Copyright Notification

At Cougar Mountain Software, Inc., we strive to produce high-quality software at reasonable prices. We can only do this, however, if our rights as developers are respected. Even though we provide exceptional software at low prices, we do not consent to unlicensed use of our software or documentation.

Information contained in this document represents the current view of Cougar Mountain Software on the issues discussed as of the date of publication. Because Cougar Mountain Software must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Cougar Mountain Software, and Cougar Mountain Software cannot guarantee the accuracy of any information presented after the date of publication.

This documentation is for informational purposes only and is not a qualified accounting reference. COUGAR MOUNTAIN SOFTWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO THE INFORMATION IN THIS DOCUMENT. It is the user’s responsibility to review the latest publication releases from Cougar Mountain Software. The example companies, organizations, products, people, and events depicted herein are fictitious. No association with any real company, organization, product, person, or event is intended or should be inferred.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Cougar Mountain Software.

Cougar Mountain Software may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Cougar Mountain Software, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

QuickBooks is a trademark of Intuit Inc., registered in the United States and other countries.

Recognized Trademarks. Microsoft, Windows, Windows 7, Windows 8, and Windows 10 are registered trademarks of Microsoft Corporation. Other brands or products are the trademarks or registered trademarks of their respective holders and should be treated as such.

© 2019 Cougar Mountain Software
All Rights Reserved
# Table of Contents

## Learning About this Resource

- How to Use This Guide ................................................................. 2
- How This Guide Is Organized ...................................................... 2
- Denali Help ................................................................................ 3
  - Document Conventions ............................................................. 3
  - In-Program and Web Help ......................................................... 4
    - Window-Specific Help ............................................................. 4
    - Procedural Help ..................................................................... 4
    - Reference Help ...................................................................... 4
  - Navigating the In-Program Help ................................................ 4
  - Navigating the Web Help ........................................................ 6
  - Printing Help Topics ................................................................ 7
  - User Guides ............................................................................. 7
  - Release Notes ......................................................................... 7
- Customer Support ........................................................................ 7
  - Information to Gather before You Contact Customer Support .... 8
  - Contacting Customer Support ................................................ 8
- Training ..................................................................................... 8
  - Online Training ....................................................................... 8
  - Classroom Training in Boise ................................................... 9
  - On-Site Training at Your Business ............................................ 9
  - Telephone Training .................................................................. 9
  - Training Videos ....................................................................... 9
- Troubleshooting Options ............................................................ 9

## Setting Up Accounts Receivable

- Options and Preferences in Accounts Receivable ..................... 11
  - General Preferences Setup ..................................................... 11
    - Add Messages to Customer Statements ................................. 12
  - Accounts Receivable Relationship with Other Modules .......... 14
    - Post Transactions Directly to a Bank Account ....................... 14
Setting Accounts Receivable Defaults ................................................................. 15
Tracking User-Defined Customer Information ....................................................... 16
Defining Printing Preferences .................................................................................. 17
Setting Up Denali to Handle Electronic Payments .................................................. 18

Accounts Receivable Codes .................................................................................... 19
  Working with AR Codes ............................................................................................ 19
    Balance Forward and Open Item Statements ....................................................... 19
    Adding AR Codes .................................................................................................... 20
  Using Terms Codes ................................................................................................... 21
    Adding Terms Codes ............................................................................................... 21
  Using Collection Status Codes .................................................................................. 22
  Implementing Transaction Codes .............................................................................. 23
    Defining Transaction Code Prefixes ...................................................................... 23
    Adding Transaction Codes ....................................................................................... 25
  Setting Up User-Defined Codes .............................................................................. 26
  Defining Type Codes for Customer Discounts ...................................................... 26
  Defining Customer Contact Department Codes ..................................................... 27
  Setting Up Frequency Codes for Recurring Activity .............................................. 28
  Using Recurring Codes ............................................................................................. 28
  Setting Up Your Salesperson Codes ....................................................................... 29
  Setting Up Sales Tax Codes ..................................................................................... 31
    Creating Sales Tax Codes ....................................................................................... 31
  Setting Up Your Clerk Codes ................................................................................... 32
  Defining Credit Card Codes ..................................................................................... 33
  Printing a Code Report in Accounts Receivable .................................................... 34
  Changing or Deleting Codes ..................................................................................... 35

Managing Alert Email Addresses .......................................................................... 36

Troubleshooting: Setting Up Accounts Receivable ................................................. 38

Managing Customer Information ............................................................................. 39

Creating Your Customer Accounts ........................................................................... 40
  Establishing a Naming/Numbering Scheme for Your Customers ......................... 40
  Entering a New Customer ......................................................................................... 40
  Entering Your Customers’ Opening Balances ........................................................ 42
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entering Balances as Balance Forward Amounts</td>
<td>42</td>
</tr>
<tr>
<td>Entering Opening Balances Using Accounts Receivable Transactions</td>
<td>42</td>
</tr>
<tr>
<td>Classifying Customer Pricing Based on Customer Type</td>
<td>43</td>
</tr>
<tr>
<td>Adding Customer Contact Information</td>
<td>43</td>
</tr>
<tr>
<td>Attaching Discount Codes to Customer Accounts</td>
<td>44</td>
</tr>
<tr>
<td>Setting Up Credit and Collection Information</td>
<td>45</td>
</tr>
<tr>
<td>Setting Up Electronic Payments for Customers</td>
<td>45</td>
</tr>
<tr>
<td>Viewing Customer Transaction History</td>
<td>46</td>
</tr>
<tr>
<td>Transaction History Information</td>
<td>47</td>
</tr>
<tr>
<td>Aged Analysis Information</td>
<td>48</td>
</tr>
<tr>
<td>Attaching Files to Your Customer Records</td>
<td>48</td>
</tr>
<tr>
<td>Using the User-Defined Fields After Setup</td>
<td>49</td>
</tr>
<tr>
<td>Setting up Payers and Payees</td>
<td>49</td>
</tr>
<tr>
<td>Tracking Leased Items</td>
<td>51</td>
</tr>
<tr>
<td>Tracking Prepaid Services</td>
<td>51</td>
</tr>
<tr>
<td>Renumbering, Copying, Merging, or Deleting Customer Accounts</td>
<td>52</td>
</tr>
<tr>
<td>Renumbering or Renaming Your Customers</td>
<td>52</td>
</tr>
<tr>
<td>Copying Customers to Another Company</td>
<td>53</td>
</tr>
<tr>
<td>Merging Customer Accounts</td>
<td>54</td>
</tr>
<tr>
<td>Delete a Customer Account</td>
<td>55</td>
</tr>
<tr>
<td>Importing and Exporting Customer Data</td>
<td>55</td>
</tr>
<tr>
<td>Importing Customer Information</td>
<td>55</td>
</tr>
<tr>
<td>Importing Accounts from NeonCRM (Fund product only)</td>
<td>56</td>
</tr>
<tr>
<td>Exporting Customer Information</td>
<td>57</td>
</tr>
<tr>
<td>Troubleshooting: Managing Customer Information</td>
<td>59</td>
</tr>
<tr>
<td>Entering Transactions</td>
<td>60</td>
</tr>
<tr>
<td>Working with Transaction Batches in Accounts Receivable</td>
<td>61</td>
</tr>
<tr>
<td>Changing the Default Transaction Date</td>
<td>61</td>
</tr>
<tr>
<td>Entering Customer Transactions</td>
<td>62</td>
</tr>
<tr>
<td>Entering Payment Transaction Details</td>
<td>62</td>
</tr>
</tbody>
</table>
### Working with Unapplied Transactions ................................................................. 64
### Adjusting Payer/Payee Balances ........................................................................ 65
### Adjusting Prepaid Services or Leased Items .................................................... 65
### Calculating Finance Charges ............................................................................ 65
### Processing Electronic Payments ...................................................................... 66

| Generating Transactions from Recurring ...................................................... 68 |
| Importing Customer Transactions .................................................................. 68 |

| Checking Transactions Before Posting ......................................................... 69 |
| --- | |
| Printing the Edit Report ............................................................................... 70 |
| Correcting Errors Prior to Posting ............................................................... 70 |
| Deleting Transactions Prior to Posting ......................................................... 71 |
| Deleting Individual Transactions .................................................................. 71 |
| Clearing the Entire Transaction Batch ......................................................... 71 |

| Determine and Correct Errors in Imported Transactions Before Posting .......... 72 |
| Posting Payments and Charges ..................................................................... 72 |
| Handling Errors After Posting ..................................................................... 73 |

### Troubleshooting: Entering Transactions .................................................... 74

### Accounts Receivable Reports ........................................................................ 75

| Reporting Overview ..................................................................................... 76 |
| --- | |
| Denali Reports Available ............................................................................ 76 |
| Financial Statements .................................................................................. 76 |
| History Reports ......................................................................................... 76 |
| Control Reports .......................................................................................... 77 |
| Reporting Options in Denali......................................................................... 77 |
| Options for Report Type ............................................................................ 77 |
| Standard Report Sort Options ..................................................................... 77 |
| Report Query Options ................................................................................ 77 |
| Using the Search Feature in Lookups .......................................................... 78 |
| Selecting Dates from the Online Calendar ................................................ 78 |
| Working with Date Ranges ......................................................................... 78 |
| Filter Ranges and Filter Methods ............................................................... 81 |

| Accounts Receivable Reports ........................................................................ 81 |
| --- | |
| Customer Reports ....................................................................................... 81 |
| Customer Quick List ................................................................................... 82 |
Troubleshooting: Accounts Receivable Reports ......................... 92

Period End Tasks in Accounts Receivable ................................. 93

Accounts Receivable Period End .............................................. 94
  Preparing for Period End .................................................... 94
  Purging Open Items .......................................................... 94
  Resetting YTD Customer Totals ......................................... 95

Accounts Receivable Maintenance ......................................... 96
  Viewing Table Information ............................................... 96
  Recalculating Accounts Receivable Tables .......................... 97
  Purging History ............................................................... 97

Troubleshooting: Period End Tasks in Accounts Receivable ...... 98

Additional Resources .......................................................... 99

Formatting User-Defined Fields .......................................... 100

Format Requirements for Importing Transactions .................. 101
  File Formats Supported by Denali for Importing Transactions .... 101
  Importing Quotation Marks in CSV Files ......................... 102
  Accounts Receivable File Format Requirements .................. 103
Chapter 1

Learning About this Resource

How to Use This Guide
How This Guide Is Organized
Denali Help
Customer Support
Training
Troubleshooting Options
Welcome to Denali by Cougar Mountain Software. This guide is designed to help you learn and effectively use the Accounts Receivable module. This chapter presents an overview on using this guide and where to find additional help, along with introductions to each chapter of the guide.

**How to Use This Guide**

We wrote this documentation to accommodate a system that has all available modules and enhancements installed and integrated. If this is not the case, some windows and options might be different. After you review this guide, if you would like to expand your software package to get the most out of Denali, refer to our website or contact our Sales Department at (800) 388-3038 for more information.

If you have not done so already, we highly recommend you review the information in the Getting Started guide before you continue. This guide provides valuable information on the commonalities between the Denali modules, customization options to ensure Denali meets your needs, and overviews of the different types of help and training available.

**How This Guide Is Organized**

Refer to this section for a summary of what is covered in this user's guide and how to get the most out of it.

**Chapter 1: Learning About this Resource**

This chapter introduces you to the organization of this user’s guide. It provides an overall look at the information you can find and how it is designed.

**Chapter 2: Setting Up Accounts Receivable**

To get the most of your software, it is important to set up Accounts Receivable correctly. This chapter covers the general setup, integration with other modules, printing preferences, and Accounts Receivable codes.

**Chapter 3: Managing Customer Information**

Here, we provide you with information to help you plan your customer accounts and work with customer records.

**Chapter 4: Entering Customer Transactions**

It’s important to keep track of customer activity. This chapter discusses how you might work with customer transactions, generate transactions from external files, review your entries, and post transactions.

**Chapter 5: Analyzing Productivity in Accounts Receivable**

To make smart business decisions, you need to be able to track and view data. This chapter shows the types of report, customization options, and samples of the Accounts Receivable reports available to help your business run smoothly and stay financially stable.
Chapter 6: Completing Period End Tasks in Accounts Receivable
At month end, period end, and year end, you need to complete certain procedures to ensure the accuracy of your data. You might also need to complete data maintenance throughout the year to ensure your system functions at its fullest potential.

Chapter 7: Additional Resources
This chapter provides information on format requirements you must use to import and export data in Accounts Receivable. You will also find a glossary of accounting terms and information to help you format user-defined fields.

Denali Help
Cougar Mountain Software is dedicated to providing as much help as you need to feel comfortable using our software. These topics describe the conventions we use in the documentation and the different types of help we offer.

Document Conventions
The following conventions are used throughout the documentation:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bold</td>
<td>Titles, names, and anything that appears on the screen will appear in bold, exactly as it appears.</td>
</tr>
<tr>
<td></td>
<td>• Select <strong>Change Session Date</strong> from the <strong>Common Tasks</strong> menu.</td>
</tr>
<tr>
<td></td>
<td>• Click the <strong>New</strong> button.</td>
</tr>
<tr>
<td></td>
<td>• Enter a name in the <strong>Name</strong> box.</td>
</tr>
<tr>
<td>Italic</td>
<td>Italics are used for text that you should enter, or text that appears in a box or field within a window.</td>
</tr>
<tr>
<td></td>
<td>• Enter <strong>Hardwood</strong> in the <strong>Description</strong> box.</td>
</tr>
<tr>
<td></td>
<td>• The default for this field is <strong>IN Code</strong>.</td>
</tr>
<tr>
<td>Uppercase</td>
<td>Uppercase characters will be used to denote keyboard keys or hot key combinations. Some examples are:</td>
</tr>
<tr>
<td></td>
<td>• To delete an item in the detail grid, select the item and press the <strong>DELETE</strong> key.</td>
</tr>
<tr>
<td></td>
<td>• To open the <strong>Enter Transaction Comments</strong> window, simultaneously press <strong>SHIFT+C</strong>.</td>
</tr>
</tbody>
</table>
In-Program and Web Help
Cougar Mountain offers in-program help, which is part of the software, accessible from any Help button, and does not require an Internet connection. We also offer web help that you can access at https://cougarmtnservice.com/help/index.html. The web help includes features not available in the in-program help, such as the ability to comment on topics and share information on social networking platforms. The content is the same in the in-program and web help.

When you access the help, you will find we offer both procedural and window-specific help. If you want to know the steps you need to take to complete a task, you should access the procedural help. If you want to know what an option or field in a window is used for, you should access the window-specific help.

Window-Specific Help
Denali offers window-specific help that explains each field and option available in every window. When you work in the software, you can access help specific to an active window or tab when you click the Help button or press F1 on the keyboard.

In many window-specific topics, you can access related task-based help topics when you select the See Also button at the bottom of the topic window. You can also access the task-based help from the Table of Contents in the left pane of the Help window.

Procedural Help
Procedural help gives you steps to complete a process from start to finish and general information about the software windows. You can access this help from the left navigation pane in the software when you click Resources and Tools > Access the Denali Help. You can also access the Help when you select the question mark on the right side of the toolbar. If you already have the Help window open, you can access all the help from the Table of Contents in the left pane of the window.

Reference Help
Denali includes topics that are designed to provide additional information for your reference. For example, format requirements to import transactions and purchase order calculations. Most of these topics can be found in the Appendix, which you can access from the Table of Contents in the in-program and web help.

Navigating the In-Program Help
When you access the Help in the software, you access the in-program help system. To help you find the information you're looking for, we outline the different parts of the Help window.
Figure 1: Navigational points and features available in the in-program help window.

The reference numbers in the table correspond with the previous figure and are used to highlight the main navigational points and features.

<table>
<thead>
<tr>
<th>Reference Number</th>
<th>Option Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Contents</strong> tab</td>
<td>This is the Table of Contents for the Help. Click on the books to show the related subtopics.</td>
</tr>
<tr>
<td>2</td>
<td>Breadcrumbs</td>
<td>These are links that show you where you are in the Help. The first link reflects the main topic and following links are subtopics. You can click these links to navigate backwards.</td>
</tr>
<tr>
<td>3</td>
<td><strong>Hide</strong> button</td>
<td>This hides the Table of Contents and changes to read <strong>Show</strong>, which you can then click to see the Table of Contents.</td>
</tr>
<tr>
<td>4</td>
<td><strong>Back</strong> button</td>
<td>Clicking this button takes you back through the previously viewed topics one at a time.</td>
</tr>
<tr>
<td>5</td>
<td><strong>Forward</strong> button</td>
<td>Clicking this button takes you forward through the topics you have moved back through using the <strong>Back</strong> button, one topic at a time.</td>
</tr>
<tr>
<td>6</td>
<td><strong>Home</strong> button</td>
<td>This button returns you to the main topic window in the Help.</td>
</tr>
<tr>
<td>7</td>
<td><strong>Print</strong> button</td>
<td>If you want to print the current help topic, click this button.</td>
</tr>
<tr>
<td>8</td>
<td>Website button</td>
<td>This button opens the Cougar Mountain corporate website through your browser.</td>
</tr>
<tr>
<td>9</td>
<td><strong>Topic window</strong></td>
<td>This window displays the open or active topic.</td>
</tr>
<tr>
<td>10</td>
<td>Sublinks</td>
<td>The links listed are subtopics of the open topic.</td>
</tr>
</tbody>
</table>
Navigating the Web Help

To help you find the information you’re looking for in the web help, we outline the different parts of the window.

Figure 2: Navigational points and features available in the web help window.

The reference numbers in the table correspond with the previous figure and are used to highlight the main navigational points and features.

<table>
<thead>
<tr>
<th>Reference Number</th>
<th>Option Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Contents</td>
<td>This is the Table of Contents for the Help. Click on the folders to show the subtopics.</td>
</tr>
<tr>
<td>2</td>
<td>Index</td>
<td>Click this to see the index entries for all the guides in the web help.</td>
</tr>
<tr>
<td>3</td>
<td>Search</td>
<td>Use the search field to type the area of information you’re looking for.</td>
</tr>
<tr>
<td>4</td>
<td>Home</td>
<td>Click this button to go to the home page of the web help.</td>
</tr>
<tr>
<td>5</td>
<td>Translate</td>
<td>Click this button to translate the web help to another language.</td>
</tr>
<tr>
<td>6</td>
<td>Forward and Back</td>
<td>Click these arrows to navigate forward and back through the help topics, one topic at a time.</td>
</tr>
<tr>
<td>7</td>
<td>CMS website, Print, Email</td>
<td>Click these buttons to go to the CMS website, print the help topic, or email the CMS Documentation team.</td>
</tr>
<tr>
<td>8</td>
<td>Breadcrumbs</td>
<td>These links show you where you are in the help. The first link reflects the main topic and the following links are subtopics. You can click these link to navigate backwards.</td>
</tr>
<tr>
<td>9</td>
<td>Sublinks</td>
<td>The links listed are subtopics of the open topic.</td>
</tr>
</tbody>
</table>
Printing Help Topics

You can print out any help topic to keep for future reference.

To print a single topic:
1. Select the Print button or right-click and select Print from the right-click menu.
2. If the Print Topics window appears, select Print the selected topic and then select OK.
3. When the Print window appears, make any desired adjustments and then select Print.

To print multiple topics in the in-program help:
1. Verify the Contents tab is visible.
2. Highlight the heading of the section you would like to print.
3. Select the Print button.
4. The Print Topics window will appear.
5. Select Print the selected headings and all subtopics to print the entire section.

User Guides

Denali includes access to PDF (portable document format) versions of the procedural help that you can open with Acrobat® Reader®. This is the same procedural help content that appears in the in-program and web help. To access these user guides, click Start > Denali by Cougar Mountain > Denali User Guides. When the Customer Service Center site opens, choose the guide you want to view.

Release Notes

The Release Notes include last-minute changes and technical issues not covered in other documentation. You can review the Release Notes on the installation screen at the start of the installation process, from the Start menu, or through the web help. You need to have Acrobat® Reader® to view the PDF.

To access them from the Start menu, click Start > Denali by Cougar Mountain > Release Notes.

Customer Support

If you come across a problem or an error message you cannot resolve, call our Customer Support Department. Cougar Mountain Software maintains a full-time Customer Support staff at our Boise, Idaho office specially trained to solve problems.

Our Customer Support staff has the expertise to answer your questions about installation and operation of the software. Call (800) 390-7053 to contact a Support Specialist. You can receive customer support over the phone from Cougar Mountain Software or you might be referred to a Cougar Mountain business partner in your area who can provide personalized, local support.

Cougar Mountain Software offers support contract plans that allow you to get help when you need it. You can request a Customer Support Specialist to contact you through our online form or you can send an email to Customer Support. Visit our Customer Support Center online at: https://www.cougarmtn.com/support-request/.

You can also visit the customer service site at https://service.cougarmtn.com to search for software updates you can download at your convenience.
Information to Gather before You Contact Customer Support

When you contact Cougar Mountain Customer Support, please have your support number ready. This is typically your telephone number with the area code first. It will also be helpful to know your operating system, the Cougar Mountain product(s) you purchased and installed, and the version of the product. If you are not sure how or where to find this information, Customer Support can help.

Contacting Customer Support

Refer to the following table for options available to contact a Customer Support Specialist for answers to your questions. You can also use one of these options to purchase a support contract, which will ensure you get the help you need.

<table>
<thead>
<tr>
<th>Support Type</th>
<th>Contact via</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact a Customer Support Specialist.</td>
<td>(800) 390-7053</td>
</tr>
<tr>
<td>Purchase a Software Assurance plan.</td>
<td>(800) 388-3038</td>
</tr>
<tr>
<td>Email questions to a Customer Support Specialist.</td>
<td><a href="mailto:technicalsupport@cougarmtn.com">technicalsupport@cougarmtn.com</a></td>
</tr>
<tr>
<td>Complete the online Call Back Request form to have a Customer Support Specialist contact you.</td>
<td><a href="https://www.cougarmtn.com/support-request/">https://www.cougarmtn.com/support-request/</a></td>
</tr>
</tbody>
</table>

Training

While Denali is a comprehensive business accounting solution, the information you can get from the software will only be as good as the information you put in. The more you know about the software, the more you will be able to take advantage of its features. For this reason, we consider training to be a critical part of the learning process. We offer several different types of training—one or more are sure to meet your educational needs, time constraints, and budget. Contact Cougar Mountain at (800) 388-3038 about your training needs.

Online Training

To ensure you get the most out of your accounting software, it is important that you understand all its capabilities. For this reason, as part of our Software Assurance program, we include the opportunity for you to participate in e-learning. This educational resource is offered online through the Cougar Mountain Customer Service Center (CSC) website (https://service.cougarmtn.com/). Depending on the subscription you purchase, you can access a wealth of short presentations on the features of Denali. Because these presentations are online, you can view a topic whenever it is convenient for you and/or your employees. For more information on this resource, contact your account executive at (800) 388-3038.
Classroom Training in Boise

We offer training classes on a regular basis at our corporate headquarters in beautiful Boise, Idaho. If you have a few people to train, this is a great way to learn about the software’s features and how you can use it to its full potential for your needs. One of the benefits of coming to our training classes is that you can hear from other users of the software, which can remind you of issues that are important to you. Another benefit is that it removes you from the day-to-day tasks at your own office and allows you to concentrate more fully on learning how to use the software. You can use this as a powerful tool to “train your trainer”—once the staff members who attended the training arrive back home, they can teach other staff members the aspects of the software they need to know.

On-Site Training at Your Business

If you have more than a few people to train, you might want to consider on-site training. In this scenario, one of our professional trainers travels to your site and works with your employees. One advantage to this type of training is that you can train as many people as necessary without incurring additional costs and you can have specific people participate for specific sessions depending on their job duties. For example, during the training for Purchase Order, only those associated with handling purchase orders need to be present. This will allow for less interruption in daily productivity. Another advantage of on-site training is that you can work with your own organization’s data and business practices while focusing on the specific needs of your business.

Telephone Training

Training can also be done over the telephone. Using network streaming technology via an internet connection between your computer and our trainer’s computer, you and your employees can work with one of our professional trainers to focus on the specific parts of the software you choose. The trainer will be able to see your computer screen and you can work with either your own data or the demonstration data to learn how to best use the software for your business. This is a great solution if you have one or two modules that are new to you and you want thorough training without traveling to our training facility or having a trainer come to you.

Training Videos

Cougar Mountain Software also offers training videos which can help you in specific areas of the software. They serve as a great orientation for people new to your company and/or the software. They also can be a refresher for people who have already used the software, but need help in a few areas or are changing their job responsibilities to include things they haven’t done before.

Troubleshooting Options

One goal of Cougar Mountain Software is to make your accounting software experience a positive and effective one. For this reason, we included Troubleshooting sections throughout this documentation to provide answers to problems that might occur. It is our intent to provide many possible solutions to your questions. If you have suggestions for additions to the Troubleshooting sections, please feel free to email us at documentation@cougarmtn.com.
Chapter 2

Setting Up Accounts Receivable

Options and Preferences in Accounts Receivable

Accounts Receivable Codes

Troubleshooting: Setting Up Accounts Receivable
This chapter describes the options that allow you to customize Accounts Receivable to your company’s needs and streamline your day-to-day transaction entry process.

**Options and Preferences in Accounts Receivable**

Before you use Accounts Receivable, you need to define how you want to enter transactions, print reports, and how Accounts Receivable will integrate to other modules. Be sure to review all of these options to ensure you get the most out of Denali. You can click the Help button in a window to get instant information about each available option.

**General Preferences Setup**

Use the AR Module Preferences window to establish module-wide settings and options for Accounts Receivable. These settings apply to all users.

You should set up these preferences before you enter information in the system. Some options include how Accounts Receivable will integrate to other modules, how you want to print reports and statements, whether or not you will accept credit card payments, if you want to block past due customers from charging to their accounts, and if you will use transaction batches. You can change these options at any time, but some options, such as integration, might affect the way information posts.

For more information on integration, see “Accounts Receivable Relationship with Other Modules” on page 14. See “Defining Printing Preferences” on page 17 for more information on defining printing preferences in Accounts Receivable. Refer to the Getting Started guide for more information on working with transaction batches in Denali.

To access Module Preferences, select Options > Set Up the Module Preferences from the left navigation pane.

If you plan to accept credit cards as payment from your customers, you need to set up clerk codes and make sure you set credit cards as an allowed payment on your customer records. See “Setting Up Your Clerk Codes” on page 32 and “Setting Up Credit and Collection Information” on page 45 for more information on setting up Accounts Receivable to accept credit card transactions from customers.
Add Messages to Customer Statements

You can print two types of messages on statements: dunning messages, which are based on the aging period of the customer’s oldest balance, and an alternate message that prints on every statement. You can create and select all six messages, but only the dunning message of the current aging period and the alternate message will print on the statement. For example, you can set up an alternate message to remind customers to come in and shop for a holiday event and you can set up dunning messages to remind customers they need to send a payment and what the penalty will be if they don’t.

**NOTE:** Preprinted forms only allow one line of text per statement message or dunning message (the number of characters may vary due to the characters used). To use the entire 150 characters you might need to modify the statement formats in Crystal Reports.
To access the **AR Statement Messages** window, select the **Statement Messages** button on the **General** tab of the **AR Module Preferences** window.

![AR Statement Messages window](image)

**Figure 4:**  *AR Statement Messages window*

Keep in mind that to print these messages on customer statements, you must select the **Print Dunning Messages** or the **Print Alternate Message** check box in the **AR Customer Statements** window.

![AR Statement, dunning and alternate messages](image)

**Figure 5:**  *AR Statement, dunning and alternate messages*

The alternate message appears before the transactions and the dunning message appears before the totals at the bottom of the report.
Accounts Receivable Relationship with Other Modules

Integrate Accounts Receivable to General Ledger and/or Bank Reconciliation to automatically update those modules with Accounts Receivable information when you post transactions. If you integrate, you can also look up certain information from these modules. See “The Lookup Feature” in the Getting Started guide for more information.

Set integration on the Integration tab of the AR Module Preferences window. Choose from the available options to define how information is shared from Accounts Receivable. Click the Help button for information about each option in the window.

**NOTE:** If you receive an error that indicates integration failed, print the generated report, make the corrections listed, open Module Preferences again, and select the Fix <Module> Integration button on the Integration tab.

We recommend you review the Integration Guide for more information on getting the most out of your integration options. You can access this guide from the Documentation area of the Cougar Mountain Customer Service Center.

![Diagram](image.png)

**Figure 6:** Posting from Accounts Receivable to integrated modules

### Post Transactions Directly to a Bank Account

If you want to automatically update your Bank Reconciliation bank account with transaction information when you post, enter the default account for customer transactions in the Default Bank Account field on the Integration tab of the AR Module Preferences window.
Setting Accounts Receivable Defaults

On this tab, you can define the next number in your customer numbering scheme and if you want to be able to edit that number in the **AR Customers** window. If you accept credit cards, you need to select a default AR Clerk on this tab. You can also choose if you want the **AR Customers** window to open with the **Notes** tab or the **Credit/Collection** tab showing.

The NeonCRM default Code in the image below is only available in Denali Fund.
Tracking User-Defined Customer Information

If you want to track specific customer information for your business, you can set up User-Defined Fields (UDFs). For example, you might track special interests, loyalty club participation, or birthdays. These UDFs appear on the User-Defined tab of the AR Customers window where you can define them for each customer. You can define two User-Defined Codes, which appear in the menu you can access from Options > Codes.

You can use UDFs to sort or filter many of the reports available in Accounts Receivable to quickly view the specific information you track. See “Accounts Receivable Reports” on page 81 for more information on working with reports.

To set up user-defined fields for custom tracking:

1. In Accounts Receivable, select Options > Establish User-Defined Customer Tracking from the left navigation pane.
2. Select the User-Defined Fields tab.
For each piece of information you want to track, select a field that corresponds with that type of information, and enter the field name you want to create. For example, Fields 1 and 2 are Code fields, Fields 5 and 6 are Date fields, etc. See “Setting Up User-Defined Codes” on page 26 for information about User-Defined Codes.

Once you enter the UDFs you want to use, continue with your Module Preferences setup or click **OK**. For information on using these fields after setup, see “Using the User-Defined Fields After Setup” on page 49.

### Defining Printing Preferences

The **Print Options** tab in Module Preferences allows you to set up default printer options for the different types of reports you print from Accounts Receivable, including the formats you want to print and the number of copies.
Use check box in the **Edit** column to specify whether or not you want the ability to edit these preferences each time you print a report. For example, if you sometimes want to preview a report on the screen before you print it, select the **Edit** check box. This way, when you print a report, you will see the Print Options window, which allows you to specify how to print the report at that time, to screen, printer, or file.

**Tips & Tricks: Saving Paperless Posting Reports**

You can set up your preferences to save your posting files directly to your computer. Select **File** for the **Posting Output Type**, **Text (*.txt)** as the **Export Format**, and uncheck the check box in the **Edit** column. Enter the path to the location where you want to save the file in the **Printer/File Name** field. The posting report will save in this location with the posting date as the folder name and a file name of `<Module Abbreviation>_<Batch Number>` (in POS, Batch Number is replaced with Register Code). For example, the folder name could be `20171203` and the filename could be `BR_AAAAQ`.

**Setting Up Denali to Handle Electronic Payments**

Before you can process electronic payments from your customers, you must set up the necessary information in Denali. Make sure you complete the following set up requirements:

- Specify your Default EFT Account Code in the **AR Electronic Funds Transfer Settings** window. To access this window, select **Options > Set Up Integration Between Modules** from the left navigation pane. Select the **Integration** tab, then click the **EFT Settings** button.
- If Accounts Receivable is not integrated to Bank Reconciliation, enter the Default EFT Account Code to use for electronic funds transfers when you add customer records in the **AR Customers** window. If Accounts Receivable is integrated to Bank Reconciliation, this field is unavailable and the Bank Account Code you defined on the **Integration** tab is used as the default for payment transactions.
Enter your customer’s EFT information on the **EFT Info** tab of the **AR Customers** window. For customers who will make payments electronically, you must complete this information. When you select the **I will be processing electronic payments from this customer** check box on the **EFT Info** tab of the **AR Customers** window, the **Electronic Payment** check box will be selected by default in the **AR Enter Payments/Adjustments** window for that customer.

### Accounts Receivable Codes

Accounts Receivable uses codes to automate certain tasks, track information, and group transaction types. Some codes are required, such as AR Codes, while others are optional, such as Terms Codes. This section describes the available codes and how you can benefit from them.

How the codes function can depend on how you set up integration between installed modules. For more information on integrating modules, see “Accounts Receivable Relationship with Other Modules” on page 14.

### Working with AR Codes

You must set up at least one AR Code and each customer account must have an AR Code attached before you can post transactions. You can define different AR Codes to group customers together. Some examples of different customer groups are residential, commercial, individual, business, government, and Internet. You might want to group customers to:

- Direct posting of Accounts Receivable and Sales transactions to the appropriate General Ledger accounts.
- Purge open items for separate groups.
- Print balance forward statements for some groups and open item statements for others.
- Set up different aging periods for different groups.

We don’t recommend you use AR Codes to filter reports because you can filter and sort reports, statements, and labels for a range of customer numbers, names, types, or Salesperson Codes with just one AR Code.

It is important to plan ahead if you want to group customers because you cannot change the AR Code attached to a customer if they have an account balance. If you use the General Ledger Interface Table, each AR Code requires additional setup. Refer to the General Ledger guide for more information about using Interface Codes.

### Balance Forward and Open Item Statements

There are two types of customer statements you can use: Balance Forward and Open Item.

- **Balance Forward** statements combine remaining transaction amounts into one sum total, which will be classified as a Balance Forward amount as of the date you perform your period-end tasks. If the customer is in a payer/payee relationship, those transactions are not included in the balance forward. Payer/payee transactions will appear as individual totals.
- **Open Item** statements show individual transactions that have balances remaining as well as the residual amount.

The type of statement is determined in the **AR Codes** window. For this reason, if you send different types of statements to different groups of customers, they must have different AR Codes.

If a group affects more than one General Ledger receivables account, you need an AR Code for each different combination of group and account.
**Adding AR Codes**

Because you must assign each customer account an AR Code, you need to set up at least one AR Code before you set up any of your customers. You can add or edit these codes after you create your customer accounts, but you can only remove an AR Code from a customer account if it has a $0 balance.

If you are using Interface Codes, some options will not appear. See the General Ledger guide for more information about Interface Codes.

To add new AR Codes:

1. In Accounts Receivable, select **Options > Define Aging Periods and Posting** from the left navigation pane.

2. In the **AR Code** field, type an AR Code to represent the customer group and General Ledger account number. You can use any combination of letters, numbers, or special characters and it can be up to six characters. If you use Interface Codes, do not duplicate your Cash Key from Point of Sale or Order Entry Preferences. Refer to the General Ledger guide for information.

3. If all or most of the customers associated with this AR Code have the same Terms Code, enter it in the **Terms Code** field. When you create customer accounts with this AR Code, the Terms Code on the customer account defaults to your entry here. You can override the Terms Code with a different code or no code for customers to which it does not apply. You can also apply Terms Codes to individual transactions in Accounts Receivable transaction entry (see “Using Terms Codes” on page 21).

4. In the **AR Code Desc** field, give this code a meaningful description.

5. In the **GL Account** field, enter the GL Account number that you will use as the Accounts Receivable control account.

6. Select either the **Balance Forward** or **Open Item** radio button.

7. Enter your aging period lengths. The aging period determines whether an account is current or past due.

8. Save the code.
Repeat the necessary steps until you have as many AR Codes as you need. The **Date Last Purged** or the **Period End Date** fields are automatically updated by the system and are informational only.

**Using Terms Codes**

If you offer an early payment discount or charge late fees or finance charges, you need to set up at least one Terms Code. If Terms Codes are set up with finance charge information, you can automatically generate finance charges when you send an invoice for all customers to which the Terms Code applies.

Set up a Terms Code for each different payment discount or finance charge policy you have. Discounts, such as volume discounts or preferred customer discounts, are set up in the Inventory and Sales modules; refer to the documentation for those modules if you want to set up one of these discount types for your customers.

Here are a few things to ask yourself when you plan Terms Codes:

- How many different timely payment discount policies do you use?
- For each, what is the discount percentage and what is the time period in which payment must be received to qualify?
- How many different finance charge policies do you use?
- For each, what is the monthly percentage charged and how many days do you allow for payment before finance charges begin?

**Adding Terms Codes**

Once you know what discounts you will apply to early payments and what finance charges you will apply to late payments, you are ready to create your Terms Codes.

**To add a Terms Code:**

1. In Accounts Receivable, select **Options > Define Payment Terms** from the left navigation pane.

![Figure 12: AR Terms Codes window](image)
2 In the **Terms Code** field, enter a code of up to six characters. Select the **Help** button in the software window for specific information about the fields available in this window.

3 In the **Description** field, enter a meaningful description for this code. For instance, 1% 30 days, Net 30 Days could identify a policy of extending a 1% discount to customers who pay within 30 days, the full amount being due within 30 days.

4 If this Terms Code is only for a timely payment discount policy, leave the **Finance Charge Rate** field and the **Days Before Fin. Chrg**. field blank. If the code is for a finance charge policy, enter the monthly percentage to charge and the number of days from the transaction date that the charges begin.

5 Enter the general ledger account to post early payment discounts to in the **Discount GL Account** field. If you use Interface Codes, enter a six-letter key to represent this Terms Code in the **GL Key** field (see the General Ledger guide). Use the same GL Key for all Terms Codes that post to the same general ledger account.

6 If Accounts Receivable is not integrated to General Ledger, you can leave this field blank.

5 If this Terms Code is only for a finance charge policy, leave the **Discount Table** fields blank. For information about changing or deleting codes, see “Changing or Deleting Codes” on page 35.

---

**Using Collection Status Codes**

You can set up Collection Status Codes if you want to track the collection status of your customers. Once you define the Codes, you can attach them to customers in the **AR Customers** window by selecting the Code from the **Collection Status** field Lookup on the **Credit/Collection** tab.

**To create Collection Status Codes:**

1 In Accounts Receivable, select **Options > Set Up Collection Status Codes** from the left navigation pane.

![Collection Status Codes Window](image)

*Figure 13: AR Collection Status Codes window*
2 Enter a Code of up to six characters in the Collection Status Code field. For example, you could type FINAL for customers who were sent their final collection notice.

3 Enter a description of up to 50 characters for this Code in the Description field.

4 Save the Code.

**Implementing Transaction Codes**

Of the many different transaction types you can have in Accounts Receivable, all transactions fit into one of eight basic categories. These categories are identified by the first number of the six-character Transaction Code: 2, 3, 4, 5, 6, 7, 8, or 9. Transaction types either increase, decrease, or have no effect on the customer’s balance.

Because Transaction Codes direct the system to adjust the customer’s balance (and any other affected accounts), you must have at least one for each type of transaction you will complete before you can post.

The system automatically applies a transaction type in some cases. If you assign a customer a balance forward amount, that is a type 0 transaction. When invoices come from Sales, the invoice total is applied to the master record as a type 1 transaction.

The Transaction Code specifies the type of transaction and gives the code a unique identifier. Establish your Transaction Codes in two steps. First, identify the type of transaction the code will apply to by entering the corresponding starting number. Second, follow this with a unique five character identifier.

For example, perhaps you want to create a transaction code for credit card payments. You could create the code 4CRCRD. The “4” indicates to the system that the transaction is a payment transaction and the “CRCRD” is the part of your code that means “credit card.”

You can set up as many Transaction Codes as necessary to meet your needs.

**Defining Transaction Code Prefixes**

This section includes a list of the transaction code prefixes, the transaction category, and the effect each has on customer records and the General Ledger accounts receivable account.

The $n$ is a variable that indicates you can add characters of your own to the prefix, for example: 2RTLCH.

- **1nnnnn** = Sales Invoice: Type 1nnnnn transactions are invoices from the Sales module. These transactions debit the customer record and increase the amount owed. You cannot access these Transaction Codes from Accounts Receivable.

- **2nnnnn** = Customer Charge: A customer charge debits the customer record and increases the total owed by the customer. The General Ledger accounts receivable account is debited to reflect the increase. This transaction category includes all customer charges that post from the Accounts Receivable module.

- **3nnnnn** = Payment Correction: A payment correction debits the customer record and the General Ledger accounts receivable account and increases the amount owed by the customer. This transaction category is used to reverse a payment that was posted in error. The payment correction does not reinstate the invoices that were paid or partially paid by the incorrect payment.

  The Aged Analysis Report still shows that the payment was applied to them. The type 3 transaction remains in the open item file with the remaining amount to be paid. When the correct payment is posted, it is applied to the type 3 transaction, not the original charge transaction.
• **4nnnnn** = Payment Received: A payment credits the customer record and the General Ledger accounts receivable account, decreasing the amount owed by the customer.

To apply a type 4 payment to specific invoices, enter the invoice numbers or select an invoice from the Lookup. If you do not want to apply a payment to a specific invoice, enter it but don’t specify a debit type transaction. It will automatically apply to debits in the following order until the full amount of the payment is applied:

The oldest type 9 finance charge followed by the next oldest, and so on, until all type 9s are paid off.

The oldest type 3 payment correction followed by the next oldest, and so on, until all type 3s are paid off.

The oldest type 2 customer charge followed by the next oldest, and so on, until all type 2s are paid off.

The oldest type 1 invoice followed by the next oldest, and so on, until all type 1s are paid off.

If, after the type 1s are paid off, the entire payment hasn’t been applied (the payment exceeded the total amount due), the remaining amount of the payment stays in the open item file and automatically applies to the next debit posted. It continues to apply to the debits as they are posted until the payment is exhausted.

• **5nnnnn** = Customer Credit: A credit transaction credits the customer record and the General Ledger accounts receivable account and decreases the amount owed by the customer.

In payer/payee relationships, this moves the amount due from the payer to the payee.

To apply a type 5 payment to specific invoices, enter the invoice number or select an invoice from the Lookup. If you do not want to apply a credit to a specific debit transaction, enter it but don’t specify a debit type transaction. It will automatically apply to debits in the following order until the full amount of the credit is applied:

The oldest type 9 finance charge followed by the next oldest, and so on, until all type 9s are paid off.

The oldest type 0 balance forward followed by the next oldest, and so on, until all type 0s are paid off.

The oldest type 2 customer charge followed by the next oldest, and so on, until all type 2s are paid off.

The oldest type 3 payment correction followed by the next oldest, and so on, until all type 3s are paid off.

The oldest type 1 invoice followed by the next oldest, and so on, until all type 1s are paid off.

If, after the type 1s are paid off, the entire credit hasn’t been applied (the credit exceeded the total amount due), the remaining amount of the credit stays in the open item file and automatically applies to the next debit posted. It continues to apply to the debits as they are posted until the credit is exhausted.

• **6nnnnn** = Unapplied Payment: An unapplied payment credits the customer record and the General Ledger accounts receivable account and decreases the amount owed by the customer. An unapplied payment does not reduce the amount remaining of any debit transaction. Instead, it remains in the open item file with an amount remaining to be credited until you activate and apply it. To activate and apply an unapplied payment, use the code prefix without a suffix, a 6 (six) for a Transaction Code.

Use this category if you or your customer do not want to apply the credit to a specific invoice. You can go back and apply it to a specific invoice at any time.
When you use this code, you have the option to specify a debit transaction to which the payment applies, or to apply the payment in the same order as the payment transaction, code 4 (four).

- **7nnnnn** = Unapplied Credit: This type of transaction credits the customer record and the General Ledger accounts receivable account and decreases the amount the customer owes. Unapplied credits do not reduce the amount remaining of any debit transaction. Instead, it remains in the open item file with an amount remaining to be credited until you activate and apply it. To activate and apply an unapplied credit, use the code prefix without a suffix, a 7 (seven) for a Transaction Code.

When you use this code, you have the option to specify a debit transaction to which the payment applies, or to have the payment applied in the same order as the credit transaction, code 5 (five).

- **8nnnnn** = Adjust Leased Item/Prepaid Service: This transaction type allows you to return leased items and make increases or decreases to the quantity of prepaid services. You cannot import these transactions.

- **9nnnnn** = Finance Charge: A finance charge debits the customer record and the General Ledger accounts receivable account and increases the amount owed by the customer. Use this transaction type to record manually calculated finance charges.

**Adding Transaction Codes**

You need to define at least one Code for each type of transaction you will perform. You can add or edit Transaction Codes at any time.

**To create Transaction Codes:**

1. In the Accounts Receivable module, select **Options > Set Up Transaction Types** from the left navigation pane.

2. In the **Transaction Code** field, enter a number to identify the transaction type and then enter up to five additional characters.

3. In the **Description** field, enter a description for your new code.

4. In the **GL Account** field, enter the opposing GL Account affected by this type of transaction. If you use Interface Codes, enter a GL Key to define the opposing account affected. See the General Ledger guide for more information about GL Keys.

5. Save the code.
For information about changing or deleting codes, see “Changing or Deleting Codes” on page 35.

Setting Up User-Defined Codes

Accounts Receivable allows you to create up to two User-Defined Fields for which you can define specific Codes to enter or select in those fields. These fields allow you to set up a category you want to track and then define selections for it. For example, if you want to track the counties in which your customers live, use one of the two code fields (User Field 1 or User Field 2) on the User-Defined Fields tab of the AR Module Preferences window, and type County. Then you can add Codes to that field when you select Options > <Code Name> from the menu bar, such as Nassau, Ada, etc. For information on setting up the User-Defined Fields in Module Preferences, see “Tracking User-Defined Customer Information” on page 16.

![Figure 15: AR County Codes window](image)

You will then be able to attach the codes to individual customers on the User-Defined tab of the AR Customers window from the Lookup.

Defining Type Codes for Customer Discounts

You can set up Type Codes if you want to group certain customers together and apply discounts to the group. For example, you might define the code INTNET for Internet customers and RTLCRE for retail customers that charge on credit. Once you define the Codes, you can attach them to the customers that will belong to each group in the AR Customers window by selecting the Code from the Type field Lookup. After your groups are defined, you can apply discounts to the whole group.

To create Type Codes:

1. In Accounts Receivable, select Options > Define Customer Types from the left navigation pane.
27

Setting Up Accounts Receivable

Accounts Receivable Codes

Figure 16:  AR Type Codes window

2 Enter a Code of up to six characters in the Type field.
   For example, you could type INTNET for Internet customers.

3 Enter a description for this Code in the Description field.

4 Save the Code.
   For information on how to use this Code to define price levels for groups of customers, see the Inventory
   user’s guide.

Defining Customer Contact Department Codes

If you want to include the department customers work in when you enter customer contact information
on the  tab in the AR Customers window, you must define Customer Contact Department Codes.

To set up Customer Contact Department Codes:

1 In Accounts Receivable, select Options > Customer Contact Department from the left navigation
   pane.

Figure 17:  AR Customer Contacts Department Codes window

2 Enter a unique code name of up to six characters in the Code field.
   For example, you could type SALES for the Sales Department.

3 Enter a description for the Code in the Description field.

4 Save the Code.
   For information about changing or deleting codes, see “Changing or Deleting Codes” on page 35.
Setting Up Frequency Codes for Recurring Activity

Use Frequency Codes to group together recurring transactions that you want to generate at the same time. These codes are attached to the recurring transaction through the AR Enter Payments/Adjustments window and you can select them when you generate the transactions in the AR Generate Recurring Activity window.

Once you set up Frequency Codes and establish recurring transactions for the group, you can process all the transactions with the same Frequency Code in one step.

To set up Frequency Codes:

1. In the Accounts Receivable module, select Options > Set Up the Frequency for Transactions from the left navigation pane.

![Figure 18: AR Frequency Codes window]

2. Enter a code of up to six characters in the Frequency Code field.
   For example, if this code will represent a group of transactions that occur on a monthly basis, your code might look something like MONTH1.

3. Enter a description of up to 50 characters for this Code in the Description field.
   For example, you could use First day of every month to indicate the specific day.

4. Save the code.
   You can create as many Frequency Codes as you need for your recurring transactions.
   For information about changing or deleting codes, see “Changing or Deleting Codes” on page 35.

Using Recurring Codes

Use Recurring Codes to identify transactions that occur repeatedly, such as monthly membership fees, rental fees, and subscriptions. All Recurring Codes have Frequency Codes attached (see “Setting Up Frequency Codes for Recurring Activity” on page 28) that allow you to define how often the transaction recurs and also sort the codes.
To add a new Recurring Code:

1. In Accounts Receivable, select **Options > Set Up Recurring Transactions** from the left navigation pane.

![AR Recurring Codes window](image)

**Figure 19:** AR Recurring Codes window

2. Enter the customer, document, and transaction information for this code.

3. Type the dollar amount of the recurring transaction in the **Amount To Use** field.

4. Select the **Use Amt. Remaining?** check box to activate the **Remaining Amount** box. If the **Use Amt. Remaining?** check box is checked, the amount in the **Amount To Use** field is subtracted from the remaining amount each time you generate transactions. When the **Remaining Amount** field reaches zero, the transaction no longer generates.

   If the **Use Amt. Remaining?** check box is unchecked, the amount you enter in the **Amount To Use** field is used each time you select this Recurring Code until you delete it.

5. Save the code.

   To generate these transactions, see “Generating Transactions from Recurring” on page 68. For information about changing or deleting codes, see “Changing or Deleting Codes” on page 35.

**Setting Up Your Salesperson Codes**

You can assign a Salesperson Code to each customer when you enter transactions in Sales. You can create and use Salesperson Codes in both Accounts Receivable and Sales. Once you create a Salesperson Code in one of the modules, the code is available in both.

Salesperson Codes allow you to:

- Define the permissions for each salesperson.
- Place limits on the dollar amounts the salesperson can accept for different payment types.
- Track sales for each salesperson. These figures are useful for salesperson performance analysis, sales commission calculation, bonus evaluations, and sales contest judging.
- Provide password protection to prevent someone from performing unauthorized activities with someone else’s Salesperson Code.
We recommend you assign each salesperson a Salesperson Code to control login and other security features in Sales. If you have several salespeople that need to access the same register, it's easy to log out of the Sales Entry window and allow another salesperson to access the register.

Salesperson Codes differ from AR Clerk Codes. Clerk Codes have security settings specific to Accounts Receivable credit card transactions. See “Setting Up Your Clerk Codes” on page 32 for further information on AR Clerk Codes.

**To create Salesperson Codes:**

1. In the Accounts Receivable module, select **Options > Set Up Salesperson Security** from the left navigation pane.

![AR Salesperson Codes window](image)

**Figure 20:** *AR Salesperson Codes window*

2. Enter a code for the salesperson in the **Salesperson Code** field. The Salesperson Code identifies the salesperson and appears in Lookups and on reports. Salesperson Codes can be up to six letters, numbers, and special characters, for example, the salesperson’s name, or a portion of their name.

3. In the **Description** field, enter a description, usually the salesperson’s full name. This description helps to further identify the salesperson and also appears in some Lookups and reports.

4. In the **Password** field, enter a password of at least seven characters. This password is case sensitive.

5. Set the rest of the options according to the functions you want to allow for this salesperson. For details about each option, click the help button in the window.


For information about changing or deleting codes, see “Changing or Deleting Codes” on page 35.
Setting Up Sales Tax Codes

Sales Tax Codes allow you to set up a tax calculation formula that quickly and accurately calculates the correct sales tax on each sale. If the system should treat sales tax on a transaction differently, the clerk can override the code (depending on the setup) so that the correct tax is calculated.

You can set up your Sales Tax Codes to calculate the correct sales tax for multiple taxing authorities (i.e., state and municipal sales tax). Depending on your integration settings, you can set up the code(s) so that the tax collected is properly distributed to the Accounts Payable vendor or general ledger liability accounts.

**NOTE:** Changes made to any existing Sales Tax Codes can affect saved but unposted invoices. However, this occurs only if you open the invoice, click in the grid, and save the invoice again.

**Example: How can I benefit from using Sales Tax Codes?**

A local resort collects a 6% room tax for the state and another 3% tax on rooms for the municipal government.

On food and beverage, the resort’s restaurants and lounges collect 4% for the state and 2% for the municipal government.

The resort’s recreational outlets collect 6% sales tax for the state and 2% for the municipal government.

In addition, the golf course and the stable collect 4% for the county for use of county land.

The following Sales Tax Codes were established to deal with these different tax requirements:

ROOMTX = 9.0% (6% State Room Tax plus 3.0% Municipal Room Tax)
FDNBEV = 6.0% (4% State Food and Beverage Tax plus 2.0% Municipal Food and Beverage Tax)
RECRE8 = 8.0% (6% State Recreation Tax plus 2.0% Municipal Recreation Tax)
GOLFTX = 6.0% (2.0% Municipal Golf and Stables Tax plus 4.0% County Golf and Stables Tax)

At the hotel desk, the clerks use the Sales Tax Code ROOMTX, and both the state and municipal room taxes are automatically calculated.

Creating Sales Tax Codes

Use Tax Codes to automatically calculate sales tax when you enter transactions. You can define Tax Codes to accommodate complex sales tax requirements, and set them up to post either to a general ledger liability account or directly to the vendor to whom the sales tax will be paid. The Tax Code you apply to your customers overrides the tax code in Sales Module Preferences. You can create and use Tax Codes in Accounts Receivable and Sales.

To create tax codes:

1. In Accounts Receivable, select **Options > Define Sales Tax Codes** from the left navigation pane.
2 In the Sales Tax Code field, enter a Sales Tax Code of up to six characters. This code will appear in Lookups and on reports.

3 In the Description field, enter a description, usually the name of the sales tax. This description will help you identify the Sales Tax Code and will also appear in Lookups and on some reports.

4 In the detail grid, enter detail lines for each part of this Sales Tax Code. When you enter transactions, the system calculates each part of the Sales Tax Code. When you post, each part of the Sales Tax Code posts to the GL Liability account or to the AP Vendor you specified.

5 Save the Code.

For information about changing or deleting codes, see “Changing or Deleting Codes” on page 35.

Setting Up Your Clerk Codes

If you plan to accept credit cards from customers for payment on their accounts, you must set up at least one AR Clerk Code. You will use this code to log into the AR Enter Payments/Adjustments window. You must define a default Clerk Code in Module Preferences. You can override these defaults when you enter transactions.

To set up an AR Clerk Code:

1 In Accounts Receivable, select Options > Set Up Clerk Security from the left navigation pane.
In the AR Clerk Code field, enter a code of up to six characters. You might want to set up a code specific to each clerk that will use the system or one for all of them. For example, if you have different shifts you might set up codes such as, CLRKDS (day shift) and CLRKNS (night shift), or, you can use the clerks names or initials such as AGUTOW and SMILLR.

In the Description field, enter a meaningful description that you can use to identify this code later.

In the Password field, enter a password of at least seven characters for this code. The password is case-sensitive.

Use the check boxes to set the security level of this code. The Override past due accounts check box is only available if you selected the Block Charges to Past Due Customers check box in Module Preferences.

Save the Code.

You must also have your Credit Card Codes set up before you can accept credit cards from customers. See “Defining Credit Card Codes” on page 33 for information on setting up these codes.

For information about changing or deleting codes, see “Changing or Deleting Codes” on page 35.

**Defining Credit Card Codes**

You can set up Credit Card Codes in Accounts Receivable and Sales to track your credit card transactions according to each type of card you accept, to quickly see the merchant’s percent for accepting each card type, and to track credit card transactions for each period in your Fiscal Calendar.

You must set up at least one Credit Card Code and one Clerk Code before you can accept credit cards as payment.

When credit card transactions are posted in Accounts Receivable, the totals are automatically adjusted in the AR Credit Card Codes window based on the credit card number.

To set up Credit Card Codes:

1. In Accounts Receivable, select Options > Set Up Credit Card Tracking from the left navigation pane.
2 In the **Credit Card Code** field, enter a code up to six characters and select the type of credit card this code represents. If you define multiple codes for the same card (e.g., Visa, Visa 2) and you use authorization software, credit card data automatically posts to the first corresponding card type (e.g., Visa).

3 In the **Description** field, enter a meaningful description you can use to identify this code later.

4 In the **Merchant’s Percent** field, enter the amount you owe to the merchant for accepting this credit card type. The information in the grid is informational only and automatically updates when you post credit card transactions.

5 Save the Code.
   For information about changing or deleting codes, see “Changing or Deleting Codes” on page 35.

**Printing a Code Report in Accounts Receivable**

In any Code window you can print a complete list of codes for your records or for reference. You can print a code report for a single code or all codes depending on your needs.

**To print a report of any of the codes in Accounts Receivable:**

1 In Accounts Receivable, select **Options** and open any Codes window from the left navigation pane.

2 Select **Print** to open the Print Codes window.
3 Select the **Print Current Code Only** check box to print a report for a single code or remove the check from the **Print Current Code Only** check box and select a range of codes to print.

4 Select **OK**.

**Changing or Deleting Codes**

Once you create a code, you can open and change the description and some of the other information at any time. It is important to know how it will affect your system if you delete or change a code. Changes you make to codes will not affect previously posted transactions.

**NOTE:** If you delete a code, you might need to add a new code to any transactions or records it was attached to before you can successfully post.

**To change or delete codes:**

1 In Accounts Receivable, select **Options > <Code Type>** from the left navigation pane.

2 In the window that appears, type in the code or use the Lookup to select the code you want to change or delete.

3 Select the **Edit** button. This button will then change to read **Del**.

4 If you are editing this code, make your changes and then select **Save**. If you want to delete this code, select the **Del** button.

5 Repeat the necessary steps until you are finished changing or deleting the necessary codes.

If you try to delete a code that is attached to records or transactions, you will receive an error message. You can then print a report that indicates what record the code is attached to.

<table>
<thead>
<tr>
<th>Code type</th>
<th>To delete it</th>
</tr>
</thead>
<tbody>
<tr>
<td>AR Codes</td>
<td>You must detach AR Codes from all customers before you can delete the Codes.</td>
</tr>
<tr>
<td>Terms</td>
<td>You must detach Terms Codes from all unposted records before you can delete the Codes.</td>
</tr>
<tr>
<td>Type</td>
<td>You must detach Type Codes from all records before you can delete the Codes.</td>
</tr>
<tr>
<td>Transaction</td>
<td>You must detach Transaction Codes from unposted transactions before you can delete the Codes.</td>
</tr>
</tbody>
</table>
You can only use this feature in Accounts Receivable if you connect to Denali through our API. If you want to send email alerts to let certain employees know that a batch has been posted, add the email addresses in the Manage Internal Control Alerts window. After you enter an email address, it will appear in the list box. The alert will be sent to all the email addresses with the check box selected in this window. You must set up the outgoing email account in Controller before you can use this feature.

To access the Manage Internal Control Alerts window, select Options > API Posting from the left navigation pane. Enter an email address in the Email Address field and click Add or press Enter on your keyboard. You can only add one address at a time.

### Managing Alert Email Addresses

You can only use this feature in Accounts Receivable if you connect to Denali through our API.

<table>
<thead>
<tr>
<th>Code type</th>
<th>To delete it</th>
</tr>
</thead>
<tbody>
<tr>
<td>AR Clerk</td>
<td>You can delete an AR Clerk Code at any time, but you must have at least one created if you accept credit cards.</td>
</tr>
<tr>
<td>Frequency</td>
<td>You must detach Frequency Codes from all records before you can delete the Codes.</td>
</tr>
<tr>
<td>Recurring</td>
<td>You must post any recurring transactions in open batches before you can delete the Codes.</td>
</tr>
<tr>
<td>Salesperson</td>
<td>You must post any open transactions that contain the Salesperson Code you want to delete before you can delete the Code.</td>
</tr>
<tr>
<td>Tax</td>
<td>You must post any open transactions that contain the Tax Code you want to delete before you can delete the Code. Default codes in the software cannot be deleted.</td>
</tr>
<tr>
<td>Credit Card</td>
<td>You must detach Credit Card Codes from all unposted records before you can delete the Codes.</td>
</tr>
<tr>
<td>Contact Department</td>
<td>You must detach Contact Department Codes from all customers before you can delete the Codes.</td>
</tr>
</tbody>
</table>
Figure 25: Manage Internal Control Alerts - API

Click the OK button when you’re done adding email addresses.
Troubleshooting: Setting Up Accounts Receivable

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the FAQ topics of our Customer Service Center at http://cougarmttnservice.com before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmttn.com.

<table>
<thead>
<tr>
<th>To Fix This:</th>
<th>Try This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The AR Module Preferences window does not allow integration to General Ledger and/or Bank Reconciliation.</td>
<td>The module you are having problems integrating to might not be properly installed for your organization. Refer to the Controller guide for instructions on how to install modules.</td>
</tr>
<tr>
<td>I created statement messages, but they do not appear on my customer statements.</td>
<td>The check box that controls printing the message on the statement might not be checked. Refer to “Add Messages to Customer Statements” on page 12 for information on this.</td>
</tr>
</tbody>
</table>
Managing Customer Information

Creating Your Customer Accounts
Renumbering, Copying, Merging, or Deleting Customer Accounts
Importing and Exporting Customer Data
Troubleshooting: Managing Customer Information
Properly tracking customer activity allows you to make the most of your marketing dollar and limit past-due accounts. Each customer account contains general information such as customer number, name, billing address, financial credit information, and several information labels that are updated by posted transactions. You also have the option of including specialized information about your customers for tracking purposes. This chapter will assist you as you create your customer records and define any specialized information you wish to track.

Creating Your Customer Accounts

Customer accounts track customer transaction activity, provide a quick reference of the financial status of each customer, and allow you to view a customer’s sales history. When you enter sales transactions, information from the customer account, such as customer name, customer address, Salesperson Code, and Terms Code, appear as default entries. You can either accept or change these defaults when you enter a transaction.

If you want to see the details of a specific transaction, you can double-click it in the detail grid of the Tran History tab in the AR Customers window or in the Customer History Information grid that is displayed when you select the OE/POS History button in the AR Customers window.

Establishing a Naming/Numbering Scheme for Your Customers

You can plan ahead to establish meaningful customer names or numbers that will help you get the most of the reports you generate. For instance, if you want to run reports for a specific range of customers, you must set up your numbering scheme to ensure that only the customers you want fall into the range. Customer numbers must be unique and can be any combination of numbers, letters, and/or special characters, up to 50 characters long. You can either create your own numbering scheme or allow Denali to assign custom numbers.

We recommend that you create your own numbering scheme because it can be more meaningful and easier to remember. This can be the customer’s organization name and ZIP Code, telephone number, or any other identification system.

If you want Denali to assign customer numbers, select the Use Last Customer Number check box on the Defaults tab of the AR Module Preferences window and enter the last customer number on which to base the next customer number.

Entering a New Customer

You can add customer accounts at any time. If you intend to enter a balance forward amount for your customer, you must do so when you first create the account; once you save the customer account, the option is locked and you can only change the customer’s balance when you post transactions. See “Entering Your Customers’ Opening Balances” on page 42 for more information on the options for entering a customer balance.
To enter new customer accounts:

1. In Accounts Receivable, select **Customer Accounts > Add / Change Accounts** from the left navigation pane.

![Figure 26: AR Customers window](image)

2. In the **Number** field, enter a customer number. The customer number is the identifying number that appears in Lookups and on statements and reports. If you want Denali to automatically number your customer accounts for you, select the **Use Last Customer Number** option in Module Preferences.

3. In the **Name** field, enter the customer name. The customer name functions as a sort option for Accounts Receivable reports. If you want to sort customers by their last name first but have them print on statements with the first name first, use the **Name Reversal Character** field in Module Preferences.

4. If you have a starting balance for the customer, enter it in the **Bal Fwd** field. This field is only available when you enter a new customer. Once you save the customer account, this changes to the **Due** field and you cannot edit it in this window. You must use transactions to change a customer’s balance after you save the record.

5. In the **AR Code** field, select an AR Code to attach to this customer. You cannot change this if the customer has a balance. AR Codes direct the posting of Accounts Receivable and Sales transactions to the appropriate General Ledger accounts and determine whether this customer is an open item or balance forward type customer (see "Working with AR Codes" on page 19).

6. Select **Save** to save the customer record. You can continue to enter the minimum requirements to save all your customer accounts.

If you use AvaTax, the **Tax Exemption Number, Entity/Use Code from AvaTax**, and **VAT Business ID** fields also appear in this window.
For detailed information about any of the options in this window, select the Help button in the software window.

**Entering Your Customers' Opening Balances**

When you first start using Denali, many of your customers might have existing balances. You can enter opening balances in two ways. You can enter the balance in the Bal Fwd field when you create a customer account, or you can enter and post a transaction.

If you enter balances as balance forward amounts, transactions will age as of the date you enter the balance forwards. You might want to use this method if this balance originated from a single sales transaction and you want to age it as of the transaction date.

If you use transactions to enter balances, you can enter multiple transactions and put them in different aging periods. You might use this method if the total a customer owes is the result of multiple transactions on different dates and you want the amounts to fall into different aging periods.

If you selected to block charges to past due customers in Module Preferences and a customer is past due on their account, the PAST DUE label will appear to the right of the Inactive check box in the AR Customers window.

**Entering Balances as Balance Forward Amounts**

When you first enter your customer information, you can enter the current balance for this customer in the Bal Fwd field. The amount you enter in this field will be aged as of the date in the Created field. If this balance originated from a single sales transaction, you can enter the date of the transaction in the Created field and the balance will be properly aged from the transaction date. See “Entering a New Customer” on page 40 for more information on entering a customer’s opening balance as a Balance Forward amount.

If the total a customer owes is the result of multiple transactions on different dates, this method might not be suitable because the combined balance for all the transactions will be aged from the same date. For information about posting transactions so the customer’s balance in Denali falls into different aging periods, refer to “Entering Opening Balances Using Accounts Receivable Transactions” on page 42.

**Entering Opening Balances Using Accounts Receivable Transactions**

When you create your customer accounts, you can enter a beginning balance for the customer at that time or you can post transactions to the customer account to enter the beginning balance. You might want to post transactions if the customer’s balance is the result of multiple transactions and you want the amounts to fall into different aging periods. Enter transactions in the AR Enter Payments/Adjustments window.

To set a customer’s beginning balance by posting transactions in Accounts Receivable:

1. Determine whether the customer’s balance is a result of a single transaction or multiple transactions. If the balance is a result of multiple transactions, you can enter each transaction separately, especially if aging is important for finance charge or early-payment discounts.

2. Enter a separate transaction for each transaction that makes up the customer’s current balance. You can change the transaction date for each transaction in the AR Enter Payments/Adjustments window, if necessary.

When you post these transactions, the customer’s balance in Denali will equal the balance you have on record.
For detailed information on entering customer payments, see “Entering Customer Transactions” on page 62.

**Classifying Customer Pricing Based on Customer Type**

Accounts Receivable manages your customers and you can group your customers to apply price levels. For example, you might have different prices when contractors purchase some items. You can set up the software to apply a different price for different groups of customers.

If you want to assign special price levels to groups of customers, you can define Type Codes (see “Defining Type Codes for Customer Discounts” on page 26 for information about setting up Type Codes) and attach them to customer records. When you set up price levels for customer groups in Sales, you use the Type Code to define which customers receive certain prices. See the Inventory guide for more information on how to set up price levels for customer groups.

**To attach your Type Codes to customer accounts:**

1. In Accounts Receivable, select **Customer Accounts > Add / Change Accounts**.

![Figure 27: AR Customers - Price Level Pricing](image)

2. In the **Number** field, select the customer you would like to edit and click the **Edit** button.

3. For each customer in a group, enter the matching code in the **Type** field or select the code from the **Lookup**. If the code doesn’t yet exist, you can add it on-the-fly by selecting the **Add** button in the **Lookup**.

4. Select **Save** to keep the code for this customer. You can change this code at any time, but the change is only reflected in future transactions, not in previously-posted transactions. You can add or change the Type Code for a customer any time you want to change the group they belong to. See “Creating Your Customer Accounts” on page 40.

**Adding Customer Contact Information**

To add contact information for this customer, select **Customer Accounts > Add / Change Accounts** from the left navigation pane in Accounts Receivable. In the **AR Customers** window, click the **Contacts** tab.

You can enter as many contacts as you want. To choose the primary contact, select the check box in the **Pri** column for that contact. You can only select one primary contact at a time. This contact information will appear in the header of the window.
Managing Customer Information

Creating Your Customer Accounts

Figure 28: AR Customer window, Contacts tab
If you want to include Departments for your customer contacts, add them in the Customer Contacts Department Codes window.
To view a list of your contacts, print the Customer Contacts Report. See “Customer Contacts” on page 82 for more information about this report.

Attaching Discount Codes to Customer Accounts

You can create Discount Codes to apply discounts to a stock item for a specific customer. Discount Codes are applied by combining the character combination for your stock items with the character combination for your customers. Together, these make up a Sales Discount Code that is used to determine the amount of discount to apply.
You should plan your Discount Codes before you set them up.
If you want to offer a discount on an item for all customers, you should create a Promotional Code instead of a Discount Code.

To assign the customer part of the Discount Code:
1 In Accounts Receivable, select Customer Accounts > Add / Change Accounts.
2 In the Number field, type the customer number or use the Lookup to find the customer you want to receive discount pricing.
3 Select the Edit button.
4 On the Credit/Collection tab, enter the text you want to use for the discount for this customer in the Discount field.
5 Select Save to save the customer record.
Setting Up Credit and Collection Information

The Credit/Collection tab displays information such as discounts, sales tax (if you don’t use AvaTax), allowable payment types, and collection information for the selected customer. None of the fields on this tab are required to save the customer record, but the information here could be important to properly run your business. For example, you can define a credit limit and enter the default Terms Code, Sales Tax Code, and Salesperson. Several of the fields require Codes which you must define before you can select them here. See “Accounts Receivable Codes” on page 19 for information about setting up Codes in Accounts Receivable.

If you use Discount or Margin/Markup pricing, enter information in the Discount field (see the Inventory guide for more information). You can use the Allowable Payments check boxes to define the payment methods you will accept from this customer.

Select the Print Statement button on this tab to print the AR Customer Statements Report for the selected customer.

Setting Up Electronic Payments for Customers

Use the EFT Info tab to enter the information you need to process payments from the selected customer via electronic funds transfer. If you are not going to process electronic transactions for this customer, you can leave this tab blank.
To activate the EFT fields, select the **I will be processing electronic payments from this customer** check box and enter the bank information.

![Figure 31: AR Customers window, EFT Info tab](image)

**Viewing Customer Transaction History**

In addition to the reports available, you can view some information for posted transactions in the **AR Customers** window for the selected customer.

You can access the Profit Margin and Aged Analysis reports directly from this window by selecting the **Profit Margin** or **Aged Analysis** button.

![Figure 32: AR Customers window, report buttons](image)
Transaction History Information

You can view a detailed history of both charge and payment transactions for the selected customer. You can view Accounts Receivable payments, Order Entry/Point of Sale invoice charges, and Point of Sale account payments. You can also choose to view only sales transaction history for this customer.

If you want to display a detailed history of charge, payment, or both types of transactions, select the Tran History tab in the AR Customers window. Use the Charges, Payments, and Both buttons at the bottom of the window to specify the type(s) of information you want to see.

You can use the Search field at the top of the tab to find a specific transaction based on any of the column headings. You can click the heading at the top of any column to sort the information or double-click an item in the grid to drill down to a specific transaction.

Figure 33: AR Customers window, Tran History tab

You can select the OE/POS History button in the AR Customers window to view the sales transaction history for the selected customer. This changes the grid in the window to show the customer’s sales history information. You can double-click on an item or highlight it and press ENTER to drill down to a specific transaction in this grid.

Figure 34: AR Customers window, Customer History Information grid
Aged Analysis Information

The Aged Analysis tab displays aged transaction information for the selected customer, which allows you to immediately determine what the account status is and what it has been in the past.

The amounts due for each period, as defined by the customer’s AR Code, are listed on the left side of the window, and their last and year-to-date charges and payments are on the right side of the window. If you select the Aged Analysis button, you can drill down to a report for only the selected customer.

![Image of Aged Analysis tab](image1)

Figure 35: AR Customers window, Aged Analysis tab

Attaching Files to Your Customer Records

Use the Attachments tab to attach files to your customer records. For example, you can attach the customer’s tax exempt form, a contract, or any correspondence.

If you want to attach a file to multiple records or if you need to regularly update the file, you can create a custom menu instead of attaching the file to individual records.

![Image of Attachments tab](image2)

Figure 36: AR Customers window, Attachments tab

To attach a file:

1. In the Number field, type the customer number or use the Lookup to find the customer number you want to attach a file to.
2. Click the Edit button.
3  Select the **Attachments** tab and use the browse button in the **Location** field to select the file you want to attach.

4  In the **Description** field, enter a description of the attachment.

5  If you want to publish this file to the SQL server, select the **Published** check box. This will allow everyone with access to the SQL server to access the file. If you want to allow access only to users on the local machine, leave the check box unchecked.

6  Select **Save** to save the customer record.

You can double-click on any row to open the associated attachment. Use the right-click menu to delete a row, open the attachment, or unpublish the file.

When you back up your data through Denali or SQL, unpublished files will not be included.

### Using the User-Defined Fields After Setup

If you defined any of the ten available user-defined fields on the **User-Defined Fields** tab of the **AR Module Preferences** window, those fields will appear on the **User-Defined** tab of the **AR Customers** window. Enter the values for this customer. See “Setting Up User-Defined Codes” on page 26 for information about setting up these fields.

![Figure 37: AR Customers window, User-Defined tab](image)

### Setting up Payers and Payees

Use the **Payers/Payees** tab to set up payer/payee relationships for customers who have multiple people paying their bill or who pay bills for other customers. For example, if you have a customer whose bill is broken up and sent to multiple people, you can add each payer to this tab.
To add payers and payees:

1. In Accounts Receivable, select **Customer Accounts > Add / Change Accounts** from the left navigation pane.
2. In the **Number** field, type the customer or double-click to open the Lookup to select the customer you want to work with. Before you can add customers as payers or payees, they must exist as customers in this window.
3. Click the **Edit** button.
4. Select the **Payer/Payees** tab. You can see any payers that are already attached to this customer and any customers for which this customer is a payee.
5. Click the **Edit Payers/Payees** button to add or delete relationships for this customer.
6. In the **Select Payer** or **Select Payee** field, type in the customer name or double-click to open the Lookup.
7. When you are finished adding payer/payee relationships with this customer, select **OK** to return to the **AR Customers** window.
Tracking Leased Items

If you lease items to your customers, you can track the leases on this tab. You must set up stock items to be available for lease and attach a Non-Inventory Code to set the lease price. After you sell and post the leased item in Sales, the lease information appears here. See the Inventory guide for more information about setting up stock items. See the Sales guide for instructions about Non-Inventory Codes.

To return a leased item to Inventory, you must perform a type 8 transaction in the Enter Payments/Adjustments window (see “Adjusting Prepaid Services or Leased Items” on page 65 for information about returning leased items).

NOTE: Leased items appear as On Hand and will be included in inventory valuation, but will not be available for lease or sale.

Tracking Prepaid Services

If you offer services to your customers that they pay for in advance, you can track them on this tab. Prepaid services are set up as Non-Inventory Codes in Sales, and when you post sales that contain a prepaid service code, the information appears here. To adjust the quantity for any prepaid service, perform a type 8 transaction in the Enter Payments/Adjustments window (see “Adjusting Prepaid Services or Leased Items” on page 65 for information about making adjustments to prepaid services).

If you selected the Show Prepaid Quantity Amount check box in Module Preferences, the quantity remaining will also appear in the top section of this window. The amount in the field in the top of the window is based on saved transactions, not posted transactions, so it might differ than the amount that appears in the Quantity field on this tab.
Renumbering, Copying, Merging, or Deleting Customer Accounts

After you enter customer accounts, you might need to change the customer number, copy customers to another organization, or delete customers.

Renumbering orRenaming Your Customers

In certain circumstances, you might want to change the numbers on your customer accounts. The AR Renumber Customers window allows you to change a customer account number; all the transactions posted with that number also update.

**NOTE:** You cannot renumber customers that are in payer/payee relationships.

To renumber customer accounts:

1. In Accounts Receivable, select Customer Accounts > Renumber / Merge Accounts from the left navigation pane.
In the **Old Customer** field, enter the number of the customer that you want to renumber.

3 In the **New Customer** field, enter the new number you would like to assign to the customer account.

4 Select **OK** to change the customer number.

### Copying Customers to Another Company

You can copy all or part of an established customer file from one organization to another. You cannot copy a customer whose account has been marked inactive in the **AR Customers** window.

**To copy customer accounts to another organization:**

1 In Accounts Receivable, select **Customer Accounts > Copy Customers from Another Company.**

2 Select the company to which you want to copy the accounts from the **Destination Company** dropdown.

3 Enter a range of customers in the **Starting AR Customer** and **Ending AR Customer** fields or leave the defaults of **Start** and **End** to copy all active customer accounts.

4 Select the **Copy Attached Files** check box if you want to copy any attached files along with the customer accounts. For detailed information about any of the options in this window, select the **Help** button.

5 Select **OK** to copy the selected customer accounts to the destination company.
Merging Customer Accounts

You might want to merge two existing customer accounts if you accidentally created two accounts for one customer or if companies merge and you need to combine the separate accounts into one. If you merge two customers that have the same attachments, the new customer record might have duplicate attachments.

**Example: Merging Customer Accounts**

Julia, the Accounts Receivable Clerk, quickly enters a new customer, Kim Leanides, into the system. The policy at her organization is to include the first letter of the customer’s first name followed by the customer’s last name when setting up customer numbers. She forgets this and enters in “KIMLEANIDES” as the customer number. She then charges monthly dues and sends a statement.

The next day, Susan, in the Invoicing department, gets a call from Kim Leanides and needs to place an order under her name. She searches for “KLEANIDES” account number but cannot find it, she decides to create another customer number and calls it “KLEANIDES”. She places the order. Now there are two accounts for one customer with activity on both accounts.

Julia and Susan’s manager, Allison, runs some reports the following week. She notices there are two accounts for the same customer. They combine the two customers and keep the correctly titled “KLEANIDES” without losing the activity from either account.

To merge two customer accounts:

1. In Accounts Receivable, select Customer Accounts > Renumber / Merge Accounts from the left navigation pane. The AR Renumber Customers window will appear.

   ![AR Renumber Customers window](image)

2. In the Old Customer field, enter the customer number that you will no longer use.
   If you are merging two existing customer accounts, this is the customer whose information will be merged into the other customer’s information.

3. Enter a customer number in the New Customer field. This is the customer number you will use for both customers.
   From now on, the names, addresses, etc. will come from the customer in the New Customer field (the customer you want to keep).

4. Select OK to merge the two customers.
Delete a Customer Account

From time to time, you might want to delete customers who no longer does business with you so your customer database is not cluttered with unnecessary information. To delete a customer, their total due amount must equal zero and there must not be any open items in the customer’s file.

We recommend you print an Aged Analysis Report (see “Aged Analysis” on page 88) before you delete customers to ensure your customer invoices are all paid in full and any unapplied payments or credits are completed.

To remove a customer account:
1. In Accounts Receivable, select Customer Accounts > Add / Change Accounts from the left navigation pane.
2. In the Number field, enter the customer number you want to delete or select it from the Lookup.
3. Select the Edit button.
   When you select the Edit button, the Edit button will change to Del.
4. Select the Del button.
5. Select Yes in the message that appears to delete the customer.

Importing and Exporting Customer Data

You can import or export certain data between Accounts Receivable and an external file. For instance, if you have an external spreadsheet that contains new customers and balances forward, you can import this information directly into Denali instead of individually creating new customer records.

Depending on your choices, this feature will add or update specific information directly in your Accounts Receivable customer records. If you need to import adjustment transactions from an external file, see “Importing Customer Transactions” on page 68.

Importing Customer Information

You can conveniently import customer information into Accounts Receivable from an external file.

To make sure you have the proper file format before you begin, view “File Formats Supported by Denali for Importing Data” on page 106. For information on how to verify that your file formats are correct, see “Use the Export Feature to View File Formats” on page 107.

To import customer information:
1. In the Accounts Receivable module, select Resources and Tools > Import Customer Information from the left navigation pane.
   The AR Import/Export window appears.
2 From the Import/Export drop-down menu, select Import.

3 Select the type of file, method, and format you will use for this import. For detailed information about any of the options in this window, select the Help button in the software window.

4 Once you enter all the information for this import, select the Begin Import button. During the import process, data that is importing to the various fields displays in the Import/Export Log text box. This box will also show any errors that occurred during the process. When this process is complete, you will see a message that indicates the transfer was successful.

If an error occurs during the process, you can print the log for reference to correct the errors and then retry the import process. Select the Print Log button to print the error log.

**Importing Accounts from NeonCRM (Fund product only)**

If you integrate with NeonCRM, you can import your accounts into Accounts Receivable. A new customer record will be created for each NeonCRM Account ID that doesn’t already match a Denali record. Accounts that match will be updated. For more information about how NeonCRM integrates with Denali, see the Services and Companion Products guide.

**To import accounts into Accounts Receivable:**

1 In Accounts Receivable, select Customer Accounts > Import Accounts from NeonCRM from the left navigation pane. The AR Import Accounts from NeonCRM window will open.
Importing and Exporting Customer Data

If you defined a default AR Code in Module Preferences it will autofill in the **AR Code** field. You can change the AR Code here if necessary. All accounts in this import that don’t already exist in Denali will have this AR Code, but you can change the Code in the **AR Customers** window. The AR Code on accounts that already have customer records in Denali will not be updated.

**Click** Begin Import to start importing accounts. You can watch the progress of the import in the bottom left of the window. A message will appear when the import is complete.

**NOTE:** Not all address fields, phone numbers, and email addresses will import. If you intend to use any of this information (e.g., mailing labels) please review it in the **AR Customers** window.

### Exporting Customer Information

If you want to copy customer information from Denali to an external file, you can use the import/export feature. Exporting data from Denali increases what you can do with your accounting information and your ability to customize it.

**To export customer information:**

1. In the Accounts Receivable module, select **Resources and Tools > Export Customer Information**. The **AR Import/Export** window appears.
2 From the Import/Export drop-down menu, select Export.

3 Select the type of file, method, and format you will use for this export. If you select the Column Position File type, column heads less than five characters will not appear due to the short field length. For detailed information about any of the options in this window, select the Help button.

4 Once you enter the information for this export, select the Begin Export button. During the import process, data that is importing to the various fields displays in the Import/Export Log text box. This box will also show any errors that occurred during the process. When this process is complete, you will see a message that indicates the transfer was successful.

If an error occurs during the process, you can print this log for reference to correct the errors and then retry the export process. Select the Print Log button to print the error log.
Troubleshooting: Managing Customer Information

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the FAQ topics of our Customer Service Center at http://cougarmtnservice.com before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

<table>
<thead>
<tr>
<th>To Fix This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>I want to delete an AR Code, but the system will not allow me to.</td>
</tr>
<tr>
<td>Try This:</td>
</tr>
<tr>
<td>If the AR Code that you want to delete is associated with any customer that has a balance on their account, you will not be able to delete the code until their balance is zero. Refer to “Entering Customer Transactions” on page 62 for information on adjusting the customer’s balance.</td>
</tr>
<tr>
<td>If this is not the case, then you might need to purge the customer’s open items before you can delete the code. Refer to “Purging Open Items” on page 94 for information on this.</td>
</tr>
<tr>
<td>See “Changing or Deleting Codes” on page 35 for information about deleting codes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>To Fix This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The system will not allow me to delete a duplicate customer record that was created in error.</td>
</tr>
<tr>
<td>Try This:</td>
</tr>
<tr>
<td>Because this is a duplicate record, you can merge the two records together instead of deleting one. This can be done by selecting Customer Accounts &gt; Renumber / Merge Accounts from the Accounts Receivable navigation pane. See “Merging Customer Accounts” on page 54 for additional information.</td>
</tr>
<tr>
<td>If you prefer to delete the customer record, you can only do so if the customer has a zero account balance.</td>
</tr>
</tbody>
</table>
Chapter 4

Entering Transactions

Working with Transaction Batches in Accounts Receivable

Changing the Default Transaction Date

Entering Customer Transactions

Generating Transactions from Recurring

Importing Customer Transactions

Checking Transactions Before Posting

Troubleshooting: Entering Transactions
After you set up your AR Codes and Transaction Codes, you can begin to enter customer transactions. For information on setting up AR Codes, see “Working with AR Codes” on page 19. For information on setting up Transaction Codes, see “Implementing Transaction Codes” on page 23. For many Denali users, Accounts Receivable transactions, especially charges, will come from the Sales module, but many of the payments will be entered through Accounts Receivable. Other businesses, particularly those which primarily offer services, might enter the bulk of the transactions, both charges and payments, in Accounts Receivable directly.

**Working with Transaction Batches in Accounts Receivable**

If you elected to use multiple batches when you set up Accounts Receivable Module Preferences, you must define and select a batch before you can process transactions.

If you haven’t set up or selected an active batch, when you select **Transaction Tasks > Enter Adjustment / Payment Transactions**, a prompt will appear in which you can either set up a new batch or select an existing batch. You can tell which batch is active on the status bar at the bottom of your screen. For more information about batches in Denali, refer to the Getting Started guide.

**Changing the Default Transaction Date**

You can use the **AR Change Local Transaction Date** window to set a new default system date to process transactions. This date only affects Accounts Receivable transactions for the current workstation for the current session; it is not a global system change. For complete information about this option, refer to the Getting Started guide.

![AR Change Local Transaction Date window](image-url)

*Figure 48: AR Change Local Transaction Date window*
Entering Customer Transactions

Refer to this section for the steps to enter a basic transaction directly in Accounts Receivable. If you selected to block charges to past due customers in Module Preferences and you select a customer that is past due on their account, the PAST DUE label will appear to the right of the Customer Name field.

To enter a transaction:

1. In the Accounts Receivable module, select Transaction Tasks > Enter Adjustment / Payment Transactions from the left navigation pane.
2. If you use batch processing and you have not selected a batch to work in, select an existing batch or create a new one.
3. Enter your login information in the AR User Login window.

4. In the Customer Number field, type the customer number or use the Lookup to select the customer number for this transaction.
5. In the Transaction Code field, type the Transaction Code for this transaction or select it from the Lookup (see “Implementing Transaction Codes” on page 23 for more information). A default description (the description of the Transaction Code you chose) will appear when you select the Transaction Code and you can keep it or change it.
6. If you want to add notes to this transaction, you can use the Notes tab. Use the Time Stamp button to place the system date and time on your note for easy identification in the future.
7. Complete the remaining options in the window. See “Entering Payment Transaction Details” on page 62 for information specific to the detail grid.

Entering Payment Transaction Details

When you enter a payment or customer credit, the Detail tab is activated in the AR Enter Payments/Adjustments window.
To enter transactions in the detail grid:

1. Before you enter reference information in the detail grid, enter the payment amount in the **Amount** field above the **Detail** grid.

2. In the **Reference To Pay** column, select the document number(s) to which you want to apply this payment or credit.

3. If you enter a payment for an invoice that contains a Terms Code, select the discount rate to use to calculate the discount from the **Discount** field. If you enter a credit, this field is not visible.

4. If you selected **Special Discount** in the **Discount** field, enter the discount amount in the **Discount Amount** field.

5. In the **Amount** column, enter the amount of the transaction you want to apply to the selected invoice.

6. After you enter the necessary information, select **Save** to save the transaction and clear the fields so you can enter another transaction.

If you selected the **CC Payment** check box and you use authorization software, the credit card authorization window will appear so you can enter the card information. You cannot use Transport 4.0 with type 3 Transaction Codes (payment corrections).

If you use a Transaction Code that begins with 4 or 5, and leave the fields on the **Detail** tab blank, the transaction posts to the oldest item first in the following order:

**Payments**
- Finance Charges
- Payment Corrections
- Positive Balance Forwards
- Customer Charges
- Sales Invoices

**Customer Credit**
- Finance Charges
- Positive Balance Forwards
- Customer Charges
- Payment Corrections
- Sales Invoices

**Customer Charge, Finance Charge, Sales Invoice**
- Negative Balance Forwards
- Customer Credits
- Payments

**Payment Correction**
- Payment with amount remaining
- Customer Credit with amount remaining

If you specify the invoices to which to apply the payment or credit on the **Detail** tab, the payment or credit will post as an applied payment or credit to the invoices in the order they appear.

If you use a Transaction Code that begins with 6 or 7, the **Detail** tab is unavailable because the 6 denotes an unapplied payment and the 7 denotes an unapplied credit. For complete information on how unapplied transactions affect invoices, see “Working with Unapplied Transactions” on page 64.
Working with Unapplied Transactions

You can use unapplied payments and credits when customers make prepayments, or when they make a payment or receive a credit that does not apply to a specific invoice or group of invoices. To designate the payment or credit as unapplied, use a Transaction Code that begins with 6 when you enter a payment or a 7 when you enter a credit. While unapplied payments and credits reduce the customer’s total balance due, they remain on the customer’s account and appear on statements until they are applied to an invoice or multiple invoices.

- For open item statements, the charges and payments continue to appear on statements until they are matched up and applied.
- For balance forward statements, the activity from the previous period is combined into a single balance forward entry, so the presence of an unapplied payment or credit might not be obvious. Run the Aged Analysis Report (see “Aged Analysis” on page 88) to review customer accounts and check for unapplied payments and credits.

To apply an unapplied payment or credit to a specific invoice(s):

1. In Accounts Receivable, select Transaction Tasks > Enter Adjustment / Payment Transactions from the left navigation pane.
2. If you use batch processing and you have not selected an active batch, select a batch or create a new one.
3. Enter your login information in the AR User Login window.

![Figure 50: AR Enter Payments/Adjustments window, applying payments](image)

4. In the Customer Number field, enter the customer whose payment or credit you will apply.
5. In the Transaction Code field, type 6 or 7. Be sure this field doesn’t autofill with type 60 or 70. If it does, the Detail grid will not be available. The Description field will autofill with Activate Payment or Activate Credit, but you can enter a different description if necessary.
6. In the Source Document field, use the Lookup to select the unapplied payment you want to apply.
7. In the Amount field, enter the amount of the transaction to apply.
In the **Detail** grid, use the Lookup in the **Reference to Pay** column to select the invoice(s) to which you want to apply the unapplied payment. You can edit the amount in the **Amount** column that you want to allocate to each invoice. When you finish, the amount in the **Detail Total** field above the detail grid should equal the amount in the **Amount** field. The amount in the **Remaining Amount** field should show $0.00.

Select **Save** to save the payment.  
Select the **Help** button in the **AR Enter Payments/Adjustments** window for further information about the options and fields available in this window.

### Adjusting Payer/Payee Balances

If you need to adjust the balance of customers in payer/payee relationships, use a Transaction Code that begins with a 5 to complete a customer credit. If you adjust a transaction attached to a payer, the amount of the adjustment will move to the payee. See “Setting up Payers and Payees” on page 49 for information about payers and payees in Denali.

If you need to completely remove a payee balance, all payer balances must be moved to the payee and then the payee balance adjusted.

You can only adjust payer balances in Accounts Receivable.

### Adjusting Prepaid Services or Leased Items

If you need to return a leased item or adjust the quantity of a prepaid service, enter a type 8 Transaction Code in the **AR Enter Payments/Adjustments** window. If a customer has both prepaid services and leased items, you can select which type of adjustment you want to make from the drop-down. See “Tracking Leased Items” on page 51 and “Tracking Prepaid Services” on page 51 for information about leased items and prepaid services.

To adjust a prepaid service, enter the amount you want to add or use in the detail grid. You can use more quantity than is available. For example, if your customer has 30 phone support minutes remaining, but the call they just finished was 45 minutes, you can enter 45 and the account will have a negative amount remaining. If you selected to display the amount in Module Preferences, this adjusted amount will appear in the top of the **AR Customers** window when you save the transaction and on the **AR Customers Prepaid Services** tab after you post.

To return a leased item, select the check box for the item you want to return in the detail grid. After you post, the leased item will be available in Inventory.

You can only return leased items and adjust quantity for prepaid services in Accounts Receivable.

### Calculating Finance Charges

If you charge your customers finance charges for late payments, you must set up at least one Terms Code (see “Using Terms Codes” on page 21). Each month, before you send out customer statements, generate the finance charge transactions automatically.

**To calculate finance charges:**

1. In Accounts Receivable, select **Transaction Tasks > Calculate Finance Charges** from the left navigation pane.
2 In the **AR Code** field, select an AR Code.

**NOTE:** Remember, AR Codes represent a group of similar customers. For example, wholesale customers. The finance charge you calculate is not applied to groups of customers with different AR Codes unless you leave the **AR Code** field blank to calculate for all AR Codes (see “Working with AR Codes” on page 19).

3 In the **Transaction Code** field, select the transaction code that applies to these finance charge transactions.

Transaction Codes for finance charges begin with a 9. If you want your finance charges to be added to the customer balance so that the charge will be included in future finance charge calculations, enter a Transaction Code that starts with 1 or 2.

4 In the **Minimum Finance Charge** field, enter a minimum finance charge amount to assess (between 00.00 and 100.00).

A finance charge is set up as a percentage of the amount due on the customer record. If, when you calculate transactions, the percentage amount is less than the dollar amount you enter in this field, the system will charge the amount you enter in this field. If the percentage amount is larger than the amount in this field, the system charges the percentage amount.

5 In the **Finance Charge Date** field, enter the date for which the finance charges will be calculated.

6 Select **OK** to calculate finance charges.

**NOTE:** After finance charges are calculated, you must post them to update the customer accounts.

### Processing Electronic Payments

You can process customer payments electronically using Electronic Funds Transfer (EFT). These transactions automatically transfer the payment amount from your customer’s specified bank account to your bank account.

Processing payments electronically requires either third-party software to upload transactions or an arrangement to process EFT transactions with your bank. If you use the EFT feature, you can also process Accounts Payable payments electronically (see the Accounts Payable guide for more information).
Call your Cougar Mountain Account Executive at (800) 388-3038 for more information or to purchase EFT software. This Help topic assumes you have either purchased and installed third-party EFT software or made arrangements with your financial provider.

To process an electronic customer payment, you must first define EFT account information (see “Setting Up Denali to Handle Electronic Payments” on page 18 for more information).

Begin EFT payments the same way as any other customer payment (see “Entering Customer Transactions” on page 62).

To designate a customer payment as an electronic payment:

1. In the Accounts Receivable AR Enter Payments/Adjustments window, select the Electronic Payment check box.
   If the customer you selected has the I will be processing electronic payments from this customer check box selected on the EFT Info tab of the AR Customers window, the Electronic Payment check box will be checked here by default.

2. If you are not integrated to Bank Reconciliation, the EFT Account Code field appears with a default EFT Account Code:
   - If you specified an EFT Account Code on the EFT Info tab of the AR Customers window, it is displayed here.
   - If you left the EFT Account Code on the EFT Info tab of the AR Customers window blank, then the default EFT Account Code you specified in the AR Module Preferences window will be displayed here.
   If the account into which you want to deposit the funds is different from the one that appears in the EFT Account Code field, enter the correct account.
   If you are integrated to Bank Reconciliation, your default BR Bank Account appears in the BR Bank Account field. You can select a different account, if necessary.

3. Complete the transaction as described in “Entering Customer Transactions” on page 62.
Generating Transactions from Recurring

Use the AR Generate Recurring Activity window to generate customer transactions that occur repeatedly, such as monthly membership fees, rental fees, and subscriptions.

To generate recurring activity, you must first set up a Recurring Code (see “Using Recurring Codes” on page 28) or select the Generate a recurring transaction entry check box in the AR Enter Payments/Adjustments window.

All Recurring Codes have Frequency Codes attached. Frequency Codes allow you to group recurring transactions together so you can generate each group exclusive of the other groups.

To generate recurring activity:

1. In Accounts Receivable, select Transaction Tasks > Generate Recurring Transactions from the left navigation pane.

![Figure 53: AR Generate Recurring Activity window]

2. In the Starting and Ending Customer and Frequency Code fields, enter the range(s) of data you want to generate.
   If you want to generate for all customers or Frequency Codes, leave the default of Start and End in the respective fields. If you want to generate for only one customer or Code, enter the same selection in both the start and end fields.

3. In the Transaction Date field, enter the transaction date for these transactions.

4. Use the check boxes to set the rest of the options and define how you want the transactions to generate.

5. Select OK to generate the transactions.
   After you generate the transactions, you can edit them in the AR Enter Payments/Adjustments window and then post.

Importing Customer Transactions

If you have customer transaction information in an external file, such as a spreadsheet, you can easily import these transactions into Denali. You can only import transactions that are formatted correctly and you can only import or generate transactions into an empty batch (see “Working with Transaction Batches in Accounts Receivable” on page 61). If you are not in multi-batch mode, you must post or clear any unposted transactions before you can import external transactions.
Refer to “Format Requirements for Importing Transactions” on page 101 before you import external files to ensure the files are formatted correctly. We recommend you refer to the documentation for the application you will use to export data to create a text file that meets the format requirements of Denali.

In some cases, you might need to make adjustments to the external file formats after the transactions are exported to the text file. For example, you might need to shorten the length of a field or change the date format before you import into Denali.

To import external transactions:

1. In Accounts Receivable, select Transaction Tasks > Import Transactions from an External File from the left navigation pane.
2. If you use batch processing and you are not working in an active batch, select an empty batch or create a new batch.
   The AR Import Transactions window will appear.

   ![AR Import Transactions window](image)

   **Figure 54:** AR Import Transactions window

3. Select one of the file types that describes the file you want to import.
4. Type the path and filename in the Path/File field or use the ellipses button to locate the file you want to import.
5. Select Begin Import to start importing the transactions.
   After you import transactions, you can edit them in the AR Enter Payments/Adjustments window and then post.

**Checking Transactions Before Posting**

When you finish entering transactions, print the Edit Report. This report allows you to check the accuracy of your data entry before you post.
Printing the Edit Report

The Edit Report allows you to verify the accuracy of your data entry. This report shows every transaction in the batch, which allows you to make any necessary changes before you post.

NOTE: We strongly recommend that you print and check this report carefully. You can easily correct errors if you catch them before you post transactions. Once you post a transaction, the only way to correct an error is to post a correcting or reversing entry.

To print a transaction Edit Report:

1. In Accounts Receivable, select Transaction Tasks > Preview Transactions Before Posting from the left navigation pane, or select the Print Edit button in the AR Enter Payments/Adjustments window.
2. If you use multiple batches and you are working in an active batch, select the batch for which you want to print the Edit Report.
3. Select Detailed or Summary for the report type.
   For information about the differences between these report types, see “Options for Report Type” on page 77.
4. To print the report for a single transaction, enter the transaction number in both the Starting Transaction and Ending Transaction fields.
5. Select OK to calculate and print the report.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

Correcting Errors Prior to Posting

If you find an error in a transaction, you can easily edit it as long as it has not been posted. Once you post an entry, you must enter another transaction to correct it. See “Handling Errors After Posting” on page 73.
To change or delete incorrect transactions:

1. In Accounts Receivable, select **Transactions Tasks > Enter Adjustment / Payment Transactions** from the left navigation pane.
2. If you use batch processing, select an existing batch.
3. Enter your login information in the **AR User Login** window.
4. Use the **Find** button to open the Lookup and select the transaction you want to change.
5. Select **Edit** to change the transaction. When you select the **Edit** button, it will change to **Del**. Select the **Del** button to delete the transaction.
6. Save the transaction after you make your changes.

### Deleting Transactions Prior to Posting

There might be times when you want to delete a transaction before you post. For example, the transaction might be a duplicate or it might be a complex transaction that is easier to enter again than to correct. You can delete individual transactions or the entire batch.

#### Deleting Individual Transactions

To delete an individual transaction, select the **Find** button in the **AR Enter Payments/Adjustments** window to find the transaction you want to delete and click **Edit**. The **Edit** button changes to read **Del**; select **Del** to delete the transaction.

The only way to delete a credit card transaction is to void it. Select the **Find** button in the **AR Enter Payments/Adjustments** window to open the transaction you want to void. Click **OK** in the message that appears that indicates you can’t change this transaction. Then, select the **Void** button.

#### Clearing the Entire Transaction Batch

If you decide that you do not want to post transactions, you can clear the transaction file. Always print an Edit Report and verify that you want to delete all transactions on the report before you clear the file.

In Accounts Receivable, select **Transaction Tasks > Clear Transactions from a Batch** from the left navigation pane. If you use multi-batch processing, you will see the **Remove Batch** check box. Select this check box if you want to remove the transactions and the batch. If you want to only remove the transactions, but leave the batch accessible, leave the check box unchecked. Select **OK** to clear transactions.

![AR Clear Transactions window](image-url)
Determine and Correct Errors in Imported Transactions Before Posting

When you import transactions, the system checks each piece of information to make sure it is in an acceptable format, required fields are not empty, and so on. If the system detects errors during the import process, an error report is automatically generated, and a message appears that indicates the number of errors.

**NOTE:** Certain information, such as dates, is required to post, but is not necessary to import. Be sure to print an Edit Report and review it carefully before you post imported transactions.

Follow the on-screen instructions to print the Import Error Report. This report will show you exactly which transactions contain errors and the type of error. You need to correct any errors before you can post (see “Posting Payments and Charges” on page 72). We also recommend you run the Edit Report to help determine any errors that were missed during the import process. There are two ways you can correct errors:

- **Correct Errors in the External File**
  While it might be possible to correct some of the errors on the Error Report in the Denali transactions batch file, we recommend you clear the batch, correct the errors in the external file, and then import again.

- **Correct Errors in an Imported Transaction Batch**
  You can correct errors after they have been imported into the transaction batch by editing the transactions in Denali. Refer to “Correcting Errors Prior to Posting” on page 70 for information on editing transactions or “Deleting Transactions Prior to Posting” on page 71 for deleting transactions in a batch.

Once all of the transactions are imported, verified, and any errors corrected, you can post them.

---

**Figure 57:** AR Import Error Report

**Posting Payments and Charges**

After you enter transactions and print the Edit Report you are ready to post the transactions.

**NOTE:** It might be helpful if you have all users exit modules that are affected by posting before you post. This can help prevent data corruption.
To post transactions, select **Transaction Tasks > Post Customer Transactions** from the left navigation pane and select **OK**.

![AR Posting window](image)

**Figure 58:** AR Posting window

A status bar shows the percentage of transactions that are posted. When posting is complete, the bar reads 100%.

Denali prints a Posting/Audit Report that shows the entries to each file and account. These reports include the user ID and batch number for each transaction for tracking purposes. The transaction batch is deleted automatically when the posting process is complete. You will receive a posting report for each module that is affected by the transactions. We recommend you check each report carefully and keep a copy for your records.

To see the effect of the newly-posted transactions, you can check the **Tran History** tab of the **AR Customers** window. You can also print the AR Aged Analysis, AR History, or AR Customer Statement Reports.

![AR Customers window, Tran History tab](image)

**Figure 59:** AR Customers window, Tran History tab

### Handling Errors After Posting

If you discover an error after you post a transaction, you must post a correcting or reversing entry to reverse the effect of the original transaction. For example, if you posted a charge in error, post a customer credit (begins with a 5) to negate it, and if a payment or credit was posted in error, post a charge (begins with a 2) to negate it.
## Troubleshooting: Entering Transactions

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the FAQ topics of our Customer Service Center at http://cougarmtntservice.com before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtnt.com.

<table>
<thead>
<tr>
<th>To Fix This:</th>
<th>Try This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>My transactions are not reflected in Bank Reconciliation after I post.</td>
<td>You might not have Accounts Receivable integrated with Bank Reconciliation. You can verify this if you select <strong>Options &gt; Set Up Integration Between Modules</strong> from the Accounts Receivable navigation pane and confirm that you have Accounts Receivable integrated to Bank Reconciliation. For more information on integrating modules, see “Accounts Receivable Relationship with Other Modules” on page 14.</td>
</tr>
<tr>
<td>I generated finance charges, but no charges were calculated for the customers I selected.</td>
<td>Run the Aged Analysis Report with detail and make sure the customers have Terms Codes assigned to them and that the Terms Code is defined correctly. If you use Balance Forward customer types, the finance charge will only calculate correctly after you purge the open items for a period.</td>
</tr>
<tr>
<td>I noticed after posting that I accidentally entered a transaction twice and now the customer’s account has an incorrect balance.</td>
<td>Because you already posted, you must create a reversing entry, see “Handling Errors After Posting” on page 73.</td>
</tr>
</tbody>
</table>
Chapter 5

Accounts Receivable Reports

Reporting Overview
Accounts Receivable Reports
Troubleshooting: Accounts Receivable Reports
There are many Accounts Receivable reports that can help you keep track of your customers and their accounts. By understanding who your best customers are and what they purchase, you can optimize your business for sales and profits. Refer to this chapter for an overview of each report.

**Reporting Overview**

Reports and financial statements are the lifeblood of any good accounting system because they provide a snapshot of your business. Reports throughout Denali provide specific business information to help you make the right decisions for your organization.

Denali provides a wealth of reports applicable to the needs of any business. Yet any report is only as good as the information it is reporting. For this reason, it is very important to consider what kind of information you will need on your reports when you set up your accounting system. Once you enter the information into the database, you can retrieve and use the data in a variety of ways in the available reports. You can also sort or filter these reports to show only the information you want to see. You can use Crystal Reports to customize the look of your reports, and in some cases, the data it displays. This chapter contains samples of the reports and financial statements available in Denali.

**NOTE:** Depending on how your print options were set up in the Module Preferences window, when you click OK, a message box might appear to notify you that the report is being processed. Do not close the window until the process is complete; doing so can cause problems in your system.

**Denali Reports Available**

When you need specific information on the status of your business, you will need reports and financial statements. All Denali reports fall under one of three categories: financial statements, history reports, and control reports. Each report type serves a specific purpose and understanding each purpose will help make it easier to sort through the report options and determine which reports you need. This section gives an overview of the types of reports and statements available throughout Denali as well as in each different module. Depending on the modules you purchased and installed, options might appear differently or not at all.

**Financial Statements**

This type of report reflects the status of the business. These reports are used to view profits, losses, revenue/income, and expenses for the business. Two examples are the Trial Balance and Balance Sheet in the General Ledger module.

**History Reports**

This type of report provides a quick view of all the information entered in a module for a certain period. In other words, it is a transaction log. For instance, in the Inventory module, the History Report reflects all additions and subtractions to each individual stock item for the specified range. The Audit Trail is an example of a General Ledger history report.
Control Reports
You would use this type of report to verify the integrity of your data tables. These reports compare the master total to detail or period totals and show any discrepancies. For example, in the Accounts Payable module, the Control Report compares the total due for open invoices to the line detail for each vendor. If there is a discrepancy, an error report is automatically generated for you to use to correct the errors.

Reporting Options in Denali
Denali uses the information gathered in each module to create reports that can show you the information you need to make good business decisions. To increase the flexibility of these reports, Denali has a number of report options that allow you to fine tune your reports to meet your needs. The following options are available in most reports; some reports have additional options unique to them.

Options for Report Type
These options describe the different levels of detail available within some reports. Some of these options will only appear depending on the type of report you choose and the modules you have installed.

- **Detailed**: Shows all activity for a specified range.
- **Condensed**: Shows the group totals for a specified range.
- **Summary**: Shows one total for a specified range.
- **Detailed with Notes**: Shows all activity for a specified range along with any notes entered.
- **Classified**: Sorts by account class subcategories (report groups).
- **Comparative Detailed**: Lists all activity for both the selected year and the year prior to it.
- **Comparative Classified**: Sorts by account class subcategories (report groups) for both the selected year and the year prior to it.

Standard Report Sort Options
Some of the reports include a Sort By option, which offers choices of how the report information should be sorted. For example, in the Accounts Receivable module, you can sort by customer name or Salesperson Code.

Report Query Options
To enhance reporting capabilities, Denali includes querying functionality in several of the reports. This query ability allows you to report information based on specified search criteria. Keep in mind that depending on the integration settings for the module, some query options might appear differently or be unavailable. Refer to “Accounts Receivable Relationship with Other Modules” on page 14 for more information on how your integration settings might affect the query ability for reports.

In the report window, the fields on the Search For tab provide a means to further define your report query. For example, in the GL Audit Trail Report window the Search For fields have the options of Amount, Batch Number, User ID, or Module. One way to search for specific Batch Number information for this report is to select contains from the operand (query option) drop-down list and enter a portion of the batch information. Depending on the report, different search options are available.
The query fields (comparison operator) have the options of equal to, not equal to, greater than, greater than or equal to, less than, less than or equal to, and contains. The information in this table explains the differences of each query option (operand).

<table>
<thead>
<tr>
<th>Operand</th>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>equal to</td>
<td>The information returned is equal to the entered value or the selected field's value.</td>
</tr>
<tr>
<td>not equal to</td>
<td>The information returned is not equal to the entered value or the selected field's value.</td>
</tr>
<tr>
<td>greater than</td>
<td>The information returned is greater than the entered value or the selected field's value.</td>
</tr>
<tr>
<td>greater than or equal to</td>
<td>The information returned is greater than or equal to the entered value or the selected field's value.</td>
</tr>
<tr>
<td>less than</td>
<td>The information returned is less than the entered value or the selected field's value.</td>
</tr>
<tr>
<td>less than or equal to</td>
<td>The information returned is less than or equal to the entered value or the selected field's value.</td>
</tr>
<tr>
<td>contains</td>
<td>The information returned contains the information in the Search For field.</td>
</tr>
</tbody>
</table>

Once you select the search for option(s) and desired comparison operator(s), enter the amount to use for comparison. If you leave the criteria fields blank, the report will not appear with the enhanced query data. If the report does not provide the information you’re looking for, you can select the Reset button to reset the query options to the default settings and try different query parameters.

**Using the Search Feature in Lookups**

You can reduce the amount of time it takes to locate a record by typing one or two characters of the record name or description in the Search box. The window automatically changes to display the section of the Lookup that contains the characters you type. For more information, refer to the Getting Started guide.

**Selecting Dates from the Online Calendar**

Denali makes it easy to enter dates when you set report criteria. When you see a date box, you can either type the date using the 10-digit format that includes separators, mm/dd/yyyy (e.g., December 10, 2017 = 12/10/2017), or you can click the drop-down to open a calendar from which to select the date. For more information, refer to the Getting Started guide.

**Working with Date Ranges**

This date range feature is available for several of the reports in Denali and can increase the speed of reporting. You can select a specific date range with one click. The image of the AR History Report window in this section illustrates the Date Range drop-down list, from which you can choose one of the predefined ranges for the report.
There are several predefined date ranges available and the table in this section provides an overview of each one.

<table>
<thead>
<tr>
<th>Date Range Option</th>
<th>Start Date for Report</th>
<th>End Date for Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>The start date of the Fiscal Calendar.</td>
<td>The current Denali date.</td>
</tr>
<tr>
<td>Today</td>
<td>The current Denali date.</td>
<td>The current Denali date.</td>
</tr>
<tr>
<td>This Week</td>
<td>The date of the Sunday immediately preceding or equal to the current Denali date.</td>
<td>The date of the Saturday immediately following or equal to the current Denali date.</td>
</tr>
<tr>
<td>This Week to date</td>
<td>The date of the Sunday immediately preceding or equal to the current Denali date.</td>
<td>The current Denali date.</td>
</tr>
<tr>
<td>This Month</td>
<td>The first day of the month containing the current Denali date.</td>
<td>The last day of the month containing the current Denali date.</td>
</tr>
<tr>
<td>This Month to date</td>
<td>The first day of the month containing the current Denali date.</td>
<td>The current Denali date.</td>
</tr>
<tr>
<td>This Fiscal Quarter</td>
<td>The first date of the fiscal quarter containing the current Denali date.</td>
<td>The last date of the fiscal quarter containing the current Denali date.</td>
</tr>
<tr>
<td>This Fiscal Quarter to date</td>
<td>The first date of the fiscal quarter containing the current Denali date.</td>
<td>The current Denali date.</td>
</tr>
<tr>
<td>This Fiscal Year</td>
<td>The first date of the fiscal year containing the current Denali date.</td>
<td>The last date of the fiscal year containing the current Denali date.</td>
</tr>
<tr>
<td>This Fiscal Year to date</td>
<td>The first date of the fiscal year containing the current Denali date.</td>
<td>The current Denali date.</td>
</tr>
<tr>
<td>Date Range Option</td>
<td>Start Date for Report (Continued)</td>
<td>End Date for Report</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Yesterday</td>
<td>The date immediately preceding the current Denali date.</td>
<td>The date immediately preceding the current Denali date.</td>
</tr>
<tr>
<td>Last Week</td>
<td>The date of the Sunday immediately preceding the week containing the current Denali date.</td>
<td>The date of the Saturday immediately preceding the week containing the current Denali date.</td>
</tr>
<tr>
<td>Last Week to date</td>
<td>The date of the Sunday immediately preceding the week containing the current Denali date.</td>
<td>The current Denali date.</td>
</tr>
<tr>
<td>Last Month</td>
<td>The first day of the month immediately preceding the month containing the current Denali date.</td>
<td>The last day of the month immediately preceding the month containing the current Denali date.</td>
</tr>
<tr>
<td>Last Month to date</td>
<td>The first day of the month immediately preceding the month containing the current Denali date.</td>
<td>The current Denali date.</td>
</tr>
<tr>
<td>Last Fiscal Quarter</td>
<td>The first day of the fiscal quarter immediately preceding the fiscal quarter containing the current Denali date.</td>
<td>The last day of the fiscal quarter immediately preceding the fiscal quarter containing the current Denali date.</td>
</tr>
<tr>
<td>Last Fiscal Quarter to date</td>
<td>The first day of the fiscal quarter immediately preceding the fiscal quarter containing the current Denali date.</td>
<td>The current Denali date.</td>
</tr>
<tr>
<td>Last Fiscal Year</td>
<td>The first day of the fiscal year immediately preceding the fiscal year containing the current Denali date.</td>
<td>The last day of the fiscal year immediately preceding the fiscal year containing the current Denali date.</td>
</tr>
<tr>
<td>Last Fiscal Year to date</td>
<td>The first day of the fiscal year immediately preceding the fiscal year containing the current Denali date.</td>
<td>The current Denali date.</td>
</tr>
<tr>
<td>Next Week</td>
<td>The date of the Sunday immediately following the week containing the current Denali date.</td>
<td>The date of the Saturday immediately following the week containing the current Denali date.</td>
</tr>
<tr>
<td>Next 4 Weeks</td>
<td>The date of the Sunday immediately following the week containing the current Denali date.</td>
<td>The date of the Saturday of the 4th week following the week containing the current Denali date.</td>
</tr>
<tr>
<td>Next Month</td>
<td>The first day of the month immediately following the month containing the current Denali date.</td>
<td>The last day of the month immediately following the month containing the current Denali date.</td>
</tr>
</tbody>
</table>
Filter Ranges and Filter Methods

Fields are available to set beginning (Start) and ending (End) ranges to filter the information you will include in the reports or financial statements.

Methods for defining filter ranges are as follows:

- **Start/End:** *Start* and *End* are the defaults for most of the filter boxes. If you accept the default of *Start* in the *Start* box and *End* in the *End* box, all values for that item are included in the report. You can also type the criteria in the *Start* and *End* boxes. When you enter a specific criterion in the *Start* box, the *End* box will auto-fill with the same criterion.

- In any box where your mouse pointer appears as a magnifying glass, you can double-click to open a Lookup from which you can select the entry. Highlight the desired item, then choose *Select*.

- You can also apply additional filters using the *Additional Filter* box. These filters include any User-Defined Fields you set up (see “Tracking User-Defined Customer Information” on page 16).

Another filtering method is based on the types of transactions available. For instance, you can choose to run a report that only includes invoices, receipts, or credit adjustments.

### Accounts Receivable Reports

There are many different reports available in Accounts Receivable and each has options to make it easy to find the information you need. Refer to this section for an overview. We also recommend that you print samples of each report. See “Defining Printing Preferences” on page 17 for information about defining your default printing options. For additional information on printing reports, see the Getting Started guide.

### Customer Reports

The ability to research relevant information about your customers is a vital part of business. The customer reports available in Accounts Receivable have sort and filters available that include any User-Defined Fields you set up (see “Setting Up User-Defined Codes” on page 26) that allow you to run the reports to find the specific information you need. For more information on the sorts and filters available in Denali, see “Standard Report Sort Options” on page 77 and “Filter Ranges and Filter Methods” on page 81.

<table>
<thead>
<tr>
<th>Date Range Option</th>
<th>Start Date for Report (Continued)</th>
<th>End Date for Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Next Fiscal Quarter</td>
<td>The first day of the fiscal quarter immediately following the fiscal quarter containing the current Denali date.</td>
<td>The last day of the fiscal quarter immediately following the fiscal quarter containing the current Denali date.</td>
</tr>
<tr>
<td>Next Fiscal Year</td>
<td>The first day of the fiscal year immediately following the fiscal year containing the current Denali date.</td>
<td>The last day of the fiscal year immediately following the fiscal year containing the current Denali date.</td>
</tr>
</tbody>
</table>
Customer Quick List

You can print the AR Customer Quick List for all customers or a range of customers. You can filter this report by customer name, customer type, and any of the established User-Defined Fields. You can sort the report by one of several fields listed on the report setup window.

Use this report if you need a list of customer names, numbers, or email addresses. For example, if you want to assign customers to your sales team based on alphabetical order, customer number, or one of the other sort options.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

Figure 61: AR Customer Quick List Report

Customer Labels

Select this option to create mailing labels for Accounts Receivable customers. The labels print for all customers or a range of customers, or for a specified AR Code. Sort the labels by one of several fields listed on the setup window.

The customer’s name and address automatically appear on the label. You can choose whether or not to include the customer’s number.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

Figure 62: AR Customer Labels

Customer Contacts

View this report if you need a list of customer contacts. It includes all the information you entered on the Contacts tab in the AR Customers window.
You can print the AR Customer Contacts Report for all customers or a range of customers. You can filter the report by AR Code, customer, customer name, customer type, the customer contact department, and the first or last name of the customer contact. You can sort the report by one of several fields listed in the Sort By drop-down in the AR Customer Contacts window.

**Figure 63:** AR Customer Contacts Report

**Customer Leased Item**

The Leased Item Report displays all of your customers that currently have items leased. You can filter this report by Customer, Name, Item, Serial Number, Start Date, and Expiration Date.

**Figure 64:** AR Customer Leased Item Report
**Prepaid Services**

The Prepaid Services Report displays the customers that currently have prepaid services. It shows the quantity of service that was purchased, how much service is remaining, and the start and expiration dates of the service. You can filter the report by Customer Number, Name, Non-Inventory Code, and Prepaid Services Type.

You can export this report to CSV format and easily manage your data in Excel. This report is saved by default in your Denali installation folder. It will overwrite any file of the same name. You can change the location of the report and/or the filename by entering the information in the Print Options window.

![AR Prepaid Services Report](image)

**Prepaid Services History**

The Prepaid Services History Report displays the amounts of prepaid services added and used, and the dates of those transactions. You can filter this report by Customer, Name, Transaction Date, Non-Inventory Code, and Prepaid Services Type.

You can export this report to CSV format and easily manage your data in Excel. This report is saved by default in your Denali installation folder. It will overwrite any file of the same name. You can change the location of the report and/or the filename by entering the information in the Print Options window.
Customer Master

The AR Customer Master Report prints for all customers or a range of customers. You can also print this report for selected AR Codes.

This report shows all the customers you entered in Denali. The information in the report is the same as the information you enter in the AR Customers window and includes general, financial, last charge, status, and total due information, as well as notes, User-Defined Fields and attachments, if you choose to include them.
Customer Statements

You can print customer statements any time during an accounting period. If you choose to print statements, you can do so for all customers or a range of customers. Payer and payee information will appear on the statements. Any customers with a total due outside the total due range are excluded. The range can be from any negative number to any positive number.

If you have balance forward customers, a window will open before the main report window where you can set a start date for the customer statements. If you set a date, everything before the date will be rolled into a balance forward line on the statement.

If you would like to include specific messages on the customer statement, you can select the Print Dunning Messages or Print Alternate Message check boxes. See “Add Messages to Customer Statements” on page 12 to learn how to set up these types of messages. You can also include a return address if you select the appropriate check box.

If you defined a custom report for this window in Controller, you can select the Use a custom report check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

**NOTE:** If you use the Dot Matrix 42 Line statement (9.5" x 7"), use the Epson LQ-2550 with a form size of “Letter.” If you use any of the other dot matrix statements except the Dot Matrix 42 Line statement, use the Epson LQ-850 with a form size of “Letter.” In both cases, the left margin on the statement is zero, so when you print the statement to the screen, there will be no blank space on the left side. There will, however, be space between the left margin and the edge of the page when you print the statement to paper.
Transaction Reports

Denali provides reports designed to monitor customer transactions in Accounts Receivable. Quickly knowing the status of your customers with past due amounts is vital information for your business. These reports have sort and filters available, along with different types of report formats you can choose that allow you to define the type of information you want to review. For more information on the sorts and filters available in Denali, see “Standard Report Sort Options” on page 77 and “Filter Ranges and Filter Methods” on page 81.

Collection Report

The Collection Report provides information related to the current status of collection activity and financial history for each customer. The collection status is derived from information you enter directly into the customer account and the financial history is derived from posted transaction history.
Aged Analysis

The Aged Analysis Report shows the total amount due for each customer and detail history of items posted to the customer account. It also shows amounts for each aging period. Aging is determined by the AR Code you associated with the customer account. Banks often ask for this report when they consider the ability of an individual or business to repay a loan.

Image: AR Aged Analysis Report

You can use Crystal Reports® to add fields to all types of this report except Summary. Refer to your Crystal Reports documentation for instructions.

If you defined a custom report for this window in Controller, you can select the Use a custom report check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.

Past Due Report

The Past Due Report shows all your past due customers based on the criteria you set in the window. The current period is defined on the AR Code attached to the customer. From the current period, the report shows 30 day increments.
Control Report

The AR Control Report provides a summary of AR Code totals. It also prints error messages if discrepancies occur within files used in the Accounts Receivable module. The total provided in this report is most often used to reconcile Accounts Receivable with the General Ledger accounts receivable account.

The AR Control Report shows the total debit and credit aging amounts for each AR Code, for each aging period, along with the total aging amounts.

History Report

The AR History Report prints details for all posted transactions. It prints invoices, charges, payments, payment corrections, unapplied payments, and unapplied credits.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.
Figure 73: AR History Report

Dated Invoice/Payment Report

Run the Dated Invoice/Payment Report for any date to find out what your outstanding receivable balances were on that day. This is helpful when you reconcile Accounts Receivable to General Ledger. You can use the options available in this window to filter the report.

This report also allows you to enter the number of days back from the report date for which you want to include transaction detail. Items with amounts remaining as of this date will be included in the report. If you leave the Display Days Back box set at 0 in the AR Dated Invoice/Payment Report window, the report will show all of the history detail for the customer(s).

The totals section does not show you transaction totals for transaction types 0, 2, or any Transaction Code that begins with 5 or 8.

If you defined a custom report for this window in Controller, you can select the Use a custom report check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.
You can reprint a Posting Audit Report to display posting from any integrated module. This report includes the user ID and batch number for each transaction for tracking purposes.

---

**Figure 74:** AR Dated Invoice/Payment Report

**Figure 75:** AR Reprint Posting Audit Report
## Troubleshooting: Accounts Receivable Reports

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the FAQ topics of our Customer Service Center at http://cougarmtnservice.com before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

### To Fix This:
### Try This:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>I know there should be certain records showing on my report, but they are missing.</td>
<td>Rerun the report, but double check the criteria you choose, especially the date range. Many of the reports default to a date range that begins with the current date. If this is not the date you want to use, you will need to enter the appropriate one.</td>
</tr>
<tr>
<td>My report contains garbage text.</td>
<td>Check your printer driver and refer to your printer documentation for help.</td>
</tr>
<tr>
<td>My customer statement totals just don’t look correct.</td>
<td>You might want to check when the last time your customer’s YTD totals were reset. There is a chance that they have been reset at an incorrect time of the year.</td>
</tr>
<tr>
<td>Every time I run my reports, they seem to take forever.</td>
<td>You might need to purge unwanted transaction information to speed up this process. Before you purge any transaction history, we recommend you back up your data. Refer to the Controller guide or the online help for backup directions. If you are familiar with the backup process, you can purge your transaction history by selecting <strong>Period End Tasks &gt; Purge Customer Transaction History</strong> from the Accounts Receivable navigation pane.</td>
</tr>
</tbody>
</table>
Chapter 6

Period End Tasks in Accounts Receivable

Accounts Receivable Period End
Accounts Receivable Maintenance
Troubleshooting: Period End Tasks in Accounts Receivable
Year-end procedures or any periodic tasks might often be necessary for your business. There are financial reasons to complete periodic tasks and year-end tasks. There are also tasks that you might want to do periodically to keep your system functioning at its optimal level.

**Accounts Receivable Period End**

Accounts Receivable period-end tasks allows you to print reports that analyze and disclose the results of operations in the period that just ended, and then wipe the slate clean and begin to gather information for the new period. You might find that you want to run reports and then purge unnecessary information quarterly or even each period of your fiscal calendar. See “Reporting Overview” on page 76 for an introduction to the reports in Accounts Receivable.

If your fiscal calendar and the calendar year are the same, you will most likely perform all your year-end processes at the same time. However, you’ll need to take care of some tasks related to taxes on January 1st to ensure the numbers are accurate. For additional information on fiscal and calendar years, refer to the Controller guide.

**Preparing for Period End**

In business operations, duties for different fiscal periods usually overlap a day or two. Denali has a built-in feature to deal with the time lag between the actual end of a period and the moment you enter final transactions, print reports and statements, and complete your period-end processing.

Period end in Accounts Receivable primarily serves three functions:

- For open item type AR Codes, it purges all open items with a zero amount remaining from the open item file. For balance forward type AR Codes, it compacts the statement detail into a single balance forward line item.
- It resets to zero accumulators that store year-to-date figures for customer accounts.
- It purges customer transaction history up through a date you specify.

Although you can continue operations at the end of a period while you perform your period-end tasks, it is important that you print time-sensitive reports, such as the Aged Analysis Report, before you post in a new period. See “Aged Analysis” on page 88 for more information on running this report.

**CAUTION:** Always back up your data files before you run period-end processes. Without a backup, you might need to retrieve transaction detail that is not recoverable.

**Purging Open Items**

Depending on whether you set up Balance Forward or Open Item type AR Codes (see “Balance Forward and Open Item Statements” on page 19), the effect purging open items has on your customer statements will vary. You only need to run this option once, even if you have both types of codes. Your AR Codes will be affected in the following ways:
• For Open Item type AR Codes, purging open items deletes all open items with a zero amount remaining with dates on or before the date you specify. Run the Purge Open Item option immediately after you print customer statements, usually on a monthly basis. If you run it before you print statements, payment type line items will not appear on the statements.

• For Balance Forward type AR Codes, purging open items combines all open items into a single balance due. Run the Purge Open Items option immediately after you print customer statements, usually on a monthly basis. Your next month’s statements then show the balance forward and any charges or payments since the last statement.

Before you begin this process, refer to “Preparing for Period End” on page 94 for important information about period-end processing.

To purge the open item file, select Period End Tasks > Purge Open Items from the left navigation pane and specify the range of customers and AR Codes to purge, as well as the date through which you want to purge open items.

![Figure 76: AR Purge Open Items window]

**Resetting YTD Customer Totals**

Each customer is associated with a distinct set of accumulators that collect and store year-to-date figures. When you print the reports for these accumulators, they show the net dollar amount of charges less payments and credits. It is necessary to reset the accumulators to zero before you enter activity for the new year for the accumulators to accurately track information.

Be sure to print all the reports you need and back up your data files before you complete these instructions. Before you begin this process, refer to “Preparing for Period End” on page 94 for important information about period-end processing.

To reset the customer account accumulators, select Period End Tasks > Reset YTD Customer Totals from the left navigation pane. Select the Process For All Customers check box or specify a single customer number in the Customer Number field.
Accounts Receivable Maintenance

You occasionally need to perform maintenance on the data that comprises your customer records. This section discusses a couple of maintenance tasks you might want to perform to help ensure the software runs smoothly. For example, you might want to recalculate your Accounts Receivable data tables or purge unwanted transaction history from past periods.

Viewing Table Information

The AR Display Table Information window allows you to view all of the Accounts Receivable data table information in this module. The information includes the table name, number of records, and the date created. This information might be useful if you want to see the size of your table records.

For example, if the History Detail table contains an extensive number of records and you find that reports that contain customer history take a long time to process, you might choose to purge past history to reduce the number of records and speed up the report process.

To view your data tables, select Resources and Tools > View Table Information from the left navigation pane.
Recalculating Accounts Receivable Tables

You can recalculate your Accounts Receivable tables to correct inconsistencies between the Accounts Receivable Master table and the Option table because of corrupt or missing data. Data corruption can occur during power outages or system failures.

To recalculate your master data table, select **Resources and Tools > Recalculate Master Table** from the left navigation pane. Then, select the starting and ending AR Codes and customers to recalculate.

![AR Recalculate Master Table window](image)

**Figure 79:** AR Recalculate Master Table window

Purging History

Purge history to remove unwanted transactions with a transaction date older than and including the purge date you specify. Open items (items with amounts remaining) are not affected by this process. You might want to purge history to reduce the amount of computer hard disk space the Accounts Receivable history data files occupy or to speed up processing time when you sort or print customer history.

Before you begin this process, refer to "Preparing for Period End" on page 94 for important information about period-end processing.

**CAUTION:** Always back up your data files before you purge transaction history. Without a backup, you might need to retrieve transaction detail that is not recoverable. See the Controller guide for information about backing up your data.

In Accounts Receivable, select **Period End Tasks > Purge Customer Transaction History** from the left navigation pane and enter a purge date. All customer transaction details on and before the purge date will be purged. Select **OK** to process.

![AR Purge History window](image)

**Figure 80:** AR Purge History window
Troubleshooting: Period End Tasks in Accounts Receivable

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the FAQ topics of our Customer Service Center at http://cougarmtnservice.com before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

<table>
<thead>
<tr>
<th>To Fix This:</th>
<th>Try This:</th>
</tr>
</thead>
<tbody>
<tr>
<td>I forgot to reset my customer’s YTD balances before posting for the current year.</td>
<td>You can reset the totals; just keep in mind that your customer’s YTD amounts for the new year will be understated. To reset the YTD totals, select <strong>Period End Tasks &gt; Reset YTD Customer Totals</strong> from the Accounts Receivable menu bar. If you want these totals to be stated accurately, you have the option of restoring your organization data from your latest backup, but you will have to enter any transactions posted since the backup again. If you would like assistance with this option, call Customer Support at (800) 390-7053.</td>
</tr>
</tbody>
</table>
Chapter 7

Additional Resources

Formatting User-Defined Fields
Format Requirements for Importing Transactions
Format Requirements for the Import/Export Feature
Import Error Messages
The additional resources in this chapter provide formatting requirements for user-defined fields and importing files. There is also a list of error messages and corrections you might see when you import files.

**Formatting User-Defined Fields**

To change the default of how a user-defined field is going to appear in the entry screens, you need to format it. Numeric fields allow a maximum of 11 digits with 4 decimals. Text fields have a default of 50 characters (30 in Payroll), but can be modified by the number you enter in the **Size** field. Date fields allow caption entry only—the date format is already specified. The characters used to create user-defined formats are listed in the table provided here.

<table>
<thead>
<tr>
<th>Formatting Character</th>
<th>Description</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>. (period)</td>
<td>Decimal placeholder</td>
<td>Determines how many digits are displayed to the left and right of the decimal separator. The actual character used is the one specified as the decimal placeholder in the international settings in the Control Panel. This character is treated as a literal for masking purposes.</td>
</tr>
<tr>
<td>, (comma)</td>
<td>Thousand separator</td>
<td>Separates thousands from hundreds within a number that has four or more places to the left of the decimal separator. The actual character used is the one specified as the thousands separator in the international settings in the Control Panel. This character is treated as a literal for masking purposes.</td>
</tr>
<tr>
<td>: (colon)</td>
<td>Time separator</td>
<td>Separates time elements, such as hour:minute:second. The actual character used is the one specified as the time separator in the international settings in the Control Panel. This character is treated as a literal for masking purposes.</td>
</tr>
<tr>
<td>/ (slash)</td>
<td>Date separator</td>
<td>Separates date elements such as day/month/year. The actual character used is the one specified as the date separator in the international settings in the Control Panel. This character is treated as a literal for masking purposes.</td>
</tr>
<tr>
<td>#</td>
<td>Digit placeholder</td>
<td>Displays a digit (0-9). For example, ####.## accepts 1234.12.</td>
</tr>
<tr>
<td>A</td>
<td>Alphanumeric placeholder</td>
<td>Displays an alphanumeric character (a-Z and 0-9) and is required.</td>
</tr>
<tr>
<td>?</td>
<td>Alphabetic placeholder</td>
<td>Displays an alphabetic character (a-Z) and is optional.</td>
</tr>
<tr>
<td>&gt;</td>
<td>Alphabetic placeholder, but forces uppercase characters (A-Z)</td>
<td>All characters are displayed in uppercase format.</td>
</tr>
</tbody>
</table>
When you import transactions from an external file, the information in the file being imported must be in the proper format. For example, fields need to be a certain length. Make sure that your formatting is correct to avoid possible errors. Information on the various format requirements is contained in this section; be sure to review all the information to help ensure you successfully import your external file. Certain information, like dates, is required to post, but is not necessary to import transactions. Be sure to print an edit report and review it carefully before you post imported transactions (see “Printing the Edit Report” on page 70).

If you are importing non-transaction data using the Import/Export window, see “Format Requirements for the Import/Export Feature” on page 106 for the file format requirements and other important information.

### File Formats Supported by Denali for Importing Transactions

The format requirements for a successful import are covered in this section. The file imported will contain multiple records, each having a CR/LF (carriage return/line feed) at the end and an “H” or “D” as the first character. Records with an “H” at the beginning are header or master records, and subsequent records with a “D” at the beginning are the detail lines (sometimes referred to as “child lines”) for that header record.

You can name the file anything you want, but the file extension must be .txt or the six character Denali company code, for example, GLXFER.TXT or Income.DMOACT.

The external text file must be in one of the formats supported by Denali:

- **Column Position File (fixed length):** Each field in the text file starts at a specific position and contains a fixed number of characters. This file type is sometimes referred to as “fixed length”.
- **Tab Delimited File:** The fields in the file to be imported are separated by tabs.
- **Semi-Colon Delimited File:** The fields in the file to be imported are separated by semi-colons.

### Format Requirements for Importing Transactions

<table>
<thead>
<tr>
<th>Formatting Character</th>
<th>Description</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;</td>
<td>Alphabetic placeholder, but forces lowercase characters (a-z)</td>
<td>All characters are displayed in lowercase format.</td>
</tr>
<tr>
<td>&amp;</td>
<td>Character placeholder</td>
<td>Valid values are ANSI characters in the following ranges: 32-126 and 128-255 and is required.</td>
</tr>
<tr>
<td>\</td>
<td>Displays the next character in the format string</td>
<td>Many characters in the format expression have a special meaning and can’t be displayed as literal characters unless they are preceded by a backslash. The backslash itself is not displayed. Note that two backslashes must be used in string literals to accommodate for the fact that this is also treated as an escape character for ANSI/ISO string formatting.</td>
</tr>
</tbody>
</table>
The file format sample contained in this section is for reference purposes only and might not reflect the same type of information as your text file(s). Refer to “Accounts Receivable File Format Requirements” on page 103 for a list of the required fields and the order of the fields.

Figure 1: *External File Formats Supported by Denali*

**Importing Quotation Marks in CSV Files**
If you import csv (comma-separated values) data files that contain quotation marks, it is important to understand how Denali handles quotation marks during the import process.

<table>
<thead>
<tr>
<th>Quotation Mark Rule</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single quotation marks at the start of data in a field are removed. If you want Denali to keep quotation marks at the start of data, you need to add two more sets of quotation marks.</td>
<td>&quot;&quot;these quotation marks should remain&quot;&quot; = &quot;&quot;these quotation marks should remain&quot;&quot;</td>
</tr>
</tbody>
</table>
Additional Resources
Format Requirements for Importing Transactions

Format Requirements for Importing Transactions

Before you begin the import process, you need to make sure the text file is in the proper format and that all required fields have entries. If the external file is properly formatted, it will help eliminate the possibility of errors.

If errors occur, an Import Error Report will be automatically generated and errors on the report will indicate exactly which transaction has the problem. This will help you to quickly identify them for correction. See “Determine and Correct Errors in Imported Transactions Before Posting” on page 72 for more information.

After you import the transactions from your external file, you can view the transactions in the AR Enter Payments/Adjustments window. The reference fields shown in the header table appear in the header section of this window and the reference fields shown in the detail table appear in the detail grid.

Together, the figure on page 102, the table on page 103, and the table on page 105 provide the requirements for the external file that is used to import Accounts Receivable transactions, as well as where the transactions can be found after the import process is complete.

**NOTE:** You cannot import Type 8 transactions.

Required fields are noted with an asterisk (*).

### Table 1: Accounts Receivable External File Format Requirements for the Transaction Header

<table>
<thead>
<tr>
<th>Field Order</th>
<th>Field Description</th>
<th>Maximum Field Length</th>
<th>Character Position (Fixed Length Format)</th>
<th>Data Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>* Header Identifier (H)</td>
<td>1</td>
<td>1</td>
<td>Char-Caps</td>
</tr>
</tbody>
</table>
### Table 1: Accounts Receivable External File Format Requirements for the Transaction Header (Continued)

<table>
<thead>
<tr>
<th>Field Order&lt;sup&gt;a&lt;/sup&gt;</th>
<th>Field Description</th>
<th>Maximum Field Length&lt;sup&gt;b&lt;/sup&gt;</th>
<th>Character Position (Fixed Length Format)&lt;sup&gt;c&lt;/sup&gt;</th>
<th>Data Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>* Customer Number</td>
<td>50</td>
<td>2</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>3</td>
<td>* Source Document</td>
<td>50</td>
<td>52</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>4</td>
<td>* Transaction Date&lt;sup&gt;d&lt;/sup&gt;</td>
<td>10</td>
<td>102</td>
<td>Date</td>
</tr>
<tr>
<td>5</td>
<td>* Transaction Code (2,3,4,5,6,7,9)</td>
<td>6</td>
<td>112</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>6</td>
<td>Description</td>
<td>50</td>
<td>118</td>
<td>Character</td>
</tr>
<tr>
<td>7</td>
<td>Terms Code</td>
<td>6</td>
<td>168</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>8</td>
<td>Transaction Amount</td>
<td>17</td>
<td>174</td>
<td>Numeric</td>
</tr>
<tr>
<td>9</td>
<td>Electronic (EFT) (1=Yes, 0=No)&lt;sup&gt;e&lt;/sup&gt;</td>
<td>1</td>
<td>191</td>
<td>Numeric</td>
</tr>
<tr>
<td>10</td>
<td>Bank Account Code</td>
<td>6</td>
<td>192</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>* End of Record</td>
<td></td>
<td>2</td>
<td>198</td>
<td></td>
</tr>
</tbody>
</table>

<sup>a</sup> This number is for reference purposes only and will not appear in the actual text file.

<sup>b</sup> If the file format is tab or semi-colon delimited, any characters over the specified length will be cut off at the length limit.

<sup>c</sup> If the file format is fixed length (column position) each field must be the exact length shown in the Maximum Field Length column. It cannot be longer or shorter.

<sup>d</sup> If the field doesn’t start in the character position specified, it will create an error and potentially prohibit the transaction from being imported.

<sup>e</sup> If the Transaction Date is invalid, an error will be printed on the Import Error Report. If the Transaction Date is left blank, it will be imported as zeros.

A blank entry in the Electronic (EFT) field will be treated the same as a “0” (No). If AR is not integrated to BR then the Bank Account Code field in the Import File will instead be the 3-character EFT Account Code.

---

**NOTE:** If you are importing a transaction that will not be applied, do not include the detail record in your import. You will not be able to import unapplied transactions with a detail record.
Required fields are noted with an asterisk (*).

<table>
<thead>
<tr>
<th>Field Order&lt;sup&gt;a&lt;/sup&gt;</th>
<th>Field Description</th>
<th>Maximum Field Length&lt;sup&gt;b&lt;/sup&gt;</th>
<th>Character Position (Fixed Length Format)&lt;sup&gt;c&lt;/sup&gt;</th>
<th>Data Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>* Detail Identifier (D)</td>
<td>1</td>
<td>1</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>13</td>
<td>* Document to Pay</td>
<td>50</td>
<td>2</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>14</td>
<td>Discount Override&lt;sup&gt;d&lt;/sup&gt;</td>
<td>1</td>
<td>52</td>
<td>Numeric</td>
</tr>
<tr>
<td>15</td>
<td>Discount Amount</td>
<td>17</td>
<td>53</td>
<td>Numeric</td>
</tr>
<tr>
<td>16</td>
<td>* Apply Amount</td>
<td>17</td>
<td>70</td>
<td>Numeric</td>
</tr>
</tbody>
</table>

<sup>a</sup> This number is for reference purposes only and will not appear in the actual text file.

<sup>b</sup> If the file format is tab or semi-colon delimited, any characters over the specified length will be cut off at the length limit.

If the file format is fixed length (column position) each field must be the exact length shown in the Maximum Field Length column. It cannot be longer or shorter.

<sup>c</sup> If the field doesn’t start in the character position specified, it will create an error and potentially prohibit the transaction from being imported.

<sup>d</sup> If the Discount Override has a value of 8, then the discount used will be the amount in the Discount Amount field. (0-No Discount; 1-Discount #1; 2-Discount #2; 3-Discount #3; 4-Discount #4; 5-Discount #5; 8-Special Discount; 9-Normal Discount).

The following image depicts where the header (1) and detail(12) information in the window begins.
Format Requirements for the Import/Export Feature

When you import information from an external file, the information in the file being imported must be in the proper format. For example, fields might need to be a certain length. Make sure that your formatting is correct to avoid possible errors. This section contains information on the various format requirements; be sure to review all the information to help ensure you successfully import your external file.

We provide tables in the following sections that indicate the file format requirements to use in the Import/Export window. Note that for fields that indicate “Char-Caps”, the import file can have lowercase characters; the system converts the characters to uppercase during the import process.

This section covers only file format requirements when you import data using the Import/Export window. If you are importing transactions, refer to “Format Requirements for Importing Transactions” on page 101.

File Formats Supported by Denali for Importing Data

You can name the file to best meets your needs, but there are other requirements for the format which are covered in this section. The file you import will contain multiple records, each having a CR/LF (carriage return/line feed) at the end and an “H” or “D” as the first character. Records with an “H” at the beginning are header or master records, and subsequent records with a “D” at the beginning are the detail lines (sometimes referred to as “child lines”) for that header record.

The external text file must be in one of the formats supported by Denali:

- **Column Position File (fixed length)**: Each field in the text file starts at a specific position and contains a fixed number of characters. This file type is sometimes referred to as “fixed length”.
- **Tab Delimited File**: The fields in the file to be imported are separated by tabs.
- **Comma Delimited File**: The fields in the file to be imported are separated by commas.
Additional Resources
Format Requirements for the Import/Export Feature

- **Semi-Colon Delimited File**: The fields in the file to be imported are separated by semi-colons. Any dates in the external file that you want to import must be in a specific format that uses a separator to distinguish the day, month, and year. With the exception of colons and semi-colons, you can use any symbol such as a forward slash or an asterisk as the separator. For example, if you want to import the date February 19, 2012, you could format it as 02/19/2012.

The file format sample contained in this section is for reference purposes only and might not reflect the same type of information as your text file(s). Refer to “Accounts Receivable File Format Requirements for Importing Data” on page 108 for a list of the required fields and the order of the fields.

![Figure 3: External File Formats Supported by Denali](image)

To view the requirements for your file format before importing transactions, refer to “Use the Export Feature to View File Formats” on page 107.

**Use the Export Feature to View File Formats**

One way we suggest you verify the correct format you need to import an external file is to first export. This will allow you to see what is required for the type of file you will import. To verify the requirements for your external file format, you need to have at least one record (e.g., stock item, customer, or account) in your system, and then run the export feature.

**To verify required file formats:**

1. In the Accounts Receivable module, select the export option from the left navigation pane. The Import/Export window appears.
2. From the drop-down menu, select **Export** as the type of transfer.
3. Select the type of file that is like the type you want to import, the method, and the format of the file you will also use for the import process.
4 Type the path to the file or use the ellipsis button to browse for the output file name and path for this test export.

5 Once you enter the information for this transfer, select the Begin Export button.

When the process is complete, you will have a reference of what is required for the transfer options you selected. You can then use this export file as a guide to set up the file format for the data you will import (see “Format Requirements for Importing Transactions” on page 101).

### Accounts Receivable File Format Requirements for Importing Data

Before you begin to import data, you need to make sure the text file is in the proper format and that all required fields have entries. If the external file is properly formatted, it will help eliminate the possibility of errors.

NOTE: If you are importing payers/payees that don’t exist in the system as customers, you should import them first. They must exist in the system as customers before you can attach them as payers/payees.

If the import file has blank payer/payee fields, the blanks will not overwrite any payers/payees attached to your customer records. If you want to clear payers/payees, you need to edit the relationship in Accounts Receivable.

**Balance Forward Customers**

Required fields are noted with an asterisk (*).

<table>
<thead>
<tr>
<th>Field Order</th>
<th>Field Description</th>
<th>Maximum Length</th>
<th>Character Position (Fixed-Length Format)</th>
<th>Data Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>* Customer Number</td>
<td>50</td>
<td>1</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>2</td>
<td>* AR Code</td>
<td>6</td>
<td>51</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>3</td>
<td>Customer Type</td>
<td>6</td>
<td>57</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>4</td>
<td>* Customer Name</td>
<td>50</td>
<td>63</td>
<td>Character</td>
</tr>
<tr>
<td>5</td>
<td>Billing Contact Name</td>
<td>35</td>
<td>113</td>
<td>Character</td>
</tr>
<tr>
<td>6</td>
<td>Billing Address Line 1</td>
<td>35</td>
<td>148</td>
<td>Character</td>
</tr>
<tr>
<td>7</td>
<td>Billing Address Line 2</td>
<td>35</td>
<td>183</td>
<td>Character</td>
</tr>
<tr>
<td>8</td>
<td>Billing City</td>
<td>35</td>
<td>218</td>
<td>Character</td>
</tr>
<tr>
<td>9</td>
<td>Billing State/Province</td>
<td>35</td>
<td>253</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>10</td>
<td>Billing Postal Code</td>
<td>35</td>
<td>288</td>
<td>Character</td>
</tr>
</tbody>
</table>
## Table 3: Accounts Receivable External File Format Requirements (Continued)

<table>
<thead>
<tr>
<th>Field Order</th>
<th>Field Description</th>
<th>Maximum Length</th>
<th>Character Position (Fixed-Length Format)</th>
<th>Data Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Billing Country</td>
<td>35</td>
<td>323</td>
<td>Character</td>
</tr>
<tr>
<td>12</td>
<td>Billing Phone 1</td>
<td>20</td>
<td>358</td>
<td>Character</td>
</tr>
<tr>
<td>13</td>
<td>Billing Phone 1 Extension</td>
<td>5</td>
<td>378</td>
<td>Character</td>
</tr>
<tr>
<td>14</td>
<td>Billing Phone 2</td>
<td>20</td>
<td>383</td>
<td>Character</td>
</tr>
<tr>
<td>15</td>
<td>Billing Phone 2 Extension</td>
<td>5</td>
<td>403</td>
<td>Character</td>
</tr>
<tr>
<td>16</td>
<td>Billing Fax</td>
<td>20</td>
<td>408</td>
<td>Character</td>
</tr>
<tr>
<td>17</td>
<td>Email Contact</td>
<td>35</td>
<td>428</td>
<td>Character</td>
</tr>
<tr>
<td>18</td>
<td>Email Address</td>
<td>50</td>
<td>463</td>
<td>Character</td>
</tr>
<tr>
<td>19</td>
<td>Shipping Contact Name</td>
<td>35</td>
<td>513</td>
<td>Character</td>
</tr>
<tr>
<td>20</td>
<td>Shipping Address Line 1</td>
<td>35</td>
<td>548</td>
<td>Character</td>
</tr>
<tr>
<td>21</td>
<td>Shipping Address Line 2</td>
<td>35</td>
<td>583</td>
<td>Character</td>
</tr>
<tr>
<td>22</td>
<td>Shipping City</td>
<td>35</td>
<td>618</td>
<td>Character</td>
</tr>
<tr>
<td>23</td>
<td>Shipping State/Province</td>
<td>35</td>
<td>653</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>24</td>
<td>Shipping Postal Code</td>
<td>35</td>
<td>688</td>
<td>Character</td>
</tr>
<tr>
<td>25</td>
<td>Shipping Country</td>
<td>35</td>
<td>723</td>
<td>Character</td>
</tr>
<tr>
<td>26</td>
<td>Salesperson Code</td>
<td>6</td>
<td>758</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>27</td>
<td>Biller Code</td>
<td>6</td>
<td>764</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>28</td>
<td>Tax Code</td>
<td>6</td>
<td>770</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>29</td>
<td>Discount Code</td>
<td>6</td>
<td>776</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>30</td>
<td>Ship Via Code</td>
<td>6</td>
<td>782</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>31</td>
<td>Terms Code</td>
<td>6</td>
<td>788</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>32</td>
<td>Collection Status Code</td>
<td>6</td>
<td>794</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>33</td>
<td>Collection Comment</td>
<td>30</td>
<td>800</td>
<td>Character</td>
</tr>
<tr>
<td>34</td>
<td>Collection Date</td>
<td>10</td>
<td>830</td>
<td>Date</td>
</tr>
<tr>
<td>35</td>
<td>Date Created (Import date is used if field is blank)</td>
<td>10</td>
<td>840</td>
<td>Date</td>
</tr>
<tr>
<td>36</td>
<td>Credit Limit</td>
<td>16</td>
<td>850</td>
<td>Numeric (11.4)</td>
</tr>
<tr>
<td>Field Order</td>
<td>Field Description</td>
<td>Maximum Length</td>
<td>Character Position</td>
<td>Data Type</td>
</tr>
<tr>
<td>-------------</td>
<td>------------------------------------</td>
<td>----------------</td>
<td>--------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>37</td>
<td>Inactive Flag</td>
<td>1</td>
<td>866</td>
<td>Logical</td>
</tr>
<tr>
<td></td>
<td>0=Active</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1=Inactive</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2=Temp</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>EFT Customer Flag</td>
<td>1</td>
<td>867</td>
<td>Numeric</td>
</tr>
<tr>
<td></td>
<td>1=Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0=No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>EFT Account Code</td>
<td>3</td>
<td>868</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>40</td>
<td>EFT Account Description</td>
<td>20</td>
<td>871</td>
<td>Character</td>
</tr>
<tr>
<td>41</td>
<td>EFT Bank Account</td>
<td>17</td>
<td>891</td>
<td>Character</td>
</tr>
<tr>
<td>42</td>
<td>EFT Routing Number</td>
<td>9</td>
<td>908</td>
<td>Character</td>
</tr>
<tr>
<td>43</td>
<td>EFT Account Type</td>
<td>1</td>
<td>917</td>
<td>Numeric</td>
</tr>
<tr>
<td></td>
<td>0=Checking</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1=Savings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>Allow Checks Flag</td>
<td>1</td>
<td>918</td>
<td>Numeric</td>
</tr>
<tr>
<td></td>
<td>1=Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0=No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Allow Credit Cards Flag</td>
<td>1</td>
<td>919</td>
<td>Numeric</td>
</tr>
<tr>
<td></td>
<td>1=Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0=No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>Allow AR Charges Flag</td>
<td>1</td>
<td>920</td>
<td>Numeric</td>
</tr>
<tr>
<td></td>
<td>1=Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0=No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>Allow Cash Flag</td>
<td>1</td>
<td>921</td>
<td>Numeric</td>
</tr>
<tr>
<td></td>
<td>1=Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0=No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>UDF 1</td>
<td>6</td>
<td>922</td>
<td>Character</td>
</tr>
</tbody>
</table>
### Table 3: Accounts Receivable External File Format Requirements (Continued)

<table>
<thead>
<tr>
<th>Field Order&lt;sup&gt;a&lt;/sup&gt;</th>
<th>Field Description</th>
<th>Maximum Length</th>
<th>Character Position (Fixed-Length Format)</th>
<th>Data Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>49</td>
<td>UDF 2</td>
<td>6</td>
<td>928</td>
<td>Character</td>
</tr>
<tr>
<td>50</td>
<td>UDF 3</td>
<td>10</td>
<td>934</td>
<td>Character</td>
</tr>
<tr>
<td>51</td>
<td>UDF 4</td>
<td>10</td>
<td>944</td>
<td>Character</td>
</tr>
<tr>
<td>52</td>
<td>UDF 5</td>
<td>10</td>
<td>954</td>
<td>Date</td>
</tr>
<tr>
<td>53</td>
<td>UDF 6</td>
<td>10</td>
<td>964</td>
<td>Date</td>
</tr>
<tr>
<td>54</td>
<td>UDF 7</td>
<td>17</td>
<td>974</td>
<td>Numeric</td>
</tr>
<tr>
<td>55</td>
<td>UDF 8</td>
<td>17</td>
<td>991</td>
<td>Numeric</td>
</tr>
<tr>
<td>56</td>
<td>UDF 9</td>
<td>50</td>
<td>1008</td>
<td>Character</td>
</tr>
<tr>
<td>57</td>
<td>UDF 10</td>
<td>50</td>
<td>1058</td>
<td>Character</td>
</tr>
<tr>
<td>58</td>
<td>Amount Due&lt;sup&gt;c&lt;/sup&gt;</td>
<td>18</td>
<td>1108</td>
<td>Numeric</td>
</tr>
<tr>
<td>59</td>
<td>Payer1&lt;sup&gt;d&lt;/sup&gt;</td>
<td>50</td>
<td>1126</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>60</td>
<td>Payer2</td>
<td>50</td>
<td>1176</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>61</td>
<td>Payer3</td>
<td>50</td>
<td>1226</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>62</td>
<td>Payer4</td>
<td>50</td>
<td>1276</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>63</td>
<td>Payer5</td>
<td>50</td>
<td>1326</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>64</td>
<td>Payee1</td>
<td>50</td>
<td>1376</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>65</td>
<td>Payee2</td>
<td>50</td>
<td>1426</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>66</td>
<td>Payee3</td>
<td>50</td>
<td>1476</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>67</td>
<td>Payee4</td>
<td>50</td>
<td>1526</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>68</td>
<td>Payee5</td>
<td>50</td>
<td>1576</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>69</td>
<td>Additional Date</td>
<td>10</td>
<td>1626</td>
<td>Date</td>
</tr>
</tbody>
</table>

---

<sup>a</sup> This number is for reference purposes only and will not appear in the actual text file.

<sup>b</sup> If you exported this file from Denali, this field will only contain information if the Show bank information on exports check box is selected in Module Preferences. If this field is blank when you import the file, it will not overwrite existing account information in the database.

<sup>c</sup> This field is only used if balance forward amounts exist.

<sup>d</sup> This field is only used if balance forward amounts exist.
d. All payer/payee fields are optional.

**Non-Balance Forward Customers**

Required fields are noted with an asterisk (*).

<table>
<thead>
<tr>
<th>Field Order</th>
<th>Field Description</th>
<th>Maximum Length</th>
<th>Character Position (Fixed-Length Format)</th>
<th>Data Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>* Customer Number</td>
<td>50</td>
<td>1</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>2</td>
<td>* AR Code</td>
<td>6</td>
<td>51</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>3</td>
<td>Customer Type</td>
<td>6</td>
<td>57</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>4</td>
<td>* Customer Name</td>
<td>50</td>
<td>63</td>
<td>Character</td>
</tr>
<tr>
<td>5</td>
<td>Billing Contact Name</td>
<td>35</td>
<td>113</td>
<td>Character</td>
</tr>
<tr>
<td>6</td>
<td>Billing Address Line 1</td>
<td>35</td>
<td>148</td>
<td>Character</td>
</tr>
<tr>
<td>7</td>
<td>Billing Address Line 2</td>
<td>35</td>
<td>183</td>
<td>Character</td>
</tr>
<tr>
<td>8</td>
<td>Billing City</td>
<td>35</td>
<td>218</td>
<td>Character</td>
</tr>
<tr>
<td>9</td>
<td>Billing State/Province</td>
<td>35</td>
<td>253</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>10</td>
<td>Billing Postal Code</td>
<td>35</td>
<td>288</td>
<td>Character</td>
</tr>
<tr>
<td>11</td>
<td>Billing Country</td>
<td>35</td>
<td>323</td>
<td>Character</td>
</tr>
<tr>
<td>12</td>
<td>Billing Phone 1</td>
<td>20</td>
<td>358</td>
<td>Character</td>
</tr>
<tr>
<td>13</td>
<td>Billing Phone 1 Extension</td>
<td>5</td>
<td>378</td>
<td>Character</td>
</tr>
<tr>
<td>14</td>
<td>Billing Phone 2</td>
<td>20</td>
<td>383</td>
<td>Character</td>
</tr>
<tr>
<td>15</td>
<td>Billing Phone 2 Extension</td>
<td>5</td>
<td>403</td>
<td>Character</td>
</tr>
<tr>
<td>16</td>
<td>Billing Fax</td>
<td>20</td>
<td>408</td>
<td>Character</td>
</tr>
<tr>
<td>17</td>
<td>Email Contact</td>
<td>35</td>
<td>428</td>
<td>Character</td>
</tr>
<tr>
<td>18</td>
<td>Email Address</td>
<td>50</td>
<td>463</td>
<td>Character</td>
</tr>
<tr>
<td>19</td>
<td>Shipping Contact Name</td>
<td>35</td>
<td>513</td>
<td>Character</td>
</tr>
<tr>
<td>20</td>
<td>Shipping Address Line 1</td>
<td>35</td>
<td>548</td>
<td>Character</td>
</tr>
<tr>
<td>21</td>
<td>Shipping Address Line 2</td>
<td>35</td>
<td>583</td>
<td>Character</td>
</tr>
<tr>
<td>22</td>
<td>Shipping City</td>
<td>35</td>
<td>618</td>
<td>Character</td>
</tr>
<tr>
<td>23</td>
<td>Shipping State/Province</td>
<td>35</td>
<td>653</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>24</td>
<td>Shipping Postal Code</td>
<td>35</td>
<td>688</td>
<td>Character</td>
</tr>
</tbody>
</table>
Table 4: Accounts Receivable External File Format Requirements (Continued)

<table>
<thead>
<tr>
<th>Field Order</th>
<th>Field Description</th>
<th>Maximum Length</th>
<th>Character Position (Fixed-Length Format)</th>
<th>Data Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>Shipping Country</td>
<td>35</td>
<td>723</td>
<td>Character</td>
</tr>
<tr>
<td>26</td>
<td>Salesperson Code</td>
<td>6</td>
<td>758</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>27</td>
<td>Biller Code</td>
<td>6</td>
<td>764</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>28</td>
<td>Tax Code</td>
<td>6</td>
<td>770</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>29</td>
<td>Discount Code</td>
<td>6</td>
<td>776</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>30</td>
<td>Ship Via Code</td>
<td>6</td>
<td>782</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>31</td>
<td>Terms Code</td>
<td>6</td>
<td>788</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>32</td>
<td>Collection Status Code</td>
<td>6</td>
<td>794</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>33</td>
<td>Collection Comment</td>
<td>30</td>
<td>800</td>
<td>Character</td>
</tr>
<tr>
<td>34</td>
<td>Collection Date</td>
<td>10</td>
<td>830</td>
<td>Date</td>
</tr>
<tr>
<td>35</td>
<td>Date Created (Import date is used if field is blank)</td>
<td>10</td>
<td>840</td>
<td>Date</td>
</tr>
<tr>
<td>36</td>
<td>Credit Limit</td>
<td>16</td>
<td>850</td>
<td>Numeric (11.4)</td>
</tr>
<tr>
<td>37</td>
<td>Inactive Flag</td>
<td>1</td>
<td>866</td>
<td>Logical</td>
</tr>
<tr>
<td>38</td>
<td>EFT Customer Flag</td>
<td>1</td>
<td>867</td>
<td>Numeric</td>
</tr>
<tr>
<td>39</td>
<td>EFT Account Code</td>
<td>3</td>
<td>868</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>40</td>
<td>EFT Account Description</td>
<td>20</td>
<td>871</td>
<td>Character</td>
</tr>
<tr>
<td>41</td>
<td>EFT Bank Account(^b)</td>
<td>17</td>
<td>891</td>
<td>Character</td>
</tr>
<tr>
<td>42</td>
<td>EFT Routing Number(^x)</td>
<td>9</td>
<td>908</td>
<td>Character</td>
</tr>
<tr>
<td>43</td>
<td>EFT Account Type</td>
<td>1</td>
<td>917</td>
<td>Numeric</td>
</tr>
<tr>
<td>Field Order</td>
<td>Field Description</td>
<td>Maximum Length</td>
<td>Character Position (Fixed-Length Format)</td>
<td>Data Type</td>
</tr>
<tr>
<td>------------</td>
<td>--------------------------</td>
<td>----------------</td>
<td>------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>44</td>
<td>Allow Checks Flag</td>
<td>1</td>
<td>918</td>
<td>Numeric</td>
</tr>
<tr>
<td></td>
<td>1=Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0=No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Allow Credit Cards Flag</td>
<td>1</td>
<td>919</td>
<td>Numeric</td>
</tr>
<tr>
<td></td>
<td>1=Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0=No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>Allow AR Charges Flag</td>
<td>1</td>
<td>920</td>
<td>Numeric</td>
</tr>
<tr>
<td></td>
<td>1=Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0=No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>Allow Cash Flag</td>
<td>1</td>
<td>921</td>
<td>Numeric</td>
</tr>
<tr>
<td></td>
<td>1=Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0=No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>UDF 1</td>
<td>6</td>
<td>922</td>
<td>Character</td>
</tr>
<tr>
<td>49</td>
<td>UDF 2</td>
<td>6</td>
<td>928</td>
<td>Character</td>
</tr>
<tr>
<td>50</td>
<td>UDF 3</td>
<td>10</td>
<td>934</td>
<td>Character</td>
</tr>
<tr>
<td>51</td>
<td>UDF 4</td>
<td>10</td>
<td>944</td>
<td>Character</td>
</tr>
<tr>
<td>52</td>
<td>UDF 5</td>
<td>10</td>
<td>954</td>
<td>Date</td>
</tr>
<tr>
<td>53</td>
<td>UDF 6</td>
<td>10</td>
<td>964</td>
<td>Date</td>
</tr>
<tr>
<td>54</td>
<td>UDF 7</td>
<td>17</td>
<td>974</td>
<td>Numeric</td>
</tr>
<tr>
<td>55</td>
<td>UDF 8</td>
<td>17</td>
<td>991</td>
<td>Numeric</td>
</tr>
<tr>
<td>56</td>
<td>UDF 9</td>
<td>50</td>
<td>1008</td>
<td>Character</td>
</tr>
<tr>
<td>57</td>
<td>UDF 10</td>
<td>50</td>
<td>1058</td>
<td>Character</td>
</tr>
<tr>
<td>58</td>
<td>Payer1&lt;sup&gt;c&lt;/sup&gt;</td>
<td>50</td>
<td>1108</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>59</td>
<td>Payer2</td>
<td>50</td>
<td>1158</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>60</td>
<td>Payer3</td>
<td>50</td>
<td>1208</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>61</td>
<td>Payer4</td>
<td>50</td>
<td>1258</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>62</td>
<td>Payer5</td>
<td>50</td>
<td>1308</td>
<td>Char-Caps</td>
</tr>
</tbody>
</table>

*Table 4: Accounts Receivable External File Format Requirements (Continued)*

---

Additional Resources
Format Requirements for the Import/Export Feature
Table 4: Accounts Receivable External File Format Requirements (Continued)

<table>
<thead>
<tr>
<th>Field Order</th>
<th>Field Description</th>
<th>Maximum Length</th>
<th>Character Position (Fixed-Length Format)</th>
<th>Data Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>63</td>
<td>Payee1</td>
<td>50</td>
<td>1358</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>64</td>
<td>Payee2</td>
<td>50</td>
<td>1408</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>65</td>
<td>Payee3</td>
<td>50</td>
<td>1458</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>66</td>
<td>Payee4</td>
<td>50</td>
<td>1508</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>67</td>
<td>Payee5</td>
<td>50</td>
<td>1558</td>
<td>Char-Caps</td>
</tr>
<tr>
<td>68</td>
<td>Additional Date</td>
<td>10</td>
<td>1608</td>
<td>Date</td>
</tr>
</tbody>
</table>

a. This number is for reference purposes only and will not appear in the actual text file.
b. This field will only import or export information if the Import and Export Bank Information check box is selected in Module Preferences.
c. All payer/payee fields are optional.

Import Error Messages

This table provides a basic explanation of the various error messages you might receive during the import process and suggestions to correct any problems. If you perform the suggested fix and still receive the error, contact Customer Support at (800) 390-7053.

<table>
<thead>
<tr>
<th>If this message appears</th>
<th>It means</th>
<th>Try this to fix it</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Maximum number of transactions reached. The import file is not allowed to have more than 9999 transactions, the remaining transactions will be skipped.”</td>
<td>This means that you have over 9999 transactions in the external file and have exceeded the maximum allowed by Denali.</td>
<td>You could break the external file into two files to decrease the number of transactions and retry the import again for those transactions that were skipped.</td>
</tr>
<tr>
<td>If this message appears</td>
<td>It means</td>
<td>Try this to fix it</td>
</tr>
<tr>
<td>-------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>“Tran # xxxxx - Tran Date xx/xx/xxxx is not within fiscal</td>
<td>This means that the indicated transaction you have tried to import is not within the fiscal calendar in which you are currently working.</td>
<td>You can change the transaction date in the external file to correspond with the fiscal calendar you are working in, or you might need to modify your organization’s fiscal calendar to accept the transaction. To modify your fiscal calendar, refer to the Controller guide.</td>
</tr>
<tr>
<td>calendar.”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Tran # xxxxx - Tran Date xx/xx/xxxx is less than Block Date.”</td>
<td>This means that the indicated transaction date precedes the date you have determined as the Date Block Period for accepting transactions in the system.</td>
<td>You can either change the date in the external file to a date after the Date Block Period, or modify the Date Block Period in Denali. To change the Date Block Period, refer to the Controller guide.</td>
</tr>
<tr>
<td>“Invalid date detected. xx/xx/xxxx is an invalid date.”</td>
<td>You will receive this error message when the date is outside of the allowable date range.</td>
<td>Check the transaction dates in your external file and retry the import process.</td>
</tr>
<tr>
<td>“Invalid date format. xxx is an invalid format length.”</td>
<td>This means that the date is not in the required format of MM/DD/YYYY.</td>
<td>Revise the date format in the external file to match the required format of MM/DD/YYYY. For additional information, see “File Formats Supported by Denali for Importing Transactions” on page 101.</td>
</tr>
<tr>
<td>“Record xxx in the import file is the wrong length. Record</td>
<td>The import file must be in the proper format to be imported. If a transaction contains too few, or too many characters, it cannot be imported.</td>
<td>You will need to adjust your external file to meet the file format requirements for importing into Denali. Refer to “File Formats Supported by Denali for Importing Transactions” on page 101 for the specific requirements.</td>
</tr>
<tr>
<td>skipped. The record is x characters too short (too long).”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If this message appears</td>
<td>It means</td>
<td>Try this to fix it</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>&quot;Record xxxxx in the import file is not correctly delimited with tabs. Record skipped.&quot;</td>
<td>There are specific requirements when you import a tab-delimited file, and this indicates that there is an error in the file format.</td>
<td>Refer to “File Formats Supported by Denali for Importing Transactions” on page 101 for the correct format and make necessary changes to your external file. Then you can retry the import process.</td>
</tr>
<tr>
<td>&quot;Record xxx in the import file is not correctly delimited with semi-colons. Record skipped.&quot;</td>
<td>There are specific requirements when you import a semi-colon delimited file, and this indicates that there is an error in the file format.</td>
<td>Refer to “File Formats Supported by Denali for Importing Transactions” on page 101 for the correct format and make necessary changes to your external file. Then you can retry the import process.</td>
</tr>
<tr>
<td>&quot;The import file exceeds the maximum number of 32767 records. Please fix the file and try again.&quot;</td>
<td>This means that you have exceeded the maximum allowance of records that can be imported at one time by Denali and the import process was cancelled and no transactions were imported.</td>
<td>You could break the external file into separate files to decrease the number of records and retry the import process.</td>
</tr>
<tr>
<td>&quot;Unable to open the file xxx. Please make sure no program is using this file and try again.&quot;</td>
<td>The file you are attempting to import is open by you or another user and Denali cannot open it.</td>
<td>You will need to close the file and/or program using the external file and retry the import process.</td>
</tr>
<tr>
<td>&quot;An unexpected error has occurred. The error number is xxx at record xxxxx with message x.&quot;</td>
<td>Due to the complexity of this error, we recommend contacting Customer Support for assistance at (800) 390-7053.</td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Accounting Period</td>
<td>The period of time covered by an income statement. One year is often the accounting period for financial reporting, but financial statements are also prepared by most organizations for each quarter and each month.</td>
<td></td>
</tr>
<tr>
<td>Accrual Basis of Accounting</td>
<td>The practice of recording revenue in the period in which it is earned and recording expenses in the period in which they are incurred. The effect on the business is recognized as goods or services are rendered or consumed, rather than when cash is received or paid.</td>
<td></td>
</tr>
<tr>
<td>Applied Credit</td>
<td>In Accounts Receivable, a credit memo that reduces the amount remaining to be paid on a specific debit item, instead of merely reducing the total amount owed on the account.</td>
<td></td>
</tr>
<tr>
<td>Applied Debit</td>
<td>In Accounts Payable, a debit memo that reduces the amount remaining to be paid on a specific credit item, instead of merely reducing the total amount owed on the account.</td>
<td></td>
</tr>
<tr>
<td>Applied Payment</td>
<td>In Accounts Receivable or Sales modules, a payment that reduces the amount remaining to be paid on a specific debit item, instead of merely reducing the total amount owed on the account.</td>
<td></td>
</tr>
<tr>
<td>AP Code</td>
<td>A six-character alphanumeric code attached to vendor master records that directs how transactions are posted to General Ledger accounts and also how they are aged.</td>
<td></td>
</tr>
<tr>
<td>AR Code</td>
<td>A six-character alphanumeric code attached to customer master records and used to categorize customers. The AR Code is also used to specify a GL Accounts Receivable account.</td>
<td></td>
</tr>
<tr>
<td>Assets</td>
<td>The economic resources owned by a business for the purpose of conducting business operations.</td>
<td></td>
</tr>
<tr>
<td>Audit Trail</td>
<td>The documentation of transactions for use by consumers and auditors of financial statements to substantiate the authenticity and accuracy of the financial statements. Also, a report available in the General Ledger module that provides a chronological listing by account of the entries posted to each account.</td>
<td></td>
</tr>
<tr>
<td>Backups</td>
<td>Periodically updated copies of computer data that ensure against total loss of data from a catastrophic event. Backups can be automatic or manual.</td>
<td></td>
</tr>
<tr>
<td>Balance Forward</td>
<td>An AR customer type specified by the AR Code in which all open invoices are compacted into a single monthly balance at the end of each month. See also Open Item.</td>
<td></td>
</tr>
<tr>
<td><strong>Bank Reconciliation</strong></td>
<td>A report, or the process of preparing it, that lists the outstanding items comprising the difference between the bank statement balance and the organization checkbook balance.</td>
<td></td>
</tr>
<tr>
<td><strong>Batch Processing</strong></td>
<td>A transaction processing method that allows for multiple transactions to be entered and edited prior to posting. You can also choose to use one or multiple batches.</td>
<td></td>
</tr>
<tr>
<td><strong>Batch Status</strong></td>
<td>The activity status associated with each batch of transactions. The status is viewable through the Batch Status Report for modules set up for multiple batch processing. You can access a batch until it is posted.</td>
<td></td>
</tr>
<tr>
<td><strong>Batch Type</strong></td>
<td>Batch types are identified in the Batch Status Reports, with each type of batch containing different transaction types. The different modules have different batch types.</td>
<td></td>
</tr>
<tr>
<td><strong>Benefit</strong></td>
<td>Benefit earned by employee such as vacation leave, sick leave, insurance, bonus, etc. Benefits do not increase the amount of the employee's paycheck.</td>
<td></td>
</tr>
<tr>
<td><strong>CMS Date</strong></td>
<td>The CMS Date (or system date) is the date that all modules and software use by default. This date is set each time the software is opened.</td>
<td></td>
</tr>
<tr>
<td><strong>Cash Basis of Accounting</strong></td>
<td>The practice of recording revenue when received in cash and recording expenses when they are paid in cash.</td>
<td></td>
</tr>
<tr>
<td><strong>Cash Flow Statement</strong></td>
<td>A statement of sources of cash receipts and purpose of cash disbursements used to explain the change in the Cash account balance.</td>
<td></td>
</tr>
<tr>
<td><strong>Cash Key</strong></td>
<td>An indicator that identifies a transaction as a cash transaction and determines which General Ledger Cash account is affected.</td>
<td></td>
</tr>
<tr>
<td><strong>Chart of Accounts</strong></td>
<td>A list of the general ledger accounts and corresponding account numbers used to record the events of a business.</td>
<td></td>
</tr>
<tr>
<td><strong>Committed</strong></td>
<td>In Inventory, the process of deducting the quantity of stock items that have been included in a transaction that has been saved but not posted from the available quantity of that stock item. Once the sales transaction has been posted, the committed quantity is subtracted from the on-hand quantity, the on-hand quantity is updated, and the committed quantity is reset to zero. For example, if there are 20 widgets in stock and the clerk sells 4 over the course of the day, then the on-hand quantity of the item will still reflect 20, but the Available quantity (which is what appears when you open the stock item lookup when selling an item) will reflect 16, since 4 have been committed. Once the transactions for the day have been posted, the committed quantity is reset to zero, and the on-hand quantity is adjusted to 16, which will match the Available Quantity until more transactions which include that stock item are saved.</td>
<td></td>
</tr>
<tr>
<td><strong>Consolidated Financial Statements</strong></td>
<td>Financial statements presenting the combined financial position and operating results of affiliated organizations.</td>
<td></td>
</tr>
<tr>
<td><strong>Context-Sensitive Help</strong></td>
<td>Help that is relevant to the current active window. It includes information about all the options in the window. A Help button is available in some windows and the default Help key is F1. (See also the Task-based Help definition).</td>
<td></td>
</tr>
<tr>
<td>---------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Contra Account</strong></td>
<td>A ledger account which is deducted from a related account.</td>
<td></td>
</tr>
<tr>
<td><strong>Contra-Asset Account</strong></td>
<td>An account with a credit balance that offsets an asset account to reflect the appropriate balance sheet value for the asset.</td>
<td></td>
</tr>
<tr>
<td><strong>Contra-Liability Account</strong></td>
<td>An account with a debit balance that offsets a liability account to reflect the appropriate balance sheet value for the asset.</td>
<td></td>
</tr>
<tr>
<td><strong>Cost Activity</strong></td>
<td>In Job Cost, you enter cost activity to keep track of the progression of your jobs. Activity posts to all affected modules.</td>
<td></td>
</tr>
<tr>
<td><strong>Cost Code</strong></td>
<td>In Job Cost, Cost Codes allow you to track activity and cost for specific parts of your jobs. They help you maintain accurate budgets, effective planning, and stay up-to-date on your projects.</td>
<td></td>
</tr>
<tr>
<td><strong>Credit</strong></td>
<td>An amount entered in the right-hand column of a ledger account. A credit decreases an asset or expense account balance, and increases a liability, equity, or income account balance.</td>
<td></td>
</tr>
<tr>
<td><strong>Credit Memo</strong></td>
<td>A document issued that reduces the amount of a receivable or increases the amount of a payable. These are used to record returned goods, defective goods or services, miscellaneous charges or credits, and error corrections.</td>
<td></td>
</tr>
<tr>
<td><strong>Database</strong></td>
<td>For Denali, the database refers to the SQL server that stores the software tables. The tables store all of your organization data.</td>
<td></td>
</tr>
<tr>
<td><strong>Debit</strong></td>
<td>A debit increases an asset or expense account balance, and decreases a liability, equity, or income account balance.</td>
<td></td>
</tr>
<tr>
<td><strong>Deduction</strong></td>
<td>Amount deducted from pre-tax or after-tax wages.</td>
<td></td>
</tr>
<tr>
<td><strong>Default</strong></td>
<td>A value automatically placed in a data entry field that is saved unless it’s overridden to a different value.</td>
<td></td>
</tr>
<tr>
<td><strong>Department Code</strong></td>
<td>A Code that defines the departments within an organization. Department Codes determine which general ledger income accounts are affected by transactions.</td>
<td></td>
</tr>
<tr>
<td><strong>Detail Line Type</strong></td>
<td>The type of transaction item entered on a particular line of a transaction document.</td>
<td></td>
</tr>
<tr>
<td><strong>Discount Code</strong></td>
<td>A two-part code established in the Sales module which specifies a discount percentage by inventory item and customer. One half of the code is entered on the customer master record and the other half is entered as part of each Inventory master record.</td>
<td></td>
</tr>
<tr>
<td><strong>Double-Entry Accounting System</strong></td>
<td>A system in which the total dollar amount of debits must equal the total dollar amount of credits.</td>
<td></td>
</tr>
<tr>
<td><strong>Due From</strong></td>
<td>An asset account that indicates the amount of deposits held in another account.</td>
<td></td>
</tr>
<tr>
<td><strong>Due To</strong></td>
<td>A liability account that indicates the amount payable to another account.</td>
<td></td>
</tr>
</tbody>
</table>

**E**

| **Earnings** | Wages, salary, or other compensation. |
| **Edit Report** | A listing of entered but not posted transactions for checking the accuracy of the data entry work. |
| **EFT** | Electronic Funds Transfer. The electronic transfer of funds from one bank account to another in an encrypted format. Charges are made automatically through the Federal Reserve’s automated Clearing House (ACH). |
| **EFTPS** | Electronic Federal Tax Payment System; must be used to make electronic tax payments to the IRS. |
| **EIN** | Employer Identification Number; This number is distributed by the IRS and is your business identity; also called Tax Identification Number. |

**Electronic Constants**

Method of saving data in a report format to submit the report electronically, rather than on paper.

**Encumber**

Setting aside an amount as a planned expense or obligation.

**Equity**

See Owner’s Equity.

**Expense**

The cost of goods or services used for the purpose of generating revenue.

**Expense Allocation**

The process of allocating indirect expenses of a business among departments.

**Extended Price**

The result when the quantity invoiced is multiplied by the price per unit. The total for a detail line on an invoice.

**F**

| **FICA** | Federal Insurance Contributions Act. The tax paid equally by employee and employer, commonly known as Social Security Tax. |
| **FIFO** | Also known as “first in, first out”, this is an inventory valuation method based on the assumption that the first item acquired is the first item sold, and that the remaining items are the most recently acquired. |
| **Finished Good** | A product that is created by combining other items. In Inventory, this is called a Kit. The Finished Good has completed the manufacturing and/or assembly process and is ready for sale. |
**Form 940**  Employer’s Annual Federal Unemployment (FUTA) Tax Return.

**Form 941**  Employer’s Quarterly Federal Tax Return.

**FUTA**  Federal Unemployment Tax (See *Form 940*).

**G**

**GL Key**  Six-character alphanumeric entries found in various codes throughout the accounting modules that are used in the Interface Table to specify an associated general ledger account.

**H**

**Hold Invoice**  A sales invoice that is retained in the batch for further action. A hold transaction remains in the hold batch and does not post until it is retrieved and changed to an invoice.

**History**  Transactions that were posted in any module.

**I**

**IN Code**  A six-character alphanumeric code attached to IN Stock master records that directs how transactions are posted to General Ledger accounts and the inventory valuation method.

**Income**  Revenue resulting from the operations of a business.

**Interface Code**  It specifies which general ledger accounts are affected by a transaction.

**Interface Key**  Often used interchangeably with GL Key. See *GL Key*.

**Interface Table**  A cumulative table of Interface Codes that directs posting of transactions from the Sales and Accounts Receivable modules to the appropriate general ledger accounts. It is similar to a Lookup table that contains every possible set of transaction circumstances and the accounts affected by transactions conducted under each set of circumstances.

**Integration**  Indicators set within the Module Preferences window of each module that specifies communication of posted information between modules.

**Invoice Only Transaction**  A Purchase Order transaction that invoices items that were previously received into Inventory but not invoiced.

**Invoice**  An itemized statement of goods or services sold that shows quantities, prices, total charges, payment terms, and sales tax. An invoice might also include many other items of information such as item description. The invoice serves as the original evidence of ownership transfer for both the buyer and seller.
Journal Entry: This is a transaction created in General Ledger that adjusts particular accounts in your chart of accounts.

Kits: This refers to a method of selling a group of inventory items for one price. For example, you could create a pizza kit that might include the dough, sauce, and grated cheese. A kit is a group of stock items sold together as a single item.

Landing Cost: The costs of acquiring inventory besides the purchase cost. Sales tax and freight charges can be landing costs. Discounts can also be considered landing costs depending on your business.

Liabilities: The claims against the assets of a business. The debts or financial obligations of a business.

LIFO: Also known as “last in, first out” and is an inventory valuation method based on the assumption that the last item acquired is the first item sold, and that the remaining items are the first acquired.

Line Item Types: The different types of transactions that can be documented on a detail line of an invoice.

Master Tables: The tables that hold the records containing general information about the participants or objects of transactions within a module. In General Ledger the master table contains the account names, numbers, and balances. In Accounts Receivable the master table contains the customer names, numbers, balances, and other general information. In Inventory the master table contains the inventory item descriptions, stock numbers, and cost and quantity information.

Module: One of the functional applications of Denali. The modules are Controller, General Ledger, Accounts Receivable, Accounts Payable, Sales (Order Entry/Point of Sale), Inventory, Job Cost, Payroll, Purchase Order, and Bank Reconciliation.

Nested Tax Codes: A set of Sales Tax Codes that are set up to charge tax on a sale for more than one taxing agency. The total for all agencies is assessed on the sale, and the amounts for the individual agencies are recorded separately.

Non-Inventory Code: A code that defines product categories that are not inventory items.
Open Item
A line item from a receivable or payable transaction that has an amount remaining to be paid or applied.

Other Time
In Payroll, units worked at other than the regular pay rate, such as overtime units.

Outstanding Checks
Checks issued on a bank account that have not been presented to the bank for payment.

Owner's Equity
The resources invested in a business by the owner plus profits retained in the business. The amount by which the assets of an organization exceed liabilities.

Paid Out
In Accounts Payable, an invoice paid to a vendor that does not have a vendor record established in the AP module. In Purchase Order, an order made out to a vendor that does not have a vendor record established in the AP module. In the Sales module, a paid out transaction is one in which cash is removed from the drawer to fund a miscellaneous purchase.

Periodic
Occurring at regular time intervals.

Phase
In Job Cost, phases are groups of Cost Codes that make up different parts of your jobs. As you complete phases, you enter cost activity.

Posting
The process of recording the effects of transactions to other integrated modules and General Ledger. Posting creates a history of your transactions.

Prepaid Expenses
Expenses, such as rent and insurance, which are paid in advance. The unused portion of prepaid expenses are a balance sheet asset.

Profit
The amount by which the revenue from business operations exceeds the cost of operations.

Recurring Batch
A transaction batch that holds template invoices that can be generated repeatedly. It is used for periodically recurring transactions without having to retype the information each time.

Retained Earnings
The portion of owner or stockholder equity that is a result of profit earned by the business.

Revenue (Operating Credit)
Income that a business receives from its business operations.
SQL  Structured Query Language. This is the type of database Denali uses.

Standard Cost  An Inventory valuation method by which the cost assigned to an Inventory item at the time of sale is a predetermined estimate. When the actual cost is recognized, any variance between standard and actual costs is posted to an inventory variance account and an expense adjustment account.

Tax Number  Also known as Tax Identification Number or EIN, this is the number assigned to your business by the IRS.

Terms Code  A code in Accounts Receivable that outlines terms for early payment discounts and finance charges. When a Terms Code is attached to a transaction, the terms specified in the code apply to the transaction.

Transaction Batch  A group of transactions that will be posted together.

Transactions  Business events which can be measured in money.

Unapplied Credit  A credit in Accounts Receivable or the Sales module that reduces the total amount owed by the customer, but does not reduce the amount remaining to be paid on a specific debit item. The unapplied item is an open item until the full amount is applied.

Unapplied Debit  A debit in Accounts Payable that reduces the amount owed a vendor, but does not reduce the amount remaining to be paid on a specific credit item. The unapplied item is an open item until the full amount is applied.

Unapplied Payment  A payment in Accounts Receivable or the Sales module that reduces the total amount owed by the customer, but does not reduce the amount remaining to be paid on a specific debit item. The unapplied item is an open item until the full amount is applied.

Units  The number by which the pay rate is multiplied to calculate gross pay. The most commonly used units in Payroll calculations are hours, but other measures of time or production can be used.

Universal Bridge  The Denali feature that imports unposted transactions from an external file. Modules that support this feature are General Ledger, Accounts Receivable, Accounts Payable, Inventory, Sales, Payroll, and Bank Reconciliation.

User Interface  The means by which a computer user exchanges information with the computer. The menu and data entry screens are good examples of user interface.
<table>
<thead>
<tr>
<th><strong>Valuation Method</strong></th>
<th>The practice used to assign costs to inventory items sold.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>W-2</strong></td>
<td>Employee wage and tax statement, provided by the employer to the employee.</td>
</tr>
<tr>
<td><strong>W-3</strong></td>
<td>Transmittal of Wage and Tax Statements. Information filed with the Social Security Administration by the employer.</td>
</tr>
<tr>
<td><strong>Weighted Average Cost Method</strong></td>
<td>This method of inventory valuation divides the total cost of stock items available to sell by the number of units available.</td>
</tr>
<tr>
<td><strong>Window-Specific Help</strong></td>
<td>Help that is relevant to the current window. It includes information about all the options in the window. A Help button is available in some windows and the default Help key is F1.</td>
</tr>
</tbody>
</table>
Index

A
accounts receivable
   add message to customer statement 12
codes 19
      adding 20
      changing or deleting 35
      recurring 28
      terms 21
      transaction 23
customer
   records 40
customers
   naming 40
      numbering 40
enter balance forward 42
integration 14
options 11
preferences 11
   printing 17
statement
   balance forward 19
transaction
   history 47
transactions
   opening balance 42
troubleshooting
   setup 38
accounts receivable contacts 43
adding a new customer 40
adjust lease 65
adjust payer/payee balances 65
adjust prepaid service 65
aged analysis
   tab 48
aged analysis report 88
alternate message 12
AR codes
   overview 19
AR history report 89
assigning
   discount group codes 44
attach files 48
B
balance forward
   accounts 95
batch
   transaction
      clearing 71
batches
   transaction 61
before 69
C
charges
   posting 72
   troubleshooting 74
checking accuracy 69
classifying customer pricing 43
clerk codes 32
code
   discount group, assigning 44
   report 34
code report
   accounts receivable 34
codes
   accounts receivable 19
      adding 20
      overview 19
AR
   overview 19
   changing or deleting 35
   clerk 32
credit card 33
frequency 28
prefixes 23
recurring
   overview 28
sales tax 31
salesperson 29
terms
   adding 21
   overview 21
transaction
   overview 23
type 26
   user-defined 16
collection 87
column position file 101, 106
comma delimited file 106
compact statement detail 94
contacts report 82
context sensitive help 4
control report 89
copying customers 53
correcting errors in imported transactions 72
credit 33
credit card codes 33
credit collection tab 45
credit transactions 24
customer
   accounts receivable

Accounts Receivable Guide
Index
Accounts Receivable Guide

balance forward 42
opening balance 42
data
    exporting 55
    importing 55
    entering transactions 62
information
    exporting 57
    importing 55
    tracking specific 16
    troubleshooting 59
merging records 54
records 52
records in accounts receivable 40
renaming 52
renumbering 52
reports 81
statements 86
customer accounts
    adding 40
customer contacts 43
customer contacts report 82
customer labels 82
customer leased items report 83
customer master report 85
customer numbers 15
customer pricing 26
    classify based on type 43
customer quick list report 82
customer statement
    add message 12
customer support 7
    contacting 8
    gathering information 8
customers
    accounts receivable
        naming 40
        numbering 40
    adding 40
    attach files 48
    copying 53
    deleting 55
    export data 57
    import data 55
    tailoring pricing and payment information 45
deleting customer records 55
delimited files 106
discount
    group codes, assigning 44
document conventions 3
dunning message 12
edit report
    printing 70
electronic
    payments
        setting up 18
electronic payments 66
email alerts
    add emails 36
entering a new customer 40
errors
    correcting
        after posting 73
        in external file 72
export
    customer data 55
    export customers 57
    export to verify formats 107
external file
    correcting errors 72
    test format 107
external file format 101
external file formats
    accounts receivable 103, 108
fields
    user-defined 16
file format 101
test 107
file formats supported
    import 106
finance charge transactions 25
finance charges 65
fixed length file
    see column position file 101, 106
format requirements
    external file 106
format supported 101
formats
    supported file 106
frequency codes 28
group pricing 26
help
  customer support 7
  task-based 4
  troubleshooting options 9
  user’s guide 7
  window specific 4

import
  adjustment transactions 106
  customer data 55
  customer information 55
  customer transactions 68
  transactions
    correcting batches 72
  import customers 55
  import/export 107
    test file format 107
  imported transactions
    correcting errors 72
  importing
    adjustment transaction
      external file 101
      requirement 101
    requirements
      AR file format 103, 108
  importing accounts from NeonCRM 56
  increase prepaid service 65
  integration
    accounts receivable 14
  internal alerts
    manage emails 36

leased items report 83
leases 51
lookup
  list 78

maintenance
  accounts receivable 96
  manage email alerts 36
  merging customer records 54
  module
    preferences
      accounts receivable 11

NeonCRM
  import accounts 56

online
  calendar
    selecting date from 78
  training 8
open item
  accounts 95
opening balances
  entering 42
options
  accounts receivable 11
past due report 88
payer/payee balances
  adjust 65
  setting up 49
payment corrections 23
payment transactions 24
payments
  electronic 66
  troubleshooting 74
period end 94
preparing 94
posting 69
  before
    correcting errors 70
    deleting transactions 71
charges
  payments
    posting 72
  correcting errors after 73
  payments 72
  transactions
    to bank account 14
preferences
  accounts receivable 11
  printing 17
  module
    accounts receivable 11
prefixes
  transaction codes 23
prepaid services 51
prepaid services history report 84
prepaid services report 84
pricing and payment information
  tailoring 45
printing
  report
Index

Accounts Receivable Guide

classified 77
comparative classified 77
comparative detailed 77
condensed 77
control 77
detailed 77
detailed with notes 77
financial 76
history 76
options 77
summary 77
reprint posting report 91
requirements
external file 106
resetting
YTD customer totals 95
return leased items 65

S
sales
tax 31
sales tax 31
salesperson
codes 29
selecting
date, online calendar 78
semi-colon delimited file 101
set up payers/payees 49
setting defaults 15
sort
methods 81
statements
customer 86

T
tab
aged analysis 48
user-defined 16
tab delimited file 101, 106
table information
viewing 96
tables
recalculating 97
tax
sales
setting up 31
templates
recurring for transactions 68
terms codes
adding 21
overview 21
test file format 107
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>tracking customer information</td>
<td>16</td>
</tr>
<tr>
<td>tracking leased items</td>
<td>51</td>
</tr>
<tr>
<td>tracking prepaid services</td>
<td>51</td>
</tr>
<tr>
<td>tracking specific customer information</td>
<td>16</td>
</tr>
<tr>
<td>training</td>
<td>8</td>
</tr>
<tr>
<td>classroom</td>
<td>9</td>
</tr>
<tr>
<td>online</td>
<td>8</td>
</tr>
<tr>
<td>on-site</td>
<td>9</td>
</tr>
<tr>
<td>telephone</td>
<td>9</td>
</tr>
<tr>
<td>transaction</td>
<td></td>
</tr>
<tr>
<td>accounts receivable history</td>
<td>47</td>
</tr>
<tr>
<td>clearing</td>
<td>71</td>
</tr>
<tr>
<td>codes</td>
<td></td>
</tr>
<tr>
<td>adding</td>
<td>25</td>
</tr>
<tr>
<td>credit</td>
<td>24</td>
</tr>
<tr>
<td>credit card</td>
<td>33</td>
</tr>
<tr>
<td>customer charge</td>
<td>23</td>
</tr>
<tr>
<td>default date</td>
<td>61</td>
</tr>
<tr>
<td>payment</td>
<td>24</td>
</tr>
<tr>
<td>payment correction</td>
<td>23</td>
</tr>
<tr>
<td>sales invoice</td>
<td>23</td>
</tr>
<tr>
<td>unapplied credit</td>
<td>25</td>
</tr>
<tr>
<td>transaction codes</td>
<td></td>
</tr>
<tr>
<td>customer charge</td>
<td>23</td>
</tr>
<tr>
<td>payment correction</td>
<td>23</td>
</tr>
<tr>
<td>transaction codes</td>
<td></td>
</tr>
<tr>
<td>customer credit</td>
<td>24</td>
</tr>
<tr>
<td>finance charge</td>
<td>25</td>
</tr>
<tr>
<td>overview</td>
<td>23</td>
</tr>
<tr>
<td>payment received</td>
<td>24</td>
</tr>
<tr>
<td>prefixes</td>
<td>23</td>
</tr>
<tr>
<td>sales invoice</td>
<td>23</td>
</tr>
<tr>
<td>unapplied credit</td>
<td>25</td>
</tr>
<tr>
<td>unapplied payment</td>
<td>24</td>
</tr>
<tr>
<td>transaction detail</td>
<td>62</td>
</tr>
<tr>
<td>transactions</td>
<td></td>
</tr>
<tr>
<td>batches</td>
<td>61</td>
</tr>
<tr>
<td>checking accuracy</td>
<td>69</td>
</tr>
<tr>
<td>deleting</td>
<td>71</td>
</tr>
<tr>
<td>before posting</td>
<td>71</td>
</tr>
<tr>
<td>entering</td>
<td>62</td>
</tr>
<tr>
<td>finance charge</td>
<td>25</td>
</tr>
<tr>
<td>generating from recurring templates</td>
<td>68</td>
</tr>
<tr>
<td>import</td>
<td></td>
</tr>
<tr>
<td>correcting batches</td>
<td>72</td>
</tr>
<tr>
<td>importing from external file</td>
<td>68</td>
</tr>
<tr>
<td>posting to bank account</td>
<td>14</td>
</tr>
<tr>
<td>reports</td>
<td>87</td>
</tr>
<tr>
<td>unapplied credit</td>
<td>25</td>
</tr>
<tr>
<td>unapplied payment</td>
<td>24</td>
</tr>
<tr>
<td>voiding</td>
<td>71</td>
</tr>
<tr>
<td>transfer of data</td>
<td>55, 57</td>
</tr>
<tr>
<td>troubleshooting</td>
<td></td>
</tr>
<tr>
<td>accounts receivable setup</td>
<td>38</td>
</tr>
<tr>
<td>customer</td>
<td></td>
</tr>
<tr>
<td>charges</td>
<td>74</td>
</tr>
<tr>
<td>payments</td>
<td>74</td>
</tr>
<tr>
<td>customer information maintenance</td>
<td>98</td>
</tr>
<tr>
<td>options</td>
<td>9</td>
</tr>
<tr>
<td>period end</td>
<td>98</td>
</tr>
<tr>
<td>reports</td>
<td>92</td>
</tr>
<tr>
<td>type codes</td>
<td></td>
</tr>
<tr>
<td>U</td>
<td></td>
</tr>
<tr>
<td>UDFs</td>
<td>16</td>
</tr>
<tr>
<td>unapplied</td>
<td></td>
</tr>
<tr>
<td>credit transactions</td>
<td>25</td>
</tr>
<tr>
<td>payment transactions</td>
<td>24</td>
</tr>
<tr>
<td>unapplied credit transactions</td>
<td>25</td>
</tr>
<tr>
<td>unapplied payment transactions</td>
<td>24</td>
</tr>
<tr>
<td>user-defined</td>
<td></td>
</tr>
<tr>
<td>codes</td>
<td>16</td>
</tr>
<tr>
<td>fields</td>
<td>16</td>
</tr>
<tr>
<td>use of</td>
<td>49</td>
</tr>
<tr>
<td>using after setup</td>
<td>49</td>
</tr>
<tr>
<td>tab</td>
<td>16</td>
</tr>
<tr>
<td>User-Defined Fields</td>
<td></td>
</tr>
<tr>
<td>using this guide</td>
<td>2</td>
</tr>
<tr>
<td>V</td>
<td></td>
</tr>
<tr>
<td>verify file formats</td>
<td>107</td>
</tr>
<tr>
<td>void transactions</td>
<td>71</td>
</tr>
<tr>
<td>W</td>
<td></td>
</tr>
<tr>
<td>window specific help</td>
<td>4</td>
</tr>
<tr>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>YTD</td>
<td></td>
</tr>
<tr>
<td>resetting customer totals</td>
<td>95</td>
</tr>
</tbody>
</table>