

Training Document

How to Correct AR Mistakes



In this lesson you will learn about using the Accredo system.

After completing this lesson you will be able to:

- Correct Mistakes such as:
- Invoices entered Incorrectly
- Receipts Posted to the wrong Customer
- Payments Allocated incorrectly

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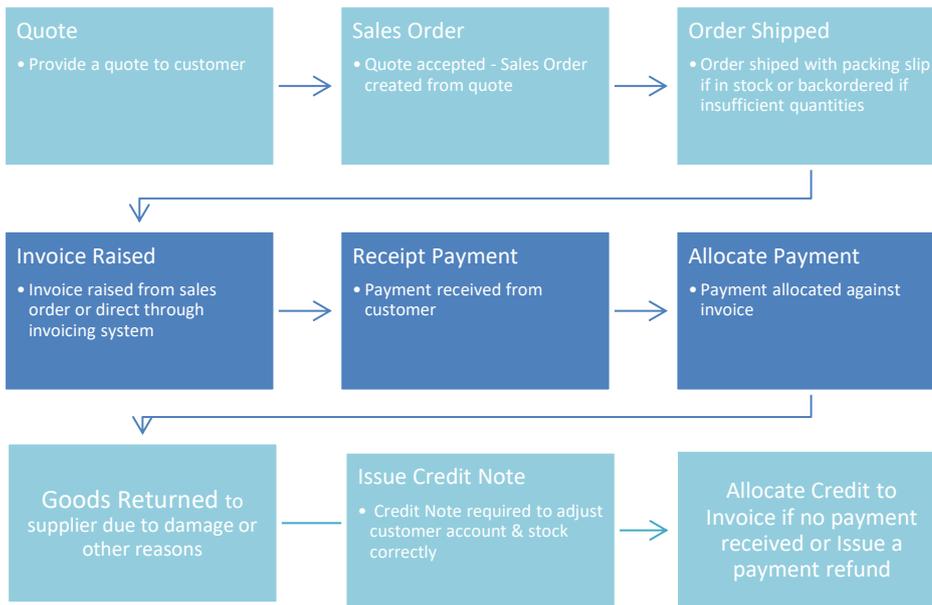
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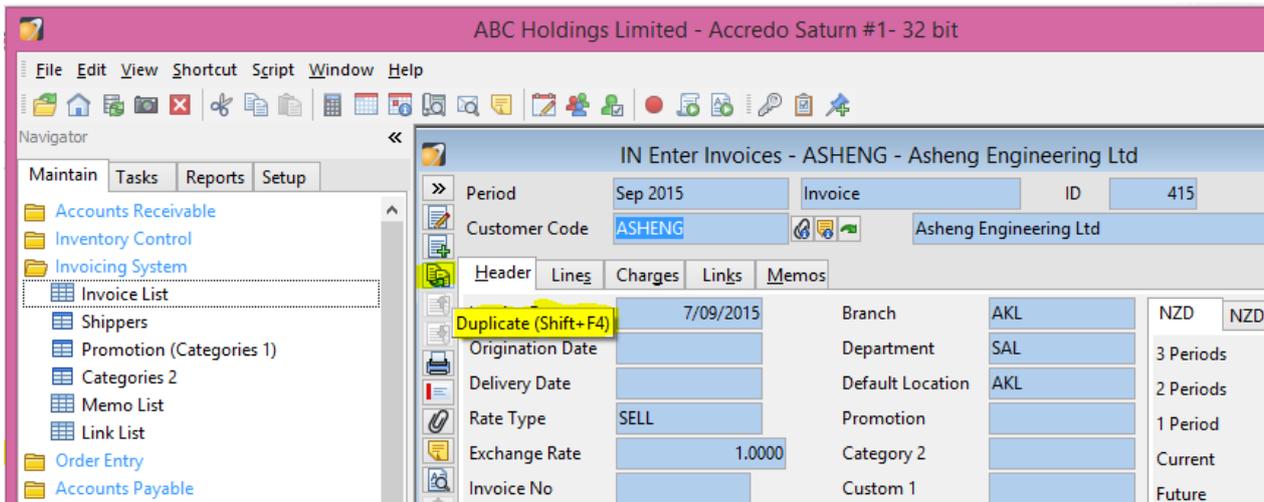
Process flow



Correcting Mistakes

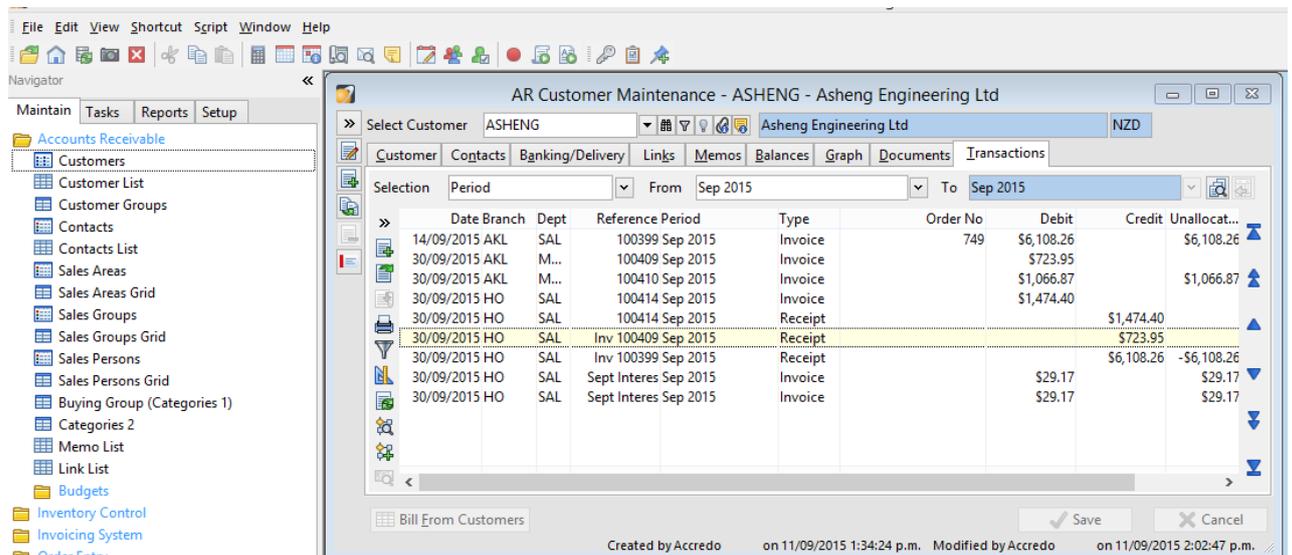
Invoice Entered Incorrectly

- If you make a mistake entering an invoice it can be edited and changed up until it becomes a posted invoice. Once it is posted it can't be changed.
- To fix an invoice that has been posted you will need to do a duplicate as a credit to reverse it out then save and post the credit.
- Then create a duplicate of the original transaction – make changes to correct it –save and post. Alternatively you can create a new document from scratch.

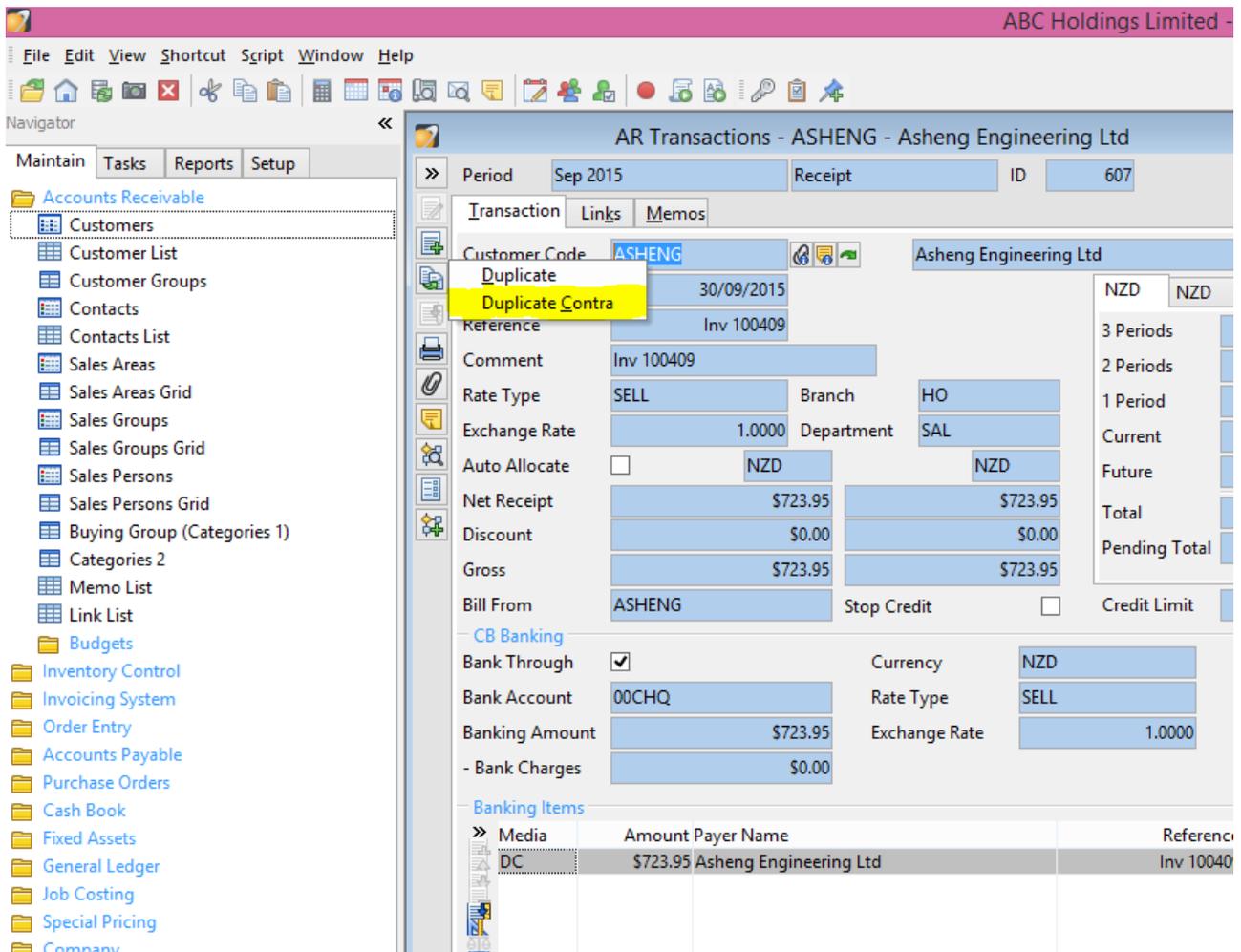


Receipt Posted to Wrong Customer

- If you have receipted a payment against the wrong customer you can correct this by going to the Customer transactions where the payment was receipted. Maintain/Customers /Transactions Tab



- Open the transaction and do a duplicate contra to reverse the receipt. Ensuring that all of the details are exactly the same as the original receipt posting e.g. Date, Net receipt amount, Bank Through.



- Note the reversed (negative amount)

AR Transactions - ASHENG - Asheng Engineering Ltd

Period: Sep 2015 Receipt ID

Transaction Links Memos

Customer Code: ASHENG Asheng Engineering Ltd

Date: 30/09/2015 NZD NZD

Reference: Inv 100409

Comment: Inv 100409

Rate Type: SELL Branch: HO

Exchange Rate: 1.0000 Department: SAL

Auto Allocate: NZD NZD

Net Receipt: -\$723.95 - \$723.95

Discount: \$0.00 \$0.00

Gross: -\$723.95 - \$723.95

Bill From: Stop Credit Credit Limit

CB Banking

Bank Through: Currency: NZD

Bank Account: 00CHQ Rate Type: SELL

Banking Amount: -\$723.95 Exchange Rate: 1.0000

- Bank Charges: \$0.00

Banking Items

Media	Amount	Payer Name	Referen
DC	-\$723.95	Asheng Engineering Ltd	Inv 1004

- Re-receipt the payment to the correct customer. The easiest way to do this is to re-open the original receipt and edit the Customer to be the correct customer.
- Once all corrections have been made they will need to be allocated.

AR Allocate Transactions - ASHENG - Asheng Engineering Ltd

Select Customer: ASHENG Asheng Engineering Ltd NZD

Date: 30/09/2015 Period: Sep 2015

Credits

Type	Date	Reference	Amount	Outstanding	Allocate
Receipt	30/09/2015	Inv 100409	\$723.95		\$723.95
Receipt	30/09/2015	Inv 100399	\$6,108.26	\$6,108.26	

Balance to Allocate

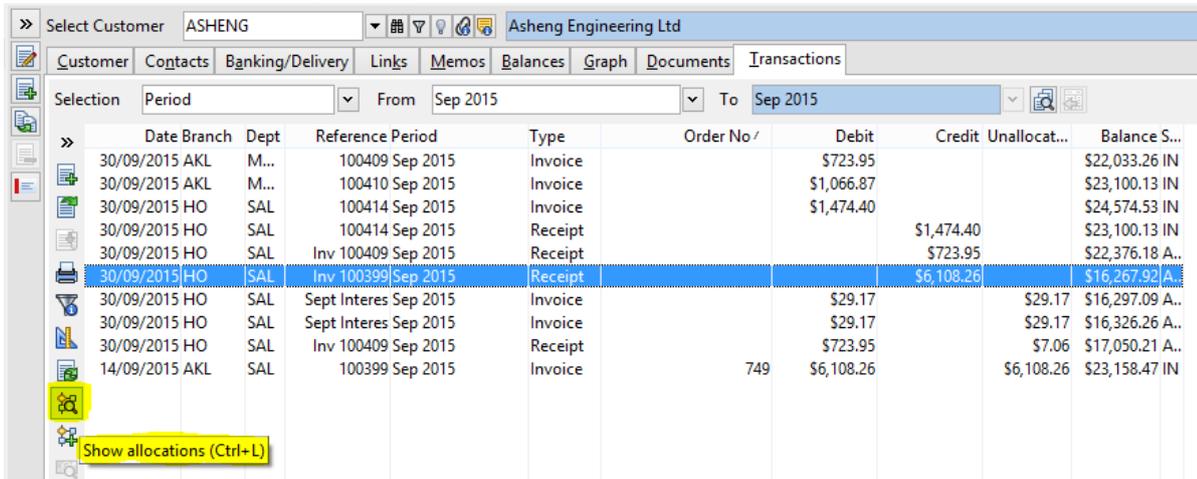
Debits

Type	Date	Reference	Amount	Outstanding	Allocate
Invoice	7/08/2015	100379	\$435.63	\$435.63	
Invoice	7/08/2015	100380	\$6,987.25	\$6,987.25	
Invoice	14/08/2015	100385	\$9,997.56	\$9,997.56	
Invoice	14/09/2015	100399	\$6,108.26	\$6,108.26	
Invoice	30/09/2015	100410	\$1,066.87	\$1,066.87	
Invoice	30/09/2015	Sept Interes	\$29.17	\$29.17	
Invoice	30/09/2015	Sept Interes	\$29.17	\$29.17	
Receipt	30/09/2015	Inv 100409	\$723.95		\$723.95

Print Save Cancel

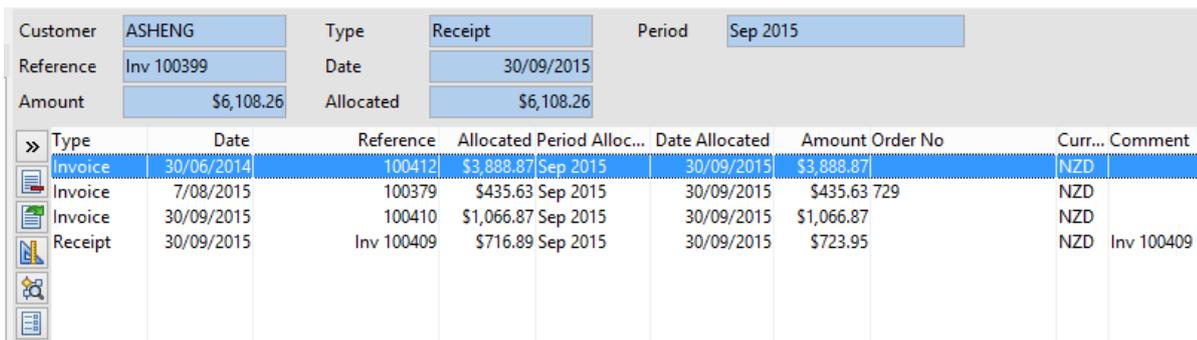
Fixing Allocations

- If you have allocated a payment to the wrong invoices for a customer you can undo the allocations and re-do them.
- Click on the receipt in the customer transactions tab then click on the Show allocations Button  (Ctrl + L)



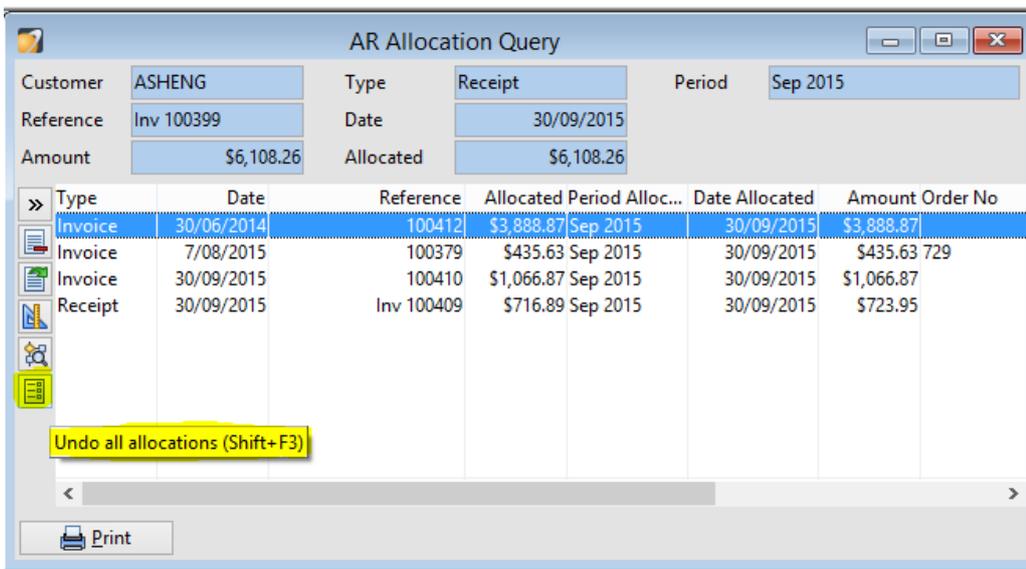
Date	Branch	Dept	Reference	Period	Type	Order No /	Debit	Credit	Unallocat...	Balance S...
30/09/2015	AKL	M...	100409	Sep 2015	Invoice		\$723.95			\$22,033.26 IN
30/09/2015	AKL	M...	100410	Sep 2015	Invoice		\$1,066.87			\$23,100.13 IN
30/09/2015	HO	SAL	100414	Sep 2015	Invoice		\$1,474.40			\$24,574.53 IN
30/09/2015	HO	SAL	100414	Sep 2015	Receipt			\$1,474.40		\$23,100.13 IN
30/09/2015	HO	SAL	Inv 100409	Sep 2015	Receipt			\$723.95		\$22,376.18 A..
30/09/2015	HO	SAL	Inv 100399	Sep 2015	Receipt			\$6,108.26		\$16,267.92 A..
30/09/2015	HO	SAL	Sept Interes	Sep 2015	Invoice		\$29.17		\$29.17	\$16,297.09 A..
30/09/2015	HO	SAL	Sept Interes	Sep 2015	Invoice		\$29.17		\$29.17	\$16,326.26 A..
30/09/2015	HO	SAL	Inv 100409	Sep 2015	Receipt		\$723.95		\$7.06	\$17,050.21 A..
14/09/2015	AKL	SAL	100399	Sep 2015	Invoice	749	\$6,108.26		\$6,108.26	\$23,158.47 IN

- The payment receipt and the invoices that the receipt was allocated to will show on screen



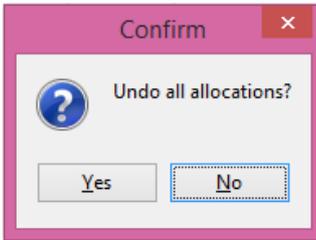
Customer	ASHENG	Type	Receipt	Period	Sep 2015		
Reference	Inv 100399	Date	30/09/2015				
Amount	\$6,108.26	Allocated	\$6,108.26				
Type	Date	Reference	Allocated Period Alloc...	Date Allocated	Amount Order No	Curr...	Comment
Invoice	30/06/2014	100412	\$3,888.87 Sep 2015	30/09/2015	\$3,888.87	NZD	
Invoice	7/08/2015	100379	\$435.63 Sep 2015	30/09/2015	\$435.63 729	NZD	
Invoice	30/09/2015	100410	\$1,066.87 Sep 2015	30/09/2015	\$1,066.87	NZD	
Receipt	30/09/2015	Inv 100409	\$716.89 Sep 2015	30/09/2015	\$723.95	NZD	Inv 100409

- Click on the Undo all allocations button  (Shift + F3)

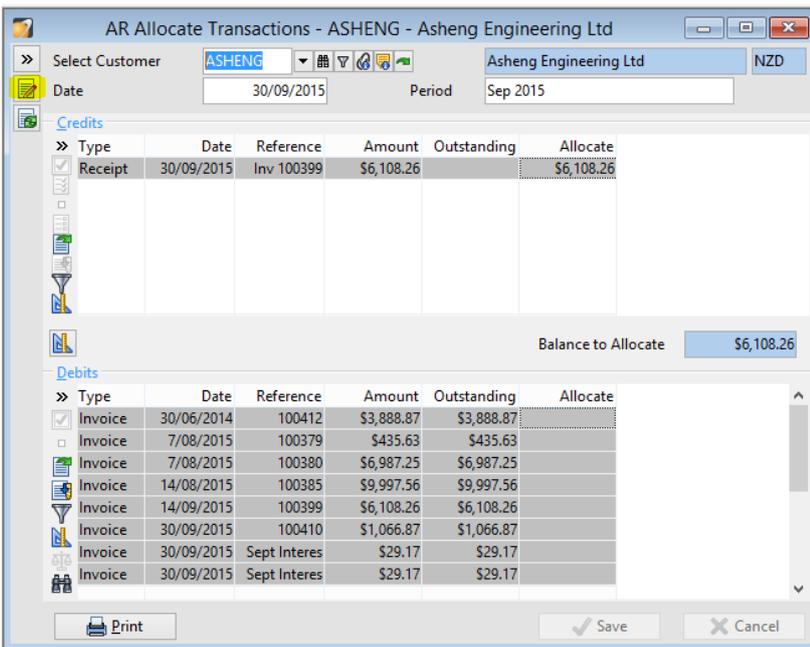


Customer	ASHENG	Type	Receipt	Period	Sep 2015		
Reference	Inv 100399	Date	30/09/2015				
Amount	\$6,108.26	Allocated	\$6,108.26				
Type	Date	Reference	Allocated Period Alloc...	Date Allocated	Amount Order No	Curr...	Comment
Invoice	30/06/2014	100412	\$3,888.87 Sep 2015	30/09/2015	\$3,888.87	NZD	
Invoice	7/08/2015	100379	\$435.63 Sep 2015	30/09/2015	\$435.63 729	NZD	
Invoice	30/09/2015	100410	\$1,066.87 Sep 2015	30/09/2015	\$1,066.87	NZD	
Receipt	30/09/2015	Inv 100409	\$716.89 Sep 2015	30/09/2015	\$723.95	NZD	Inv 100409

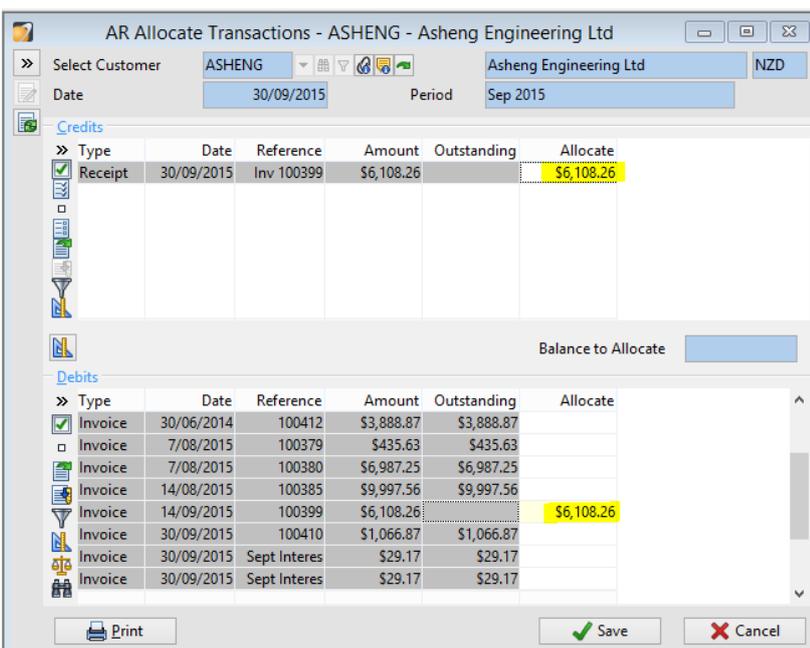
- Confirm by clicking “Yes” if you want to Undo the Allocations



- To re-do the Allocations go back to Accounts Receivable/Tasks/Allocate Transactions
- Press the Edit details button  (F11)



- Click on the correct Invoice and press F4 to move it into the Allocate column -Click Save



Contact

For further information or for assistance with Accredo please do get in touch with us.

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