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
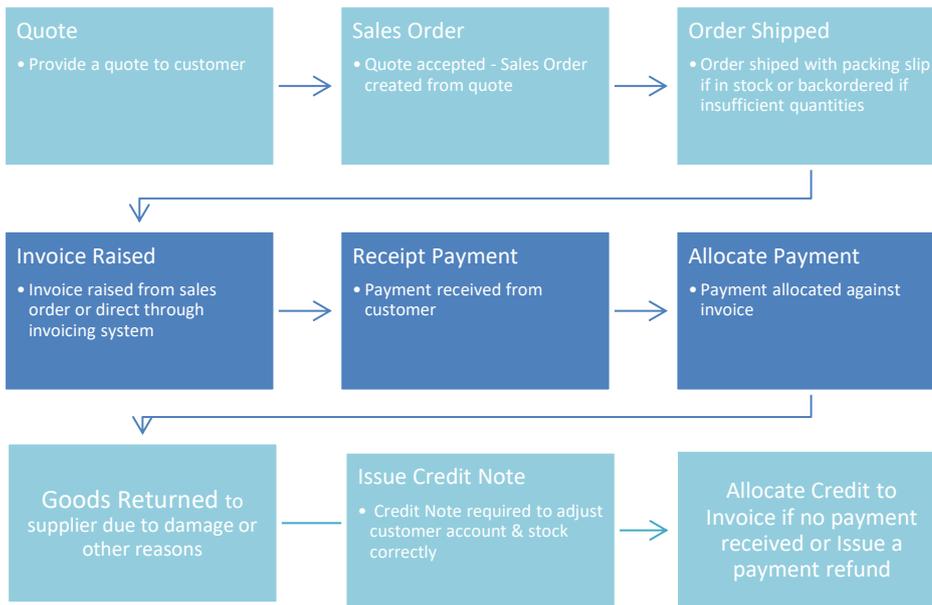- Payments Allocated incorrectly

Contents

Process flow

Quote		Sales Order		Order Shipped
• Provide a quote to customer	→	• Quote accepted - Sales Order created from quote	→	• Order shiped with packing slip if in stock or backordered if insufficient quantities

Invoice Raised		Receipt Payment		Allocate Payment
• Invoice raised from sales order or direct through invoicing system	→	• Payment received from customer	→	• Payment allocated against invoice

Goods Returned to supplier due to damage or other reasons		Issue Credit Note		Allocate Credit to Invoice if no payment received or Issue a payment refund
		• Credit Note required to adjust customer account & stock correctly	→	

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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.
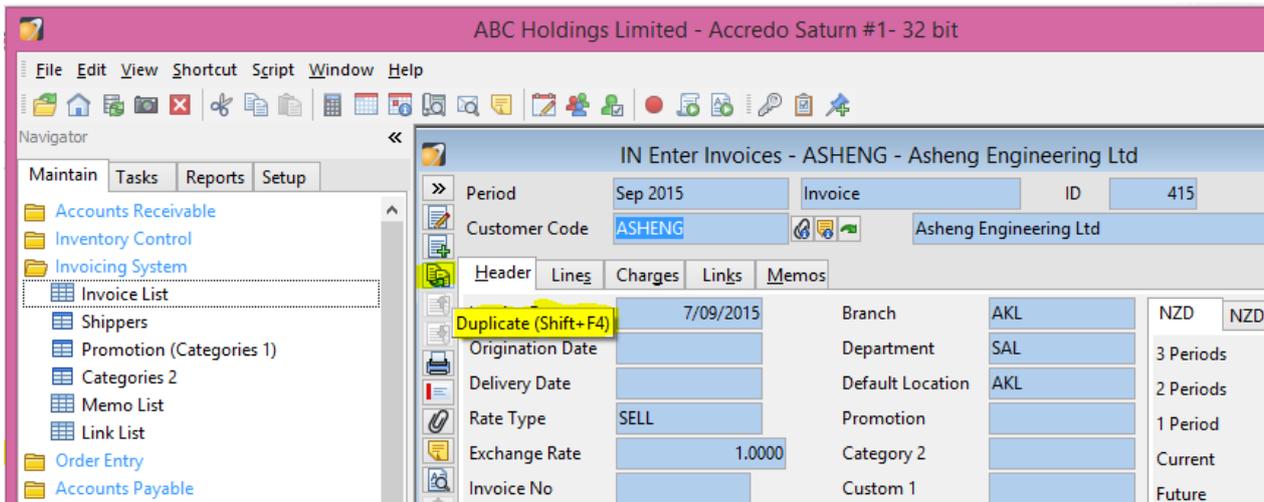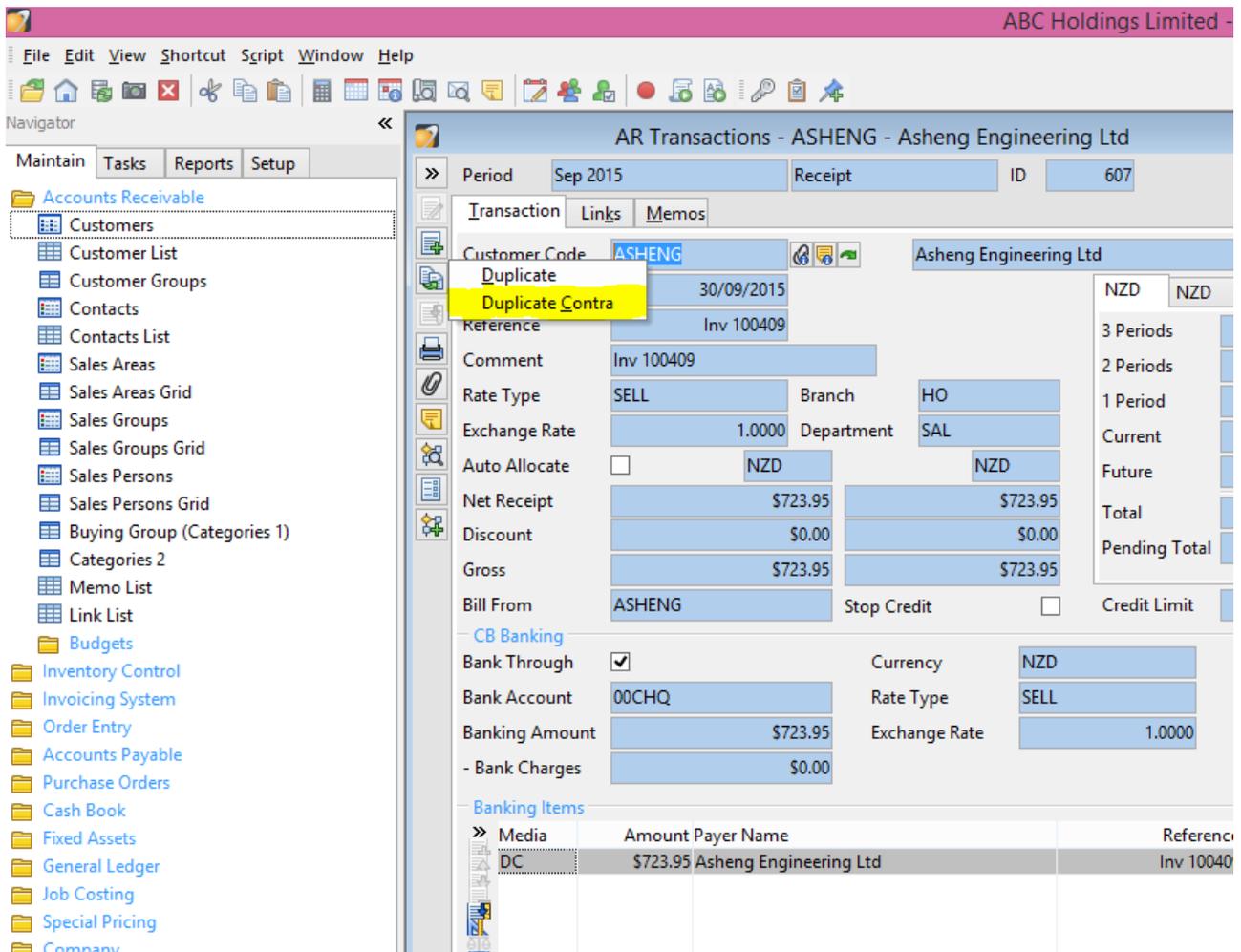

Receipt Posted to Wrong Customer
- If you have receipted a payment against the wrong customer you can correct this by going to the Customer transactions where the payment was receipted. Maintain/Customers /Transactions Tab
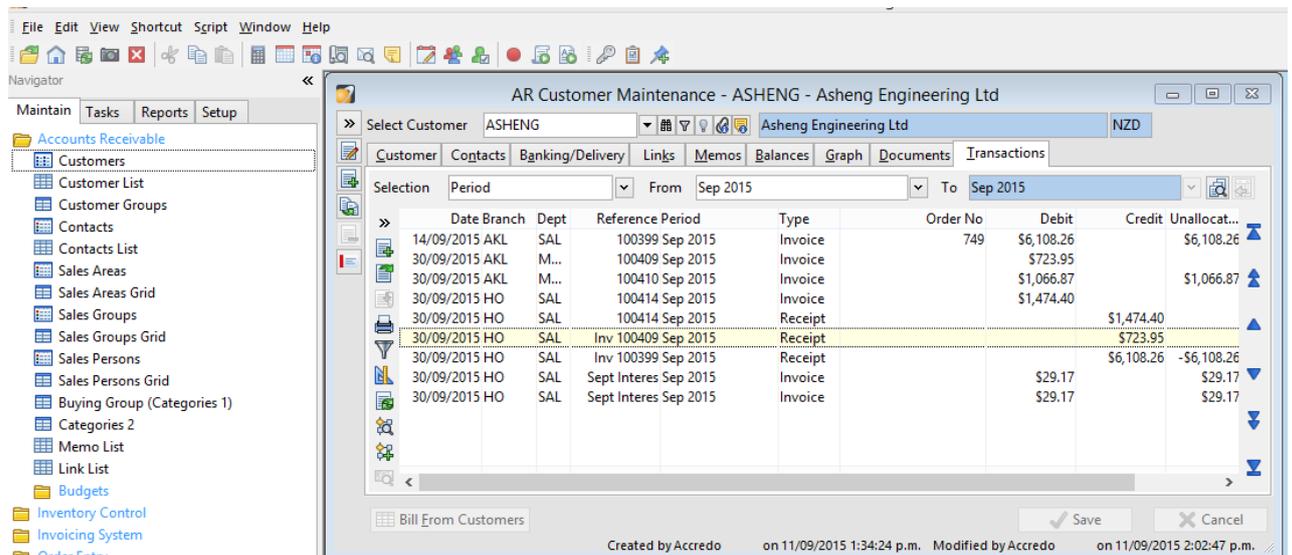
- Open the transaction and do a duplicate contra to reverse the receipt. Ensuring that all of the details are exactly the same as the original receipt posting e.g. Date, Net receipt amount, Bank Through.

- Note the reversed (negative amount)

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- 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.
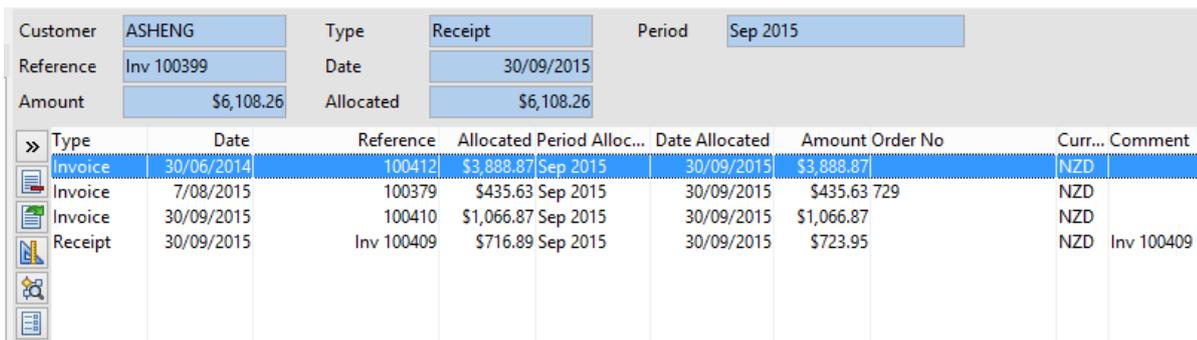

Fixing Allocations

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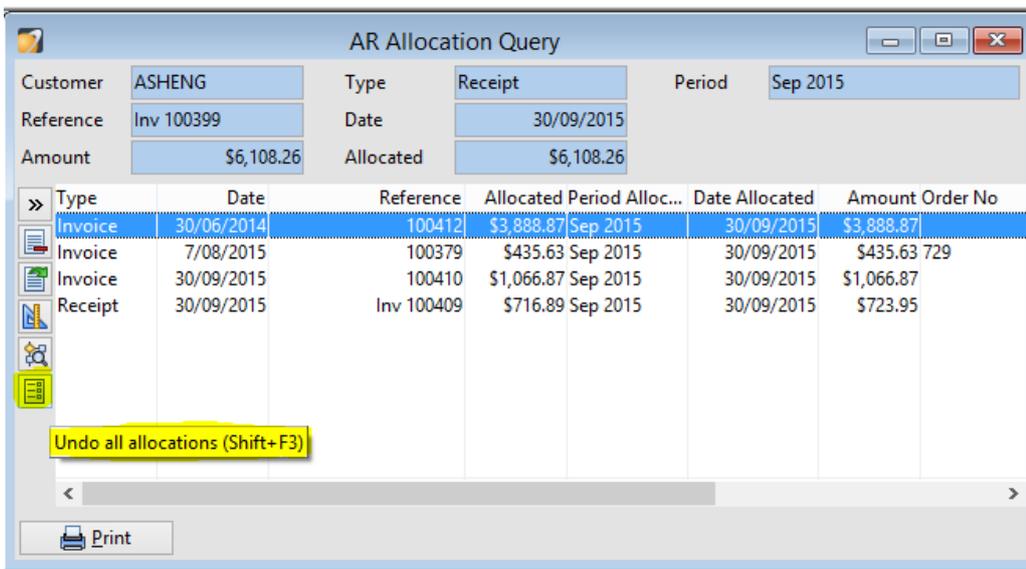- Click on the receipt in the customer transactions tab then click on the Show allocations Button ⚙ (Ctrl + L)

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

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

- Confirm by clicking "Yes" if you want to Undo the Allocations
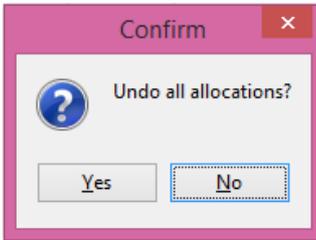
- To re-do the Allocations go back to Accounts Receivable/Tasks/Allocate Transactions
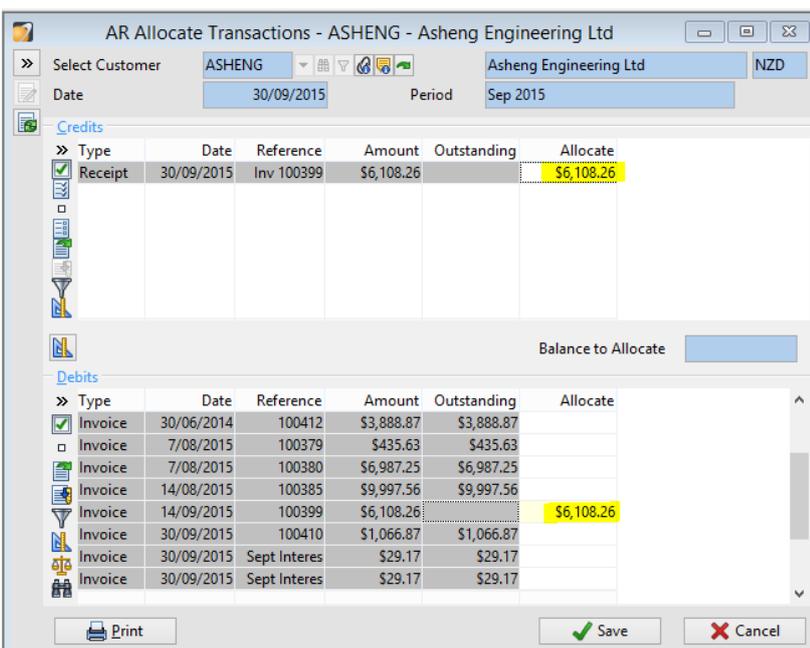- Press the Edit details button ✏️ (F11)
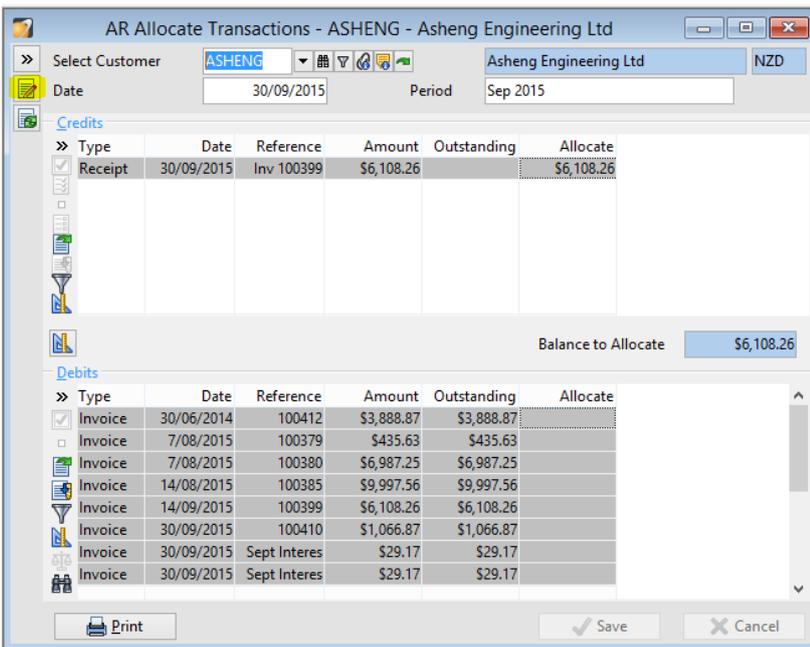
- Click on the correct Invoice and press F4 to move it into the Allocate column -Click Save

Contact

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

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