**Receivables Management Setup**

Use the **Receivables Management Setup** window to set the defaults that appear throughout Receivables Management. To open this window, click **Microsoft Dynamics GP**, point to **Tools**, point to **Setup**, point to **Sales**, and then click **Receivables**.

![Receivables Management Setup window](image)

**Receivables Setup Options**

Use the **Receivables Management Setup Options** window to set additional defaults that appear throughout Receivables Management. To open the **Receivables Management Setup Options** window, click **Microsoft Dynamics GP**, point to **Tools**, point to **Setup**, point to **Sales**, click **Receivables**, and then click the **Options** button.

![Receivables Setup Options window](image)
Sales Territory Maintenance

Use the Sales Territory Maintenance window to set up and edit sales territories. Companies often use sales territories to group their sales forces by geographical area. To open this window, click Cards, point to Sales, point to Sales, and then click Territory.

Salesperson Maintenance

Use the Salesperson Maintenance window to set up and maintain records for salespeople. Salesperson records help track commissions for calendar and fiscal years, and keep historical information for each salesperson your company employs. To open this window, click Cards, point to Sales, and then click Salesperson.
Customer Class Setup

Use the Customer Class Setup window to set up and maintain customer classes. Customer classes are used to group customers with similar characteristics. To open this window, click Microsoft Dynamics GP, point to Tools, point to Setup, point to Sales, and then click Customer Class.

Customer Maintenance

Customer records are an integral part of the Receivables Management system. The Customer Maintenance windows allow you to enter new customer records or make changes to existing customer records.

To open this window, click Cards, point to Sales, and then click Customer.
Customer Maintenance Options

The Customer Maintenance Options window is used to configure additional settings for a certain customer.

To open this window, click Cards, point to Sales, click Customer, select a customer, and then click the Options button.

National Accounts Maintenance

A national account is a group of related customers that make up a single organization. The parent customer is the controlling customer of the national account. The parent customer has child customers and is usually the customer that distributes payments on behalf of the child accounts.

To open this window, click Cards, point to Sales, and then click National Accounts.
**Refund Cheques Setup**

Use the **Refund Cheques Setup** window to assign defaults used during the refund cheque process and to select the appropriate options to use when issuing refund cheques. You must be using both Receivables Management and Payables Management to use Refund Cheques.

To open this window, click **Microsoft Dynamics GP**, point to **Tools**, point to **Setup**, point to **Sales**, and then click **Refund Cheques**.

![Refund Cheques Setup Window](image)

**Customer Summary**

Entering customer history is optional. History balances for your customers are kept when you start entering transactions. If you choose to complete this step, enter past information for your customers.

![Customer Summary Window](image)
Receivables Batch Entry

To open the Receivables Batch Entry window, click Transactions, and point to Sales, and then click Receivables Batches. Use this window to create batches to record sales transactions. Using batches is optional.

Receivables Transaction Entry

To open the Receivables Transaction Entry window, click Transactions, point to Sales, and then click Transaction Entry.

Use this window to record transactions against customer accounts.
Commission Information

Commissions are calculated automatically for the salesperson entered on the transaction. To change commission amounts click the **Commissions** button to open the Commissions window.

![Commissions Entry](image)

Apply the Document

Credit memos and returns need to be applied to other documents. Applying documents is similar to a paper clip that attaches the credit memo or return to the appropriate document.

![Apply Sales Documents](image)
**Enter Receivables Scheduled Payments**

To open the Receivables Scheduled Payment Entry window, click **Transactions**, point to **Sales**, and then click **Scheduled Payments**.

![Receivables Scheduled Payments Entry window](image1)

**Post Receivables Scheduled Payments**

Each individual payment in the payment schedule must be posted to the customer account based on the payment frequency of the schedule. For example, if a schedule for monthly payments from a customer was created, each month you would post the payment to accurately reflect the amount owed by the customer.

To open the Post Receivables Scheduled Payments window, click **Tools**, point to **Routines**, point to **Sales**, and then click **Post Scheduled Payments**. Use this window to post the payment.

![Post Receivables Scheduled Payments window](image2)
Enter Cash Receipts

Use the Cash Receipts Entry window to record payments received from your customers. To open this window click Transactions, point to Sales, and then click Cash Receipts.

Apply Posted Transactions

To open the Apply Sales Documents window click Transactions, point to Sales, and then click Apply Sales Documents.
Create Customer / Vendor Relationships

To open the Customer/Vendor Relationships window click Cards, point to Sales, and then click Customer/Vendor. Use this window to link customer records to vendor records. If a vendor record already exists for a customer, use this window to link existing Customer IDs to existing Vendor IDs.

Create Refund Cheques

To open the Create Refund Cheques window click Transactions, point to Sales, and then click Refund Cheques. Use the Create Refund Cheques window to determine which customers receive refund cheques and to send refund cheque information to Payables Management.
Batch Recovery

If you encounter a posting interruption, or if any transactions in a batch you have posted contain errors, use the Batch Recovery window to complete posting for interrupted batches or select the batches containing errors for edit. To open the Batch Recovery window, click Microsoft Dynamics GP, point to Tools, point to Routines, and then click Batch Recovery.

NSF Cheques, Voiding, and Waiving Posted Transactions

The Receivables Posted Transaction Maintenance window allows you to select a cheque that is non-sufficient funds (NSF).

To access this window click Transactions, point to Sales, and then click Posted Transactions.
Change/Delete Customers

Customer records are accessed through the Customer Maintenance window. To access this window click Cards, point to Sales, and then click Customer. The Customer ID field cannot be changed on a customer record.

Change/Delete Customer Addresses

To access the Customer Address Maintenance window directly click Cards, point to Sales, and then click Addresses.
Change/Delete Salesperson

To access Salesperson Maintenance click Cards, point to Sales, and then click Salesperson.

![Salesperson Maintenance](image)

Change/Delete Sales Territory

To access Sales Territory Maintenance click Cards, point to Sales, and then click Sales Territory.

![Sales Territory Maintenance](image)
Mass Delete

Use the Customer Mass Delete window to delete a large group of customer records. For example, you may want to use this procedure to delete all your inactive customer records at once. The same rules apply to Customer Mass Delete as deleting an individual customer in Customer Maintenance.

To use Mass Delete click **Microsoft Dynamics GP**, point to **Tools**, point to **Utilities**, point to **Sales**, and then click **Mass Delete**.

---

Change Customer Class Information

Use the Customer Class Setup window to change customer class information. To access this window click **Microsoft Dynamics GP**, point to **Tools**, point to **Setup**, point to **Sales**, and then click **Customer Class**.
Edit Receivables Transactions

Sometimes it may be necessary to change certain variables of a posted receivables transaction without voiding the transaction. The Edit Receivables Transaction process enables those edits to be made.

Use the Edit Receivables Transaction window to change information on transactions that have already been posted. To access this window click Transactions, point to Sales, and then click Edit Transaction Information.

Remove Calendar/Fiscal Year History

If you keep fiscal-year history, the same information is recorded according to the fiscal period format specified in the Fiscal Period Setup window. Once history is removed, you cannot print the Calendar or Fiscal Year History reports for those ranges of information. Calendar and fiscal year history are kept separately and are cleared separately.

To access this window click Microsoft Dynamics GP, point to Tools, point to Utilities, point to Sales, and then click Remove Period History.
Reconcile

The reconciling process is used if a system problem such as a power interruption occurs and you need to verify that your Receivables Management data is accurate. The reconcile process is also useful if you discover inconsistencies in reports. To access this window click Microsoft Dynamics GP, point to Tools, point to Utilities, point to Sales, and then click Reconcile.

Receivables Transaction Inquiry - Customer

To access this inquiry click Inquiry, point to Sales, and then click Transaction by Customer.
Receivables Transaction Inquiry - Document

To use this inquiry click Inquiry, point to Sales, and then click Transaction by Document. The Receivables Transaction Inquiry-Document window allows you to view transactions for all customers.

Customer Period Summary Inquiry

To use this inquiry click Inquiry, point to Sales, and then click Period Summary.
Customer Yearly Summary Inquiry

To use this inquiry click Inquiry, point to Sales, and then click Yearly Summary.

Customer Payment Summary Inquiry

To use this inquiry click Inquiry, point to Sales, and then click Payment Summary. The Customer Payment Summary Inquiry window allows you to view details of the payments that a customer has made. The scrolling window displays the customer’s outstanding balances based on aging periods.
Customer Inquiry

To use this inquiry click **Inquiry**, point to **Sales**, and then click **Customer**. The Customer Inquiry window allows you to view demographic and other account information set up for a particular customer record in the Customer Maintenance window.

![Customer Inquiry window](image)

Receivables Summary Inquiry

To use this inquiry click **Inquiry**, point to **Sales**, and then click **Receivables Summary**. The Receivables Summary Inquiry window allows you to view the number, and total amount of, each type of transaction affecting Receivables Management as of the current date. You can view totals for all customers, or view information for a range of customer records.

![Receivables Summary Inquiry window](image)
National Accounts Inquiry

To use this inquiry click Inquiry, point to Sales, and then click National Accounts. Use the National Accounts Inquiry window to view transactions for the parent company and assigned children.

Aging Process

The aging process calculates the number of days old or days past due for customer accounts and adds the amounts to the correct aging periods. To open this window click Microsoft Dynamics GP, point to Tools, point to Routines, point to Sales, and then click Aging.
Finance Charges

The Assess Finance Charges window is used to assess monthly finance charges to all or a group of customer records. To open this window click Microsoft Dynamics GP, point to Tools, point to Routines, point to Sales, and then click Finance Charge.

![Assess Finance Charges Window](image1)

Print Statements

Use the Print Receivables Statements window to set up the information to display on customer statements. To open this window click Microsoft Dynamics GP, point to Tools, point to Routines, point to Sales, and then click Statements.

![Print Receivables Statements Window](image2)
Reprint or Remove Statements

Use the Reprint Statements window to reprint or remove customer statements at any time, if Reprint Statements in the Receivables Management Setup window was selected. To open the Reprint Statements window click Microsoft Dynamics GP, point to Tools, point to Routines, point to Sales, and then click Reprint Statements.

Paid Sales Transaction Removal

To open the Paid Sales Transaction Removal window click Microsoft Dynamics GP, point to Tools, point to Routines, pointing to Sales, and then click Paid Transaction Removal. This window is used to transfer paid transactions to history and to consolidate balance forward accounts.
Write Off Documents

To open the Write Off Documents window click Microsoft Dynamics GP, point to Tools, point to Routines, point to Sales, and then click Write Off Documents. Use this window to write off outstanding credit or debit balance amounts for one or more customers. Specify a write-off limit and cut-off date, and whether to create a credit or debit memo for each customer or document. Use the Write Off Preview window to select or unselect customers to include in the write-off process.

Close Fiscal Period

To close the fiscal period click Microsoft Dynamics GP, point to Tools, point to Setup, point to Company and then click Fiscal Periods. Use the Fiscal Periods Setup window to select the period as closed for the Sales series. Once the period is closed, transactions can no longer be posted to it.
Reconcile to General Ledger

Use the Reconcile to GL window to reconcile Receivables Management to the General Ledger. To open this window, click Microsoft Dynamics GP, point to Tools, point to Routines, point to Financial, and then click Reconcile to GL.

Fiscal Year Close

Closing the fiscal year transfers all the amounts other than the calendar year to date finance charge amounts to last year. This procedure should be performed before entering transactions for a new fiscal year.
Receivables Year-End Close

Use the Receivables Year-End Closing window to close the fiscal and/or calendar year. To open this window click Microsoft Dynamics GP, point to Tools, point to Routines, point to Sales, and then click Year End Close.