *

Customer Type:

Customer Status: *

Collection Status:

All Customers Regardless of Balance

Minimum Balance: \$

Include Prepay Customers

More filters

+ Flag Codes

+ Advanced Options

Send To Mapping Filter

Cancel

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.

The screenshot displays a web interface for filtering customer statements. At the top, there are several filter fields: 'Days Since Last Service' (set to 15), 'Days Since Last Statement' (set to 30), and 'Aging Category' (set to '6 items selected'). To the right, there are checkboxes for 'All Customers Regardless of Balance' (unchecked) and 'Include Prepay Customers' (checked). Below these is a 'Minimum Balance' field set to '\$ 5'. A 'More filters' section is expanded to show 'Advanced Options' with a dropdown menu containing 'Customer Information', 'Documents', 'Letters', 'Letters (Master Documents)', and 'Decile'. To the right of this is a 'Preferences*' section with a dropdown menu containing 'Telemarket', 'Direct Mail', 'Email Market', 'Email Follow-Up', 'Upsell', 'Knock', 'CAW Registered', 'Autopay', 'Language', 'Email Statements' (highlighted with a red circle), and 'Email Pre-Notify'.

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.

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.

<input checked="" type="checkbox"/>	256	Beth, Kitchen	207 Utensil Dr	66	0	66	4/12/2022	121 - 180	R2	46151
<input checked="" type="checkbox"/>	259	Pinatta, Apole	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 (selected items will be marked as printed and removed from the list)

Summary Report

Show History:

Print only transactions since last statement date

Show History since last Zero balance:

Linked Documents

Save Linked Documents Email Documents

+ Show More

- 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.

The screenshot shows a configuration panel titled "Statement Options" with a "Show More" link at the top left. The panel is divided into several sections:

- Print Company Info:** Includes checkboxes for Logo, URL, Name, Phone, and Address. Below these are input fields for "Days Until Due" (empty) and "Printer Offset" (0) with units "Days" and "Inches" respectively.
- Print Remit Barcode:** Includes checkboxes for Print Remit Barcode, Print Credit Card Panel, Print Overdue Message, Print Payment Request Message, NPS, Print Continuous Service Message, and Exclude Prepayment Information.
- Exclude Installment Services:** Includes checkboxes for Exclude Installment Services, One Page Statement, Print Service Feedback, Show Aging Information, Show Discount Amount, Open Invoice, and Show Paid Services.

At the bottom of the panel, there are three buttons: "Cancel", "Back", and "Preview". A green "Generate" button is located at the bottom right of the panel.

Statement Examples

STATEMENT Printed 12/30/2022 Customer # 1

Your Company Name
 (800) 422-7478 (123) 456-7895

Service Address: Bruce Campbell, 2689 Wixom Curv, Fictional City ID 12365

Res. (682) 592-3354 Bus.

http://mycompanywebsiteemailaddress

Description	Ck # / Inv #	Date	Amount	Tax	Balance
Previous Balance					\$534.66
Interest Charge		01/04/2021	\$2.42		\$537.08
Payment Check **Thank You**		02/09/2021	(\$536.42)		\$0.66
Landscape Service	23414	02/17/2021	\$108.00		\$108.66
Landscape Service	23421	03/15/2021	\$108.00		\$216.66
Lawn Fert Rd 1 (\$2.75)	23240	03/22/2021	\$55.00	\$2.61	\$271.52
Payment Check **Thank You**		03/30/2021	(\$216.00)		\$55.52
Landscape Service	23101	07/05/2021	\$200.00	\$10.00	\$265.52
Payment Check **Thank You**		07/13/2021	(\$8.66)		\$264.86
Pre-Payment Check **Thank You**		07/13/2021	(\$259.34)		\$5.52
Lawn Fert Rd 3 (\$2.75)	23903	07/13/2021	\$55.00	\$2.61	\$60.38
Lawn Fert Rd 4 (\$2.75)	24162	08/19/2021	\$55.00	\$2.61	\$115.24
Landscape Service	25526	01/03/2022	\$0.00		\$115.24
Landscape Service (\$15.00)	25526	02/01/2022	\$1,645.00	\$81.50	\$1,826.74
Landscape Service (\$10.00)	25533	02/16/2022	\$2,763.88	\$137.69	\$4,718.31
Lawn Fert Rd 1	25526	04/12/2022	\$70.00	\$3.50	\$4,791.81
Lawn Fert 2		05/10/2022	\$70.00	\$3.50	\$4,865.31
Payment Check **Thank You**		05/13/2022	(\$600.00)		\$4,265.31
Lawn Fert Rd 3		06/25/2022	\$70.00	\$3.50	\$4,338.81
Total Amount Due:					\$4,433.57

For your convenience, service will continue for season to season. For a change in service, please call our office.

Current	31 - 45 days	46 - 60 days	61 - 90 days	91 - 120 days	121 - 180 days	Over 180 days
\$4,286.57	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$147.00

Please pay within 10 days. Net 30 days 1.5% thereafter. Please call with any questions about your lawn, how much more can I get in this field? should

On a scale of 0 (not likely) to 10 (very likely), how likely are you to recommend us to a friend/neighbor?

PLEASE INDICATE PAYMENT AMOUNT & CHECK NUMBER

AMOUNT	CHECK NO

Charge My: VISA M/C DISC Exp. / /

Card #: _____ Security Code: _____

Signature: _____

Wowsers you are SO SO SO OLD

Bill To: Bruce Campbell, 2689 Wixom Curv, Fictional City ID 12365

Your Company Name
 address line 1 or P. O. Box
 city, state zip

CUSTOMER # 1

PLEASE REMIT **\$4,433.57**

PRINTED 12/30/2022

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. BE SURE ADDRESS SHOWS THROUGH WINDOW.

STATEMENT Printed 12/30/2022 Customer # 13

Your Company Name
 (800) 422-7478 (123) 456-7895

Service Address: Mr. Robert Locke, 7632 Lost Island Curv, Fictional City 12365

Res. (111) 222-3333 Bus. (333) 444-5555

http://mycompanywebsiteemailaddress

Description	Ck # / Inv #	Date	Amount	Tax	Balance
Termite Treatment 1	24730	03/22/2022	\$1,560.00	\$78.00	
Lawn Fert 2	25248	05/05/2022	\$90.75	\$4.54	
Termite Treatment	25760	05/05/2022	\$1,560.00	\$78.00	
Lawn Fert Rd 3	25901	06/23/2022	\$90.75	\$4.54	
Total Amount Due:					\$3,466.58

Open Invoice

For your convenience, service will continue for season to season. For a change in service, please call our office.

Current	31 - 45 days	46 - 60 days	61 - 90 days	91 - 120 days	121 - 180 days	Over 180 days
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,466.58

Please pay within 10 days. Net 30 days 1.5% thereafter. Please call with any questions about your lawn, how much more can I get in this field? should

On a scale of 0 (not likely) to 10 (very likely), how likely are you to recommend us to a friend/neighbor?

PLEASE INDICATE PAYMENT AMOUNT & CHECK NUMBER

AMOUNT	CHECK NO

Charge My: VISA M/C DISC Exp. / /

Card #: _____ Security Code: _____

Signature: _____

Wowsers you are SO SO SO OLD

Bill To: Mr. Robert Locke, 7632 Lost Island Curv, Fictional City 12365

Your Company Name
 address line 1 or P. O. Box
 city, state zip

CUSTOMER # 13

PLEASE REMIT **\$3,466.58**

PRINTED 12/30/2022

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. BE SURE ADDRESS SHOWS THROUGH WINDOW.

STATEMENT Printed 12/30/2022 Customer # 339131696

Your Company Name
 (800) 422-7478 (123) 456-7895

Service Address: Billy Bass, 1345 Lafayette Ave, Columbus IN 47201

Res. (222) 555-5666 Bus.

http://mycompanywebsiteemailaddress

Description	Ck # / Inv #	Date	Amount	Tax	Balance
Referral Discount / Credit		01/18/2022	(\$5.00)		
Dormant Oil	22984	03/23/2021	\$36.00	\$1.80	
Payment Check **Thank You**	653	05/19/2021	(\$37.80)		
Balance Due - Invoice # 22984			\$0.00		\$5.00
Lawn Fert Rd 1	22960	04/12/2021	\$49.00	\$2.45	
Payment Check **Thank You**		09/25/2020	(\$1.97)		
Payment Check **Thank You**	653	05/19/2021	(\$49.48)		
Balance Due - Invoice # 22960			\$0.00		\$5.00
I&D Spray	23056	04/14/2021	\$36.00	\$1.80	
Payment Check **Thank You**	653	05/19/2021	(\$37.80)		
Balance Due - Invoice # 23056			\$0.00		\$5.00
Lawn Fert 2	23745	05/10/2021	\$49.00	\$2.45	
Payment Check **Thank You**	653	05/19/2021	(\$0.72)		
Payment Check **Thank You**	671	06/17/2021	(\$50.73)		
Balance Due - Invoice # 23745			\$0.00		\$5.00
Lawn Fert Rd 3	24139	06/29/2021	\$53.60	\$2.68	
Payment Check **Thank You**	671	06/17/2021	(\$0.72)		
Payment Check **Thank You**		08/12/2021	(\$55.56)		
Balance Due - Invoice # 24139			\$0.00		\$5.00
Tree rd 3	23056	07/02/2021	\$36.00	\$1.80	
Payment Check **Thank You**		08/12/2021	(\$37.80)		
Balance Due - Invoice # 23056			\$0.00		\$5.00
Lawn Fert Rd 1	25556	03/22/2022	\$49.00	\$2.45	
Balance Due - Invoice # 25556			\$51.45		\$56.45
Lawn Fert 2	25728	04/28/2022	\$49.00	\$2.45	

Please pay within 10 days. Net 30 days 1.5% thereafter. Please call with any questions about your lawn, how much more can I get in this field? should

On a scale of 0 (not likely) to 10 (very likely), how likely are you to recommend us to a friend/neighbor?

PLEASE INDICATE PAYMENT AMOUNT & CHECK NUMBER

AMOUNT	CHECK NO

Open Invoice with paid

This only works well with multiple pages (could be lots)

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 Details Documents 5 History Contact Financial Installments 0 Stations 0

Account # 25 9-Active Teddy Roosevelt

Customer Details

9 - Active Edit

Residential Address

Teddy Roosevelt
2 Juniper Ct
Fictional City, ID 12365
Home: (682) 433-8769
Customer: elizabethhlavaty@yahoo.com +1 more...
39.62480, -84.11330

Bill To:
 Service Address

▲ CREDIT HOLD

Balance Details Edit

Net Balance:	(\$793.65)	Last Pmt Date:	12/8/2020
Prepay/Applied Balance:	(\$889.40)	Last Pmt Amt:	\$43.25
Remit Balance:	\$95.75	Credit Limit:	\$6,000.00

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

Service Assistant ▾

← Account # 5

▾ Customer Details ▾

←
→

Balance Details ✎ Edit

Net Balance:	(\$4,601.06)	Last Pmt Date:	5/10/2021
Prepay/Applied Balance:	(\$1,012.60)	Last Pmt Amt:	\$650.00
Credit Balance:	(\$3,588.46)	Credit Limit:	\$99,999.00

Flags ✎ Edit

466-8911

78 69 EE

Prepay Adjustments

Select... 🗑 Clear All

Prepay Code	Year	Service / Installment	Do?	Start/Due	Charge (\$)	Discount (\$)	PP Discount (\$)	Taxes (\$)	Applied Payments (\$)	Net (\$)
Select...	2021	Lawn Fert Rd 3	Y		63.00	3.15	0.00	3.35	0.00	63.20
Select...	2021	Lawn Fert Rd 4	Y		63.00	3.15	0.00	3.35	0.00	63.20
Select...	2021	Lawn Fert Rd 6	Y		63.00	3.15	0.00	3.35	0.00	63.20
Select...	2021	I&D Spray	Y		60.00	0.00	0.00	3.36	35.00	28.36
Select...	2021	Tree rd 3	Y		60.00	0.00	0.00	3.36	0.00	63.36
Select...	2021	Tree rd 4	Y		60.00	0.00	0.00	3.36	0.00	63.36
Select...	2021	Tree rd 5	Y		60.00	0.00	0.00	3.36	0.00	63.36
Select...	2012	Tree rd 5	\$	1/14/2013	60.00	0.00	0.00	3.36	0.00	63.36

Prepay Code	Percent (%)	Balance (\$)	Reserved (\$)	Available (\$)
MOW - Mowing only - 5%	5.00	577.60	577.60	

Deposit

Select... \$ + Add New + Fix Prepay

Net Balance:	-4601.06	New Net Balance:	-4601.06
Prepay Balance:	-577.60	New Prepay Balance:	-577.60
Applied Payments:	435.00	New Applied Payments:	435.00
Credit or Remit Balance:	-3588.46	New Credit/Remit Balance:	-3588.46

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.

Prepay Adjustments

Select...

Prepay Code	Year	Service / Installment	Do?	Start/Due	Charge (\$)	Discount (\$)	PP Discount (\$)	Taxes (\$)	Applied Payments (\$)	Net (\$)
Select...	2020	Lawn Fert Rd 6	Y		72.25	0.00	0.00	4.05	<input type="text" value="0.00"/>	76.30
5 - 5% Prepay	2022	Lawn Fert Rd 4	Y		70.75	0.00	3.54	3.76	<input type="text" value="0.00"/>	70.97
5 - 5% Prepay	2022	Lawn Fert Rd 5	Y		70.75	0.00	3.54	3.76	<input type="text" value="0.00"/>	70.97
Select...	2022	Lawn Fert Rd 6	Y		70.75	0.00	0.00	3.96	<input type="text" value="0.00"/>	74.71
Select...	2019	Lawn Fert Rd 3	\$	6/30/2020	70.75	0.00	0.00	3.96	<input type="text" value="0.00"/>	74.71
Select...	2020	Weekly Mowing	Y	9/7/2020	58.30	0.00	0.00	0.00	<input type="text" value="0.00"/>	58.30
Select...	2020	Weekly Mowing	Y	9/14/2020	58.30	0.00	0.00	0.00	<input type="text" value="0.00"/>	58.30
Select...	2020	Weekly Mowing	Y	9/21/2020	58.30	0.00	0.00	0.00	<input type="text" value="0.00"/>	58.30

Prepay Code	Percent (%)	Balance (\$)	Reserved (\$)	Available (\$)
5 - 5% Prepay	5.00	<input type="text" value="286.81"/>	303.82	

Deposit
 Select...

Net Balance:	-358.22	New Net Balance:	-358.22
Prepay Balance:	-286.81	New Prepay Balance:	-286.81
Applied Payments:	0.00	New Applied Payments:	0.00
Credit or Remit Balance:	-71.41	New Credit/Remit Balance:	-71.41

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.

Adjustments

Add New Adjustment:

Adjustment Journals
The following adjustment(s) are ready to be posted.

Showing: 25 Results

	Account #	Code	Date	Amount	CR/DB	Company/Name	Address	Prepay Balance	Balance	
No data										

10 25 50 Page 1 of 1 (0 items) < 1 >

Number of Adjustments: 0 Credit Total: \$0.00 Debit Total: \$0.00

Linked Documents

Save Linked Documents Email Documents

Adjustment Entry

Linda Smarther
(745) 111-2222
620 E Columbus St
Martinsville, IN 46151

Net: \$135.90
NEW Net: \$67.95

Prepay: \$0.00
NEW Prepay: \$0.00

Remit: **\$135.90**
NEW Remit: \$67.95

Create separate tax adjustments

Date: 07/14/2022 Adjustment Amount: \$ 67.95

Adjustment Code (credit): MEA - Mean Customer (credit) Reference Check:

Adjustment Reason: Upset customer Invoice No.: 25830

Responsible Employee: SUN - Sundance Service Class: (None)

Notes: Customer told tech not to do application and he did it anyways.

MEA - Mean Customer (credit) \$64.35 Tax1: \$3.60 Tax2: -- Tax3: --

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 Journals

The following adjustment(s) are ready to be posted.

Showing: 25 Results

Account #	Code	Date	Amount	CR/DB	Company/Name	Address	Prepay Balance	Balance	
No data									

Adjustments

Add New Adjustment: Account #

Adjustment Journals

The following adjustment(s) are ready to be posted.

Showing: 25 Results

<input type="checkbox"/>	Account #	Code	Date	Amount	CR/DB	Company/Name	Address	Prepay Balance	Balance	<input type="checkbox"/>
<input type="checkbox"/>	105	MEA	7/14/2022	\$64.35	Credit	Linda Smarther	620 E Columbus St Martinsville, IN 46151	\$0.00	\$135.90	<input checked="" type="checkbox"/>
<input type="checkbox"/>	105	ZZ	7/14/2022	\$3.60	Credit	Linda Smarther	620 E Columbus St Martinsville, IN 46151	\$0.00	\$135.90	<input checked="" type="checkbox"/>

10 25 50 Number of Adjustments: 0 Credit Total: \$0.00 Debit Total: \$0.00

Linked Documents

Save Linked Documents Email Documents

Adjustment Entry - from customer

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

Service Assistant ▾ 🔔 23

← Account # 102 9-Active Sandy Cox 1469 S Main St, Martinsville, IN 46151

Customer Details ▾

Add New Adjustment

Net Balance: \$90.46	Prepay Balance: \$0.00	(Remit) Balance: \$90.46
NEW Net Balance: \$45.00	NEW Prepay Balance: \$0.00	NEW (Remit) Balance: \$45.00

Create separate tax adjustments

Date:	12/30/2022	Adjustment Amount:	\$ 45.46
Adjustment Code (credit):	M - Write Off / Credit (credit)	Reference Check:	
Adjustment Reason:	Upset customer	Invoice No.:	(None)
Responsible Employee:	SUN - Sundance	Service Class:	None

Notes: Last application was done in the rain. Application credited.

✕ Cancel📄 Post

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.

 **Credit Memo**

Date	Credit No.
7/15/2022	15103

MY OTHER COMPANY NAME GOES HERE
address line 1 or P. O. Box
addy line 2
City, State, Zip
(800) 111-2222 CALLME
<http://mycompanywebsiteaddress>

Customer # 102
Sandy Cox
1469 S Main St
Martinsville, IN 46151

Description	Amount
Last application was done in the rain. Application credited.	-\$45.46

Questions?

Session Feedback

- Login to the Event Mobile App
- Add this session to your schedule
- Click Survey
- Give it a rating 1-5 stars

**Sign up on 2/4
and receive 20%
off your ticket!**

 **BEYOND SERVICE**
CUSTOMER CONFERENCE '27

**SEE YOU IN
NEW ORLEANS!**

Sunday, January 31, through
Wednesday, February 3, 2027

Hilton New Orleans Riverside

