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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 inventoried and non-inventoried items.
- Service sales track the sale of services and other non-inventoried goods.
- Time billing invoices track the sale of activities in time-based increments.
- Professional sales track the sales of services and other non-inventoried goods, as well as the dates each individual service was sold.
- Miscellaneous sales track sales that don't require a printed invoice.

Click below for the step-by-step procedure:

Choose the sale you want

Status of the Sale

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

You can enter a **quote** into Accounting Plus to easily provide an estimate or sales quote to a customer without creating a transaction. A quote has no impact on your inventory 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 inventory numbers; they merely store sales information until you're ready to use them. Customer payments on 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.

An **invoice** is the actual recorded sale. It records a transaction in the appropriate journal and decreases any inventory 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.

Entering sales invoices, quotes and orders

Step 1: Choose the sale you want
Step 2: Enter information about the customer
Step 3: Bill the customer for reimbursable job expenses (optional)
Step 4: Enter line items
Step 5: Complete the sale

Before you begin entering sales into Accounting Plus, read the following paragraphs 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) for more information.

Click below for the step-by-step procedure:

Choose the sale you want

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 Wizard 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 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.

Click below for the step-by-step procedure:

Enter information about the customer

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

Billing the customer for reimbursable job expenses

In 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 for more information.

Click below for the step-by-step procedure:

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, account numbers 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.

Click below for the step-by-step procedure:

Entering line items for time billing invoices

If you're creating an invoice for a customer for whom you have work in progress, you can create line items 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 line items 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 line items using the Prepare Time Billing Invoice window instead. See Billing for time for more information.

Click below for the step-by-step procedure:

Completing the sale

If you choose, Accounting Plus allows you to add useful information about your sale, such as a journal entry memo or a 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 check, you can enter the check 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) and Enter payment details (customers) 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 analyze 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) to learn more about including commissions on employee payroll checks.

The tax code that is selected for the customer on the customer card is entered automatically when the customer card is entered in the Sales window. You can change it, if you wish. Using the Selling Details view

of the Item Information window, you can choose to mark automatically an item that's included in the Items List to be taxed when you enter the item on a sale. Simply mark I Collect Sale Tax When I Sell This Item.

All parts of the sale (line items and freight charges) that you've marked as taxable will be taxed based on the sales tax code's tax rate. If, after you've entered all your line items and freight charges, the sales tax amount that appears in the Tax 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 Tax field to open the Tax Information window; you can adjust the amount in the Tax column.

Click below for the step-by-step procedure:

Complete the sale

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."

Click below for the step-by-step procedure:

Choose what you want to do with the sale

Printing sales forms, packing slips and labels

You can print and reprint individual sales, packing slips and shipping or mailing labels, or you can print several of these 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 customize 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 shipping 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 for more information.

Click below for the step-by-step procedures:

To choose the forms you want to print

To choose a form layout for your sales forms

To print and reprint your sales forms

To reprint a single sale

To email a sale or purchase

To save a sale or purchase as a PDF file that you can attach to an email

To fax a sale or purchase for more information.

Printing statements

At the end of your billing periods, you'll probably want to print statements for customers that summarize their activity with your company. 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 deposit. Quotes never appear on an activity statement.

You can customize the look of your printed statements. See Customizing forms 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 for more information.

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 for more information.

Finance charge amounts are calculated automatically by Accounting Plus by multiplying the customer's total overdue balance by 1/30th of the monthly finance charge rate for each day the balance is overdue. (The monthly finance charge rate for each customer can be specified in the % Monthly Charge for Late Payment field in the Credit Terms window.)

Click below for the step-by-step procedures:

To choose the statements you want to print

To choose a form layout for your statements

To print your statements

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.

Click below for the step-by-step procedures:

To save the sale as a recurring sale

To record a recurring sale

Finding sales

After you record a sale, you might want to view the transaction sometime in the future. The Inquiry Register should be used for posted transactions only and offers a variety of search methods. All sales can be found using the Sales Register. 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 Inquiry Register and the Sales Register. Quotes, orders and recurring templates can be found using the Sales Register.

Click below for the step-by-step procedures:

To find a sale

To find a recurring sale

Reviewing your sales information

An important part of managing your business revolves around collecting your sales data and understanding its effects on your overall financial picture. Accounting Plus contains a number of tools that you can use to review your sales information 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 Customer Payments window. You can also display the Settle Returns and Credits window directly from the Sales Register if you want to apply a customer credit to a sale or offer a refund.
- The To Do List window provides a quick way to review your transactions in Accounting Plus, including outstanding receivables, recurring sales and sales with expiring discounts. If you choose, you can automatically record transactions using the To Do List.
- The Inquiry Register 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 Analyze 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 Analyze 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.

Click below for the step-by-step procedures:

To view sales in the Sales Register

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

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

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

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

To print a list of all your sales

To print a list of your sales by status

To print a list of all your recurring sales templates

To view a sale's history

To change a sales transaction from the Inquiry Register window

Changing, removing and reversing sales

In Accounting Plus, sales can be easily changed, removed or reversed. Quotes and orders can be changed or removed at any time. 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? 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.

Click below for the step-by-step procedures:

To change a quote or order

To change an invoice

To change a recurring template's name or frequency

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

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

To convert an order into an invoice using the Sales window

To remove a quote

To remove an order with no payment applied to it

To remove an invoice with no payment applied to it

To remove an order with a payment applied to it

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

To remove an invoice with a payment applied to it

To remove a recurring sales template

To reverse an invoice

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

Sales Overview

<u>Note: If you've used a previous version of Accounting Plus</u> Orders behave much like pending sales, which no longer exist in Accounting Plus Version 10. 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 inventory. Committed items aren't exclusively saved for the order; they're still available for sale to other customers.

<u>Note: You can still use the Inquiry Register to find invoices</u> You may want to use the Inquiry Register if you're searching for a specific invoice. There are more detailed search methods available to you in the Inquiry Register than in the Sales Register. See Finding sales for more information.

Please note that quotes and orders without payments applied to them don't appear in the Inquiry Register 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.

Billing for time

Step 1: Choose the customer whose sale you want to create
Step 2: Enter the amount you want to bill for each activity slip
Step 3: Prepare the time billing invoice
Step 4: Complete the sale
Step 5: Choose what you want to do with the transaction

Before you begin entering time billing invoices into Accounting Plus, read the following paragraphs for some helpful information.

In Accounting Plus, you can create a time billing invoice the same way you create other sales layouts. However, the way many service-based businesses bill for their time is unlike the way other companies bill for items. The effect of time billing transactions on your records differs from the effect of other sales layouts, such as item sales. The information you enter on item invoices is linked closely with your item records. The information you include on time billing transactions is linked not only with activities, but also with activity slips. Activities are merely the records of the services your company provides. Activity slips are the records of activities your company has actually performed.

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 vendor. 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 dollar amounts.

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 Slips 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.

Click below for the step-by-step procedures:

Choose the customer whose sale you want to create

Enter the amount you want to bill for each activity slip

Prepare the time billing invoice

Complete the sale

Choose what you want to do with the transaction

Tracking work on retainer

In 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 checking account for customer receipts is debited and your accounts receivable account (usually an asset account) is credited.

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 checking account for customer receipts is debited and your linked account for customer deposits (usually a liability account) is credited.

Click below for the step-by-step procedures:

To track work on retainer using a customer credit

To track work on retainer using an order

Entering sales

Step 1: Choose the sale you want

Step 1 > 2 > 3 > 4 > 5 > 6

If you haven't already read the Sales Overview, see Status of the Sale and Entering sales invoices, quotes and orders 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.

If you want to create a time billing invoice, we recommend that you use the procedure Billing for time instead of this procedure.

3. Click OK.

Entering sales - Step 1

Entering sales

Step 2: Enter information about the customer

Step 1 > 2 > 3 > 4 > 5 > 6

If you haven't already read the Sales Overview, see Entering information about the customer 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 # 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 shipping address in the Ship To field.
5. Enter the purchase order number in the Customer PO # 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

Entering sales - Step 2

Entering sales

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 for more information.

Step 1 > 2 > 3 > 4 > 5 > 6

See To bill the customer for job expenses for step-by-step procedures.

Entering sales - Step 3

Entering sales

Step 4: Enter line items

Step 1 > 2 > 3 > 4 > 5 > 6

If you haven't already read the Sales Overview, see Entering line items 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
To enter line items on a service or professional sale
To enter line items on a time billing invoice
To enter line items on a miscellaneous sale

To enter line items on an item sale

1. In the Ship 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.

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 enter a blank line between line items.

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. Mark the tax column if the item is taxable.

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

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 for more information.

To enter line items on a service or professional sale

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# 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. Mark the tax column if the item is taxable.

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

To enter line items on a time billing invoice

See To enter line items on a time billing invoice manually or To enter line items on a time billing invoice automatically for step-by-step procedures.

To enter line items on a miscellaneous sale

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. Mark the tax column the item is taxable.

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

Entering sales - Step 4

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.

To enter a blank line between line items

If you want to include a blank line between line items on an item sale, you can set up a special "item" to give you the space you need. See To create a record for an "item" that serves a special purpose on a sale or purchase if you haven't set up the special item yet, then continue with the following procedure.

The Sales window should be displayed.

1. Create the first line item as you normally do.
2. Enter the number of the special "item" you designated as a blank line item in the Item Number field of the second line item.
3. In the Description field of the second line item, enter a space. Be sure to leave the Ship and Backorder columns blank in the second line item.
4. Create the third line item as you normally do.

To enter a blank line between line items

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 Ship 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 Ship field and 43 in the Job field.

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

Entering sales

Step 5: Complete the sale

Step 1 > 2 > 3 > 4 > 5 > 6

If you haven't already read the Sales Overview, see Completing the sale 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
- Ship Via
- Promised Date
- Freight

- 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, Ship Via, Referral Source or Payment Methods fields, see To add or edit Sales Information or To delete Sales Information.

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 Receivables to display the Account Receivable Linked Accounts window. Enter an account with checking privileges in the Checking Account for Customer Receipts field.

To change the Undeposited Funds Account, select Linked Accounts from the Setup menu. Choose General Ledger to display the General Ledger & Checkbook Linked Accounts window. Enter an account with checking privileges in the Checking Account for Undeposited Funds field.

To change tax amounts

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

2. Enter the new tax amounts in the Tax column.

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

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

Entering sales - Step 5

Warning: Tax amounts change automatically The amount in the Tax field will change whenever you change an amount in the line item area or the Freight field, regardless of whether you've changed the tax amount manually. If you change a transaction's information *after* manually changing its tax amount, be sure to review the amount in the Tax field again to ensure that the amount is still the amount you want.

If, at a later time, you realize the original tax amount was correct, open the Tax Information window again and click the Recalculate button. The tax amount will be restored to an amount that's based on the tax codes assigned to the transaction.

To add or edit Sales Information

The Sales & Purchases Information window should be displayed.

1. Click the tab (Comments, Shipping Methods, Referral Source or Payment Methods) for the entry you want to add or edit.
2. Click New to create a new comment, shipping method, referral source or payment method or click Edit to change an existing one.
3. Enter a new comment, shipping method, referral source or payment method, if you clicked New, or edit the existing one, if you clicked Edit.
4. Click OK.

To add or edit sales information

To delete Sales Information

The Sales & Purchases Information window should be displayed.

1. Click the tab (Comments, Shipping Methods, Referral Source or Payment Methods) of the entry you want to delete.
2. Highlight the comment, shipping method, referral source or payment method you want to delete.
3. Select Delete Comment, Shipping Method, Referral Source or Payment Method from the Edit menu.
4. Click OK.

To delete sales information

Entering sales

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

Step 1 > 2 > 3 > 4 > 5 > 6

If you haven't already read the Sales Overview, see Choosing what to do with the sale 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.

Entering sales - Step 6

To enter line items on a time billing invoice automatically

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.

2. To finish creating the time billing invoice, proceed to Step 2, Enter the amount you want to bill for each activity slip.

To enter line items on a time billing invoice automatically

To enter line items on a time billing invoice manually

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. Enter the price you charge for one hour or billing unit of this activity in the Rate field.
5. The total amount of each line item appears on the Amount field. You can change it, if you want.
6. 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.
7. Mark the tax column if the item is taxable.
8. To finish creating a time billing invoice, proceed to Step 4: Complete the sale.

To enter line items on a time billing invoice manually

Billing for time

Step 1: Choose the customer whose sale you want to create

Step 1 > 2 > 3 > 4 > 5

If you haven't already read the Sales Overview, see Billing for time for more information.

To choose a customer

The Time Billing Customers window should be displayed.

1. Highlight the customer whose time billing invoice you want create.
2. Click OK. 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.

Billing for time - Step 1

Billing for time

Step 2: Enter the amount you want to bill for each activity slip

Step 1 > 2 > 3 > 4 > 5

If you haven't already read the Sales Overview, see Billing for time for more information.

To bill for activity slips

The Prepare Time Billing Invoice window should be displayed.

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 vendor
To view activity slips by job
To view activity slips for a particular job
To view billing information in hours and units

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 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 Slips window. The amounts in the Left to Bill field will change to reflect your entries.

Billing for time - Step 2

Billing for time

Step 3: Prepare the time billing invoice

Step 1 > 2 > 3 > 4 > 5

If you haven't already read the Sales Overview, see Billing for time for more information.

To prepare the time billing invoice

1. 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.

2. 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 Slips window for each activity slip to appear on the invoice instead of activity names or descriptions.

3. Click the Prepare Invoice button. The Sales window appears and the time billing invoice you created in the Prepare Time Billing Invoice window is displayed.

Billing for time - Step 3

Billing for time

Step 4: Complete the sale

Step 1 > 2 > 3 > 4 > 5

If you haven't already read the Sales Overview, see Billing for time for more information.

You can make many of the same entries on a time billing invoice as you do on other sales layouts to complete the transaction.

1. The status of the sale is Invoice. You can change the status to a quote or order, if you wish. To do this, click the arrow in the upper left corner of the Sales window and select Quote or Order.

2. The actual fields that appear at the bottom of the Sales window 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
- Promised Date
- 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, Referral Source or Payment Methods fields, see To add or edit Sales Information or To delete Sales Information.

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 Receivables to display the Account Receivable Linked Accounts window. Enter an account with checking privileges in the Checking Account for Customer Receipts field.

To change the Undeposited Funds Account, select Linked Accounts from the Setup menu. Choose General Ledger to display the General Ledger & Checkbook Linked Accounts window. Enter an account with checking privileges in the Checking Account for Undeposited Funds field.

Billing for time - Step 4

Billing for time

Step 5: Choose what you want to do with the transaction

Step 1 > 2 > 3 > 4 > 5

If you haven't already read the Sales Overview, see Billing for time for more information.

To see how the transaction 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 transaction

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 transaction

Click the Record button to record the sale without printing it.

See Printing sales forms, packing slips and labels for information about printing a sale after you've recorded it.

To store the transaction as a recurring template

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 Record to close the Save Recurring Template window.
4. Click the Record button in the Sales window if you want to record the sale as an actual transaction now. Click the Cancel button if you don't want to record the sale at this time.

Note: No new activity slips will be created when you use the recurring template You can store time billing invoices as recurring sales, but no activity slips will be created when you use the recurring sale in the future. You won't be able to review activity slip information in the View Activity Log window without creating an activity slip. Recording the recurring sale also won't update the activity slips you used to create the sale in the Prepare Time Billing Invoice window. Transactions recorded from a recurring template won't appear in activity slip reports.

To view activity slips for a particular employee or vendor

Enter the card you want in the Selected field below the All Employees and Vendors 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.

Billing for time - Step 5

To track work on retainer using a customer credit

If you haven't already read the Sales Overview, see Tracking work on retainer 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 Settle Returns & Credits in the Sales Command Center. The Returns & Credits tab of the Sales Register appears.
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 through 9 each time you want to bill the customer.

To track sales on retainer using a customer credit

To track work on retainer using an order

If you haven't already read the Sales Overview, see Tracking work on retainer 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 through 6 and click Use Selected 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 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 and Credits window.

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

To track sales on retainer using an order

To choose the forms you want to print

If you haven't already read the Sales Overview, see Printing sales forms, packing slips and labels 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 the forms you want to print

To choose a form layout for your sales forms

If you haven't already read the Sales Overview, see Printing sales forms, packing slips and labels 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 customize 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 for more information.

To choose a form layout for your sales forms

To print and reprint your sales forms

If you haven't already read the Sales Overview, see Printing sales forms, packing slips and labels for more information.

1. Insert blank forms in your printer.
2. Click the Print Sales Forms button in the Sales Command Center.
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 print and reprint your sales forms

To reprint a single sale

If you haven't already read the Sales Overview, see Printing sales forms, packing slips and labels for more information.

1. Insert blank sales forms in your printer.
2. Choose Inquiry Register from any command center to open the Inquiry Register window.
3. Select the Invoice tab if it isn't already selected.
4. Choose Invoice # from the Search By selection box and enter the invoice's number in the box to the right.
5. The invoice 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.

To reprint a single sale

To choose the statements you want to print

If you haven't already read the Sales Overview, see Printing statements 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 choose the statements you want to print

To choose a form layout for your statements

If you haven't already read the Sales Overview, see Printing statements 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 customize 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 for more information.

To choose a form layout for your statements

To print your statements

If you haven't already read the Sales Overview, see Printing statements 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").

To print your statements

To record a recurring sale

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

The Sales window or the Sales Register 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.

To record a recurring sale

To find a sale

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

1. Click the Inquiry Registers button in any command center.
2. Click the Invoice tab.
3. You have several choices:

- Choose Invoice # 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 #.
- 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. 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 sale

To find a recurring sale

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

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

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

To find a recurring sale

To view sales in the Sales Register

If you haven't already read the Sales Overview, see Reviewing your sales information for more information.

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

1. Click the Sales Register button (from the Sales Command Center) 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 view sales in the Sales Register

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

If you haven't already read the Sales Overview, see Reviewing your sales information 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 & Receivables Journal.

To display a list of all sales on your computer screen using the Transaction 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 information 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 A/R (Accounts Receivable) 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 personalized letters, reminding your customers to make their payments. See Creating personalized letters for more information.

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

If you're using another word processing program, complete steps 8 through 11.

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

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 personalized 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 dialog boxes will appear, allowing you to enter your name and business title.

When you've made all the entries required, the personalized 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 program

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 dialog 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 personalized letters for more information.

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

<u>Warning: Some templates shouldn't be used, changed or deleted</u> OfficeLink uses several templates to create personalized letters, but some of these templates shouldn't be used, changed or deleted.

If you're using Microsoft Word, avoid using, changing or deleting the MYOBMAIN.DOT or MYOBMN97.DOT template.

If you're using WordPerfect, avoid using, changing or deleting the MYOBFILL.WPT or MYOBGTAG.WPT macros.

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

If you haven't already read the Sales Overview, see Reviewing your sales information 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.
4. Click Record.

To display a list of recurring sales on your computer screen using the To Do 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.

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

If you haven't already read the Sales Overview, see Reviewing your sales information 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.
4. Click the Record As Actual button.

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

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 into an invoice using the Sales window for more information.

To print a list of all your sales

If you haven't already read the Sales Overview, see Reviewing your sales information for more information.

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

● Sales [Customer Summary]	● Sales [Item Summary]
● Sales [Customer Detail]	● Sales [Item Detail]
● Sales [Salesperson Summary]	● Sales & Receivables Journal
● Sales [Salesperson Detail]	

To print a list of all your sales

To print a list of your sales by status

If you haven't already read the Sales Overview, see Reviewing your sales information 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 Filters button to open the Report Filters 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 your sales grouped by status

To print a list of all your recurring sales templates

If you haven't already read the Sales Overview, see Reviewing your sales information 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]

To print a list of all your recurring sales

To view a sale's history

If you haven't already read the Sales Overview, see Reviewing your sales information for more information.

1. Click the Inquiry Registers button in any command center.
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 Inquiry Report for the displayed sale, if you choose.

To view a sale's history

To change a sales transaction from the Inquiry Register window

If you haven't already read the Sales Overview, see Reviewing your sales information for more information.

The Inquiry Register 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.

To change a sales transaction from the Inquiry Register window

To view the amounts you're owed

If you haven't already read the Sales Overview, see Reviewing your sales information for more information.

The Analyze 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 Filters button to choose whether you want the aging 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 Receivables [Summary] Report of the Aged Receivables [Detail] Report.

To view the amounts you're owed

To analyze your sales activity

If you haven't already read the Sales Overview, see Reviewing your sales information for more information.

The Analyze Sales window should be displayed.

1. Click the Filters button to open the Analysis Selection window.
2. Choose the sales figures, time periods and other criteria you want to view in the Analyze Sales window.
3. Click OK.
4. The information you selected in step 2 appears in the Analyze Sales window.

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

To analyze your sales activity

To change a quote or order

If you haven't already read the Sales Overview, see Changing, removing and reversing sales 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.

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

To change a quote or order

To change an invoice

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

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

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

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

To change an invoice

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.

To change a recurring template's name or frequency

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

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

The Sales Register 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 name or frequency

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 for more information.

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

The Sales Register 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.

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

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

If you haven't already read the Sales Overview, see Changing, removing and reversing sales 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 information for more information about working with the Sales Register.

To convert a quote into an order or invoice from the Sales window

To convert a quote into an order or invoice from the Sales Register

If you haven't already read the Sales Overview, see Changing, removing and reversing sales 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 information for more information about working with the Sales Register.

To convert a quote into an order or invoice from the Sales Register

To convert an order into an invoice using the Sales window

If you haven't already read the Sales Overview, see Changing, removing and reversing sales 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 into an invoice using the Sales window

To convert an order into an invoice using the Sales Register

If you haven't already read the Sales Overview, see Changing, removing and reversing sales 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.

To convert an order into an invoice from the Sales Register

To remove a quote

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

The Sales Register 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 delete, then click the Delete button.

To remove a quote

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 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 order with no payment applied to it

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 for more information.

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

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

Choose Delete Sale from the Edit menu.

To remove an invoice with no payment applied to it

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 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.

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 if you need help doing this.
4. Choose Delete Order from the Edit menu.

To remove an order with a payment applied to it

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

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

Use this procedure only if your transactions are changeable. See What are changeable and unchangeable transactions? 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.

1. Delete any items, amounts, tax and freight 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 check to the customer for the amount of the deposit.

4. Click the Settle Returns & Credits button in the Sales Command Center. The Returns & Credits tab of the Sales Register appears, displaying all customer credits currently in your records.
5. Highlight the customer credit you recorded in step 2, then click the Pay Refund button.
6. The refund check appears in the Settle Returns & Credits window. Click Print to print and record the refund check, or click Record to record the check.

To remove an order with a deposit applied to it, *and* to write a refund check for the deposit amount.

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 for more information.

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

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

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.

To remove an invoice with a payment applied to it

To remove a recurring sales template

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

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

The Sales Register should be displayed.

1. Click the Recurring Templates tab.
2. Highlight the recurring template you want to remove and click Delete.

To remove a recurring template

To reverse an invoice

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

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

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

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).

- Write a refund check to the customer for the amount of the customer credit. To learn how to write a refund check, see To write a refund check (from the Sales Register).

To reverse an invoice

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 for more information.

Use this procedure only if your transactions are unchangeable. See What are changeable and unchangeable transactions? 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 Ship 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 Ship 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 inventory 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 Customer Payments window).

- Write a refund check to the customer for the amount of the customer credit. To learn how to write a refund check, see page To write a refund check (from the Sales Register).

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

Customer Payments Overview

Entering customer payments

Finding, removing and reversing customer payments

In MYOB Accounting Plus, *customer payments* are transactions you enter to indicate that customers have made payments for the sales you've conducted with them. When you enter a customer payment 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 customer payments

Step 1: Identify where the money from the customer payment will be recorded
Step 2: Enter details about the customer payment
Step 3: Indicate which sales will be affected by the customer payment
Step 4: Choose what you want to do with the customer payment

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

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 Customer Payments window displays all the accounts you've specifically designated as Detail Checking accounts or Detail Credit Card accounts. Remember that these accounts can be used for any cash your company receives. Credit cards, petty cash, money market accounts and 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 Choose the type of account you want 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 checking or credit card accounts. After you've grouped all of the cash receipts transactions you wish, you can then make a bank deposit which can include one or many of the grouped transactions. 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.

Enter details about the customer payment

When you're entering the details of a customer payment, 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 wish, enter a check number, for instance, if the payment was made by check, or credit card number and other information if the payment was made using a credit card.

The scrolling list in the middle of the Customer Payment 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.

Click below for the step-by-step procedures:

Entering customer payments

Identify where the money from the customer payment will be recorded

To choose a linked account for undeposited funds transactions

Enter details about the customer payment

Indicate which sales will be affected by the customer payment

Choose what you want to do with the customer payment

Preparing a bank deposit of undeposited funds transactions

Finding, removing and reversing customer payments

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

You can also quickly remove or reverse the effects of a customer payment 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 customer payment, 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? for more information.

If you notice a problem with a customer payment 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 customer payment that was recorded on a bank deposit for undeposited funds, you'll have some additional steps to complete.

If a customer's check bounces, Accounting Plus allows you to reverse (or remove) the bounced payment and, if you wish, charge a penalty for the transaction.

Click below for the step-by-step procedures:

To find a customer payment

To remove a customer payment

To reverse a customer payment

To reverse a customer payment if it was recorded on a bank deposit for undeposited funds

To track a bounced check

Customer Payments Overview

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

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

Entering customer payments

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

Step 1 > 2 > 3 > 4

If you haven't already read the Customer Payments Overview, see Entering customer payments for more information.

The Customer Payments window should be displayed.

Choose one of the following:

- Mark the Deposit to Account button, and choose the account from the list in the upper left corner of the window.
- Mark the Group with Undeposited Funds button.

Entering customer payments - Step 1

Entering customer payments

Step 2: Enter details about the customer payment

Step 1 > 2 > 3 > 4

If you haven't already read the Customer Payments Overview, see Enter details about the customer payment for more information.

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

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 wish.

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.

Entering customer payments - Step 2

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 Customer Payments window) for more information. **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.

Entering customer payments

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

Step 1 > 2 > 3 > 4

If you haven't already read the Customer Payments Overview, see Entering customer payments 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 customer payment. You'll make these entries in the scrolling list in the bottom half of the Customer 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 check for the customer.

See Customer Credits Overview for more information.

2. To apply part or all of the customer payment 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.

Entering customer payments - Step 3

Entering customer payments

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

Step 1 > 2 > 3 > 4

If you haven't already read the Customer Payments Overview, see Entering customer payments for more information.

To see how the customer payment 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 customer payment

Click the Record button to record the customer payment.

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

The Customer 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 Customer 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.

Entering customer payments - Step 4

To find a customer payment

If you haven't already read the Customer Payments Overview, see Finding, removing and reversing customer payments for more information.

1. Click the Inquiry Registers button in any command center.
2. Click the Invoice tab.
3. To find a customer payment, 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 #.
   - 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. 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.

To find a customer payment

To remove a customer payment

If you haven't already read the Customer Payments Overview, see Finding, removing and reversing customer payments for more information.

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

1. The payment you want to remove should be displayed. If you need help doing this, see To find a customer payment.

2. Choose Delete Payment from the Edit menu.

To remove a customer payment

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

To reverse a customer payment

If you haven't already read the Customer Payments Overview, see Finding, removing and reversing customer payments for more information.

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

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

1. Choose Reverse Payment from the Edit menu. After a few moments, a transaction with the exact opposite amount of the payment will be displayed in the Customer 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 customer payment.

If the customer 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 Customer Payments window. (You can find discount transactions the same way as you find customer payments; look for a transaction labeled "Discount" in the Inquiry Register window.)
5. Choose Reverse Payment from the Edit menu, then click the Record button to reverse the discount.

To reverse a customer payment

Note: If you wish to reverse a customer payment that was recorded on a bank deposit of grouped undeposited funds If you want to reverse a customer payment that was recorded on a bank deposit of receipts grouped in the undeposited funds account, use the procedure To reverse a customer payment if it was recorded on a bank deposit for undeposited funds.

Whether a bank deposit or an individual payment included on a bank deposit can be reversed depends upon whether your data file is changeable or unchangeable. For more information, see What are changeable and unchangeable transactions?

To reverse a customer payment if it was recorded on a bank deposit for undeposited funds

If you haven't already read the Customer Payments Overview, see Finding, removing and reversing customer payments for more information.

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

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

1. Reverse a customer payment as you normally do. If you need help, see To reverse a customer payment.

2. You have two options:

- If you expect a replacement payment, use the procedure If you expect a replacement payment from the customer after you receive the replacement payment.

- If you don't expect to receive a replacement payment, use the procedure If you don't expect a replacement payment from the customer.

If you expect a replacement payment from the customer

1. After you receive the replacement payment, click the Customer Payments button in the Sales command center to display the Customer Payments window.

2. Enter the customer payment as you normally do, using the replacement payment's amount in the Amount Received field. Be sure to select the Group with Undeposited Funds option. If you need help doing this, see Entering customer payments.

3. Remove the reversal of the original payment and the replacement payment from the Enter Bank Deposit window. Click Prepare Bank Deposit from the Checkbook command center to open the Prepare Bank Deposit window.

4. Select the reversal and the replacement payment by clicking the Deposit column.

5. Click Record. You're done!

If you don't expect a replacement payment from the customer

1. Click General Journal Entry in the General Ledger Command Center.

2. Enter the checking account where the payment was recorded in the Acct # column, then enter the payment amount in the Credit column.

3. In the next line, enter your Undeposited Funds account in the Acct # column. The payment amount should appear in the Debit column. Click Record.

4. Remove the reversal of the original payment and the journal entry you just created from the Enter Bank Deposit window. Click Prepare Bank Deposit from the Checkbook command center to open the Prepare Bank Deposit window.

5. Select both the reversal and the journal entry by clicking the Deposit column.

6. Click Record.

7. To apply a bad debt credit to the customer's open sales, follow the procedure To use a customer credit to remove a customer's bad debt.

To reverse a customer payment if it was recorded on a bank deposit for undeposited funds

To track a bounced check

If you haven't already read the Customer Payments Overview, see Finding, removing and reversing customer payments for more information.

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

1. Choose Reverse Payment or Delete Payment from the Edit menu. If you chose Delete Payment, skip to step 3.

If you chose Reverse Payment, a transaction with the exact opposite amount of the payment will be displayed in the Customer Payments window.

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 accounts and 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.

2. Click Record to record the reversed customer payment.
3. If you want to charge a penalty for the bounced check, continue to steps 4 and 5. If you don't want to charge a penalty, you're done.
4. 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.
5. When you receive a payment for the penalty, apply the payment to the service or miscellaneous sale using the Customer Payments window.

To handle a bounced check

Note: If you wish to reverse a bounced check that was recorded on a bank deposit of grouped undeposited funds If you want to reverse a bounced check that was recorded on a bank deposit of receipts grouped in the undeposited funds account, use the procedure To reverse a bounced check that was recorded on a bank deposit of grouped undeposited funds.

Whether a bank deposit or an individual payment included on a bank deposit can be reversed depends upon whether your data file is changeable or unchangeable. For more information, see What are changeable and unchangeable transactions?

To reverse a bounced check that was recorded on a bank deposit of grouped undeposited funds

If you haven't already read the Customer Payments Overview, see Finding, removing and reversing customer payments for more information.

The bounced check should be displayed. If you need help doing this, see To find a customer payment.

1. Reverse a bounced check as you normally do. If you need help, see To track a bounced check.

2. You have two options:

- If you expect a replacement check, use the procedure If you expect a replacement check from the customer after you receive the replacement payment.

- If you don't expect to receive a replacement check, use the procedure If you don't expect a replacement check from the customer.

If you expect a replacement check from the customer

1. After you receive the replacement check, click the Customer Payments button in the Sales command center to display the Customer Payments window.
2. Enter the customer check as you normally do, using the replacement payment's amount in the Amount Received field. Be sure to select the Group with Undeposited Funds option. If you need help doing this, see Entering customer payments.
3. Remove the reversal of the original check and the replacement check from the Enter Bank Deposit window. Click Prepare Bank Deposit from the Checkbook command center to open the Prepare Bank Deposit window.
4. Select the reversal and the replacement check by clicking the Deposit column.
5. Click Record. You're done!

If you don't expect a replacement check from the customer

1. Click General Journal Entry in the General Ledger Command Center.
2. Enter the checking account where the check was recorded in the Acct # column, then enter the check amount in the Credit column.
3. In the next line, enter your Undeposited Funds account in the Acct # column. The check amount should appear in the Debit column. Click Record.
4. Remove the reversal of the original check and the journal entry you just created from the Enter Bank Deposit window. Click Prepare Bank Deposit from the Checkbook command center to open the Prepare Bank Deposit window.
5. Select both the reversal and the journal entry by clicking the Deposit column.
6. Click Record.
7. To apply a bad debt credit to the customer's open sales, follow the procedure To use a customer credit to remove a customer's bad debt

To reverse a bounced check that was recorded on a bank deposit of grouped undeposited funds

Customer Credits Overview

Creating customer credits

Applying customer credits and issuing refund checks

Finding, removing and reversing customer credits

Using customer credits to remove customers' bad debts

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 check* 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.

- 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.
- To create a customer credit by reversing a sale, use the procedure To reverse an invoice.
- 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.
- 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 customer payment.
- 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.
- To create a customer credit to track sales on retainer, use the procedure To track work on retainer using a customer credit.

Applying customer credits and issuing refund checks

Accounting Plus allows you apply a customer credit to one or more of the customer's sales balances or issue a refund check to the customer. You can perform these functions by clicking the Settle Returns & Credits button in the Sales Command Center. The Returns & Credits view of the Sales Register will be displayed.

You can also apply a customer credit or write a refund check using the Customer Payments window. If you're entering a customer payment 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 check. You can also exit the window and leave the amount as a customer credit.

Click below for the step-by-step procedures:

To apply a customer credit (from the Sales Register)

To apply a customer credit (from the Customer Payments window)

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 check for it. Accounting Plus allows you to easily find the customer credits you've entered into the system.

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 check 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? 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 check first then re-apply the credit or write a new check.

Click below for the step-by-step procedures:

Using customer credits to remove customers' bad debts

If you no longer expect payments from a delinquent customer, you can apply a bad debt credit to the customer's open sales to close the customer's account.

Click below for the step-by-step procedure:

Keyword: credit invoices

Customer Credits Overview

Note: You can still use the Inquiry Register to find customer credits You may want to use the Inquiry Register if you're searching for specific customer credit. There are more detailed search methods available to you in the Inquiry Register than in the Sales Register.

To create a customer credit for no specific reason

If you haven't already read the Customer Credits Overview, see Creating customer credits 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 General Ledger Command Center. Be sure the new account is an expense account. See Creating accounts for more information.

2. Click the Enter Quote, Order or Invoice button in the Sales Command Center 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 Customer Payments window) and To write a refund check (from the Sales Register).

Keyword: credit invoices

To create a customer credit for no specific reason

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 checks for more information.

The Settle 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 Customer 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 and 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.

Keyword: credit invoices

To apply a customer credit (from the Sales Command Center)

To apply a customer credit (from the Customer Payments window)

If you haven't already read the Customer Credits Overview, see Applying customer credits and issuing refund checks 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!

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 Customer 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 and 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.

Keyword: credit invoices

To apply a customer credit (from the Customer Payments window)

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.

To write a refund check (from the Sales Register)

If you haven't already read the Customer Credits Overview, see Applying customer credits and issuing refund checks 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 check 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 check, or click Record to record the check.

Keyword: credit invoices

To write a refund check (from the Sales Command Center)

To write a refund check (from the Customer Payments window))

If you haven't already read the Customer Credits Overview, see Applying customer credits and issuing refund checks 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!

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 check 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.

7. Click Print to print and record the refund check, or click Record to record the check.

Keyword: credit invoices

To write a refund check (from the Customer Payments window)

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.

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 for more information.

All customer credits that haven't been applied to sales or written as refund checks are located in the same place in Accounting Plus.

1. Click Sales Register in the Sales Command Center.
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.

Keyword: credit invoices

To find a customer credit before it's settled

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 for more information.

1. Click the Inquiry Registers button in the Sales Command Center.
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 recognized 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.

Keyword: credit invoices

To find a customer credit after it's applied

To find a customer credit after you've written a refund check for it

If you haven't already read the Customer Credits Overview, see Finding, removing and reversing customer credits for more information.

1. Click the Inquiry Registers button in the Sales Command Center.
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 Inquiry Register window, you can search using additional criteria, such as Source Journal, Amount or Memo.

4. Refund checks 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 check.

Keyword: credit invoices

To find a customer credit after you've written a refund check for it

To remove an applied customer credit or a customer's refund check

If you haven't already read the Customer Credits Overview, see Finding, removing and reversing customer credits for more information.

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

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, To find a customer credit after it's applied or To find a customer credit after you've written a refund check for it.

Choose Delete Credit from the Edit menu.

Keyword: credit invoices

To remove an applied customer credit or a customer's refund check

To reverse an applied customer credit

If you haven't already read the Customer Credits Overview, see Finding, removing and reversing customer credits for more information.

Use this procedure only if your transactions are changeable. See What are changeable and unchangeable transactions? 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, To find a customer credit after it's applied or To find a customer credit after you've written a refund check for it.

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 check to the customer for the amount of the customer credit.

See To apply a customer credit (from the Customer Payments window) and To write a refund check (from the Sales Register) for more information.

Keyword: credit invoices

To reverse an applied customer credit

To reverse a customer's refund check

If you haven't already read the Customer Credits Overview, see Finding, removing and reversing customer credits for more information.

Use this procedure only if your transactions are unchangeable. See What are changeable and unchangeable transactions? 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, To find a customer credit after it's applied or To find a customer credit after you've written a refund check for it.

1. Choose Reverse Credit from the Edit menu. After a few moments, a new transaction, with an amount exactly opposite of the refund check'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 check 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 check 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 check to the customer for the amount of the customer credit.

See To apply a customer credit (from the Customer Payments window) and To write a refund check (from the Sales Register) for more information.

Keyword: credit invoices

To reverse a customer's refund check

To use a customer credit to remove a customer's bad debt

If you haven't already read the Customer Credits Overview, see Using customer credits to remove customers' bad debts for more information.

1. Create a new account named Bad Debts and assign it an expense account type. See Creating accounts for more information.

2. Use the Sales window to create a miscellaneous sale for the customer. See Entering sales invoices, quotes and orders 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 Settle Returns & Credits in the Sales Command Center. The Returns & Credits view of the Sales Register appears.

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.

Keyword: credit invoices

To use a customer credit to remove a customer's bad debt