Bookkeeping Seminar 2017

Your mission as a bookkeeper is to enter the daily information in STEP1, post Order Entry, including Accounts Receivable, Accounts Payable, Accounts Payable Checks and General Ledger.

It is very important to try and accomplish a day's work, in a day's time. This will give the owners a clearer picture of the company at any given time.

Accounts Receivable

A/R Payment Groups – Payment Groups Tab

In the A/R and DMain modules, there is a new tab called **Payment Groups**. In this tab you will be able to view your payment groups, and the customers assigned to each payment group.   You will have the option to Modify a Payment Group, Setup a new Payment Group, and Delete a Payment Group. Also you can enter a Group Payment and send Payment Group Statements.

You will need to specify one customer in each Payment Group as the 'Master Account' for the group. Since a Master Acct must be assigned for each Pmt Group, there is a new A/R Customer Data Check Error if a Payment Group does not have a Master Acct set.

Credit card on file information for a payment group should be stored on the Master Account, along with the Payment Confirmation contact, and Credit Card contact.

Credit Card Processing in STEP1

You can process credit card payments directly from Enter Customer Payment, or Enter Group Payment with a credit card on file, or as a one-time transaction using the ChargeItPro gateway.   After a card on file has been setup, and validated, only the last four digits of the credit card number will be stored in STEP1 and CIP.   Using **Credit Card PrePay** in A/R you will be able to pre-authorize a pending customer order with a credit card on file, or by swiping a credit card in OrderDesk, Pending Orders tab. With **Credit Card AutoPay** you will be able use a credit card on file to pay customer invoices once they are posted in the CC PrePay/AutoPay tab in A/R. Both Credit Card PrePay and AutoPay require new customer terms to be setup in Dmain.

STEP1 supports EMV Chip Cards with the new card swiper hardware and gateway software installed. The Credit Card Interface can now handle P-Card Level2 processing.

Enter Customer Payment or Enter Group Payment

Once you have entered an A/R payment for a customer, you will not be able to enter a second payment for that customer on the same day until the first payment is posted. If you attempt to enter another payment, you will be prompted to post the first payment before continuing with the second payment.

Customer Payment Method. You have a choice of Credit Card, Check, Cash or CM-Apply. Credit card, Check or Cash accounts can be assigned to a different Cash in Bank account in General Ledger. G/L bank account defaults can be changed in Super. (Company Branch Info., Branches, Modify Branch, G/L Interface tab). If you have a credit card on file for a customer, their default Payment Method will be credit card. When entering a customer payment using a credit card, you will be able to email, or print a payment receipt.

Customer Payment Reports

Customer payment reports can be printed for a specific date range, and can be printed by Payment Date or Date Entered. There are two new payment reports: Pmt Summary - By Pmt Method and Pmt Summary - By G/L Cash Acct.

NEW: Enhancements to A/R 'Enter Balance Adjustment' procedure

You can now select an adjustment 'Reason' from a lookup list to allow management analysis of why A/R balances are being adjusted, and, you can now select an 'Approved By' user to indicate who approved the balance adjustment.

Customer Statements. A/R statement options are: P for print, F for fax, E for email, or N for never. This flag can be changed in Modify Customer Information, Credit Info tab. Before you send statements be sure to run Age All Customer Accounts. And you may want to run Issue Service Charges from the Utilities tab. To send statements to all customers with an open balance, click on File and Tag All Listed Customers, then in the Send Statement box, click To All Tagged Customers. To send statements to delinquent customers, click Show Delinquent Customers Only in the Customers List Option box, then go to File and click Tag All Listed Customers. You also have the option to send statements to all Credit Hold Customers. If you want to send a statement to an individual customer, either highlight their name and click Send Statement To Highlighted Customer, or click the Tag next to their name and click Send Statement to All Tagged Customers. You can also send statements to a payment group.

How to Refund Money to a Customer with a Credit Balance – see attached instructions

How to handle NSF Checks – see attached instructions

A/R Call Tracking (Requires SNAP Level 1+)

This feature is included at no charge in STEP1 V7.37, and is optional. See the A/R Call Tracking document.

Accounts Payable

Enter Vendor Invoices/Credit Memos

If you are entering a credit memo, type a minus sign in front of the dollar amount. The Amount Due does not have to match the purchase order total. Any difference can be posted to a variance account, typically a COGS account which would expense the difference right away. If the purchase order has not been posted, it can be unreceived in Warehouse, then modified in Purchasing and received again. If the purchase order is posted, and there is a cost difference you need to change the last cost purchase unit in Modify Item Info in DMain. If there are questions regarding the A/P invoice that you can't answer immediately, you can save the invoice information already entered by clicking the Hold for Review tab and the invoice will be saved. It will remain in the Unposted Invoices tab until you modify the invoice and uncheck the Hold for Review tab.

Enter Balance Adjustment (if necessary)

Paying Vendor Invoices with a Credit Card – see attached instructions

Accounts Payable Checks

Generate Recommended Payments: Enter your Check Date and Payment Cutoff Date and click Generate Recommended Payments. In Pending Payments tab run Print Pending Payments Report. This will list all of the invoices STEP1 has marked for payment. You can modify, or delete any of the payments in the Pending Payments tab. Make sure you double check this list before running Process & Print Pending Payment Checks, as a check will be issued for any payment listed in the Pending Payments tab.

Enter Hand Checks: You have two options - Enter Open Invc Check, or Enter Expense Check. Every vendor has one check type as a default, but you can issue either type of check for a vendor by clicking the appropriate tab. If you are paying a COD to a vendor use Enter Expense Check. You can setup a Miscellaneous Vendor account to use for those payments where you don't want to set up a vendor. If you hand write a check to a vendor you still need to enter the payment in STEP1, just be sure to uncheck the Print Check flag when entering the payment, and enter the check number.   To finish the hand check payment, you will need to run Process & Print Pending Payment Checks.

General Ledger

Key to General Ledger debits and credits:

A – Assets   a debit increases, and a credit decreases the account balance

L – Liabilities   a credit increases, and a debit decreases the account balance

E – Equity   a credit increases, and a debit decreases the account balance

I – Income   a credit increases, and debit decreases the account balance

E – Expense a debit increases, and a credit decreases the account balance

Consolidated Entries: Typical G/L accounts to consolidate are cash in bank (for customer payments), sales, cost of goods sold, and inventory. One transaction will be written per posting batch to G/L. In G/L Status Check you can double click on the entry and it will expand to show you the detail in each entry.

Recurring Entries: Use this feature for those G/L entries you will do often such as ACH & EFT payments, payroll, depreciation, etc. Create the transaction using Enter G/L Transactions, setup the entries using a dollar amount or a zero, when the entry is complete, click File and Save as a Recurring Transaction. The transaction will save with a recurring transaction number and description and will now show in the Recurring tab. To write a Recurring Entry, pick the entry from the Recurring tab, modify dollar amounts, or make any other changes, and Save. The entry will be added to the UnPosted tab. A recurring entry can be modified and re-saved at any time.

G/L Posting Errors: If STEP1 encounters an error when posting to a G/L account, the error will show in the Posting Errors tab. Be sure to fix the error as soon as possible.

Data Checks: Found in both Super and DMain.   If your Data Checks are showing you have G/L accounts out of balance make sure that any customers or vendors that are out of balance are corrected first. Usually, clearing the vendor and customer data checks will clear the G/L data checks. If not, contact STEP1 Support for further help. It is very important that your customer, vendor and G/L data checks are cleared up before opening a new month.

Bank Reconciliation

This module pulls data from A/R, A/P Checks and G/L. If the data in these modules is not correct it will make using Bank Reconciliation much more difficult.

Tips for making Bank Reconciliation easier:

Setup a cash in bank holding account and have all of your customer payments & deposits post to this account. Consolidate the entries going to this account by modifying the G/L account to consolidate A/R entries, and debit entries. Then setup a G/L recurring entry to move the dollars from the holding account to your main cash in bank account. This will help you can control the dates and deposit amounts to the bank account and it will cut down on the detail in Bank Rec.

Setup as many recurring G/L entries as you need to keep track of ACH & EFT payments, payroll entries, and any money that is automatically withdrawn from your bank account each month. Go online with your bank so that you can monitor deposits and withdrawals on a daily basis, or at least a weekly basis.

 Before entering the Bank Reconciliation program, review your bank statement for any service charges or interest earned for the month. If necessary, go to General Ledger to enter and post a G/L adjusting entry for these items. Do not enter these amounts on the opening screen in Bank Rec.

You can mark consecutive transactions by clicking on the first transaction, hold down the Shift key and then click on the last transaction. All transactions between the first and last will become highlighted. Then click

Mark Selected Check(s) or Mark Selected Deposit(s) and the highlighted checks or deposits will be marked as cleared.

You can click on the Check Number, Date, Amount or Payee headings to sort entries in ascending, or descending order.

SNAP Level 1 Overview:

Advantages of using **SNAP Notes** instead of the old Customer & Vendor 'Notes/Memos'

SNAP Notes are individually listed (with a subject line and date) vs 'everything in one memo'

SNAP Notes can be added by any user, instead of just users allowed to modify customer info

Comments can be added to a Note by anybody that can View that Note

Viewing a Note can be restricted to specific users (or groups of users)

A SNAP Note can be attached to one or more of the following 18 'Attach-Tos':

Customer, Customer Contact, Cust Pmt Group, Customer Order/Invoice, A/R Pmt, A/R Bal Adjustment, Vendor, Vendor Contract, PO, Vendor Invoice, A/P Pmt, A/P Bal Adjustment, Item, Rebate Contract, G/L Account, SUM/CorpAcct, Cust Pricing Class, Service Dept Machine

SNAP Documents

SNAP Docs are simplified special-case SNAP Notes used to organize 'permanent' documents that you need to save (and easily view) for Customers, Vendors, etc. Example: Cust Resale Tax Certificate, Credit App (restricted View)

SNAP Documents can be attached To: Customer, Cust Order/Invoice, Item, Vendor, Vendor Invc, Vendor PO or SDMachine

When a SNAP Document is viewed, it displays the one Document file (pdf/jpg), and the Document Subject (no other Note info is displayed).

SNAP Documents for Customers and Vendors are listed on a separate tab from SNAP Notes to make these documents easily available for viewing.

SNAP is fully integrated with all of the STEP1 Windows Modules, as well as WebSalesRep and CRM WebApps.

The features listed above are in SNAP Level 1, and will be available at no charge with the V7.37 upgrade.

![STEP1 Software Solutions - One Step Ahead]

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A/R Call Tracking: SNAP Level 1

One of the hardest parts of owning a business is Accounts Receivable collections. If money isn't coming in from your customers, it is hard to meet your obligations. At the same time, in trying to collect past due money from your customers, there isn't always a defined set of instructions to follow for collecting money due to you. Did I call that customer? Who did I talk to and what did they tell me? Things can fall through the cracks. With the new A/R Call Tracking procedures in STEP1 we can help you stop things from falling through the cracks.

To address this problem, STEP1 has provided a way for you to track A/R call activity.

There are two ways to add an A/R Call Note for a customer.

1. Add an A/R Call Note to an individual customer by highlighting the customer in A/R, and click on the 'A/R Collection Info' tab. Click Add A/R Call Note, this will add an A/R Call Note to this customers A/R Collection Info. Try adding individual Call Notes, but, if you are looking for a way to add Call Notes for all overdue accounts, then try #2.
2. The A/R Manager can run the 'Preview OverDue A/R Call Report' in A/R Utilities which will list the customers and invoices that are 'OverDue'. OverDue is defined as an invoice that is xx days past the Pmt Due Date.   After reviewing the Preview OverDue A/R Call Report, the A/R Manager will run the 'Add OverDue A/R Call Notes' procedure from the Utilities tab. This procedure will run down the list of invoices for each customer and total up the Amt Due for each invoice that is overdue. An A/R Call Note will be attached to the Customer, and the Customer's A/R Contact. A Followup To-Do will automatically be created and attached to the A/R Call Note. When the A/R Call has bee made, the caller will then setup the Followup To-Do's Due Date and ActiveDate as needed.

To facilitate using the A/R Call tracking feature, there will be 3 new columns showing on the A/R Balance grid in the A/R module: 'Call' (Auto-Add A/R Call Notes Flag), 'A/R Caller', and Followup (=DueDate on the Followup To-Do). All relevant info for the A/R Call (i.e. when called, customer response, planned followup date, etc.) should be stored/updated in the Note Text, not the To-Do Text.

View Note (screenshot 1)

File   Search

A/R Call: Metro School District   ☐ Mark as **Un**Viewed   **Modify Note**   E**x**it

Note Text | Control Info | To-Dos (1) | Attn/FYI Users

Sub-Topic: **A/R - Collection Call**   Project: Urgent? **N**   List First? **N**

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* Delegate this Note to a different A/R Caller if somebody else should be handling it.

======= A/R Caller Checklist =======

1. Review overdue Invoices to see if any pending issues we haven't resolved, etc.

2. Call Customer A/R Contact
3. Update this Note TEXT with date/time/results of the call, and any other relevant information.
4. Modify the attached Followup ToDo to schedule followup to see if paid when promised.
   Set the Due Date and Active Date to the Followup Date.
5. The ToDo/Followup Date will show in the A/R Module in the Customer List, along with the A/R Caller assigned to this note.
   If running at SNAP Level 2:
   a. CLOSE the call, so the Call Note will drop off your SNAPDash Open Notes tab.
   b. ToDo will show up in your SNAPDash ToDo tab when Active.

6. On followup:
a. If payment has been received, document that in the Call Note TEXT with date and other relevant info,
   and Mark the ToDo as Done (can just use the 'Done Followup ToDo' button to save time).
b. If payment has NOT been received, contact again, document in Call Note TEXT and reschedule Followup ToDo dates.
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Note Links:

Note Status: **OPEN**

A/R Mgr: **CHRIS**
A/R Caller: **JERRY**
Source: System
SNAP ID: 10000950

Comments:

Last Update	Author	Comment Summary

View Note (screenshot 2)

File   Search

A/R Call: Metro School District   ☐ Mark as **Un**Viewed   **Modify Note**   E**x**it

Note Text | **Control Info** | To-Dos (1) | Attn/FYI Users

Note Date: **14-Aug-2015**
Last Update: **10-May-2016 2:18pm**   Closed? **N**   By:
Updated By: **WALLY**
A/R Mgr: **Chris McIntire**
A/R Caller: **Jerry Samuels**
SubTopic: **A/R - Collection Call**
Project:
View Control: **AllUsers**
Attention List: View (0-Usr, 0-Grp)
FYI List: View (0-Usr, 0-Grp)
Auto-Archive: Manual

Attached To:

Button	Value
Customer	**CHICAG100**
Customer Contact	
Cust Order/Invoice	
Inventory Item	
Vendor	
Vendor Contact	
Purchase Order	
CustPmtGroup:	**MSD**
SD Machine	
Serial Number:	

Show Note?   View O/E PO Pmt

In preparation for using A/R Call Tracking make sure that all customer payments are posted and Age All Customer Accounts has been run.

There are 2 A/R System Options and 1 Customer flag that control the 'OverDue A/R Call Report'. The 2 A/R System options can be modified in Supervisor Console on the SysOpts-A/R tab, the OverDue A/R Call Report Options, and the customer flag can be modified in A/R, Modify Customer Info. 'Credit Info' tab.

SNAP Level 2:

The minor differences when using A/R Call Tracking with SNAP Level 2 are mainly being able to see Open Call Notes and Pending/Active To-Dos in their user SNAP Dash (which is not available in SNAP Level 1).

Paying Vendor Open Invoices with a Credit Card

1. In General Ledger set up a GL Liability account for your credit card company.

2. In Accounts Payable set up a Vendor for your credit card company and change the GL Expense Acct 1 default to the GL account you just set up. Change the Check Type to EX for Expense Check.

3. After you have posted the invoice to the Vendors account and given the Vendor permission to charge the amount due to your credit card, you need to move the liability from the vendor account to your credit card liability account.

    a. In Accounts Payable, Vendors tab. Find this vendor and click **Enter Balance Adjustment**. This will bring up the Balance Adjustment screen.

    b. **Bal Adj Date** will default to the current date, this can be changed if necessary.

    c. **Bal Adj Amt**. Because you are removing the invoice from the Vendors open invoice list you will put a minus sign in front of the dollar amount.

    d. **Adj Description**. Enter the Vendors name and invoice number. This description will show in the Vendors ledger and in the GL entry description for your credit card liability account.

    e. **Apply to Invoice**. Using the drop down menu, select the correct invoice to apply this adjustment to.

    f. **Expense Acct 1**. Click on this tab to bring up your GL Chart of Accounts, zoom to find your GL credit card liability account and select.

    g. Review the information on the screen and if everything is correct, click **Save**. Saving this adjustment will remove the amount from the Vendors balance, clear the invoice from the open invoice list and put an entry on the Vendors ledger. An entry will also be written to your GL credit card liability account.

4. When you receive your credit card statement match the charges on the statement with the detail in your GL credit card liability account. When you are ready to pay your credit card statement use Enter Hand Checks in AP Checks, select your credit card vendor and enter the dollar amount you want to pay. Print, and post the check.

Refunding Money to a Customer with a Credit Balance

The customer must have a credit balance on their account before running this procedure.

In AP Checks, click on the 'Enter Hand Checks' tab, find your Miscellaneous Vendor and click on the 'Enter Expense Check' tab.

1. In the 'Check Payee' box, type in your customer's name, and address.
2. Enter the check amount and change the date if necessary.
3. If you want STEP1 to print the check, leave the 'Print Check' box checked.

   If you hand wrote the check and gave it to the customer, uncheck this flag and type in the check number.

4. Click the 'Expense Acct 1' tab. This will bring up the GL Chart of Accounts, at the bottom check the box that says 'Include Customer and Vendor SubAccts?' refresh. In the SubAcct or Account Title column zoom to find this customer and select. The Expense Acct 1 will now show the Major as 1100 and the Sub-Account as this customer's account number.

5. If everything looks ok, click 'Save'. This will move this check to Pending Payments.

6. Go to the 'Print Checks' tab and run 'Process and Print Pending Payments Checks'. This step must be done even if you are not having STEP1 print the check.

7. Go to the 'Unposted Pmnts' tab. Find this payment, and click on 'Post Selected Payment'. When the check is posted it will clear the credit dollar amount from the customer's AR balance, and put an entry in their ledger for this check.

8. The last step is to remove the credit invoice from the customer's open invoice list.

   Go into DMain, in the AR tab, click on the 'Customers' tab and find this customer. Click on 'Adjust Open Invc List'. This will bring up the customers open invoices. Highlight the credit invoice, hold down the Control key, and hit the Delete key once. This will delete the credit memo from the customer open invoice list. Save.

How to adjust for NSF checks from Customers

When notification is received from your bank that a customer's check has been returned for insufficient funds, three issues need to be corrected. First the customer's balance needs to be restored to what it was before the NSF payment was applied to their account (See 1 below). Second the payment receipt of the funds needs to be reversed from the bank account it was deposited into (See 2 below). Third, bank fees and any other charges must be applied to the customer's account. Follow the directions below to make these adjustments to your customer's balance.

1. Add the invoices paid by that check back onto the customer's account.
    a. In AR, Enter Balance Adjustment for the customer. Enter one balance adjustment for each invoice that you need to put back onto the customer's account.
    b. Change Bal Adj # to the original invoice number then add 'NS' to the end of the adjustment number.
    c. Bal Adj Date will default to current date, override this to the desired date, such as the original invoice date (if transactions to that period are still open/allowed).
    d. Bal Adj Amt - enter dollar amount of the original invoice.
    e. Bal Adj Desc – enter a description that clarifies the reason for this adjustment, such as 'NSF Check #1234 Re-add Inv#5678'
    f. Apply to Invoice – do not apply this adjustment to any open invoice that was paid if full*

2. G/L Acct 1 – Change to your Cash in Bank account that the original payment went to (this will back out the dollar amount from your cash account).

Enter Customer Balance Adjustment

Bronson Health Care   .BRONSO100   Customer Status   **Save**   **Cancel**

Bal Adj Number: 100100NS
Bal Adj Date: 23-Apr-2014
Bal Adj Amount: $1,223.00
Adj Description: NSF Check#1460; Invoice 100100
Apply To Invoice: _____   Invoice Amt:

G/L Transaction:

	Dept	Major	Sub-Accout	Credit Amount	G/L Account Title
G/L Acct 1		1040		$1,223.00	**Cash In Bank - Checking**
G/L Acct 2				$0.00	
G/L Acct 3				$0.00	
G/L Acct 4				$0.00	
G/L Acct 5				$0.00	
G/L Acct 6				$0.00	
G/L Acct 7				$0.00	
G/L Acct 8				$0.00	
G/L Acct 9				$0.00	

*Note: If an invoice was partially paid by an NSF check, use the 'apply to invoice' option to adjust the amount due to the invoice balance that was due prior to applying the bounced check.

3. Charge the customer for any bank fees or service charges by entering customer balance adjustment(s).
    a. Bal Adj Amount should equal the total fees charged to the customer (for example $25.00)
    b. Set the G/L Acct 1 Credit Amount equal to the amount the bank charged your company for the NSF
    c. Set G/L Acct 2 for any additional charges to the customer from your company, if any. Then select the account used for these fees (typically customer service charge income or other income).