

“It’s My Money, and I Want It Now!” *Collecting payments from customers can be difficult after the job’s completed. We’ll show you the best practices to follow to get your Accounts Receivable process as efficient and accurate as possible in Point of Rental.*

Is it your responsibility to post payments and make collection calls? Collecting money from your customers should not be a difficult endeavor. It is not just about applying payments anymore. Learn how to manage payments, invoicing, and statements as well as customer balances through Accounts Receivable Dashboard and create call logs and reminders to communicate collection efforts.

1. **Accounts Receivable Manager**

- a. Have the ability to group by different criteria (Type, Group, Sales Rep or Jobsite).
- b. Specify the number of days the account is overdue.
- c. Assign Accounts to a specific individual in charge of collections for that Account.
- d. Check which type of orders you would like to view.
- e. View Orders.
- f. Access Customer Dashboard.
- g. Call log for Follow-up and set reminder for next Follow-up.

2. **Make Account Payments**

- a. Making a standard payment by Check, Cash or Credit Card
- b. Create a Credit on Account
- c. Write a check from Accounting Software for Refund and how to apply in Point of Rental thru a Disbursement of Refund by Company Check.

3. **Print Aged Customer Balance Report**

- a. Interactive by Accessing Customer Dashboard and being able to Make an Account Payment
- b. Interactive by Accessing Contract Information

4. **Invoicing**

- a. Print Invoices
 - i. Used if you don’t have Mass Fax/Email Module
 - ii. Print all Invoices from a specific Batch or specific Date Range Selected.
- b. Print\Fax\Email Invoices
 - i. Used if you have Mass Fax/Email Module
 - ii. Use if you have turned off the Auto generate at End of Day

5. **New to v2017 - Review Billing**

- a. This will not auto generate Invoices if orders are checked to Review Billing
 - i. Use Default setting in Configuration > System Configurations > Parameters > Account Tab
 - ii. Choose Specific orders to Review Billing from Contract Processing > Information Tab

- iii. Set specific Customers to always have their invoices reviewed from Customer Record>Pricing Tab
- iv. View all orders that need to be Reviewed from Day at a Glance > Review Tab

6. Print Statements

- a. Access Finance Charges
- b. **New to v2017-** Update Billed Date

- i. There is a box you can check or uncheck to Update Billed Date. What does this mean?
 1. If you have the Mass Fax/Email Module you would not want this box checked if you have not run your End of Day. You would still need to have orders that have been closed today - to Invoice at the End of the Day.
 2. It is suggested that you generate your statements on the 1st of the month ensuring that you have billed everything thru the last day of last month.
 3. If this box is checked it will not generate an invoice for your customer an order was closed on the same day that you are generating statements.

7. Unposted Revenue report

- a. Lists potential revenue of open contracts if they were closed & billed on the day selected day.

8. System Security for Accounts Receivable.

- a. You will want to set password levels for the following items below.

