Company Manager

The Company Manager handles your company setup options and all of the system operating features. These are the companies you own or run! Each company you setup can have their own features. The features you define automatically activate themselves when you open the company for processing (make it the default company).

A Company is the company you run, or, for accounting firms, the companies they manage for their clients. For example, if you run a company called "Joe's Welding Service", you would need to setup a company file for this business. Company files tell the billing program how to handle transactions, when processing invoices for this company. All company setup information is handled by the Company Manager. Using the Company Manager, you can add, edit and delete companies. You can access the Company Manager by clicking on the button pictured above from the billing systems main screen. To create a new company, select the ADD menu option on the Company Menu. When you setup a new company, the program will automatically create a new customer, invoice and product files as needed. The system will tell you when it needs to create new files. The new files will be empty.

This program can manage up to 32,000 different companies at once. Each company has separate customer, invoice and product files. If you manage (run) only one company, you will only need to setup one company file. The company file tells the billing system how to "act". Since you can setup different options for each company, you can make them all "act" differently. Once you setup a company it will appear in the list. To make it the default company, click on it and select the company menu and choose 'Set As Default'.

Creating a New Company

Companies are the businesses you run. You must first setup your company before you can add any customers, products or invoices. Also, the system operation settings are read from selected settings in your company setup.

To create a new company, open the Company Manager and select the Add option from the Company Menu. Fill in as many options as you can and then select the Save button and then close the Company Manager. The Company will now be available for use. To make any company the default company, open the Company Manager, click the company name in the list and select Set As Default from the Company Menu. The default company is the company you are currently processing. All system settings will be read from this file. You may have up to 32,000 different companies. All companies have their own customer, product and invoice files.

Edit Company

This feature is used to make any changes needed to an existing company file. From the Company Manager, click on the company you want and select the Edit option on the Company Menu. You can change, add and remove any information at any time. When changes are complete, click the Save button and close the Company Manager. Changes will take effect immediately if the company you edited is currently set as the default company, otherwise, the changes will take effect the next time you open that company for processing (set as the default company).

Delete Company

This option allows you to delete a company. Use this option if you close a business, or to delete any test companies you have setup. To delete any company, it must not be the current default company. In other words, you must have another company open to delete it. There is no restrictions when deleting companies, as the company and all of it's files will be removed even if unpaid invoices exist.

To delete a company, open the Company Manager, click on the company name in the list and choose the Delete option from the Company Menu. The company setup, customers, products and invoices will be removed.

Company List

This feature allows you to print a company list to the screen. You can modify and delete companies from the report and then print it out. You can also change the font if you choose. Use this feature to print a report of the companies currently setup for processing.

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Address and Tax Rate Settings

The company address entered here should be the address where your customers will mail their payments to. You should also fill in your phone number or FAX number or email address. You have 5 lines to enter your address and phone or contact information. You can format these lines any way you like. For example, you may have your address on three lines, you phone number on the next line and your email address on the last line. Whatever you type in these five data fields will appear at the top of all of your invoices and statements so your customers know how to contact you if they have questions and where to mail their payments. If you do not fill in this information, it will not appear on your forms.

System Tax Rate

PLEASE NOTE: If you set up a customer as Tax Exempt (i.e. the TE box has a "Y"), NO TAX will be calculated as you have specified this customer as tax exempt. There is no way to over-ride a tax exemption status at the invoice level. Only mark customers as tax exempt if you NEVER want to charge them tax, otherwise, the tax calculation can be controlled at the invoice and/or product code level.

The Tax Rate is used to calculate the tax when you prepare invoices. If you mark a product or line item as taxable and you have the calculate taxes checkbox marked, the system will charge tax for the line item. For example, some tax rates are 8.125%, which you would enter as 8.125 or for a 6% tax, you would enter 6.000 as your rate. If you do not want to charge tax, simply turn of the calculate tax checkbox. A Product (line item) invoice uses this tax setting, while a memo invoice allows you to enter your own tax amount. When a line item invoice calculates the tax amount, it will do so for ONLY THE LINE ITEMS YOU MARK AS TAXABLE. Therefore, it is no problem billing taxable and non-taxable items on the same invoice. You can also change the "tax caption" to whatever you want by entering in the text below the tax rate setting. You may want it to say "Tax:" or "GST:" or "Sales Tax:" or something else. If you leave the heading box empty, no tax amount will appear on the invoice.

Aging Options/Definitions (Company Manager - Envelopes/Aging Tab)

IMPORTANT! If you change the aging days, you MUST run the Aging Chart found on the Tools Menu, to re-calculate the aging totals for each customer.

This system allows you to define four (4) aging groups used to tell your customers how old their **unpaid** invoices are. Each time the Aging Chart is ran (Tools Menu), the invoice aging is automatically calculated based upon the aging data you have defined. For example, you could define monthly aging categories as 30, 60, 90 and 90+ days, or weekly aging as 7, 14, 21 and 21+ days.

The caption heading will appear next to the amount for each category. The aging days are the numeric days you want to define for each category. Note that category four is automatically handled by the system and will be all items older than category three, so you really only have to define three category captions and aging day values. The Aging Report in the Report Wizard will display all invoices which make up each category. You can also turn off the printing of the aging by using the option on the Forms Setup Tab in your company setup. See the Aging Chart for more about this topic.

Printing Envelopes (Company Manager)

When using the Customer Manager, you can click on a customer in the list and print their name and address on an envelope. You can use different size envelopes and print in Landscape or Portrait Modes. Which mode you use depends on your printer. In general, if you feed the top edge of an envelope into your printer, you should be in portrait mode. If you feed the right or left edges in your printer, you will need landscape mode. The options below allow you to move the printed output so that it appears correctly on your envelope. Please note that these settings depend on what type of printer you use, however, since the settings provide so much flexibility, you can print envelopes on ANY printer that is capable of printing envelopes. Call us if you need help. Options are:

Line Spacing specifies how many dots-per-inch (DPI) to space printed lines. If you use large fonts, you will need to increase this value. Note: If you use large envelopes you may want to increase this setting.

Top/Left Margins specifies how many dots-per-inch (DPI) to space horizontally and vertically to begin printing.

Send Address Left specifies how many dots-per-inch (DPI) to space before beginning to print to Send-to address (the customer name and address). Try a setting of 300 to start with and work from there.

Font Button allows you to select the font used when printing on the envelope. You can use any fonts, colors or text attributes that you wish. This font will be used to print the entire envelope.

Print Envelope in Landscape Mode when checked, specifies the envelope will be printed in landscape mode, otherwise, portrait mode is used. In general, if you feed the right edge of the envelope into your printer, you will need to be in landscape mode. If you feed the top edge of the envelope, try portrait mode. Then use Top and Left Margin settings to adjust the printed output to conform to the size envelope you are currently using.

Use Ship-To Address when checked, will print the shipping address for this customer instead of the billing address. This allows you to use envelopes for mailing products and/or mailing invoices and statements.

Print Company Return Address when checked, will print the address for the current default company, in the return portion of the envelope. If you use envelopes which have a pre-printed return address on them, turn this option off (unchecked).

For the **Aging** options, [click here](#).

Invoices/Statements Form Setup Options - Company Manager

The Forms Setup tab on the Company Manager allows you to specify how your forms look when they are printed. Also see FAQ's file about speeding up printed output. Forms Setup includes the following features:

Vertical Lines when checked, will draw vertical lines on your forms.

Line Widths allow you to specify the width of the lines.

Horizontal Lines when checked, will draw horizontal lines.

Box Top, Box around Invoices/Statements These three options work together. When checked, a box will be drawn around your entire forms. The Box Top setting allows you to move down the top of the box. This setting is used for printers that start printing at the very top of the page, such as Ink Jets. Laser printers do not do this. Ink Jets also can't print to the bottom of the page and the box drawn looks awkward. Use the Box Top setting to move the top line down so it looks more centered.

Customer Aging when checked, will display the customer aging recap at the bottom of your forms. If you display the aging your customers will know what their account status is and you should never hear your customers say "You never told me I owed you that money".

Shading when checked, will draw two shaded boxes on your forms. This enhances your printed output. Ink and Laser printers handle shading well. Some other printers streak and/or smudge the shading. Use this option only if your printer can handle it. Note: You can print with a shaded color, by selecting the color on the "headers/fonts/colors" button.

Letterhead Style when checked, does not print your address lines at the top of the form. This allows you to print on your own letterhead stationery. Also see the Bitmap logo option below for information on how to print the form captions on your letterhead, by actually turning this feature off and utilizing another option.

Sales Message when checked, will print any sales/information message you have entered on the Sales Message tab option, if there is enough room left on your form. See FAQ's for more on this.

Product Codes on Invoices when checked, will display the product code column on your invoices, otherwise, it will not appear. Some people do not like to display their product codes to their customers. There is also a topic about this in the FAQ's.

Move down totals for blank lines / Max Lines If you want to move the printed totals down for empty line items, check this option. This setting is used only on the last page of your invoice (the totals page). Your totals will be moved down for as many lines indicated in the Max Lines box before the invoice totals are printed. Be sure that you do not make this number so large that your sales message area does not appear or your page totals get cut off. For a good understanding of this, see the FAQ's. If this option is turned off, totals will print right after the last line item.

Top/Left Margins Use these settings to specify where your printer starts printing your forms. This feature is used to make our program work with all printers and paper sizes. Overseas customers using A4 paper size may wish to adjust their margins if needed. If the text at the bottom of your invoice is being cut off, try setting the TOP margin to zero (0).

Move Addresses Right Use this option to move the address fields further to the right. This is primarily for people who want to make the addresses appear correctly in a window envelope or double window

envelope. The setting entered here will be added to the left margin and all addresses, (company and customer) will be moved. For a standard number 10 envelope, you will probably needed to enter a number higher than 100 to properly move the addresses into the window(s). Also note that for best results, your forms should be folded into thirds (three equal parts).

Print Bitmap Logo when checked, will print a logo on your forms. Use the button next to this option (Bitmap Image) to select the picture file. It must be a Windows Bitmap (*.BMP) file. The size of your printed logo is determined by the print resolution setting on your printer.

Don't Print Company Name/Address If you turn on (check) this option, the company name and address will not print on your forms. This is primarily for people who print a bitmap logo that includes their company name and address in the picture, however, if you want to print forms on your letterhead, with the form captions still appearing, you should utilize this feature to suppress the printing of the company name and address, without selecting the letterhead checkbox option.

Headers/Fonts/Colors This button lets you change the form heading, fonts and colors used when printing. You may change the following settings:

Form Caption Headers The four options allow you to specify the caption that appears on top of your forms. You may use some forms, for specialized tasks and this provides you with greater flexibility.

Invoice Column Headers Allow you to create your own column headings. You can specify headings for both product and memo invoices. The Statement Note allows you to place any one-line notice or special instructions on your forms. By "blanking out" any of these options, you will not see any printed output.

Fonts and Colors These buttons allow you to specify fonts and colors for each of the listed form features. You can use any font on your system for these. If your printer supports color, you can select that as well. This provides you with greater control over how your forms look when they are printed. You can also select bold or other text attributes to enhance your documents.

E-Mail Mode (Main Program Screen - Deluxe Version)

PLEASE NOTE: You do not need an e-mail program to use our e-mail features. We have that built in. However, you WILL need an Internet Service Provider (ISP) to get a connection to the internet and to get a SMTP address to be used to send your outgoing invoices and statements through e-mail over the internet. If you do not have an internet connection, you will need to contact your Internet Service Provider to get connected.**M & R Technologies will NOT be able to help you out here because we do not know the connection settings or your SMTP address, which can only be obtained from your Internet Service Provider.**

We have included the ability to e-mail invoices and statements in the DELUXE version. No more printing, envelopes and stamps needed! Saves money and time! The e-mail options are found in your company setup on the E-Mail Tab option. You choose between E-Mail Mode or Printer/Fax mode. When in Printer Mode all output is sent to the printer. When in E-Mail Mode, all output (invoices and statements) are sent by e-mail. **NOTE: YOU MUST HAVE AN INTERNET CONNECTION THAT ALLOWS SMTP!** SMTP (Simple Mail Transfer Protocol) is very popular and supported by almost every ISP.

You need to enter your e-mail address in the e-mail setup options. This e-mail address will be used as a return e-mail address for bounced mail and for your customers to use if they have questions about their bill. You should enter the primary contact e-mail address for your company. An example email address is **info@yourcompany.com** . Next, you need to enter the SMTP mail host address that is used to send all out-going e-mail. **Please do not ask us what to enter here. We don't know what your SMTP address is. The ONLY person who would know this is your Internet Service Provider.** An example SMTP address is **Mailhost.ISP.com** and you will need to enter the SMTP address to send e-mail.

The **User/Login** and **Password fields** are used if your ISP requires a login/password in order to allow you to send e-mail. Your ISP would need to provide you with the login and password. You must enter something in BOTH fields. If your ISP does not require e-mail authentication, leave these fields empty (blank).

The **Default Output to E-Mail** will cause the billing program to be placed in E-Mail Mode when you start the program. This is for people who always e-mail their documents. You can always switch modes at any time by using the mode selection options on the main screen of the program.

The **Lines on E-Mail** option will print lines across your e-mailed documents. This is for cosmetics only and you can turn the lines off using this setting.

The **Include Customers without E-Mail Address** will cause the system to send e-mail for **ALL** customers, even if the customer does not have an e-mail address entered in their customer setup. **When this option is turned on, all e-mail for customers without an e-mail address will be sent to your return e-mail address**, alerting you that this customer has an **empty e-mail address** in their customer setup. **If this option is turned off, customers without an e-mail address will NOT be sent**. They will not be marked as printed either, so you will need to run the batch print option to print out these invoices. This allows you to have some customers who receive their invoices by e-mail and some customers who have there invoices printed and mailed.

Please note that sometimes e-mail networks are down and even customers with good e-mail addresses will be returned to you by the network. This is called bounced e-mail. If an e-mail invoice is bounced back to you, you can send it later by selecting the invoice and pressing the print button in the Invoice Manager when

in E-Mail Mode. You can also tell if an invoice was e-mailed by highlighting the invoice in the list and then selecting the Customer Data option on the Invoice Menu. If the invoice was e-mailed, the date will appear next to the word 'E-Mailed'. If you want to send e-mail messages to your customers, use the "Send e-Mail Message" on the Tools Menu.

General Options - Company Manager

The General tab allows you to specify other system options. Features include:

Date Formats are used by our International customers to specify the date format they use. DO NOT SWITCH BACK AND FORTH. Choose one setting and then do not change it again after you have entered records. Note: the invoice list window will display dates in Year/Month/Day format regardless of this setting. This setting is only used to display dates on invoices and statements and other options.

Next Customer/Account Number Use this to enter the next customer number. Some people like to start at a high number for their account numbers.

Auto-copy to shipping when checked, will cause the Auto-Copy to Shipping checkbox to be turned on when adding and editing customer setups. This feature is used to ease data entry. The shipping address will appear on your invoices if you enter one, otherwise, blank out the shipping address if you don't use it and it will not appear on your forms.

Display Aging Chart when checked, will cause the Aging Chart to appear after the invoice aging calculation is complete. The Aging Chart provides you with a visual representation of your receivables.

Show Button Hints when checked, allows you to see the hints when you hold the mouse over a button. Please note that this setting is only read during startup of the billing program.

Require Audit Trail when checked, will not allow invoices to be modified or deleted. This means to adjust or delete an existing invoice, a new invoice must be added for the adjustment required, providing a secure and detailed audit trail. Audit trails are required by some companies and accounting firms. Also note that when a password has been setup for this system, editing and deleting companies require the password to be entered before any changes to the company setup options can be processed. This insures that once a company option has been defined, only the person with the password can modify it.

System Graphics - Company Manager

The system graphics options allow you to customize the colors, fonts and graphics used during operation of the program. These features are designed to provide "visual" references to the company you are processing and to provide you with options to specify fonts and colors used by the system. Features include:

Main Screen Bitmap Background If checked, will tile a bitmap against your main screen background. This allows you to specify different graphics for different companies to "visually" identify them. Select the button below (Bitmap Image), to select a bitmap from your computer. We have included a few, which you may use. If you do not tile a bitmap, the color indicated in your windows setup is used.

Invoice Editor/Managers Fonts The Invoice Editor font and colors may be selected here. Visually impaired or color-blind users can specify larger fonts and/or colors in the editor and Manager list windows. NOTE: for the sake of system performance, we have limited the manager fonts to fixed-pitch fonts. These Managers can handle massive amounts of data, which display much faster using fixed-pitch fonts.

Invoice Manager

The Invoice Manager manages all invoice options, such as creating, editing, deleting, viewing and printing invoices. You can get to the Invoice Manager, by selecting the File Menu from the Main Screen or clicking on the picture button shown above from the main screen. Below is a list of available options, followed by an overview of the Invoice Manager.

Overview

Billing Manager PRO uses an "open" invoicing system which allows you complete control of what you bill and how you do it. It is our opinion that we have designed the easiest, most powerful and customizable billing program which can be used by anyone! It is designed for both small-offices and the Corporate World alike! You can bill time, products, services, freight, taxes, fees, leases, labor, etc. This program can invoice your customers for anything! You can save and recall line items, setup customers and products on the fly, print invoices with any fonts and colors, calculate interest charges, speed-sort reports, built-in timer, date-selection calendar, partial-payments, deposits on account and much more! It's EASY, POWERFUL and designed for everyone!

Because of the double-clicking mouse features that can be used to select customers and products, and the fact that you can save and recall line items, you can easily create a new invoice in under 20 seconds! You can have up to 99 lines (about 4 pages) on each invoice. If you need more, you can create separate invoices using the same invoice number and appending an "A,B,C, etc" to the end. For example, you could create 4 invoices for 390 line items using invoice numbers, 123A,123B,123C and 123D. You can also "recap" these invoices using the Customer Statement. Customer Statements are processed using the Customer Manager.

If you are tracking projects, you can use the key code field to enter project codes. You can list the invoices in the Invoice Manager by this field. There is also a Key Code Report on the Report Wizard, which can sort and sub-total invoices by key code or the Tax Report will sort key codes for PAID records. You can also setup special product codes for projects and use line-item invoices. The Sales Report can sort and sub-total on product codes.

Creating a New Invoice/Quote - Invoice Manager

To create a new invoice or quote, open the Invoice Manager and select New from the Invoice Menu. To make it a quote, check the "Make this a quote" checkbox at the bottom. (see below) An invoice has two parts, a header record and the detail record, both of which are entered on the same screen. The invoice Header Record is where you select the customer, enter the terms and assign a date and invoice number. The Detail Records are the line-items or memo data you apply to the header record. This topic explains how to enter the header record. For help entering the detail records click here.

Invoice Header Record

First, you must **select a customer** by clicking on the customer picture button in the top left corner of the screen or press the Enter key after opening a new (empty) invoice. The Customer Manager will appear. You can double-click on a customer name to quickly select that customer and close the window. You may also setup, modify and delete customers from the Customer Manager, therefore, you can add a customer on the fly! See the Customer manager topic for information about adding and manipulating customer information. Once a customer has been selected, you will see their name and account information appear at the top of the screen and their current aging status at the bottom of your screen.

Next, you must enter an **invoice number** or press the tab key to except the default and go to the next field. Use the tab key to move around your fields while doing data entry. You can also move to any field by clicking your mouse on it. A single-click will activate the field and a double-click will activate, then highlight the contents, for over-typing or deleting. You can use numbers and letters in you invoice numbers. You may also specify the next invoice number in your company setup. All invoice numbers must be unique, as duplicate invoice numbers are not allowed within the same company.

The **invoice date** is entered next. You can type in a date or select the "..." button to select from the calendar. We suggest you pick from the calendar because you always enter a valid date and it requires no keyboard input. When you enter a date here, the date is stored in memory for subsequent invoices to ease data entry. Each time you change the date, it becomes the new memory date. When you selected the desired, tab to the next field.

The **Notes/Comment** box allows you to enter any comments, Purchase Order Numbers, Sales person, special instructions or notes to the customer. This will appear on the invoice. Use it to attach a reference to the invoice.

The **Key Code** box is a special user-defined field. Use it any way you like as it can be very powerful tool to allow you to "classify" your invoices. The key code can be a sales person, stock code, method of payment, sub-company code, department number, etc. You can view the invoices in the Invoice Manager by this code. Furthermore, you have a Key Code Report (See Report Wizard) which can sort and sub-total by key codes! This field is optional, however, it can be a very powerful tool for tracking special information.

The **Payment Terms** can be specified at the Company, Customer and here at the invoice level. Any terms entered here will override any terms specified at the other levels. Simply select a term from the list. To create new terms, simply type in a new payment term. You will be prompted to add this term to the terms file when you press the Ok button to finish your invoice. You can also modify and delete terms by selecting the Edit Payment Terms from the File Menu on the main screen. We strongly encourage you to use "some kind" of payment term. "Net 30 Days" or "Due on Receipt" are standard payment terms.

The **Statement Note** will **only** appear on the Customer Statement, next to the invoice number. Use it if you send out statements to indicate a payment check number, service description, Purchase Order Number or whatever you want your customer to see! If you do not enter anything in this field, the billing system will place "generic" information in this field when printing statements, like "invoice", "deposit", "payment", etc. Using a good statement note can really help your customers when they read your statements. If you only send out statements to your customers, you should use the statement comment field and enter a description about was sold on that invoice. Furthermore, a statement comment can help you identify the transactions when you are viewing the customer's statement on your screen. Therefore, entering a statement comment can be beneficial to you even if you do not send out statements!

The **Make this a Quote** at the bottom will make the invoice a Quote. Quotes do not effect the company or customer accounts receivable balances. There is also a Quote Report in the Reports Wizard that will help you manage your Quotes. If you customer accepts your Quote, you can easily turn the Quote into an Invoice by editing the Quote and unchecking the Quote checkbox. Then you can make any changes needed and click the OK button. Then the invoice amount will be added to your accounts receivable and customer balances.

For help entering the body of the invoice, click here.

Adding Detail Records to the Invoice

The buttons displayed above are found on the invoice. When doing an invoice, hold the mouse cursor over the button for a brief description of what the button does. In order of appearance left to right, they are:

The first group of four buttons:

1. Select a product. (add a new line item)
2. Erases all line items or memo data.
3. Erase (blank out) one line item. Blank lines are not saved by the program.
4. Recall saved line items/memo data created by button #4 below.

The second group of four buttons:

5. Save current line items/memo data to file (overwrites old data).
6. Clears the current line for entering a comment in the description field.
7. Insert a line item.
8. Loads the Windows Calculator.

The Detail Records store your line items and/or memo data information. You can use either invoice type at any time. You can add up to 99 lines on product invoices and 25 lines on memo invoices. If you make mistakes and need to edit invoices, simply select the edit option on the Invoice Manager. On the right side of the invoice, above the line items, is where you select the invoice type as either a memo or line-item invoice.

The **Memo Invoice** has a limit of about 1850 characters, which is roughly a lengthy paragraph of information. All sentences entered will use word-wrapping, however, since a fixed-pitch font is used, you can "space" the text if you want to format your lines. Memo invoices are a way for you to add **any** text on the invoice. This allows you to include a lot of detail information you may want to explain to the person on their billing. You also enter your own invoice net and tax amounts. **Note that the billing system will indicate how much tax is due on the net invoice amount, but it will not enter this amount for you. On a memo invoice, we have no way of knowing how much of the invoice total is taxable, so it is up to you to enter the correct tax amount.** You can save memo data to a file and recall it at will. This is for people who bill out the same things to different customers. To find out how to save line items, click here.

The top button moves to line item# 1, the middle button moves to line item# 50 and the bottom button moves to line# 99. These 3 navigational buttons are found on the invoice, next to the buttons below. Please note that these 3 buttons are only active for line-item invoices. The **Line-Item Invoice** is much different than the memo invoice. It allows you to create Product Codes (Product Manager) for the items that you sell and add them to your invoices. To add a line item, simply **double-click on the product code field** or **type in a product code and press the Enter key.** Using the mouse is the fastest way because you can double-click on the product, once the Product Manager is displayed! Once you add a line-item, tab to the quantity field if you need to change the quantity or double-click on the next line. Note that while you are adding line items and changing quantities, the invoice amount changes to reflect the current items. You can also type in

something in the description field to add a line item to an invoice. This is helpful if you want to add a note under the line-item. The only requirement for adding a line item to an invoice, is that text occupies the description field. Click the OK button when the invoice is completed to add the record. You can modify the invoice later by selecting the Edit option on the Invoice Manager. You can also run the Sales Report, sorted by Product Code for a list of items you have sold during the selected period.

There is also a **print invoice** check box on the left side when entering invoices. If this option is turned on, the invoice will be printed as soon as you press the Ok button. This is mainly for people who do Point-of-Sale type of transactions. You can also set this option to be turned on by default by using the company setup invoice options. This ensures that all invoices will be printed after they are entered. If you would rather batch-print your invoices, click here for instructions.

You can also use the built in timer to bill your time. For instructions on using the timer, click here.

Edit Invoice (Invoice Manager)

This feature is used to make any changes needed to an existing invoice. From the Invoice Manager, click on the invoice you want and select the Edit option on the Invoice Menu. You can change, add and remove invoice information. If the invoice has previously been printed, the system will ask you to confirm the edit option, before the invoice is displayed. The reason is that you **should not** make any changes to an invoice after it has been mailed to your customer, or the documents will no longer match, which could create problems when posting payments. If you have already mailed the invoice, we suggest that you prepare another invoice for the required adjustment.

Delete Invoice (Invoice Manager)

This option allows you to delete any unpaid invoice, however, you can also delete deposits on account. If you need to delete an invoice that has been paid, create a credit invoice which will cancel out the first one. You can void invoices by creating offsetting credit invoices, which will cancel out the first one. See the FAQ's for more on this. Once an invoice has been paid it will be removed when you use the "Delete Paid Invoices" option on the Tools Menu.

View Invoice (Invoice Manager)

Use the view option to view invoices on your screen. This is simply an option to allow you to view an invoice without having to print it. Simply click on the invoice you want in the Invoice Manager and select the view option. Please note that the invoice does not appear as it will be printed or rendered in a PDF file. This option is only designed as a way for you to review the invoice. If you prefer, you can send it to a PDF file to view actual output and then make any adjustments you require.

Discounts and Sub-Totals - See Sample Invoice 10003 for an Example

You can easily add discounts and/or sub-totals on your invoices. You can issue discounts using any percentage and you can have multiple discounts and sub-totals on a single invoice. For example, you may have a group of products on an invoice that you want to issue a 10% discount for, and a group of products on the same invoice and issue a 20% discount to those items. Likewise, you may have multiple groups of products you want to sub-total. For example, you may want to sub-total all LABOR items and all PARTS items. You can easily do one or both on the same invoice!

Lets say you want to issue a 10% discount on an entire invoice. Simply create a new invoice and add all the line-items (products) to that invoice. Then add the DISCOUNT10 product to that invoice as the last line item. The program will automatically create a 10% discount line item and reduce the invoice total by 10%. This happens because you placed the discount line-item under all the line-items you wanted to apply a 10% discount to. For example, if you have 4 line-items on an invoice, and then add another line-item as a 10% discount, all 4 lines will be totaled and a 10% discount applied to the invoice for them. Discounts and Sub-Totals work the same way in this regard. All line items **<u>listed above them</u>** will be used to calculate the discount or sub-total, until a **previous** sub-total or discount is reached. For example, if line items 1, 2, 3 and 4 are listed and line item 5 applies a 10% discount, lines 1 to 4 will be totaled and a 10% discount applied to them. If you then wanted to add more line items 6, 7 and 8, and applied a 20% discount on line 9, only line items 6, 7 and 8 would be used to calulate the 20% discount, as line 5 was used to apply a different discount (10%) to lines 1 through 4. Another example, if you add a discount or sub-total on line item 1 of your invoice, they will both show ZERO, because there are no line-items above them to calculate the discount or sub-total for.

Print/Batch-Print Invoice (Invoice Manager)

To print a single invoice, simply click on the invoice you want in the Invoice Manager and select the print option. If you have the file copy and/or packing slip options turned on (Company Manager - Invoice Options), they will also be printed.

You can also batch-print your invoices. This allows you to print invoices after hours or while the computer is unattended. Select this feature from the Invoice Manager. All invoices which have **never** been printed will be selected.

You will be notified of the number of invoices there are to be printed. If you have many invoices to be printed, use the "Number to Print" option to select the number you want printed on this run. For example, if your batch print window says there are 500 invoices to be printed and you select 100 to be printed, the next time you batch print invoices, only 400 unprinted invoices will remain. **This option is provided to allow you to batch print invoices in batches (runs) that your printer can handle.** For example, if your printer only holds 100 sheets of paper, you may want to batch print only 75 at a time until all invoices have been printed.

Packing Slips and/or File Copies will also print if you have those options selected (Company Manager - Invoice Options). These option settings are displayed during the batch print selection process to help you determine how much printer paper will be required.

<u>Customer Filter</u> (Invoice Manager)

While using the Invoice Manager, you can "filter" the display to list invoices/payments for a particular customer. This allows you to display only records for that customer. To filter the list, click on an invoice or payment for the customer you want and select the Filter button. To clear the filter, click on the Filter button again. You can only filter one customer at a time. Also note, that any of your reports may be sub-totaled by customer, (Report Wizard).

Customer Manager

The Customer Manager manages all customer options, such as creating, editing, deleting customers and printing statements and envelopes. You can get to the Customer Manager, by selecting the File Menu from the Main Screen or clicking on the picture button shown above from the main screen. Below is a list of available options, followed by an overview of the Customer Manager.

Overview

The Customer Manager provides you with all the tools you need to enter and modify your customers. Using this manager, you can also print a customer statement and/or envelopes with your company name and customer address. Each company you setup will have their own customer file. There is **no limit** as to the number of customers you can have for each company.

When preparing invoices, click on the picture button above to select a customer for that invoice. The Customer Manager appears. You can double-click on the customer to select them, or you may add a new customer and then select them.

Creating a New Customer

First, you must enter **a customer (account) number** or press the tab key to accept the default. You can change the starting customer number by using the Company Manager and selecting the "General" tab option. Although this field is named customer number, it is not a numeric field. You can enter letters and numbers. For example, you could create a customer number as "100C" or "100". If you use numbers or numbers followed by letters, the program will automatically increment the number each time you setup a new customer, otherwise, you will need to enter them manually.

Next, you must enter a **customer/company name**. This name will appear on their invoices and statements. A customer number and name are the only fields required to setup a new customer. Each customer name must be unique, i.e. no duplicate customer names are supported. See the FAQ's for more about duplicate customer names.

The **Short Name** is entered next. The program will automatically add a short name, which you may want to change. The short name appears on your reports (Report Wizard) instead of the full customer name. You should build as much meaning as possible into your short names, so that you can tell which customer it is by looking at the short name.

The **Customer Type** box allows you to enter any type of classification you may want to assign to your customers. You create your own customer types for your own special use, or you may wish not to use them at all. For example, you may deal with book and magazine vendors. You could classify these customers as "Book" and "Magazine", so that when you select or modify these customers, you know which type they are. You can also sort your label print queue by this field, allowing you to create custom mailing lists. See Mailing List Sort Code below.

The **Tax Exempt (TE)** field is used to mark a customer as Tax Exempt by entering a "Y" into this field. If you deal with customers from out of state, you may want to mark them as tax exempt. When you do an invoice for this customer, the calculate tax check box will be disabled and the label will say "Tax Exempt". This will cause the system to **not** calculate tax for this customer. **Be careful here!** If you do not charge tax for a customer you should have, you may be liable to pay the tax yourself!

You can also specify a **Credit Limit** for your customers. This allows you control over how you extend credit. If you specify a credit limit, the system will check the credit limit when you prepare invoices and warn you if they are exceeding this limit. If you need to place a customer on credit hold, see the inactive/credit hold option below.

The **Payment Terms** can be specified at the Company, Invoice and here at the Customer level. Any terms entered here will override any terms specified at the Company level. Simply select a payment term from the list. You can modify and delete terms by selecting the Edit Payment Terms from the File Menu on the main billing screen. You can always override the default payment terms for a customer at the invoice level.

The **Billing and Shipping Address** is entered next. The billing address is where you should send invoices to for payment. The shipping address is where you ship merchandise to. These addresses will appear on the top of your invoices. If you do not ship products, do not enter a shipping address and it will not be displayed on the invoice. You can also use the **copy billing** and **clear shipping** buttons to manipulate the data. If the **auto-copy to shipping** is turned on (checked), the billing address will be copied into the shipping address. Once copied, you can make any changes specific to the shipping address, if needed. You also have two

fields for phone numbers. The phone number entered under the billing address is used by the system as the main contact number, while the one under the shipping address can be an email address, fax number or additional phone number.

Use the **E-Mail Address (Deluxe Version)** to enter the e-mail address for this customer. If you do not enter an e-mail address, you will be unable to e-mail this customer their invoices. You will need to print them instead. This allows you to have some customers you e-mail invoices to and some you print. When e-mailing invoices, customers without an e-mail address are skipped unless you have this option overridden in your company e-mail setup (Company Manager). You can also enter multiple email addresses in this field by separating the address with a semi-colon (;). For example you could enter:

help@yourdomain.com;sam@test.com;jim@home.org

and you have 50 characters maximum in this field. In this example, all three addresses would be mailed when sending to that customer.

Use the **Mailing List Sort Code** if you want to print mailing labels and sort them by postal (ZIP) code. You should enter the postal code in this field. When you add a customer to the label print queue, this field will allow you to sort the label print queue by this code. You can use this field for another type of sort field, if you do not plan to sort your labels by postal code. For example, you may wish to create an additional "customer type" field. **You can also pull specific records into the Label Queue by this field using the Label Filter option in the Label Wizard.**

The **Inactive/Credit Hold** option allows you to flag this customer as inactive or place their account on hold. When you try to do an invoice for this customer, the system will warn you that they are on inactive status. You can also use this option to flag any customer that needs "special handling", since this option does **not** prevent you from invoicing the customer. It is intended to be only a warning/attention flag.

Use the **Notes/Comment** box to enter any special notes about the customer. It can be additional phone numbers, notes about the last conversation you had with them or anything else that you need. This field is limited to 200 characters, therefore, you may need to delete old notes to make room for new ones. You can also print the contents of the notes on a customer's invoices and/or statements, (see below).

Use the **Print Notes/Comments on Invoices/Statements** options to specify if you want the contents of the Notes/Comments box to print on the invoices and/or statements for the customer. The notes will print where the Sales Message normally appears, overriding the sales message text. Our customers have asked us for ways to print special information from specific customers on their invoices, such as special handling instructions or directions to the customers place of business, so we added this feature to accomplish that. Please note that you can stop the sales message / customer notes from printing on all invoices by editing your company setup and turning off the "print sales message" option on the Forms Setup tab option.

Edit Customer (Customer Manager)

This feature is used to make any changes needed to an existing customer record. From the Customer Manager, click on the customer you want and select the Edit option on the Customer Menu. You can change, add and remove any information at any time, even if you are in the middle of doing an invoice!

Delete Customer (Customer Manager)

This option allows you to delete a customer **if** they have a zero balance and **if** they do not have any invoices on file. See the FAQ's for more information about this. We strongly suggest that you print your customer list (Customer Manager), before you remove any customers in case you ever need to research old data on hardcopy reports.

Statement Selection Options/ Batch-Print Statements

The statement selection window appears during the batch printing of Customer Statements (Customer Manager). It allows you to select which customers should receive a statement. The Account Balance options allow you to select all customers with a non-zero balance, or only those with balances over 30, 60 and 90 days old. **Since statements are the tools used to notify your customers of their account activity and current account balance, you may wish to send out statements monthly to all customers who have an account balance over 30 days, or create a special statement for only those customers with very old account balances over 90 days!** You may also want to charge these customers a finance (past-due) charge. Use the Interest Wizard to create the finance charges and then run the customer statements to show the new account balances including late fees.

When the **Do not include balances less than zero** is checked (selected), the program will NOT print any statements for customers who have a credit balance (less than zero). These are customers that YOU owe money to and this option allows you to bypass these customers when printing statements.

You also have the option to select between all activity or only unpaid activity. If you select all activity, all payments, invoices, credits, repeat master invoices and deposits will appear, paid or unpaid. If you select the only unpaid option, only transactions which make up the current account balance are listed. We suggest using the only unpaid option because it saves paper and doesn't confuse your customer by listing all their account detail. It only lists items your customers currently owe you for. The all activity option is normally used when you are trying to reconcile a customers account balance and would like a printout of all of their account history.

The BYPASS customers with/without e-mail addresses option is for those people who like to e-mail statements to customers who have an e-mail address entered in their customer setup, and like to print statements for those who do not. In E-MAIL mode, if you select to bypass customers without an e-mail address, only customers with an e-mail address will be selected. If you do not select this option in e-mail mode, this program will e-mail to ALL customers, kicking back (bouncing) the e-mail for customers who did not have an e-mail address. You would only want to do this if you want our program to tell you which customers do NOT have an e-mail address. In PRINT mode, you can use this option to bypass customers who have e-mail addresses and this allows you to print statements for those customers who you could not e-mail a statement to. Therefore, this option allows you to e-mail statements to customers who have e-mail addresses and print statements for all others. If you ALWAYS print statements for ALL customers, you should keep this option turned OFF (unchecked).

Customer List (Customer Manager)

This feature allows you to print a customer list to the screen. You can modify and delete customers from the report and then print it out. You can also change the font if you choose. Use this feature to print a report of your current customer database. Please Note: You can also use the Customer Export feature to create a "customized" text file of your customers. See that topic (export customers) for more information.

Customer Import (Customer Manager)

PLEASE NOTE: Before you input ALL of your records, try creating an import file with only 2 or 3 records in it and import that. This will allow you to make sure your data is coming in correctly! Then you can just delete the 2 or 3 customers and import your whole file.

If you have a program that can export your customers into a **CSV** or **comma-quote delimited text file**, you can import those customers into this program using the import feature in the Customer Manager. **Important: Duplicate customer names are not supported! Each customer name must be unique or you will compromise the integrity of this system! Please read these instructions closely and be careful your files are in the correct format before importing the records.** Example of a comma-quote delimited file is:

"John Doe","1000","123 E. Ave","Anywhere, TX. 12345"
"Mark Wilson","123509","","","",""
"Jack Middleton","","","","",""

Please note that a CSV file is only separated by commas unless a field has a space or comma in it, then it is surrounded by quotes. For a comma-quote file, EACH field is surrounded by quotes ("ABC") and then separated with a comma ("ABC","123") between each field. If your data files are in a proprietary format, you might need to write your own export utility to create our import file.

The Record List: You have 16 fields of data you can import. They must be imported into our program in this exact order (please note the maximum allowed characters for each field listed to the right) **For an explanation of what each field is/does, setup a new customer in our program, and click the HELP button for complete details.** Here is the record list:

CUSTOMER NAME 35 chars.
CUSTOMER NUMBER 8 chars.
BILLING ADDRESS LINE 1 35 chars.
BILLING ADDRESS LINE 2 35 chars.
BILLING ADDRESS LINE 3 35 chars.
BILLING ADDRESS LINE 4 35 chars.
SHIPPING ADDRESS LINE 1 35 chars.
SHIPPING ADDRESS LINE 2 35 chars.
SHIPPING ADDRESS LINE 3 35 chars.
SHIPPING ADDRESS LINE 4 35 chars.
PHONE#1 25 chars.
PHONE#2 25 chars.
CUSTOMER TYPE 25 chars.
SHORT NAME 10 chars.
MAIL/SORT CODE 15 chars.
E-MAIL ADDRESS 50 chars.

You do not need to import all 16 fields and can only import the first 2 fields if you want, ignoring all remaining fields, however, **you can't skip the fields**. You can leave them blank by having an empty quote ("") in that field. For example, if you want to import the customer name and e-mail address, your file would need to look like this:

"John Doe","","","","","","","","","","","","","","","","","","john@doe.net"
"Timothy Brown","","","","","","","","","","","","","","","","","tim@email.net"

Likewise, if you only want the customer name, number and address, your text file would need to look like this:

"John Doe","100","Apartment#1","120 East St.","Anytown, TX. 12345",""
"Jim Smith","101","175 West Way","Long Island, NY. 12345","",""

Please note that the 2 records shown above have 6 fields, although some fields are blank ("") because they were not needed. Also note that the City, State and Postal code appear in one address field. For best results, you should create the text file in the exact order of the field list above, however, you can move the columns around as explained later. **A CUSTOMER NAME is required** for each record in field 1 and must be unique for each customer. **If you leave the CUSTOMER NUMBER field blank, the import routine will assign a new customer number for that record**. If you want to use your existing customer numbers, include them in field 2 when you import your data.

Once your data file has been loaded into the grid, you can verify that your data came in correctly. If you need to move a column of information, click on the column heading and while holding the mouse down, move the column to where you need it. **PLEASE NOTE: The columns do not move, only the data in them.** This feature is for persons that could not get their export program to export the data in our required field order (refer to the RECORD LIST above). Hopefully, your export program will not require you to move columns of data using this feature, if they are exported in the required record list format. Depending on what type of file your records are in, you may need to write your own export routine to get your data in our required format.

Export Customers/Products to Text Files (Customer and Product Managers)

This feature is found in the Customer and Product Managers. It allows you to export your customers/products to a text file. You select the fields you want to export and the delimiting format or character. Use this feature to export your customers into text which can be read by other applications and spreadsheets. When you export, name the file whatever you like and use that file name when importing into your application. Be sure to export the data in a delimited format readable by the other applications import utility. Please see your applications online help for the proper import formats supported by it.

Product Manager

The Product Manager manages all product options, such as creating, editing and deleting products. You can get to the Product Manager, by selecting the File Menu from the Main Screen or clicking on the picture button shown above from the main screen..

The Product Manager provides you with all the tools you need to enter and modify your product codes. Product codes work with both line-item and memo invoices and allow you to setup the products you sell. When you create an invoice, you then add the product on the line-item and change the quantity, if needed. This option will save you numerous keystrokes as well as provide you will valuable information about what you sell. Each company you setup will have their own Product file. There is **no limit** as to the number of Products you can have for each company (over 1 billion records supported).

Create Product codes for freight, consulting, project codes, merchandise, labor, hours, **anything!** Your sales report can tell you what products were sold and returned during the specified time period. With information like this, you can tell what products are your best sellers, what certain customers are buying and give you the figures to track inventories. Therefore, Product codes not only save you time but they also provide you with valuable sales information. Furthermore, Product codes also allow you to setup project codes or departmental codes to track special information. Product codes are very powerful and can "classify" your data any way you need!

Creating a New Product

First, you must enter **a Product Code** You can enter letters and numbers. For example, you could create a Product code like "Tire-16" or "Ship20". You can create any type of codes you need. Each new code you setup must be unique to this company as duplicate product codes are not allowed. See the FAQ's if you don't want the product codes to appear on your invoices.

Next, enter the **product price.** This price is the price you charge your customers for this item. This price will appear on the invoice and will be multiplied by the quantity to determine the line-item total price. You can enter the price as 1 or 1.00 or 1.000, as there is no limit or requirement on the decimal places. Also, you may want to setup **no-charge** or zero-amount product codes. For example, if you add items to an invoice you want to track but do not want to charge customers for. Another example would be if you charge freight. Setup a freight product code for a zero amount and add it on your invoice. Then fill in the amount of the freight for that particular invoice. This allows you to see freight as a separate total on your Sales Report.

Next, you must mark this item **Taxable or Non-Taxable**. If you charge customers tax and have the tax-calculation checked on the invoice, the system will automatically calculate tax. When tax is calculated, it is done for **only the line items marked taxable**, not the entire invoice. Therefore, it is easy to bill taxable and non-taxable items on the same invoice.

Next, you must enter a **Product Description**. This description can be anything you want and will appear on the invoice as the item being sold. Both you and your customers will see this description, so you should make at as descriptive as possible. You have 32 spaces in which to enter your product description.

Finally, if you want to enter any special **notes/comments** about this product, such as purchase price, product source and/or phone numbers, you can enter it here. Some vendors, like to put complete product descriptions in the notes box to help them describe the products to their customers. Use this box any way you like.

Edit Product (Product Manager)

This feature is used to make any changes needed to an existing Product code. From the Product Manager, click on the Product you want and select the Edit option on the Product Menu. You can change, add and remove any information at any time, even if you are in the middle of doing an invoice! Use this feature to keep your product prices current and your product codes up to date. You can also print a product list by using the product list feature.

Delete Product (Product Manager)

This option allows you to delete a Product code. You may delete the codes at any time. If you discontinue a product, remove it using this feature.

Product List (Product Manager)

This feature allows you to print a Product list to the screen. You can modify and delete products from the report and then print it out. You can also change the font if you choose. Use this feature to print a report of your current Product List. Also note that you can use the Product Export utility to create a "customized" text file of your products.

Product Import (Product Manager)

PLEASE NOTE: Before you input ALL of your records, try creating an import file with only 2 or 3 records in it and import that. This will allow you to make sure your data is coming in correctly! Then you can just delete the 2 or 3 products and import your whole file.

If you have a program that can export your products into a **CSV text file** or a **comma-quote delimited text file**, you can import those products into this program using the import feature in the Product Manager. CSV files are the most popular format.

Important: Duplicate Product Codes are not supported and any duplucates will be assigned a product code DUP, followed by a number! Each Product Code must be unique or you will compromise the integrity of this system! Please read these instructions closely and be careful your files are in the correct format before importing the records.

Example of a CSV file is: (NOTE: Only fields with spaces or commas are surrounded by quotes)

GSApples,"Apples - Granny Smith (100 lbs.)",N,125.00
WApples,"Apples - Washington (100 lbs.)",Y,145.00

Example of a comma-quote delimited file is: (NOTE: ALL fields are surrounded by quotes)

"GSApples","Apples - Granny Smith (100 lbs.)","N","125.00"
"WApples","Apples - Washington (100 lbs.)","Y","145.00"

Each field is separated with a comma in both formats. Note that for CSV files, only the fields with spaces or commas in them are surrounded by quotes, however, ALL fields are surrounded by quotes for the comma-quote file format.

The Record List: You have 4 fields of data you can import. They must be imported into our program in this exact order (please note the maximum allowed characters for each field listed to the right). Also note that in the numeric fields, such as sales price, **do not include commas or currency signs!** Just the number should be entered. Example, import $15,000.00 as 15000.00 with no other characters than 0-9 and/or a decimal point. If your numbers include any other characters, they will be imported as a zero (0). **For an explanation of what each field is/does, setup a new product in our program, and click the HELP button for complete details.** Here is the record list:

PRODUCT CODE 10 chars.
INVOICE LINE ITEM DESCRIPTION 32 chars.
INVOICE TAXABLE (Y or N) 1 char.
SALES PRICE 10 chars. (no commas or currency sign. EX: 5000.00)

You do not need to import all 4 fields and can only import the first 2 fields if you want, ignoring all remaining fields, however, **you can't skip the fields**. You can leave them blank by having an empty quote ("") in that field. For example, if you want to import only the product code, invoice description and sales price, your file would need to look like this:

"Apples","Granny Smith (100 lbs.)","","2000.00" (tax field is blank)

Please note that the blank quotes are required to get the sales price in the right column. So, if you want to

export all 4 fields, you will need to have all 4 columns, with a blank quote in the fields you do not need.

NOTE: If you leave the PRODUCT CODE field blank, the import routine will assign a code for that record. If you want to use your existing Product Codes, include them in field 1 when you import your data.

Once your data file has been loaded into the grid, you can verify that your data came in correctly. If you need to move a column of information, click on the column heading and while holding the mouse down, move the column to where you need it. **PLEASE NOTE: The columns do not move, only the data in them.** This feature is for persons that could not get their export program to export the data in our required field order (refer to the RECORD LIST above). Hopefully, your export program will not require you to move columns of data using this feature, if they are exported in the required record list format. Depending on what type of file your records are in, you may need to write your own export routine to get your data in our required format.

Export Customers/Products to Text Files (Customer and Product Managers)

This feature is found in the Customer and Product Managers. It allows you to export your customers/products to a text file. You select the fields you want to export and the delimiting format or character. Use this feature to export your customers into text which can be read by other applications and spreadsheets. When you export, name the file whatever you like and use that file name when importing into your application. Be sure to export the data in a delimited format readable by the other applications import utility. Please see your applications online help for the proper import formats supported by it.

Report Wizard

The Report Wizard allows you to create reports that tell you what you have billed, payments you have received and your current accounts receivable. These reports also have tools that allow you to sub-total and sort, providing you with ways to view specific information. You can get to the Report Wizard, by selecting the Tools Menu from the Main Screen or clicking on the picture button shown above from the main screen. Below is a list of report types, followed by an overview of the Report Wizard.

The Report Wizard uses various reports which provide you with different types of information, which you can manipulate to provide you with powerful reporting options. To use it, select a report type. To find out what each type of information the reports provide, read their topics listed above.

After you select a report type, you need to enter the dates you want to search for. Enter a TO and FROM date. This allows you to create your own reports. If the report spans multiple months and is sorted by date, the system will provide you with monthly sub-totals. After you have entered the dates, select the View button to produce the report on your screen.

To custom sort your reports, use our **Speed-Sort** feature. **Double-click your mouse on any non-numeric column, (not the column heading) to sort your report by that column**, or select the column number from the sort by drop down list. Speed sorting is **fast** and turns your report into a powerful, customized source of information! When you sort a report, if you have the sub-totals check box marked, the system will sub-total on the sorted column. Once the report is displayed the way you want it, you can change the fonts and/or print it out. You can also save the report to a file, for importing into your favorite word processor, allowing you to customize it further. Using the different report types allows you to extract whatever type of information you need. Read each report type for details about what information each provides. NOTE: if you use large fonts on your reports, you may want to use the printer setup button provided to print in landscape mode. This provides for "wide" report printing.

You can also filter your reports when using the Report Wizard. For information on that feature, see the Report Filter topic.

Availiable Reports:

Tax Report
Key Code Inquiry
Sales Report
Invoice Register
Payment Register
Accounts Receivable Report
Quote Report
Repeat Billing List

Invoice Register ([Report Wizard](#))

Use this report to list invoices you have created. This report does not care if the invoices are paid or not. It's job is to provide you details of **what you have billed.** If you want to obtain information about what has been invoiced, use this report. The dates you enter on the Report Wizard determine what records will be displayed, if any exist. The Invoice Date field is used when searching for records.

You can sub-total on any non-numeric column by double-clicking on the column. See Speed-Sorting in the [Report Wizard](#) Overview. You can sort and sub-total this report by Invoice Date, Invoice Number, Customer Number or Customer Short Name. For example, to see a list of invoices you have billed to a customer, sort the report by Customer Number.

Payment Register ([Report Wizard](#))

Use this report to list payments you have received. This report will only extract **items which have been paid.** If you want to obtain information about what has been paid, use this report. The dates you enter on the [Report Wizard](#) determine what records will be displayed, if any exist. The Paid Date field is used when searching for records.

You can sub-total on any non-numeric column by double-clicking on the column. See Speed-Sorting in the [Report Wizard](#) Overview. You can sort and sub-total this report by Paid Date, Invoice Number, Customer Number or Customer Short Name. For example, to see a list of payments you have received by date, sort the report by date.

Accounts Receivable ([Report Wizard](#))

Use this report to list all invoices which remain unpaid. **These invoices make up your accounts receivable balance for this company.** This report will only extract **items which are not fully paid.** If you want to obtain information about who owes you money, or how old your unpaid invoices are, use this report. This report does not require you to enter dates because all unpaid records will be displayed.

All selected records are grouped into four (4) user-defined aging categories. For more about the aging categories, click here. For the use of the Aging Chart tool which calculates the aging, see the Aging Chart topic. This report also lists the age (in days) of each unpaid invoice.

You can sub-total on any non-numeric column by double-clicking on the column. See Speed-Sorting in the [Report Wizard](#) Overview. You can sort and sub-total this report by Category, Invoice Number, Customer Number, Customer Short Name, Invoice Age or Invoice Date. For example, to see a list open (unpaid) items by customer, sort the report by Customer Number.

Tax Report/Collections ([Report Wizard](#))

Use this report to list payments you have received. This report will only extract **items which have been paid (collected).** This report is identical to the Payment Register, except that the **Tax field and Key Code fields are used**. When records are selected for this report, the Paid Dates are searched. If you want to view sales by Key Code, use the Key Code Inquiry Report.

Taxes are due when collected as specified by your Taxing Authority. This report will show you what taxes have been collected. Furthermore, using the Key Code field, this report will show you what collections you have booked by Key Code, when sorted by the Key Code column. For more about what you can do with Key Codes, see the Key Code Inquiry Report.

Key Code Inquiry ([Report Wizard](#))

Use this report to list invoices you have created by user-defined key code. This report does not care if the invoices are paid or not. It's a Key Code report for **what has been billed.** If you want to see collections by Key Code, use the Tax Report. The dates you enter on the [Report Wizard](#) determine what records will be displayed, if any exist. The Invoice Date field is used when searching for records.

This report is extremely powerful! The Key Code is entered when you prepare an invoice. You can use any kind of Key Codes you want, create your own! Key Codes provide you with a way to view items by sales person, department number, credit card type, sub-company number, project code and anything else you can think of. By using the Key Code field on your invoices in combination with this report, you can extract information however you need! For example, if you have sales people that you pay commissions to, you can use this report to tell you what sales were made by salesperson. This is only an example of the many different reports you can make.

This report is identical to the Invoice Register Report, except that the Customer Number field is replaced by the Key Code field.

Repeat Billing Wizard - (Deluxe Version - Tools Menu)

Use this feature to create repeat billings from the Master Repeat Billing invoices (Type R) you currently have on file. For information on how to make a Master Repeat Billing, see [Create Repeat Billings](#).

First, select a date to search for billings due through this date. Select the "..." button next to the date field to launch the calendar. Double-click on the date from the calendar and the program will display selected records. Once you have the records selected, enter the information below to create the invoice header record, such as invoice date and comments that will appear on each created invoice. For example, if you are billing a monthly service, enter comments like "March 2006 Service" or "March Pager Rental". The comment field will appear on both invoices and statements. This will ensure your customers see the comments on their invoice and/or statements, depending on which document you send them.

When the invoice date and comment fields are complete, press the "Create Invoices" button to have the system create all the invoices. That's all there is to it! It's fast and painless to create repeat billings. For best results, we suggest you create your repeat billings on the same day of each month or period. This way, your customers will know when to expect their invoices and/or statements. If they do not receive the billing, they can call you and let you know. Also, you will get in the habit of running the Repeat Billing Wizard on a "set schedule", which is good for you and your customers!

Quote Report ([Report Wizard](#))

Use this report to list all Quotes you have created. This report does not list any invoices, only your Quotes. It's job is to provide you details of **what Quotes you have open.** The dates you enter on the Report Wizard determine what Quotes will be displayed, if any exist. The Quote Date field is used when searching for records.

You can sub-total on any non-numeric column by double-clicking on the column. See Speed-Sorting in the [Report Wizard](#) Overview. You can sort and sub-total this report by Quote Date, Quote Number, Customer Number or Customer Short Name. For example, to see a list of Quotes you have open for a customer, sort the report by Customer Number. If you turn the Quote into an invoice, the Quote will no longer appear on this report. It will then show on the Invoice Register instead.

Financial Freedom Top 10 Bar Charts

You can run **Top 10 Bar Charts (TTBC)**, while viewing a report in the Report Wizard. The Top 10 Bar Charts will work with any type of report to quickly show your Top 10 items for that specific report, in bar chart format. Only items greater than zero are listed when displaying TTBC and the Report Wizard Sub-Total option must be checked in order to display the bar charts for those group sub-totals.

For example, while viewing your Payment or Invoice Register, sorted by date, you can click on the Top 10 picture button to quickly view your top 10 sales for that selected period (by charting the top 10 dates). Use this option with any report and sub-totals! The bar charts are designed to capture items with the most activity, depending on which report you are using, and provide quick, graphical and informative bar chart analysis. The sub-totals listed will not include any tax amount, unless viewing the Tax Report. At the top of the chart, you will see totals for the top ten items, all non-top ten items (other), and the grand total. The amounts for each bar chart item is listed below the chart using the matching bar color. You can also hold the mouse over each bar chart item to see the totals for that specific item. The Financial Freedom Top Ten Bar Charts are exclusive to our software.

PLEASE NOTE: If your printer is not a color printer, you should un-check the USE COLOR checkbox before printing the chart. Some non-color printers will not print a color in grey scale. It will simply ignore printing that bar chart. Likewise, if you do have a color printer, and print the bar charts in color but do not see any color, check your color ink cartridge and/or your Windows Printer Setup.

Report Filter

You can filter your reports when using the Report Wizard. If you enter text in the Report Filter, only records which contain or match the search term you enter will be displayed. For example, you can filter the reports to only display a specific customer, product or key code by entering a customer number, product code or key code in the Report Filter. If the Report Filter text is blank, all records which meet the date selections will be displayed. To bypass the filter, blank out the search term or use the CLEAR button. The filter is always used unless the filter (search term) is blank (empty). When you use the filter, the following fields are searched for the search term you entered:

Tax Report - invoice#, customer# and key code.
Key Code Inquiry - invoice#, short name and key code.
Sales Report - product description, product code, invoice#, short name and customer#.
Invoice Register - invoice#, short name and customer#.
Payment Register - invoice#, short name and customer#.
Accounts Receivable Report - invoice#, short name and customer#.
Quote Report - quote#, short name and customer#.
Repeat Billing List - invoice#, short name and customer#.

<u>Customer Filter</u> (Invoice Manager)

While using the Invoice Manager, you can "filter" the display to list invoices/payments for a particular customer. This allows you to display only records for that customer. To filter the list, click on an invoice or payment for the customer you want and select the Filter button. To clear the filter, click on the Filter button again. You can only filter one customer at a time. Also note, that any of your reports may be sub-totaled by customer, (Report Wizard).

Aging Chart (Tools Menu)

The Aging Chart provides you with a visual representation of your accounts receivable balance. This tool, along with the Accounts Receivable Report (Report Wizard), is designed to allow you to get a handle on your unpaid invoices and help you to collect your receivables! The chart will flag invoices which are past due, allowing you to contact the customer and find out why payment is late.

This billing system maintains your invoices grouped into four user-defined aging categories. **Category 1 is cyan, category 2 is green, category 3 is yellow and category 4 is red.** These four categories are represented on the Aging Chart with the four colors listed above. Each color represents the percentage of your accounts receivable by aging category. For example, if you see more red on your report than any other color, it means the majority of your accounts receivable are older than category 3. For a list of the invoices that make up each color, run your Accounts Receivable Report on the Report Wizard, sorted by category. To see the amount for each color using the Aging Chart, hold the mouse over the color. To see your total receivables, hold the mouse anywhere outside the colors, but somewhere on the chart.

The idea of the Aging Chart is to keep your unpaid invoices current and within your payment terms. For example, if your payment terms are net 30 days, it means customers must pay their invoices within 30 days. Therefore, you should never see any green, yellow or red on your chart. When you do, it means it's time for you to make some phone calls to find out why you have not been paid.

Each day you start up your billing program, the system will automatically calculate the aging totals and display the chart if you have unpaid invoices. You can also view the Aging Chart at any time by selecting that option from the Tools Menu on the main screen.

Printing Customer Envelopes (Customer Manager)

This feature allows you to print a customer name on an envelope. Your company name/address appears in the return address portion and the customer name/address in the send-to address area. To print an envelope, click on the customer you want in the Customer Manager and then choose the print envelope option on the Customer Menu.

Please note that your printer **must** be able to print envelopes or you won't be able to use this feature. Also you are not limited to any specific envelope size. You can use larger envelopes by adjusting the print margins, (see below). You can specify different envelope sizes/options for each company, however, you can only have one envelope setting/layout defined for each company.

You have complete control of the font/color used and the margin settings. These settings are stored in your company setup (Company Manager). You can change these settings by editing your company setup and selecting the "Envelopes" tab option. Read the online help once you get there for setting envelope printing options.

Adobe PDF Viewer

If you have Adobe's free PDF viewer installed on this computer, you can view your invoices, statements and reports in PDF (Portable Document Format) files! If you do not have the viewer, there is a free download on Adobe's web site, which you should download. As of this writing, the download page was located at http://www.adobe.com/products/acrobat/readstep2.html or you can go to adobe.com and look for the Adobe Reader button on thier web site.

PDF files offer many features including:

* Preserve the look and integrity of your original documents Adobe PDF files look exactly like the original pages.

* Share documents with anyone. Anyone using the free Adobe Reader® software can open Adobe PDF documents across a wide variety of platforms and devices.

* Email the PDF's to your business associates and customers using your computers default email program. Works with all email programs and is built into the PDF veiwer.

FF Billing Manager Pro Deluxe with Adobe Reader, can give you great looking documents and other business tools. We highly recommend the free Adobe reader to our customers.

Backup Data Files - Tools Menu

IMPORTANT note about backing up to CD's: If you have a CD-R or CD-RW CD then you can backup to a CD, however, you must use your CD Software to format the CD (prepare it for writing to) before you use our backup utility.

In Windows XP and later Windows versions, you can use the FORMAT command on the blank CD. Simply insert a blank recordable CD, select My Computer and right click on your CD drive, then select FORMAT. Also read the Window XP Help Topic "Making Discs Compatible" for information on how to finalize your CD, so that the CD can be read by other computers. If Windows does not display the FORMAT option, it means your CD is not a CD-R or CD-RW, or your CD is not capable of making CD's, or you do not have a CD in your CD drive.

Use the backup utility to periodically backup your data files to a floppy disk or other media. In the event of hardware failure, having backups will allow you to restore your system to the way it was on your last backup date. We strongly encourage you to backup your files! It only takes a couple of minutes and can save you hours of aggravation. **WARNING: M & R Technologies will not be able to help you restore your system if you do not maintain backup disks!** NOTE: Only your data files are backed up, not the program files. Always keep your program diskette in a safe place with your backup disks. You will need both disks if you experience hardware failure. When you backup your data files, all customers, Product Codes, invoices, companies and various setup files are all saved to the disk. There is also an option in your company setup (General Tab) which allows you to set the program to automatically prompt for a backup on program exit.

IMPORTANT: You should make at least two backup disks and label them A and B and rotate them once a week or month! This will give you two backup disks to rely on, in case one is damaged or lost. Also, do not rely only on our backup utility, you should also backup to other media forms, like zip disks, tape backups, etc., in case one media device fails. For example, if you backup to a floppy disk and your floppy drive fails, you would not be able to restore your files. The more backups you have, the safer you will be! For this reason, we have included the "Backup critical files to backup folder" option. When checked, critical files, such as invoices, companies, products and customers will also be copied to your hard disk in a folder called "Backup". In an emergency, these files can be manually copied back into your Billing Manager program folder to restore your data files. Unlike the backups to floppy disk and other media, the files copied to the backup folder are NOT compressed and therefore, can't be restored using the restore button on the backup utility. You would need to manually copy these files if you ever needed to use them.

This program has the ability to backup data files to multi-disk backups. Our program will also compress your data files before backup to save on disk space. If you need to restore your backup files, use the restore button on the backup utility. You can backup to any device supported under Windows, floppy disks, Zip Drives, etc. If more than one backup disk is required, the program will ask you to insert the next disk. Be sure to number the disks! You will need these disk numbers to restore your data, using our restore button.

When you backup for the first time, you should insert an empty, FORMATTED disk or other media and then select the drive letter. Select the Backup button and the backup will begin. The program will notify you when the backup is complete. Then place the disk(s) in a safe place. The next time you backup, you can use the same disk/media. The old backup files will be replaced with the new backup files. Please note that floppy disks and other media simply go bad over repeated use. Therefore, you should get new disks and replace the older ones about every six months or so, for best backup protection.

If you ever need to restore your data from your backup disks, simply insert your backup disk into your floppy drive and select that drive letter from the pull-down list in the backup utility, then click the RESTORE button. After the files are restored, you should run the "rebuild data files" option on the Tools Menu to finish the restore process.

E-Mail Mode (Main Program Screen - Deluxe Version)

PLEASE NOTE: You do not need an e-mail program to use our e-mail features. We have that built in. However, you WILL need an Internet Service Provider (ISP) to get a connection to the internet and to get a SMTP address to be used to send your outgoing invoices and statements through e-mail over the internet. If you do not have an internet connection, you will need to contact your Internet Service Provider to get connected.**M & R Technologies will NOT be able to help you out here because we do not know the connection settings or your SMTP address, which can only be obtained from your Internet Service Provider.**

We have included the ability to e-mail invoices and statements in the DELUXE version. No more printing, envelopes and stamps needed! Saves money and time! The e-mail options are found in your company setup on the E-Mail Tab option. You choose between E-Mail Mode or Printer/Fax mode. When in Printer Mode all output is sent to the printer. When in E-Mail Mode, all output (invoices and statements) are sent by e-mail. **NOTE: YOU MUST HAVE AN INTERNET CONNECTION THAT ALLOWS SMTP!** SMTP (Simple Mail Transfer Protocol) is very popular and supported by almost every ISP.

You need to enter your e-mail address in the e-mail setup options. This e-mail address will be used as a return e-mail address for bounced mail and for your customers to use if they have questions about their bill. You should enter the primary contact e-mail address for your company. An example email address is **info@yourcompany.com** . Next, you need to enter the SMTP mail host address that is used to send all out-going e-mail. **Please do not ask us what to enter here. We don't know what your SMTP address is. The ONLY person who would know this is your Internet Service Provider.** An example SMTP address is **Mailhost.ISP.com** and you will need to enter the SMTP address to send e-mail.

The **User/Login** and **Password fields** are used if your ISP requires a login/password in order to allow you to send e-mail. Your ISP would need to provide you with the login and password. You must enter something in BOTH fields. If your ISP does not require e-mail authentication, leave these fields empty (blank).

The **Default Output to E-Mail** will cause the billing program to be placed in E-Mail Mode when you start the program. This is for people who always e-mail their documents. You can always switch modes at any time by using the mode selection options on the main screen of the program.

The **Lines on E-Mail** option will print lines across your e-mailed documents. This is for cosmetics only and you can turn the lines off using this setting.

The **Include Customers without E-Mail Address** will cause the system to send e-mail for **ALL** customers, even if the customer does not have an e-mail address entered in their customer setup. **When this option is turned on, all e-mail for customers without an e-mail address will be sent to your return e-mail address**, alerting you that this customer has an **empty e-mail address** in their customer setup. **If this option is turned off, customers without an e-mail address will NOT be sent**. They will not be marked as printed either, so you will need to run the batch print option to print out these invoices. This allows you to have some customers who receive their invoices by e-mail and some customers who have there invoices printed and mailed.

Please note that sometimes e-mail networks are down and even customers with good e-mail addresses will be returned to you by the network. This is called bounced e-mail. If an e-mail invoice is bounced back to you, you can send it later by selecting the invoice and pressing the print button in the Invoice Manager when

in E-Mail Mode. You can also tell if an invoice was e-mailed by highlighting the invoice in the list and then selecting the Customer Data option on the Invoice Menu. If the invoice was e-mailed, the date will appear next to the word 'E-Mailed'. If you want to send e-mail messages to your customers, use the "Send e-Mail Message" on the Tools Menu.

E-Mail Message/Note (Deluxe Version - Tools Menu)

This feature allows you to create a message and e-mail it to your customers. Just like our Form Letter and Label Wizards, the print queue on the Label Wizard is used to select the customers you want to send the message to. For information on how to use the Label Wizard, see that topic.

You need to enter your email address, the subject of the e-mail and then the body of your e-mail message. Your e-mail address in your company settings (e-mail tab) is used as your e-mail address, but you can change that. Once you have entered the message and select your list of customers to e-mail, the program will send the message to everyone in the list, provided they have an e-mail address entered in their customer setup. This feature is used if you want to notify your customers of special announcements, prices, etc., using your existing e-mail addresses. Also, our print queue allows you to create and save mailing lists and has other special tools for saving and manipulating mailings (e-mailed or printed). You could use other e-mail programs to send out notices, however, that would require you to enter all of your customer e-mail addresses into the other program too! We built this feature so that you don't need to do that. Our e-mail tools will save you both time and money!

You do **NOT** need to be in e-mail mode to use this feature, but you do need an e-mail connection to the internet. If you have customers that do not want e-mail notices, simply delete their e-mail address from their customer setup. Unless you have the "include customer's without an e-mail address" selected in your company setup (e-mail tab), they will not be sent any e-mail by this program.

Interest Wizard (Deluxe version - Tools Menu)

The Interest Wizard is a tool provided to allow you to charge your customers interest charges for overdue accounts. If you decide to use this feature, we suggest that you create interest charge invoices on the same day of each month, to avoid over-charging customers. Once you generate your first interest charges, the system will store your settings for future charges. We also suggest that you backup your system before you generate interest charges. Once you create interest charge invoices, you will need to delete each one manually, if you made a mistake.

First you must select the **aging category** to apply interest charges. Only customers with a balance in the aging category you specify will be selected. Once an aging category has been selected you must specify which type of late charges you want to calculate, either using an **interest rate** or a **flat rate** fee.

For **interest rate calculations**, enter the **monthly interest rate** to charge. For example, if you want to charge interest at 18 percent annually, enter 1.5 (18 percent divided by 12 months = 1.5). The maximum interest charge is regulated by law, so whatever you decide to charge should not be more than what is allowed by law. Next, enter the **minimum interest charge** to create. Interest charges which are less than the minimum amount, will not be generated.

For **Flat Fee charges**, select the flat rate check box and then enter the amount of the **flat rate charge**. All customers will be charged this flat rate no matter what their past-due balance is. When you select a flat rate calculation, any values in the interest percentage and minimum interest charge boxes are ignored. Therefore, any customer who has a past-due balance in the aging category you select, will be charged the flat rate fee. Please note that the flat rate is not stored in the data files for subsequent use, like the interest calculations are. Therefore, you will need to select the flat fee check box and enter a flat fee amount each time you calculate interest charges.

After entering the above data, press the **Scan button** to view the customer account balances which meet your selection criteria and the amount of interest charges or flat rate fees that will be applied to each account. If you are satisfied with the selection and interest charge calculations, fill in the **invoice date** and any **comments** below. You may also select a special **payment term** for these late charges. Late charges are generally due on receipt, but you may enter any terms you wish.

The **Mark Invoices as Printed** check box allows you to mark each interest charge invoice as having been printed. This option is for people who **do not want to print the invoices** to send their customers because they send out monthly statements instead. Also, if you do not mark the interest charge invoices as printed, they will appear when you batch-print your invoices. If you send monthly statements, you will probably want to mark interest invoices as printed.

When you have all information entered correctly, select the **Generate Invoices** button to have the system generate the late charge invoices and add them to the master files. When the system is done creating invoices, you will be asked if you want to print a report of the invoices created. Once these invoices are created, you can modify and delete them, just like any other invoice.

Create Master Repeat Billing (Deluxe Version - Invoice Manager - Invoice Menu)

This feature allows you to turn any **unpaid** invoice into a repeat billing that will be auto-created by the system at the time interval you specify. With this feature you can auto-generate invoices every week, month, quarter or any other time frame you need! For example, if you rent pagers and charge your customers $15.00 a month for rental, you can setup a $15.00 repeat billing invoice for each customer and **have the system create the invoices for you each month! This feature is extremely powerful and will save you countless hours of data entry!** This feature alone, is worth the price of this entire billing system!

To start, enter an invoice for the customer you want to repeat bill. You can use a memo or product invoice, depending on what you want to bill and how you want it to appear on your Sales Report. You could setup a Product Code for "Monthly Pager Rental" or enter these words in a memo invoice. When you create the invoice, make it as "generic" as possible, i.e. do not include a specific month or date in the body of the invoice. You will be able to enter specific dates and comments when you create the invoices.

The invoice number must be 5 characters or less! We use the remaining spaces to add to the original invoice number when we generate repeat billings. For example, if you create an invoice number of 250, when a repeat billing is created from this invoice, the invoice number will be 250G1, 250G2, 250G3, etc. The "G" means "generated billing" and is followed by a number that represents the number of created invoices, i.e. an invoice number of 300G25 means that this repeat billing was the 25th generated invoice from the master billing invoice number 300. This provides you with an excellent audit trail and makes the customer statement easy to read.

After you create the invoice, you can make it a repeat billing by using the Invoice Menu on the Invoice Manager and selecting the "Repeat Billing Setup" option. You will need to select the "Generate invoices from this master record" check box and then enter the number of months/days between invoices. If you want to create invoices once a month, enter 1 and select the MONTH option. This tells the system to generate this invoice every month. If you want to bill every quarter (3 months), enter a 3. If you want to create an invoice every year, enter a 12 (every 12 months). **Do not use half-months, (i.e 1.5 months)!** You should use the DAYS option if you need this. For example, if you want to bill a customer every 10 days, select the DAYS option and enter 10. After entering the number of MONTHS/DAYS, enter the date you want to begin creating invoices.

Please note that you can change the setup options at any time by clicking on the invoice and selecting the Repeat Billing Setup option again. **Be CAREFUL when changing these settings!** We suggest that you make all invoices due on the same day of each month, so you only need to create invoices once a month, rather than once a day! If you get a new customer, setup their repeat billing to match all of your other customer "due dates" and enter another invoice to charge them for the time between NOW and the next repeat billing cycle. If you work with MANY repeat billings, you may also consider breaking up your monthly billing cycle into two cycles, making half due on the 1st and half due on the 15th. This makes it easier to manage a lot of accounts, with regard to printing and mailing invoices and/or statements on a regular basis. Also, you may wish to consider putting your customers who pay by credit card on one cycle and those who pay by check on another cycle to make it easier to handle payments. How you design your billing cycle(s) is completely up to you, so give some thought about how you want to do it before entering ALL of your repeat billings!

Once you have the repeat billing setup information complete, click the Ok button to change the invoice to type R (Master Repeat Billing). The amount of this invoice will then be subtracted from the customer and

company account balances as this invoice is no longer "due". It is now a Master Repeat Billing and only the (type G) invoices created from this master record will be added to your accounts receivable balances. Likewise, type R invoices do not appear on your reports (only on the Repeat Billing List Report), only the invoices created from them. You can edit a type R invoice by using the Edit option from the Invoice Manager. You can also use this feature to change the number of days/months you entered by selecting this option later. After a billing has been generated, use this feature to view number of billings created and when the next scheduled creation date is. To stop a type R billing from creating further invoices, simply delete it using the Invoice Manager - Delete option.

To find out how to create invoices from Master Repeat Billing records, see [Run Repeat Billings"](#).

Repeat Billing Wizard - (Deluxe Version - Tools Menu)

Use this feature to create repeat billings from the Master Repeat Billing invoices (Type R) you currently have on file. For information on how to make a Master Repeat Billing, see [Create Repeat Billings](#).

First, select a date to search for billings due through this date. Select the "..." button next to the date field to launch the calendar. Double-click on the date from the calendar and the program will display selected records. Once you have the records selected, enter the information below to create the invoice header record, such as invoice date and comments that will appear on each created invoice. For example, if you are billing a monthly service, enter comments like "March 2006 Service" or "March Pager Rental". The comment field will appear on both invoices and statements. This will ensure your customers see the comments on their invoice and/or statements, depending on which document you send them.

When the invoice date and comment fields are complete, press the "Create Invoices" button to have the system create all the invoices. That's all there is to it! It's fast and painless to create repeat billings. For best results, we suggest you create your repeat billings on the same day of each month or period. This way, your customers will know when to expect their invoices and/or statements. If they do not receive the billing, they can call you and let you know. Also, you will get in the habit of running the Repeat Billing Wizard on a "set schedule", which is good for you and your customers!

Password Setup

You can setup a password to protect your system from being tampered with. From the Tools Menu, select P assword Setup. You must then enter a password TWICE. You must enter the same password exactly BOTH times. Your new password will then be displayed. You must enter the password EXACTLY as shown to enter the system next time! Upper and lowercase letters matter! This allows you to create some very good passwords. For example: 'PassWord' is not the same as 'Password' because of the uppercase 'W'. If you use uppercase letters you must type them in as uppercase. When the system is password-protected, a password must be entered each time you try to modify or delete a company setup. This is done so that if you have employees who work in the system for you, they will not be able to modify the company information. Only the person who knows the password will be able to change company setup options. NOTE: there is also an audit trail feature in this program found on the company setup under the General tab option. This allows you to restrict editing and deleting invoices. See that feature for more on this.

You can remove your password protection at any time, by selecting the Password Setup option on the Tools menu and entering a "blank" password (do not enter anything) TWICE. You must first enter the password or you will not be able to edit the current password setup. This will clear the current password. **Please remember your password or you will NOT be able to get into the billing system next time you try to start it!!**

Using the Timer (found on the invoice)

There is also a built in timer if you bill your time. To start the timer, open a new invoice and press the Start Button above line items. Then close the invoice window and minimize the billing program to allow you to use your computer to do other things. The timer will still run as long as you don't close the billing program. When your ready to bill the customer, select the billing icon and open a new invoice, stop the timer and enter the decimal amount provided to your hourly rate product-code on the line item or type it in somewhere on your memo invoice. You can use a line-item or memo invoice to bill your time.

You can also use our system to track your time for different projects. See the FAQ's for more on this.

Frequent Asked Questions - Please Read!

Please Note: If you want to enter practice records and setup dummy customers, use the TEST COMPANY provided with this program or setup your own test company. You can delete companies even if they have unpaid invoices. This feature is used if you close a business, however, you can also setup a practice company and delete it when you're done! M & R Technologies is committed to helping you get started. If you need help, read the questions below then contact us at the addresses listed in the About option located on Billing Manager's Help Menu. To setup a new company see question# A-2. For help with the **e-mail options** click here.

There are over 70 questions below, categorized into 4 groups (A-D).

A. System Setup and Maintenance
B. Invoices / Purchase Orders / Statements
C. Printing / Graphics / Envelopes / Labels
D. Procedures, Accounting and Various Help Topics

Please read through these questions/answers. If you still need help, send email to info@mrtec.com or call us at 321-951-2268 for more detailed questions. We are always happy to help, so please let us know how we can help you!

A. System Setup and Maintenance

A-1. You have Company, Invoice, Product and Customer Managers in this program. What are they and how do I use them?

The "Managers" provide you with tools to add, modify, view and delete data. For example, when using the Invoice Manager, you can add, edit, delete, view and print invoices. All of the current invoices are listed in the window. Simply click on the invoice you want and choose an option. To make this system EASY to use, all Managers function the same, they just manage different data. Some options, such as add, edit, delete, close and help are found on all of the managers, but some managers have other features. For example, you can only print envelopes and statements from the Customer Manager but not from the Product Manager. Please note that because of the way we designed our system, you can actually setup, edit and delete products and customers in the middle of doing a new invoice! On the fly! Our managers are very powerful tools! NOTE: you can also right-click your mouse on the list for a pop-up list of editing options.

A-2. How do I setup MY business?

From the main menu, click the File Menu and choose Company Manager. From the Company Menu, select ADD and fill in as many options as you need then click the save button and close the Company Manager window. This new company is now available for use. You can edit any of the company data by opening the Company Manager and clicking on the company you want in the list and selecting EDIT from the Company Menu. To make any company in the list the default company, double-click on the company in the list or choose the Company Menu and select Set As Default. The currently selected default company is used when adding and editing data.

A-3. What is the Default Company?

This program can manage 32,000 different companies all with separate customer, invoice and product files. The default company is the company currently open for processing. All of the system options are stored at the company level, such as tax rates, printing preferences, company name, etc. If you only run one company, you will need to set it as the default company only once. The system will automatically open the last company you were working on when you open the billing program. To set any company as the default, open the Company Manager and double-click on the company you want. The currently selected default companies name appears in the other managers windows.

A-4. Where do I set the system options?

The "heart" of the billing system is located in the company setup. The system options are all set at the company level, allowing you to define different options for different companies. This is great if you run a bookkeeping service as you can modify the company options to suit your customers requests! To change any system options, open the Company Manager and click on the company you want, then select EDIT from the Company menu. NOTE: If you assign a password to the system, the password must be entered in order to allow changes the company setup options. This allows you to restrict people from changing your system options.

A-5. Can I create an audit trail or password-protect the system?

You can do both! You can use the "Require System Audit Trail" checkbox on the company setup (general tab option) to turn on the audit trail. When this option is ON, editing and deleting invoices is not allowed, requiring a new invoice to be entered for the required adjustment. Furthermore, if you assign a password to this system (Tools Menu), the password must be entered before changes to the company setup options can be made. These two options provide you with the means to make your billing system very secure!

A-6. Can your system print mailing labels for my packages?

Yes, and more! Not only can you create your own label sizes, you can also create custom mailing lists by classifying your customers and vendors! If you use a large label you can also print your bitmap picture logo and return address on the label. And, if that's not enough, we provide options for auto-copying customer addresses to the label print queue when creating invoices or batch printing! We have also pre-defined four (4) popular label sizes for you to use. Four labels are designed for 300 DPI and four of them for 600 DPI.

A-7. Can I add a fee to my customer accounts?

There are several ways to do this. You could incorporate the fee in the unit price or add it as a separate line item on the invoice. The question is, do you want to track the income from this fee or are you interested in only getting the charge on the invoice. Also, if you want to add a fee for past-due account balances, use the Interest Wizard to generate the invoices. Which method you decide on will determine what kind of information you get back on your reports.

A-8. PLEASE backup your data files!

PLEASE safeguard your data files using our built-in backup utility! Eventually, computers do fail and you risk loosing all of your data when that happens. Please make backups! We suggest that you get three new formatted floppy disks and label them "A", "B" and "C" and rotate them once a week or month. This ensures that you have three backup disks, in case one of them gets damaged, erased, or simply goes bad. These things do happen! Please backup your data files before something goes wrong. Our customers have had

lightning strikes, power outages, floods and hard disk crashes, so we want to emphasize to you how important it is to safeguard your data. Also, please do not backup your files to your hard disk, unless you do this in addition to other backup methods. If your hard disk should crash, your backup would be worthless to you on your hard drive. Backup to floppy disks, zip drives, CD ROM's and tape to ensure your data files are safe.

Use more than one method to be safe. For example, if you backup to a tape drive, what would happen if you needed to replace your tape drive and the newer tape drives no longer supported the type of tape cartridge you are currently using. So keep more than one backup source and the best method would include backups to different media types. Remember, ZIP drives, floppy disks and hard disks fail, so make your backups to multiple media types. Whatever you do, don't rely on only one backup disk!

We have also confirmed that there is a program on the market called Zip Magic, which interferes with our backup and restore utility, by causing a bogus error message "files not found", when trying to restore from your backup disk. Although the files are indeed there, Zip Magic wants control of them and reports this error message. You need to disable Zip Magic in order for our restore utility to work correctly again. Apparently, since our backup files are in ZIP format, Zip Magic thinks it needs to handle our file, when it should not, and creates this error message. If you receive this error and have Zip Magic installed, you should contact Zip Magic for instructions on how to disable their product.

A-9. How do I move data from computer A to computer B?

Simply install the program on computer B, then make a backup from computer A using our backup program on the Tools Menu. Then take the backup disk to computer B and restore from the backup, using the restore button on the backup utility. After the restore, use the rebuild data files on the Tools menu and you will be ready to go!

A-10. Are there any user-defined fields in your programs?

Yes, we have a "user-defined" field called the Key Code field. It is in the invoices and PO screens. The Key Code field also has a special Key Code report in the Report Wizard. It is extremely flexible and quite powerful. Create your own Key Codes and sort on them for special reports. This field is 10 characters long and a combination of alpha/numeric input will work. We created this field so our customers could add customized options to their billing /inventory / reporting system! For example, if you wanted to monitor sales by salesperson, you could enter the salespersons employee ID or their initials into the key code field on the invoice. Then run the Key Code Inquiry report, sorted by key code to see the total sales by salesperson.

A-11. Can I send out late (past-due) notices to my customers?

Yes, several ways. You can use the Customer Statements found on the Customer Manager. You can also define your own aging categories, i.e., 30, 60, 90 and 90+ days, etc. The batch-print statements option in the Customer Manager (the mail box picture button) can print statements for any aging category. For example, you could print statements for all customers who have a balance in the 90+ aging category. Also, you can create a form letter using the Letter Wizard to create a customized late notice which also includes the aging fields and customer information. For more help, see the online help for these topics in our program.

A-12. Are your programs multi-user?

All of our products at http://www.mrtec.com are single-user programs. We do have many customers who

install the program on their server and give the workstations access to the program through a shortcut, but only one person can use the system at a time. We have a network billing program on our web site at http://www.FFNetworkBilling.com, it is a client-server, multi-user database.

A-13. Can I print the customer notes on my reports?

The customer notes do not print on any reports. They can be printed on that customers invoices however, by setting this option in their customer setup. The customer notes will over-ride your sales message when this option is turned on. For example, you could use this feature to print driving instructions or directions to your customers location on each of their invoices for your people working in the field.

A-14. Can I email invoices to some customers and postal mail the rest?

Yes, the e-mail address for the customer is the key. The "Include Customers without E-Mail Address" (email settings in Company Manager) option will cause the system to send e-mail for ALL customers, even if the customer does not have an e-mail address entered in their customer setup. When this option is turned on, all e-mail for customers without an e-mail address will be sent to your return e-mail address, alerting you that this customer has an empty e-mail address in their customer setup. If this option is turned OFF, customers without an e-mail address will NOT be sent. They will not be marked as printed either, so you will need to run the batch print option to print out these invoices. This allows you to have some customers who receive their invoices by e-mail and some customers who have their invoices printed and mailed.

A-15. What does "Error 5XX" mean when I try to email an invoice?

This is also mentioned at the bottom of your email FAQ's in the program online help. Any error message number starting with a 5, i.e., 503, is coming from your ISP server computer. We do not have any error messages in our programs that start with the number 5 for this reason, as those numbers are used by internet host servers. You need to contact your ISP and find out why they are giving you this error message. Your ISP may be requiring you to use email authentication, enter a password or use a different SMTP address. Those options are found in the email setup options in our programs, however, you will still need to contact your ISP about the error message and find out what you need to do to stop the error message. They could also be experiencing problems with their computers, so you need to give them a call.

B. Invoices / Purchase Orders (PO's) / Statements

(NOTE: Purchase Orders and inventory features are found only in our Inventory Pro software, not the Billing Manager Pro software. Visit our web site for details.)

B-1. What is the difference between invoices and statements?

You prepare invoices to apply charges and credits to your customer balances, (See next question). The statements, which you can run at any time, list all invoices, payments and current account balances. The statement is an excellent tool to show you what transactions have been processed against each customer (account) number. Some businesses send out only statements to their customers, while others only send out invoices. Some do both. It's up to you to decide which works best for you. You should send out statements to your customers when you want to "remind" them what their current account balance is and what invoices remain unpaid.

B-2. How do I issue customers credits for returned merchandise?

Simply create an invoice and indicate the quantity as a negative number. For example, if you sold a customer 5 widgets and they return 2, do an invoice for -2 widgets. This will cause the invoice to have a credit balance, which will be subtracted from the customer balance. You will also see the 5 products sold and the two returned on your Sales Report. If you bill your customers using the memo invoice, simply enter a negative amount in the invoice amount to create the credit.

B-3. What is the difference between a product invoice and a memo invoice?

You have two ways to invoice customers. The product invoice allows you to setup product codes and enter these codes on each line item of the invoice. This provides you and your customer with an itemized listing of what was sold. You will see these items on your Sales Report. A memo invoice allows you to select ONE product code (entered in the product description box) and type in a paragraph of text to appear on the invoice. Whatever you type in the product description box will appear on your Sales Report for each memo invoice. Product invoices automatically calculate the invoice and tax totals, while memo invoices require you to enter these amounts. Which type of invoice you use is up to you. You can use both if you choose.

B-4. I made a mistake on an invoice. Can I fix it?

Yes. Simply open the Invoice Manager, click on the invoice and select the EDIT option from the Invoice Menu. You can add, delete and modify invoices so long as you have not posted a partial-payment (type "X") against it. You can modify any invoice that is not type "X" or type "Z". Also see next question.

B-5. What can I do to "fix" a partially-paid (type "X") invoice?

You can't modify an invoice that's partially-paid (type "X"). Normally, you wouldn't need to "fix" a paid invoice anyway, so this typically is not a problem unless you've posted a partial-payment (type "X") to the wrong account. If you do, you still have options available to correct that. If you want to fix a non-partially paid invoice, simply use the EDIT option (see B-4 above).

You can enter another invoice to make an adjustment to the customer balance. You can adjust a customer balance by entering a credit invoice to reverse the original charge or you can add an invoice for a partial amount to increase the customer balance or issue a partial credit to reduce the customer balance. Many people like to use the memo invoices for adjustment entries unless they are product related, because they can type in the comments about why this adjustment was needed and cross-reference invoices. Just keep in mind that invoices are simply the mechanism you use to place charges and issue credits to your customers. What you charge and credit is up to you. If you post a payment to the wrong invoice (very difficult to do, but it's possible), you should do another invoice to get the charge back on that customer balance. When you print your customer statements, only unpaid invoices will appear, so the erroneously paid invoice will not appear. You can also use the same invoice number and attach a "C" to the end to indicate "corrected". For example, if you need to make an adjustment for invoice number 100 and it's paid, enter another invoice with an invoice number of 100C for the adjustment entry. Using this technique provides you with a good audit trail.

B-6. Do I need to print the invoice when I create it?

No. You don't need to print invoices at all if you only send out statements. You can use the batch print option in the Invoice Manager to print all unprinted invoices or you can click on the invoice you want and select the print button. There is also a batch print feature for statements located in the Customer Manager.

If you run a Point of Sale type of business, setup the billing program to print an invoice after you enter it and

enter the payment amount when creating the invoice. The system will mark the invoice paid and automatically print the invoice! At the end of the day, run your Payment Register report, sorted by date, which will total your daily receipts. The Report Wizard allows you to select custom dates, so you can effectively create your own reports. We're great at Point of Sale! If you except credit cards, you can also use the Key Code during the invoice setup to enter "AMEX", "VISA", "MASTERCD", "CASH", "CHECK", etc. This allows you to sort your Key Code Report by user-defined type. In this example, you are sorting your key code by "payment type" so you can tell what was sold and how it was paid for! The Key Code field is very powerful! Use it to provide some type of additional/special reporting requirement.

B-7. I don't charge tax. Can I eliminate the tax field on my invoices?

Yes. Open the Company Manager and select the company you want and EDIT the company setup. Select the Company Address/Taxes tab. Blank out the tax heading caption below the tax rate amount. Then select the save button and close the Company Manager. The next time you process an invoice for this company, if the invoice tax amount is zero and if the heading is blank, the tax fields will not appear on the invoice.

However, we have found it is sometimes a good idea to let the tax field appear with a zero amount even if you don't charge taxes. The reason is that when a customer looks at an invoice, they can see the tax field with a zero amount and know that they were not charged tax and that it was not "built into" the product prices. If you and your customers know you don't charge tax, you can remove the tax field.

B-8. Can I remove the product code field when printing invoices?

Yes. Edit the company setup and select the Forms Setup tab. Make sure that the "product codes on invoices" checkbox is not selected, (unchecked). Click the save button and close the Company Manager. Since you have eliminated a column from the invoice, you can increase the size of the font used to print the body of the invoice text. See next question.

B-9. Can I customize my invoices and statements?

Yes. You can print with lines, colors, fonts, shading and even add a bitmap logo. These settings are found in the company setup under the "Forms Setup" tab. You have numerous options here and are bound to find the options you want.

B-10. I already have my own logo on my letterhead stationery. Can I print my invoices and statements on my letterhead?

Yes. Edit the company setup and select the Forms Setup tab. Make sure that the "Letterhead Style" checkbox is selected, (checked). Click the save button and close the Company Manager. You may also want to turn the "boxes around invoices" and "boxes around statements" options off, eliminate some of the lines and change your margin settings. You can also change the fonts used to print the forms to match the font(s) on your letterhead. When the letterhead style is used, your company name and address will not be printed at the top of your form as this information should already be on your stationery.

B-11. I have a small printer. Is there anything I can do to speed up the printing of my invoices?

Yes, you have several options, but first notice that when you print an invoice or statement, the status bar on your screen will indicate when the billing program has sent the document to your printer. It is almost instantly, so it is not the billing program that is taking a long time, it's your printer. You are probably printing with a lot

of fonts, lines and other graphics, which will slow down your printer. In general, lines, picture logos and shading slow down your printer the most, followed by the type of fonts you are using. Try turning off some of the graphics printing options and also consider printing with a fixed-pitch font to increase printer output. Since this is strictly a hardware issue, you may want to experiment using different settings until you gain the best printing performance. Laser and Ink Jet printers are the best at producing lots of graphic output. Dot Matrix printers are the slowest and do not print graphics very well, unless they are one of the 24-pin models, however, they can be slow too. Also see question number C1 for an explanation of DPI. You may be printing at 600 DPI and a setting of 300 DPI prints much faster.

B-12. I changed the size of my invoice body font and now the sales message doesn't appear on my invoices? What's going on?

This could be caused by 3 things. Please check all three.

A.) The Sales Message only appears if you have it "turned on" and there is enough room at the bottom of the PO/invoice to print it. Additionally, you probably have the "move down totals for blank lines" turned on (Forms Setup). This setting causes the program to move down the form totals for as many lines as indicated in the "Max Lines" setting (Forms Setup). Turn off the "move down totals for blank lines" option or set the "Max Lines" number to a smaller value, like 20. This will create the extra room needed at the bottom of your form for the Sales Message. Please keep in mind that printing your line items take precedence over the "Max Lines" setting. Therefore, if you have the Max Lines setting at 20, but have 21 line items on your form, 21 lines will be printed and you may not see your Sales Message because your font is so large, there was not enough room at the bottom of your form to print it. We do not limit the size of your fonts. You should be careful when changing these settings.

B.) Check the vendor or customer setup for the invoice or PO you are trying to print. There is a checkbox at the bottom of the vendor and customer setup windows that reads "Print Notes/Comments on PO's". If you have this option checked, the notes in the Notes/Comments box will be printed instead of the sales message. If you don't see any printing, it is because this option is turned on and you don't have any text in the Notes/Comments box.

C.) Check your company setup - forms control tab and make sure "print sales message" is checked (turned on) and then go over to the sales message tab and make sure you have text in your sales message.

B-13. Can I print more than one copy of the invoice? What about packing slips and remittance copies?

Yes, by editing the company setup and selecting the "Invoice Options" tab, you can specify an additional file/remittance copy and/or a packing slip. You can change the headings on the top of these forms by using the "Headers/Fonts/Color" button on the Forms Setup tab. For example, you may wish to send your customers the invoice accompanied by a duplicate invoice copy and keep a file copy for yourself. To do this, turn on the File Copy option and set the number of copies to 2. Then change the file copy form heading to "Duplicate Invoice" or "File Copy". The maximum number of additional file copies you can print (in addition to the invoice and packing slip) is (5) five. Also, at any time, you can always print another copy of an invoice while using the Invoice Manager and selecting the print option. These options work during batch printing and when printing a single invoice.

B-14. I have a customer with a zero balance that I want to delete but the system tells me they have

invoices on file and I can't delete the record. What can I do?

Use the Customer Manager and edit the customer record. Mark the customer as inactive by using the "Credit Hold/Inactive Account" checkbox option. This will cause the system to flag this customer as inactive if you try to do another invoice for them.

You can delete a customer with a zero balance if they have no invoices on file, however, if any invoices are present, you will not be able to delete them. The reason is that if you viewed or printed any invoices for this customer, there would no longer be any customer data present and we would not know who this invoice belongs to. When you use the Delete Paid Invoices option, any paid invoices are removed based upon the date you select. When you delete the paid invoices for this customer, you will then be able to delete them permanently from the customer database. Simply mark this customer as inactive and then permanently remove the customer when you delete old, paid invoices.

If you want to enter practice records and setup dummy customers, use the TEST COMPANY provided with this program or setup your own test company. You can delete companies, including all their invoices, customers and products, even if they have unpaid invoices.

B-15. What are the transaction code types displayed next to each invoice in the Invoice Manager?

These codes allow you to tell what type of transaction you are viewing. These codes can be explained by clicking on an invoice in the Invoice Manager and selecting the picture button with the red question mark, or by selecting Customer Data from the Invoice Menu. Code "I" means regular invoice, "D" is a deposit on account, "T" is a deposit taken (offset against other invoices during payment posting), "Z" is an invoice that has had partial payments applied to it and "X" is the actual partial-payments. Type "R" is a Master Repeat Billing record and type "G" are generated invoices from a type "R" record. These codes also appear on your reports.

B-16. What is the quickest way to see a customer's aging totals and account balance?

Open the Invoice Manager and click on any one of the customer's invoices so that it is highlighted, then choose Customer Data from the Invoice Menu (or click on the picture button with the red question mark). Not only does it show the customer aging, it also lists the last invoice number, payment and current account balance. However, we believe the Customer Statements provide the best history detail, as they show all invoices, payments and current account balance. You can also choose between all activity or only unpaid activity. It's a great tool! Also see next question.

B-17. How can I view all the transactions against a single account number?

You have two ways. The best way is to view the customer statement for the customer you want. The statements are located on the Customer Manager. You can print a single statement for any customer, or batch-print statements at any time. Another option would be to open the Invoice Manager and click on an invoice for the customer, then click the Filter button. This will list only the transactions for your customer, sorted by whichever display option you are currently using, (Display Menu). Click the filter button again to clear the current filter. Note: a colored box is drawn around your invoice list when the filter is ON.

B-18. I bill the same service every month. Do I have to type the same line items on each invoice?

No, that would not be much fun! You have two choices! When doing an invoice, you have an option of

saving the current line items to a file or reading in the lines from a saved file. This works with line-item and memo invoices. Also, your comments and statement note are saved in the file. To do it, create the invoice you bill each month and then save it to a file, then each time you create a new invoice, select the customer and recall the saved line items into your invoice. Unless you need to make any changes specific to this invoice, simply click the Ok button to create the new invoice. It's fast and simple to bill the same services or products over and over again.

We also have a Repeat Billing Module built into the Deluxe version of Billing Manager Pro! It allows you to setup master invoices and have the system automatically generate invoices for you! It doesn't get much easier than that! Repeat billings are a breeze with our program!

B-19. I have an Inventory Tracking program. Where can I get the information I need to plug into my inventory system? What about my general accounting program?

This information is obtained by running the Sales Report. Our Sales Report, sorted by Product Code, will list all products sold and returned for the selected period. You should enter the totals shown on this report into your inventory system. We also have an inventory program with the billing system built into it, called FF Inventory Pro. You can download it from our web site at http://www.mrtec.com and see how you like it.Also note that we have many large companies who use our billing and inventory software for special projects that their general accounting program can't handle. In these cases, a simple Journal Entry into their main accounting program for inventory value and current accounts receivable balance, provide their general accounting balance sheet data. Our inventory and accounts receivable reports will provide the audit trail support for those Journal Entries.

B-20. My customers give me deposits all the time. Can this program handle deposits?

Yes, in fact we think our system handles them the best, because you can have as many deposits as you wish and "offset" them against any invoice(s) or let the system do it for you! You record deposits on account using the Payment Wizard. Once you enter a deposit, it will deduct that amount from the customer balance. Deposits show up with a transaction code of "D" and just "hang around" until you offset them against invoices.

For example, you book a $40.00 deposit on one of your customers accounts and a week later you send them an invoice for $100.00. When you run this customer statement, the balance due is now $60.00. When you receive this payment, use the Payment Wizard to record the $60.00 payment by marking the deposit and invoice as paid. Together, these amounts match the payment amount and the post button will activate.

You also have another option. You can delete deposits, so you could delete the deposit when your ready to bill your customer. Then enter an invoice for $100.00 and show a $40.00 paid amount, leaving a balance due of $60.00. All this information will then appear on the invoice you send your customer. Which method you choose depends on whether you send your customers invoices or statements. Try it both ways and see which method works best for you.

B-21. I entered a $100.00 deposit from my customer and later I did a $100.00 invoice. The customers account balance is zero, but the deposit and the invoice still appear on my Aging Report. How do I get them off the report?

Go to the Payment Wizard, select this customer and enter a payment amount of zero, then move the $100.00 deposit and the $100.00 invoice into your payment posting window and the post button will activate. When

you press the post button, the system will mark those items as paid, removing them from your Aging Report, offsetting them against each other. The reason they still appeared on your Aging Report was because you never "marked" them as being paid.

When you post a payment to a customers account, if the payment amount matches the customers account balance, our billing system will mark all deposits, partial-payments and invoices as paid automatically by moving them into the posting window and when you press the post button, everything is marked paid. But this did not happen in the example shown above because the deposit was recorded first and when you did the invoice, it only brought the account back to a zero balance. Since the account balance was zero, you did not have a payment to record (balance due) and the items were never "marked" paid. You accomplished this when you entered a zero payment amount and offset the invoice and deposit against it. Because of all the flexibility we have provided for deposits, we believe you will find this program a real joy to use and it's EASY!

B-22. I need to track and bill my time on different projects. Is there any way I can do it using your system?

You bet! Simply create different project codes by setting up Product Codes for the different project numbers/items/cost centers, etc. that you want to track (Product Manager). The Sales Report, sorted by Product Code will total the costs associated for each project. We also have a built in timer which makes it easy to calculate time spent, located on the invoice editor. You can track your time as specific as you need to!

B-23. Can I email invoices to multiple email addresses?

Yes, by separating each email address with a semicolon ';' when entering the customer/vendor email address. See the online help in the program for an example.

B-24. We use a non-American date format. Do you have an option for displaying the date in another format?

Yes, we have many overseas customers! The date format can be specified by using the General tab option in the Company Manager. This allows you to display your dates in DAY/MONTH/YEAR format. Also, we have built in support for A4 paper size and you can use the margin settings to make your invoices "fit" perfectly when printed!

B-25. I have two different customers with the same name, but your system does not allow duplicate customer names. What can I do?

Use a middle initial or "Mr." or "Mrs." or a building number or something else to make the second customer name unique. Duplicate customer names make it very difficult for you when you do invoices and post payments, because you can easily get the two customers mixed up. For this reason, we do not allow identical customer names. We realize that sometimes you may have more than one customer with the same name, you will just need to enter them slightly different from each other. In fact, over time, you will come to realize why we did this and be glad that we did. We know! Our old 16-bit billing program allowed duplicate customer names. We sold thousands of copies! In the end, it did more harm than good, so we no longer allow duplicate customer names.

B-26. Why is the Print Invoice Checkbox dimmed on the invoice? Why is the checkbox under it

dimmed?

You are editing the invoice. The print invoice feature is only active if you are adding a new invoice. When checked, the invoice will be printed after you finish entering the invoice. This is mainly for Point of Sale type transactions.

The checkbox under the print invoice checkbox is the calculate tax checkbox. If this option is dimmed out, you do not have your tax rate specified in the Company setup options or you don't charge tax. This will also happen if you have setup your customer as tax exempt. If you mark a customer tax exempt, the system will not allow you to calculate tax on their invoices. The tax checkbox allows you to turn off (override) the tax calculation for any specific invoice. You can override the tax calculation at the invoice level, so do not mark a customer Tax Exempt if you will ever charge them any tax. If you have different tax rates, you can override the tax amount/percentage at the invoice level.

B-27. Why is there no place on the invoice to enter a shipping charge?

There is! You can bill anything with our system, but you need to enter it as a line item on the invoice. This is not an oversight on our part. We designed the system this way! Simply setup product codes for all the different shipping methods you use, such as UPS, FEDX, etc. You can even make codes for FEDX-1DAY, FEDX-2DAY, etc., depending on how specific you want to track freight, or you can just setup one generic code for shipping and handling. If you have one set rate, enter this amount when you setup the product code, otherwise, create the product code using a zero amount. When you add the freight line item to an invoice, enter the amount of the shipping charge on that line item for that specific invoice. This allows you to have a different shipping charge for all your invoices.

The reason we want you to do this is simple. When you run your Sales Report sorted by product code, all "like-items" (products) will be sorted together and sub-totaled. Therefore, you will be able to tell how much income you made from shipping/handling and the freight charges will not be "lumped" together with the product cost, so you will get true calculations for product sales since the freight is sub-totaled separately from the other products. Furthermore, if you always ship UPS for example, you will be able to tell how much your UPS bill will be that month since all the shipment costs for UPS are totaled on your Sales Report.

Using billing systems that only allow you to enter a freight amount on the invoice lock you into having to classify all freight by only the one freight category. Our system lets you setup as many freight categories as you wish and then will sub-total all types on your Sales Report! This is one of the many reasons we like to call our program the "king" of billing systems. You can setup product codes for freight, products, hourly charges, special taxes, labor, services, anything. Be as specific as you like when you create your product codes and create codes for everything you bill your customers.

B-28. What does the on-hand quantity + old quantity mean?

This appears on the screen above the line items during the editing of a PO or invoice. Since you already had a quantity on the original PO or invoice, it is being shown to you. Keep that in mind in case you change the quantity. It is simply adding the old quantity back in stock, if you change it to a different quantity. Then it will deduct the new quantity from stock.

B-29. Can I put a place on the invoice for a customer signature area?

Yes, you can use the Sales Message area to do this. Just type in the words you want to appear and a line for

the customers to sign on. Also, you can print the customer notes/comments instead of the sales message, for selected customers. See the online help for this in the new customer topic.

B-30. Why isn't my invoice calculating tax?

This could be several things. Is the customer marked tax exempt? Is the product setup as taxable? Is the tax options in your company setup, configured correctly? When you add the product as a line item on the invoice, is there a "Y" in the tax column? All these things can effect the tax calculation.

B-31. Can I print out individual receivers on each page?

Yes, run the Receiving Report sorted by the receiver numbers, and select the page-break option to get each receiver printed on it's own page.

B-32. Can I delete old invoices and PO's?

Yes, use the "delete old records" on the Tools Menu. In the US, the IRS requires us to keep 3 years of records, so we suggest you leave them in the system for 3 years. Since they scroll out of the invoice/PO window list as you add new PO's, they are never in your way, so why not leave them? Also, when you remove records, you can no longer run reports to match against previous years sales/orders and histories for your customers and vendors. Our program can handle over a billion records per data file, so you don't have to worry about reaching a "limit" or anything like that. It's better for you to leave them in the system.

B-33. Can I put a comment under the product description or extend the product description?

Yes, click on the line item you want the comment on and click the far-right pencil picture button to add a comment on the invoice/PO. This blanks out the unit price and quantity fields, allowing you to type in a comment in the product description.

B-34. Can I use pre-printed forms?

Yes, many of our customers have their own preprinted forms, however, you have to design your forms around the layout options in our program. You can't use any invoice form and tailor our program to work with it. There is no way we could support all the different forms out there. You probably want to turn lines and shading options off and your company name and address, since these type of items would already be on your preprinted form. After you have the options you want finalized, print an invoice and take it to your local print shop and have them make the forms to fit your invoice. Also, we have a "Letterhead Mode" setting on the Forms Tab in your company setup. This mode turns off the top of the invoice from printing, so you can print them on your letterhead stationery.

B-35. Why don't I see my company name or the word "INVOICE" on the top of my invoice when printed?

You have the "Letterhead Style" option checked in your forms settings. This tells our program that you are printing on your company letterhead which would already have your address printed on it, so our program does not print the name and address on the paper in this mode. Uncheck this option and you will see your company name appear.

B-36. Invoice/PO numbers and sorting issues in the Invoice/PO Manager windows.

The invoice/PO numbers are an alpha-numeric (works with numbers and letters) field and does not work as a numeric field would. If you need your invoices displayed in a numeric invoice number sequence for some reason, you will need to use invoice/PO numbers like 0001, 0002, etc., in order to get them to display as numbers would. You have complete control over what your invoice numbers are. Because many of our customers use letters in the invoice/PO numbers, making this a numeric-only field is not an option for us. We find that displaying the invoices in the Invoice Manager by invoice date yields the best results for most of our customers.

B-37. Can I print a single Customer Statement?

Yes, go to Customer Manager and highlight the customer. Click on the Statement Menu, and select view. You can also just view the outstanding invoices for that customer or ALL invoices-paid and unpaid. Click the print option to print this statement.

B-38. Why don't PO's increase my stock levels?

You need to receive the PO before they come into stock. Many companies use receivers to verify receipt of material before they will pay for it in their Accounts Payable department. If you do not use receivers, set the "auto-receive" feature on (PO Options). This will receive the stock as soon as you enter a new PO. Also note that in order to maintain a stock balance for a product, you MUST set it up as a product code in the Product Manager, or there is no place to store a stock balance. Our program will ignore any product codes on invoices/Po's which do not have a matching product code in the Product Manager. This is for our customers who also sell non-stock items they do not want to setup as product codes.

B-39. Will the invoice/PO addresses fit in a window envelope?

Yes, there is a setting in the forms options in your company setup, "Move addresses to right". Enter a value of 300 to start and work from that. This setting is in DPI measurements so you can move the address exactly where you need it to be. It is best that you use envelopes with windows large enough to give you some room to "play with", as the smaller the window, the more difficult it will be to see the entire address in the window. In general, fold the invoice/PO in even "thirds" by making two folds. The top third of the invoice's address lines should appear in the window of the envelope.

B-40. Can I customize the Customer Statement?

You can change the fonts and colors and add a comment line, however, there is not too much you can do to "customize" the statements. Every field shown is required. If you want to make your forms look jazzy, consider printing on your own customized letterhead stationery. Our program has options to work with letterhead.

B-41. How do I print a paid receipt?

When you re-print an invoice that has been paid, it will show the paid amount and paid date. That is the best receipt we know how to make. You could change your form headings to say "RECEIPT" instead of "INVOICE", or you could buy a rubber stamp that has the word "RECEIPT" on it and stamp it on the receipt copy. We also have a receipt printer" option in the forms settings, for those people who want to use a small receipt printer. Please see the online help for this feature.

B-42. Can I use a different sale price for the same product?

Yes, simply setup one product code for the item, using the regular sales price. When you do an invoice and need to change the sales price, simply tab over to the unit price field and enter your new sales price. That price will be stored on that particular invoice. Your profit report will pick up the different prices.

B-43. How do I add a message on the Customer Statements?

Edit your company setup, go to forms options and click on the "headers/fonts/colors" button. You will see the Statement Note field here. 80 characters is the max. for this field.

C. Printing / Graphics / Envelopes / Labels

C-1. I created a bitmap picture logo and added it to my invoice but when it prints its very small, what can I do?

You will need to create a larger bitmap image. The reason is because the print resolution that your printer uses is much better than that of your screen, so the logo prints smaller. We could have defined an area on the layout and "stretched" the picture into it, but this will result in a distorted image. We choose not to limit the size of your bitmap. You must simply make your image larger. Please note that by increasing the size of your bitmap requires more ink/toner from your printer and therefore might not be a good idea if you print a large amount of forms.

IMPORTANT! ABOUT DPI MEASUREMENTS:

The size of your printed logo is actually determined by the resolution DPI (Dots-Per-Inch) setting of your printer as you have setup in Windows! In other words, your logo will print larger at a 300 DPI setting than it would at 600 DPI and the size and print quality is actually determined by YOUR printer as you have it defined in Windows Control Panel. Try a 300 DPI setting before using a 600 DPI setting. You can get to your printer setup by using the Windows Control Panel - Printers option. Also note that all of our settings for envelopes, mailing labels, form settings, etc., are all in DPI measurements. This means that if you are printing at 600 DPI, a setting of 600 in our program equals one inch, and 300 would equal 1/2 inch. Likewise, if you are printing at 300 DPI, a setting of 150 would equal 1/2 inch. If you are not sure what your DPI is, try moving the printing by 1 inch by adding/subtracting 600 to/from the number you are adjusting. If it moves too far, try 300 instead. Also, some printers can print at 1200 DPI and higher, so if text gets 'scrunched' up when printed, you will need to increase the values by 300, 600, 1200 or higher. Simply keep doubling the settings until you find the one that works for you, then make any small adjustments you need to get the printed text just where you want it. Since we use DPI measurements in this software, you can make your adjustments to printed output with pin-point accuracy!

C-2. Why do my envelopes and mailing labels print all scrunched up and the lines print on top of each other, or print too far apart?

Please see the DPI notes above. You will need to double the label height and width. Quite simply, you are trying to print with DPI settings that do not match your current printer resolution. Also note that we have eight (8) pre-defined label layouts. Four are designed for 300 DPI and the other four for 600 DPI as indicated by those numbers in the file name. Therefore, if you are currently printing at 600 DPI, and you are using one of our 300 DPI layout files, your text will print all scrunched up and on top of each other. Either open the 600 DPI layout file instead, or double the label height and width of the 300 DPI file.Please Note: If you open the Label Wizard, pull down the Label Menu and choose the Calibration Ruler option, a ruler will be printed on your printer to help you determine your printer DPI measurements. Note that on the bottom of

the calibration ruler page you printed, we tell you what the DPI measurements of your printer appear to be, i.e., 300 DPI, 600 DPI, 1200 DPI, etc. Once you know the DPI of your printer, it makes it easy to adjust labels, envelopes, forms, etc. because you know how many dots-per-inch equal one inch in printer settings.

C-3. Why don't I see any text printed on my envelopes?

You are either feeding your envelope into the wrong spot on your printer's paper tray, or you need to increase or decrease your envelope TOP margin setting. Try increasing/decreasing the TOP margin by 1200 and see where the text prints on the envelope. Once any text prints on the envelope, make adjustments to the TOP and LEFT margins until you get the text exactly where you want it. Increase the TOP margin to move text down on the envelope, and decreasing the TOP margin will move the text up. An increase to the LEFT margin will move text further to the right, while a decrease in the LEFT margin will move text left. Remember that you have pin-point accuracy with these settings. Play around with the settings until you get the desired settings.

C-4. What are the printer DPI/measurements/settings for my printer?

Our Calibration Ruler will tell you. Please see question# C-2 above for details.

C-5. I turned the shading option on and all it does is print lines in the shaded area. Why is this happening?

This happens if your printer is printing less than 300 DPI (Please see question number 15 for a better explanation and settings of DPI and how it relates to your printer setup). For the shading to work properly, use a 300 or 600 DPI setting on your printer.

C-6. When I print my invoice the extended prices run off the end of the page. How do I fix this?

This would happen if you are printing with a font that is too large, or using a non-standard font. Edit your company setup, go to the forms options, then click the "headers/fonts/colors" button. At the bottom, change the invoice body text font. Try Arial, size 10. Don't forget to save your changes and exit the Company Manager. Then re-print the invoice. Should that not work, if you are printing at 1200 DPI resolution or higher, try printing at 300 or 600 DPI and see if that makes a difference, although that can only happen in rare cases.

C-7. I am having printing problems...

99% of printing problems are caused by a faulty or corrupted printer driver. You should uninstall and reinstall your printer under windows. This will give you a fresh printer driver. Use the printer driver that came on the Windows CD. If it is not listed on the CD, get an updated printer driver from the manufacturer to match the Windows Operating System you are using. Also, check to make sure that you have the correct paper size selected in your printer setup under Windows, and that the printer you are trying to print to is set as the default Windows printer. Please note that when you press the print button in our program, the status bar at the bottom will say "invoice sent to windows print queue." At this point, the printing is out of our hands, so the problem you are experiencing is between windows print manager and your printer. Next, people say, "Well, my printer works with all my other programs, why not yours?" The reason is our programs print a lot of graphics, and need the correct windows print driver, whereas programs only printing text can work with the limited print driver. As of this writing, we have been diagnosing printer problems for 14 years in 85 countries. To date, we have never had to make a change in our program regarding printing, as ALL of the

problems have been resolved when the customer installs the correct printer driver to match their printer and their version of Windows.

D. Procedures, Accounting and Various Help Topics

D-1. I do sub-contract work and need to bill one customer for many different (3rd party) jobs and work sites. Do I setup each job site as a customer?

No, you should only setup one customer number for the company you do sub-contract work for. This is who will pay you and who you should send the invoices and statements to. The rule to follow here is, if the person/company will not be paying you directly, do not set them up as a customer. They don't owe you the money and you will never be billing them.

What you want to do is setup the company who will be paying you as a customer. Then, for each job you do for them, prepare an invoice and enter the job location, persons name, work order number or brief description of the work done in the statement comment field on the invoice. The statement comment field is very important here as it only appears on the customer's statement. When you run the statement for your customer, you will see the date of each job, the work location, the amount you charged, what the customer has paid you and what their current account balance is. You can attach the copy of each invoice to the statement if your customer wants backup detail. If you do not want to use the statements, you can send your customer the invoices instead. Use the Notes/Comments/Reference field on the invoice to enter the work location and/or job description. This field prints on the invoice.

If you use parts or other supplies, you can set them up as products and bill your customer using the Product Invoice. If you would rather type a long description of what type of work you did, you can use the memo invoice. It's easy to bill third-party charges with our billing system!

D-2. I charge all my work to one product code when billing my customers, but later, I want to move the charges from that product code and split the charges against different product codes. Can I do this with your system?

Yes, Accountants call this a journal entry. Journal entries allow you to transfer charges from one product (project) code to another, or split the charges over several codes. An example would be if you did consulting and used a "consulting" product code when you bill your clients. But for your own bookkeeping purposes, you would like to allocate the charges for the consulting product code to what type of work you actually did, like computer consulting, business consulting, tax consulting, labor, parts, etc. You could use these product codes when you bill your client, but if you don't want your client to see these individual charges, you will need to do a journal entry.

Simply create a Product Invoice for a ZERO amount. You should also setup a special customer number called "Journal Entry", so you don't enter these invoices on your customer accounts. Then enter a negative amount for the product code you want to take the money away from and then add a line item for each code you want to split the money over. For example, if you charged a client $50.00 using the "consulting product code" and want to split the money evenly over a "labor" code and a "parts" code, you would enter an invoice for zero amount and add three line items to that invoice. The first line would be for -50.00 to the "consulting" code, the second for 25.00 to the "labor" code and the last for 25.00 to the "parts" code. The total of these lines equal zero and will not affect your accounts receivable balance. When you run the Sales Report, sorted by product code, you will see the journal entries moving the money from one code to the others. Another

example would be if you book sales commissions. You would not want your customers to see the commission entries on their invoices, you would want to use journal entries to reclassify the charges.

D-3. How do I write-off a bad (unpaid) debt?

An unpaid (bad) debt becomes a business write-off. You can generate the supporting documentation while using our software for such a transaction. To write-off a bad debt, simply post the payment to that invoice to mark it paid in full. Then run your Payment Register and circle that payment amount as a write-off and put that report in your tax folder for documentation purposes. It's easy to make adjustments using our software! In any accounting system, a write-off for bad debts effects the bottom line of the profits. In our program, the adjustment amount appears as a payment on your payment register, recorded as a payment write-off adjustment on your taxes, providing an audit trail and documentation for tax purposes.

As an alternative, you could simply delete the invoice and be done with it, however, that would leave no audit trail. It's up to you how you want to process these transactions. We have some tools to help you. We have an Audit trail feature (General Settings in Company Manager) which does not allow deleting/editing invoices, but requires an adjustment entry (the audit trail) to be created. You can also password-protect your company settings so that they cannot be changed without the password. Audit trails and tax documentation are easy to create using our software!

D-4. Unit price for same product/different sales price...how?

Suppose you sell perfume by the ounce. If they buy more than 10 ounces, you give them a different sales price. How do you setup the product code unit price? That depends on what information you want the system to give you back. Yes, you could setup product codes with different prices, but that would also give you different stock balances. If it is the same product, sold at different prices, you really only need one product code. Then you would simply change the sales price on the invoice. With Inventory Pro, you can also change the cost price on the invoice and your Profit Report will pick up all the pricing variances. In this example, your unit of measure is ounces, and you can change your sales price depending on the number of ounces sold. Your stock report will always show the number of ounces you currently have in stock. You can also set target product stock levels, and the re-order report will use these values to tell you when it is time to order more product. If you purchase the product by the gallon, you would add 128 ounces to your stock level, for each gallon purchased. Your cost price would be your purchase price divided by 128 ounces. The key here is to setup your product unit price and stock level to what you want to see on your inventory report (i.e., gallons, ounces, feet, yards, units, etc.), and to use when setting up your re-order and target stock level watches. Since you can over-ride the cost and sales price at the invoice level, you have complete control over your inventory pricing options.

D-5. How do I handle down-payment to apply to an invoice?

This would be a deposit on account, using the Payment Wizard. Deposits don't do anything except reduce the customers account balance. When you do the final invoice and the customer sends you the final payment (less the deposit), post the final payment, offsetting the invoice and the deposit to equal the final amount owed. For example, the customer gives you $50 and you enter it as a deposit on account. When you finish the work, you invoice them for $75 and they send you a check for $25, the balance due. Post the check of $25 and offset the $75 invoice and the $50 deposit. Together they equal $25 and then click the post button to mark both paid. Then you can run the Customer Statement to see the transactions and how they are offset by the program. See the online help for the Payment Wizard for deposits on account.

D-6. How to track inventory used by a Job or Project?

You would need to do an invoice to remove all materials used from stock. You can use a dummy customer number for this, which could be the truck or project number. You can do as many invoices as you need to move all the items. When the job is done, run the statement of account for that customer number to see the total material charges, invoice numbers and dates. You can also run the Sales Report sorted by customer number to see all the individual items.

D-7. Can I do Quotes?

Sure. Currently our customers setup separate companies to do their quotes in, so they can change the form headings to say "QUOTE" instead of "INVOICE" and so their quotes don't get mixed up with their invoices. You can also run the reports on your quotes this way.

D-8. Do I ever need to rebuild my data files?

The only time you really need to rebuild data files is if you have a power outage or Windows locks up on you and your program does not work properly. It is also necessary to rebuild your data files after you restore from a backup disk. Also, we have built-in error checking and our program will prompt you if the files need to be rebuilt. We have customers who never have to use this option, and we have some that must do it often. When you rebuild the data files, the index files are rebuilt. We use the index files to find information quickly and they are vital to the operation of our program. As a general rule of thumb, you should not need to rebuild the data files unless our program complains with some sort of error message, then rebuilding the files is the first thing to try.

D-9. Why does the Repeat Billing Wizard still generate an invoice for an inactive account?

Marking a customer inactive will not stop a repeat billing that you have setup. It is only meant to alert you that this customer has special handling or items that need to be taken care of. You need to delete the type "R" Master Repeat Billing invoice to stop a repeat billing from generating future invoices. To delete a repeat billing master (type R), simply click on the invoice in Invoice Manager so it is highlighted and then click the trash can button.

D-10. I have a customer name longer than 35 characters. What do I do?

35 characters is the limit for the name and address fields. Split the company name into two lines, like:

Big Long Company Name Incorporated
of North America

Also note that the above example could have been placed on 1 line if you had entered like this:

Big Long Company Name Inc. of NA

D-11. Can I fax my invoices/statements through my computer to my clients?

Yes, but you will need to have the fax software installed on your computer. When you have fax software properly setup, you will see another printer in your Windows Print Setup, usually called "fax" or something similar. With the "fax" printer set as your default Windows printer, all printed output is sent to the fax instead of the printer.

All you need to do is use the printer setup option on Billing Manager's File Menu, to set your default printer as your fax program and then print an invoice as you normally would. Windows will then re-route the invoice to your fax software instead of the printer. The fax printer will remain the default Windows printer until you either exit the billing program or use the Printer Setup option to change default printers.

Balancing Your Payments

At the end of each day, you should total your cash receipts and run the Payment Register Report (Report Wizard), sorted by date and balance your cash receipts for that day to the report total for that day. If your daily cash receipts do not balance to the figures on the report, you did not record all your cash receipts into the billing system! It is very important that you balance this after posting payments, preferably, on a daily basis. It is much easier to balance daily rather than weekly or monthly because you have less transactions to balance and you have not already deposited the payments.

If you do not balance your billing system to your actual cash receipts, you will have no way to verify the integrity of your financial data! In other words, some customers that have made payments, might still show a balance due because you did not enter their payment and balance your daily cash receipts. Not only would your customers become angry with you, but you would be very unhappy when you run your Payment Register for any selected month, and it does not balance to the deposit amount shown on your monthly bank statement. Depending on your volume, you may choose to only record payments once or twice a week. Make sure all payments are recorded that were deposited into your company bank account.

Booking Discounts

If you decide to offer customer discounts, you must decide how you will handle and account for them. A discount is usually classified by companies as a "cost of sale". This means that a discount is an "extra added expense" of doing business. How you will classify discounts depends upon how you have structured your business. You may want to consult a CPA on how you should classify discounts. In any case, you should be able to identify discounts taken on your monthly Sales Report. Billing Manager can do this for you if you follow the guidelines below.

The first thing you should do is change your terms to reflect the fact that you now offer a discount. A discount of one or two percent of the invoice total is standard.

In most cases, your customers will not take your discount unless it will add up to a significant savings for them. The bottom line is that leaving the money in their bank account will usually draw more interest for them than if they paid you early and took your offered discount. Therefore, if you offer a discount, you should not be discouraged if customers do not pay you early.

Depending on your invoice volume, you have two ways to book discounts so that you can see them on your sales report. When you issue a customer an invoice, you should NOT include the discount amount on the invoice. If you did, and the customer does not take the discount, you would not be able to record the payment, as it would not match the invoice amount. Remember that you must mark an invoice completely paid in full in order for it to be removed when you delete paid invoices. If a customer does take a discount, you should generate a credit memo (the Memo Invoice feature is a good tool for this), for the amount of the discount and clear both the invoice and the credit when posting the payment. It is not necessary to print the credit memo as the credit is actually transparent to the customer. All the customer knows is that if he/she pays the invoice early, they may deduct your discount amount from their invoice.

Let's look at an example. Suppose you setup your terms as "2% 10 Net 30". This means the total invoice is due within 30 days from the date of the invoice, however, your customer can deduct a 2% discount if they pay you within 10 days. Also suppose that you send a customer an invoice for $100.00 and the customer pays you within 10 days and takes a $2.00 discount. Of course, the customer payment will only be for $98.00 and your invoice will be on the system for $100.00. You must post the payment so that the $100.00 shows on your sales report and so does the $2.00 credit for early payment. To do this, first issue a credit invoice for a $2.00 credit using the Memo or Line-Item Invoice options. You should use a description or Product Code such as "discount taken" so that you can identify the credit when it appears on your Sales Report. After issuing the credit, post the payment transaction of $98.00 to the customers account by using the Payment Wizard. Then clear the original invoice for $100.00 and also clear the credit for $2.00. Both the original invoice and the discount will now appear on your Sales Report. It's really a simple process once you get started and you can generate a credit invoices very quickly for all discounts taken. At the end of the month, when you run your Sales Report, you can see how many discounts were taken. Additionally, when you run the customer statements, both you and the customer can see the discount amount on their statement.

The second method is used if you have a large volume of discounts taken. If you have a customer who takes many discounts on a single check, you may choose to add up the total of all the discounts on that check and do a single invoice credit memo for the entire amount. Then clear all of the invoices on that check including the credit invoice to properly post the check. Offering your customers discounts for early payments does require additional processing by you, however, it is advantageous to collect your money as soon as economically possible. You may decide that the additional processing does not out way the early payment

and choose not to use discounts at all.

Terms Examples

Terms allow you to specify to your customers how you expect to be paid. You can create any terms you want. Below is a list of common terms and what they mean. You can modify, delete and define new terms by using the Terms Setup option on the File Menu (main screen). You can also create a new payment term when adding a new invoice by typing in the new payment term.

Due on Receipt - Payment due when invoice is received.

Net 30 Days - Pay net amount within 30 days from invoice date.

2% 10 Net 30 - Customer can deduct a two percent discount if paid within 10 days, otherwise the net invoice amount is due within 30 days of the invoice date.